



Welcome to the first Charta Property Group newsletter specifically for owners.

It's our obligation as a premium property company to provide you with the best service in both Property Management and Sales & Marketing of your properties. This includes keeping you up to date with changes in the market, new legislation and any changes to our processes and procedures that could effect you.

Because we understand you don't want to be bombarded with irrelevant information, it is our intention only to send you newsletters on a quarterly basis or if there is an urgent matter that needs your attention. If you don't wish to receive further newsletters, please feel free to **unsubscribe using the link at the bottom of the page.**

IN THIS NEWS LETTER

- Office closing dates over Christmas
- Customer Satisfaction Survey
- Owner Portal
- New Legislation - no letting fee
- Claimable Expenses and useful information for Landlords
- Property Insurance

As the year draws to a close, we're full on ensuring that inspections, maintenance, payments and tenancies of all properties are up to date so that both owners and the staff at Charta can have a stress free break over the Christmas and New Year period.

CLOSING DATES

**Closing end of business Friday 21st December
Re-Opening 9am Thursday 3rd January 2019**

Although we will be taking a break, if you have an urgent situation regarding your property we will have a staff member available.

URGENT CONTACT

BETWEEN 21st December & 3rd January - ph: Roseanne 021 608 444

We're constantly working to improve our services to you. Our latest implementation is to offer owners access to their statements online through our **Owner Portal**. See details below.

You can also download our **[Property Management Guide for Landlords](#)** or a guide for **[Claimable Expenses for Landlords](#)**. These will also be available via links on our website.

We're making continual refinements to systems and value any feedback you may have. If you get the chance we'd love to hear from you and have designed a short **SURVEY** on customer service and how we can improve our processes etc. We understand that your time is precious and so the survey is short and should take less than 2 minutes. Just click the button below.

Customer Satisfaction Survey

Owner Portal

As a push to get our processes and procedures up with the 21st Century we've organised for owners to have access to their account through the **Owner Portal** that you will find at the bottom of each page on our website (see the image below).

By the 14th of December you should have received an email (from us via Palace) with a password. To access the portal your **User Code** is your contact **email address** (that was used for you to receive the password).

You should be able to see your monthly statements, year end statements, transactions, invoices and any external documents we have uploaded. You can also send us a message from this portal (and view replies) and also check that your details are correct.

If you have not received this password, please check your junk mail first and if it's not there or if you are having any difficulties [click to email Varsha](#) a quick message and she will sort it out for you.

At the bottom of every page of our website, you'll see it here.

SITMAP

PROPERTY LISTINGS

Sale
Sold

RENTALS

Tenants
Owner Portal

PROJECTS

ABOUT

Contact us
Job opportunities
Offshore
Useful Links

EMERGENCIES

LATEST NEWS

CONTACT

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SITE SEARCH



C H A R T A
PROPERTY GROUP

NEW LEGISLATION - NO LETTING FEE

What this means to us:

From the 12th of December 2018, we are not allowed, by law, to charge a letting fee to tenants. Letting fees have traditionally been collected from the incoming tenant to help cover the costs of advertising, marketing, the time and travel costs involved in conducting viewings, credit and tenancy tribunal checks, reviewing multiple applications, background checks, bond receipting and lodging, marketing the property, and photos.

How do we cover these costs now?

We've been watching the market and believe we've come up with a solution that will work for everyone.

As a valued client of Charta, you may be aware that unlike other Property Management companies we **DON'T** charge for quarterly inspections, we **DON'T** charge an annual marketing fee and we also **DON'T** charge for attending the Tenancy Tribunal disputes or mediation's. These additional costs were offset by the letting fee which we now are prohibited from charging to tenants.

What this means for you:

To maintain the high level of service you're used to, we will be adding a small percentage to our administration fee. We will be giving you the option to pay a lump sum once a year or if you prefer we can spread out this fee over a number of payments e.g. a weekly, fortnightly, monthly or quarterly. Please [contact](#) us if you prefer to do it by instalments.

The total amount will now be \$695 + gst (the current average weekly rent is \$440 + gst) which is only an additional **\$255**. Either way, we would be **proposing an increase in the rent to compensate owners** for this additional cost.

Not only that, but we will not be implementing this until the 1st of February 2019.



**Your contact for
Property Management**

Roseanne Fakau
Manager - Charta Management Ltd.

Roseanne has been leading the charge in the property management division and with over 14 years experience in the industry you can rest assured that your property investment is in good hands.

Roseanne@charta.co.nz



**Your Contact for
Real Estate Sales**

Howard Sidnam
Project Director - Charta Real Estate

If you are looking for someone with clear and current insight in the market Howard is your go-to-guy! Experienced in most aspects of the property market, don't hesitate to contact him with questions about Real Estate.

Howard@charta.co.nz

***Do you have properties managed through
another company?***

Bring them to us and you'll get the first

**6 months of
Property Management Services for
FREE!**

Terms & Conditions Apply

[CLICK HERE](#)

BUT WAIT! THERE'S MORE

Refer one of your friends to sign up with us and BOTH of you WIN!
On sign up, they get 6 months free Property Management and you get a referral fee!

[Click here to contact us for details.](#)



Sell Your Properties through Charta Real Estate

Don't forget we have a real estate division too! If you're thinking about selling, give Howard a quick call 021 973 389 or email howard@charta.co.nz and get a **free CMA**. His knowledge of the properties we manage goes back over a decade so you know you'll get an honest and very accurate assessment. Our advertising and marketing has been fine tuned so that you get the best price, in fact we **often don't charge for marketing**.

PROPERTY INSURANCE

Because we are very aware of the costs of owning an investment property, we do our best to source good contractors who do excellent work at a reasonable price. Where possible we partner with other companies to bring you great savings and other opportunities.

On our website you will find some of these partners under Useful Links.

We've been dealing with [Aurora Insurance](#) recently and if you are considering updating your personal or property insurance requirements or in fact any insurance we're happy to put you in touch with **Dane** and he will give you a **FREE** personal insurance consultation. [CLICK HERE](#)

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Our mailing address is:
admin@charta.co.nz

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