



Landlord Information Pack

Protecting Your Investment. Managed With Confidence.

About Good Neighbours

Most landlords we work with want the same three things: a reliable tenant, rent that arrives on time, and a management experience that doesn't require chasing, checking, or worrying. If that sounds familiar, you'll find our approach reassuringly straightforward.

We focus on:



CLEAR COMMUNICATION

So you always know what's happening



STRONG RISK MANAGEMENT

So small issues don't become big ones



PROFESSIONAL STANDARDS

So everything is handled properly the first time

**Your property is an asset.
We manage it like one.**

The Good Neighbours Training Advantage

The performance of your property largely depends on the skill and judgment of the person managing it. That's why training and decision-making matter just as much as systems and software.

Every Good Neighbours manager is trained in:

- ✓ Selecting and screening the right tenant — and avoiding costly mismatches
- ✓ Rent collection and arrears management that feels firm but fair
- ✓ Conducting insurance-compliant inspections with photo documentation
- ✓ Coordinating maintenance efficiently and transparently
- ✓ Managing disputes and tenancy transitions smoothly
- ✓ Communicating in a way that keeps relationships steady and respectful

Our training is grounded in:

- ✓ The Residential Tenancies Act
- ✓ REAL Landlord Insurance requirements
- ✓ Case-based learning from real property scenarios
- ✓ Consistent quality standards across the Good Neighbours network

This ensures your tenancy runs predictably and professionally — without you needing to intervene.

Our Service Overview

Full Tenancy Management

Rent collection, arrears oversight, renewals, notices, inspections, and tenancy support.

Compliance Management

Healthy Homes, smoke alarms, bond lodgement, and insurance documentation.

Owner Portal & Reporting

Real-time updates, statements, inspection photos, and communication tracking.

Tenant Selection & Letting

Marketing, viewings, checks, references, lease setup, and onboarding.

Maintenance & Repairs

24/7 logging, coordinated trades, quotes, approvals, oversight, and records.

Market Support

Rental value reviews and renewal strategy advice.

You remain informed, while we take care of the work.

Our Step-by-Step Process

1

Initial Discussion

We understand your property and goals.

2

Rental Appraisal

We advise on market-appropriate rent.

3

Compliance Review

We confirm any required assessments.

4

Marketing & Viewings

We manage enquiries and on-site showings.

5

Tenant Screening

We recommend the strongest, most suitable applicant.

6

Lease Signing & Onboarding

All documentation handled and bond lodged.

7

Ongoing Management

Rent oversight, inspections, maintenance, renewals, reporting.

You stay in control — without needing to manage the details.

Our Fee Structure

Management Fee

8% + GST of rent collected

Covers ongoing tenancy care, rent oversight, communication, reporting, and protection of your position.

Letting Fee

One week's rent + GST

Covers marketing, viewings, screening, lease documentation, and onboarding.

Inspection Fee

\$50 + GST per inspection (every 13 weeks)

Supports insurance-compliant inspection reporting and early issue detection.

Lease Renewal

\$150 + GST (if applicable)

Ensures renewal discussions, market review, and updated documentation.

Rent Review

\$75 + GST (optional)

Provides market rent assessment and tenant communication.

**Rather than paying for time spent,
you're paying for issues prevented
and consistency delivered.**

Additional Support

- ✓ REAL Landlord Insurance
- ✓ Healthy Homes Assessments
- ✓ Smoke alarm compliance via SATS (\$99/year)
- ✓ 24/7 maintenance lodgement via Tapi
- ✓ Digital signing and secure document archiving

Next Steps

- 1 Confirm management start date
- 2 Approve Management Agreement
- 3 We begin onboarding and/or listing preparation

**Your investment becomes
hands-off — and
professionally protected.**



www.goodneighbours.co.nz