



# Property Management

*Lose your worries...  
Not your investment.*

*Your Property. Our Priority.*

JAMES  GROUP

# What do we do?

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## Our Key Services:



### Property Inspections

Comprehensive status reports plus regular inspections detailing the current premises condition, identifying maintenance work and utilising both photo and video media.



### Rent Collection

Efficient rent monitoring and collection processes. Provision of monthly statements detailing rent and operating expenses, payments and disbursements to your account.



### Rent Review

We take care of the negotiation of rent reviews and implement effective mechanisms to both maintain and grow your returns and property value.



### Contractual Documents

Often Landlords use Solicitors for contractual documents and whilst we always recommend you seek independent legal advice, we are happy to take care of the majority of the paperwork.



### Repairs & Maintenance

Our extensive contractor and supplier database ensures repair and maintenance work is actioned promptly, effectively and at the best possible price.



### Paying Bills

We take care of the day to day expense payments and record these on your monthly statements. This is an optional service available if required.



### Sourcing Tenants

Whenever you have an upcoming lease renewal or vacancy, our inhouse team will be appointed immediately to eliminate or minimise vacancy periods.



### Body Corporate

We attend and represent our Landlords at Body Corporate meetings, and will efficiently report back on any Body Corporate matters that may arise.



### Innovative Systems

Our systems are automated and cloud based providing us with 24-hour access to your property files and records allowing us to work on your property both on-site and remotely.

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# Why choose James Group?

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How you benefit:



## Tailored Services

We appreciate that every property is different and as such, each of our clients have different needs. Therefore, we are happy to tailor our services to meet your needs.



## Economies of Scale

We leverage off the size of our management portfolio to ensure we can pass on competitive quotes from our network of tradespeople.

# \$0.00

## Vacancy

If your property is vacant, we don't charge a fee! Plus, when the property is occupied, management fees are generally paid by the Tenant.



## Management & Agency

Working closely with our in-house agency division means that we are always up to speed with the latest market rental information and can be immediately appointed to minimise vacancy.



## One Point of Contact

You will have one dedicated Property Manager who will manage your portfolio, regardless of the size or type of property you own.



## Default Process

Daily monitoring of rent payments to ensure immediate response to any overdue payments. In the event of a default, a robust and proven process is implemented to remedy default issues.



# Testimonials

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"The team at **James Group** have been key in maximising **returns** on my property portfolio. They have consistently achieved excellent results for me across several transactions which included sales, leasing and properties under management. **I'll definitely be using them again**"

- Matt Coyne & Mark Parson - Auckland, NZ

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"James Group manage our portfolio of Commercial Properties throughout Auckland. We would have **no hesitation in highly recommending them** in either sales or management, **they are 1st class.**"

- Jen & Wayne Hamilton Irvine - Brisbane, Australia

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We have been well supported by our James Group property manager, Katie, with her **strong communication skills and willingness to find solutions** for our premises. As a tenant this is a totally different experience as we now have direct access to her as well as owner Blair James when necessary. **All of these positives allow us to concentrate on the operation and growth of our business.**"

- Gene & Marie Young - Auckland, NZ

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"It's great working with James Group. They **take the stress away from everyday management duties**, so I can concentrate on building my portfolio."

- Chris French - Auckland, NZ

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"Katie of James Group has done a great job for our properties. She **takes away all my stress and troubles** with her professional and thoughtful work. She is **great at keeping me updated and really easy to work with.** I would highly recommend Katie and James Group to look after your properties."

- Amy Yang - Auckland, NZ



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# Results - Case Studies

## 143 Carlton Gore Road, Newmarket



### Situation

This management comprises one Commercial tenancy and 19 Residential units located in the thriving suburb of Newmarket, just a short walk to all amenities including the movies, swimming pools and shopping area. This property was built by the current Landlord 14 years ago, who now trusts James Group to carry out all Property Management duties, including but not limited to maintenance, inspections and leasing/rent reviews.

### Result

By not only managing the Landlord's Commercial properties, but Residential too, the Landlord has just one point of contact for all of their Property Management needs.

## 8 Ben Lomond Crescent, Pakuranga



### Situation

This management comprises a block of five industrial units in a tightly held pocket of Industrial properties zoned Business - Light Industry in Pakuranga. All five spaces were under-rented when James Group took over management and after the first six months the Landlord has already seen significant rental increases improving the overall return of the investment.

### Result

1. Unit 1 saw a rental increase of 38% plus further stepped rentals.
2. Unit 4 saw a rental increase of 50% plus stepped rental negotiations.
3. Unit 5 saw a significant rental increase of 66.7% in the annual net rental.

## 26-28 Bancroft Crescent, Glendene



### Situation

When James Group took over management of this block, four out of the eight units were vacant. James Group property management oversaw remedial and demolition works and improvements including the installation of LED lighting, to bring the property up to a standard in line with market expectations. The property now has a 100% occupancy rate as well as an increase in rental income from the four existing vacancies.

### Result

1. Demolition and improvements were overseen by James Group Property Management.
2. Maintenance contracts were put in place to maintain the standard of the buildings.
3. The property now has a 100% occupancy rate and Tenants paying market rent.

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# How much does it cost?

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Our fees start from **6.5% of the annual net rental** (minimum fee of \$1,200 + GST). Note, **if your property is vacant, we don't charge a fee**. Management fees are included in the lease documents and as such are **payable by the tenant**. (Unless negotiated otherwise).

# How long do I sign up for?

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Our management contracts are a **minimum of 12 months**. Following this period you can then cancel at any time, provided a 2 month written notice is given to liaise with tenants and facilitate a smooth handover. Our landlords typically extend the duration of their property management contract for the duration of the lease and beyond.

# Can this also benefit my tenant(s)?

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Tenants benefit from efficient property call outs for events such as roof leaks, plumbing issues and power/electrical faults. We pass on the benefits of our priority service and the economies of scale we receive from our contractors onto our property owners and tenants. Tenants also benefit from a well maintained property that presents well for clients and our efficient, automated software for recording their rent payments and making tax claims.

# What if I prefer to receive payments directly?

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James Group contracts are tailor made to best meet the needs of each individual Landlord. Whilst we recommend utilising our full range of services, we don't have to collect the rent and/or the outgoings if your preference is to receive them directly.

# What if I also have residential properties?

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Whilst we specialise in predominately Commercial & Industrial properties at James Group, we understand the importance of having one point of contact when it comes to Property Management. As many of our Landlords have their nest eggs spread across both Commercial and Residential sectors, we also do manage Residential properties for them and are confident that we have the experience, systems and resources to do so.

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# How do we get started?

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1



## Consultation

We begin with a no obligation consultation where we assess and scope your property management requirements and introduce you to our team.

2



## Proposal

We visit your property to familiarise ourselves with the site and to ascertain how we can best meet your property management needs. We then make recommendations as to how we can help.

3



## Handover

Once you have made your decision to go with James Group we will collect all information you have on file. Your Property Manager will go over the finer details with you, including key handover, milestones and timeframes.

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## Ongoing service

Your Property Manager will take over the day-to-day management of your portfolio and keep you regularly updated. Income and expense statements will be issued monthly.



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