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Success stories

Doing business the
Quinovic way

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Specialist Residential
PROPERTY MANAGERS

Quinovic

SUPERIOR SERVICE key to success



Franchisees in Wellington and Auckland have been named Quinovic Growth Olympics winners for 2010, recognising their offices' outstanding performance across a range of business criteria.

Quinovic Managing Director Ross Davey (pictured) congratulated the winners, franchise owners Gerard Prendergast and Helen Schafer of Quinovic Johnsonville, and David Graham of Quinovic Viaduct in Auckland's Customs St West.

"We're very pleased with the results of our franchises New Zealand-wide," said Ross.

"But the Johnsonville and Viaduct offices stood out for their achievements across measures including gross sales, average rents, low customer attrition and the dollar value of rent reviews for clients' properties."

Ross said the business success of Quinovic's franchisees was an indication of the superior customer service provided by owners and their staff, along with the company's sound business model and the systems and support it provides to all offices.

"We're proud to see our franchisees thriving while winning the trust of our discerning owner investor clients," said Ross. Their results demonstrate that superior service and systems can deliver excellent results for franchisees and their clients, even during what was a tough year for the property sector.

"Investors realise it's more important than ever to put their investments in safe hands and to maximise their returns," said Ross. "There's no doubt the growing success of the Quinovic brand represents a flight to quality property management."

- If you'd like to know more about becoming a Quinovic franchisee or know someone who might be interested, Juliet Robinson, National Business Development Manager, would love to hear from you. Contact her on 027 543 4820 or email juliet.robinson@quinovic.com

Franchise success stories

Quinovic's leading franchise owners for 2010 talk about residential property management.



Gerard
Prendergast

Helen
Schafer

David
Graham

Gerard Prendergast and Helen Schafer are Wellington's Northern Suburbs specialists. They started Quinovic's Johnsonville office in 2005, building on their extensive experience in managing their own and family investment properties. Helen and Gerard live in Khandallah and remain active investors.

David Graham and his team at Quinovic Viaduct are Auckland's serviced apartment and townhouse management specialists. David joined Quinovic in 2008 with extensive experience in owning and developing his own travel and commercial property businesses.

Why is a Quinovic franchise an attractive option?

Helen & Gerard: The superb Group Office support and systems mean we can focus on offering the best service possible.

David: Being new to the serviced apartment/townhouse sector, it was important to have tried and proven systems and the support of head office and other franchisees to test ideas and opportunities. Though franchisees work within a proven formula there is ample opportunity to expand outside of the box.

What qualities do franchise owners need to be successful?

Helen & Gerard: You must be totally customer focussed as well as being willing to work very hard, and have excellent people skills.

David: Empathy, exceptional service, delivery of your promise, and being as good as your word.

What aspects of the business do you enjoy most?

Helen & Gerard: Building our own successful business and providing a good and vibrant workplace in our community.

David: Under promising but over delivering on the financial return we get for owners. It's a privilege to become their trusted friend.

What are the main features of your client base?

Helen & Gerard: We have some investors but most of our clients have lived in the property themselves and are either keeping it as an investment or are working overseas.

David: Our owner clients want an excellent return on their investment and our tenants want value and quality for a fair price. We value good, mutually rewarding relationships with our suppliers, agents and staff.

What is the future for residential property management in NZ?

Helen & Gerard: It can only grow in size as more people rent rather than own, and improve in professionalism as businesses like Quinovic become increasingly recognised as setting the benchmarks.

David: An excellent future with growing demand for quality rental property. Price is not a barrier when you present a quality product.