

IN THIS
ISSUE
October 2011

Quakes don't stop star performer
Quinovic Excellence Award

Managers key to good result
Considering selling your property?

Conference welcomes pledge
Capital gains tax veto

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MERIVALE OWNER SCOOPS AWARD

Sharon Layton, sole principal of Christchurch residential property management company Quinovic-Merivale, has won the inaugural Quinovic Excellence Award. She was the unanimous choice of the Management Team of the Quinovic franchise group at its recent annual conference.



The Quinovic-Merivale team are, from left: Rachel, Felicity, franchisee Sharon and Lyn.

Group Managing Director Ross Davey says Sharon's win recognises her outstanding management of clients, tenants and staff through the major Christchurch earthquakes.

"Despite the distraction of the earthquakes, Quinovic-Merivale grew at a rate that is well above average for the group and was constantly among the top performing offices."

Ross says Sharon will attend an Icehouse technology incubator business owner-operator development course with funding provided by Quinovic, NZ Trade and Enterprise and BNZ, with whom Quinovic has had a long and successful relationship.

"We appreciate the support of T&E and BNZ in helping provide this fantastic opportunity for Sharon," says Ross.

As a valued member of Quinovic's National Marketing Council and part of the group's National Software Focus Group Committee, Sharon frequently travels to Wellington as well as running her own franchise in Christchurch.

She has a Masters of Business Studies from Massey University, majoring in tourism management. Before becoming a Quinovic franchisee, she spent several years in hotel management and established her own personal security company in London. Clients included Arabic royal families and many of London's leading hotels. "Somehow she also manages to find time to raise her young family – a truly remarkable performer!" Ross says.

Thinking of selling? Talk to us first

Owners who are considering selling their Quinovic-managed properties can save themselves a lot of grief by talking to their property manager as a first step.

Quinovic offices around the country say it's their responsibility to protect owners' interests by ensuring any sales process complies with the requirements of section 38 of last year's Residential Tenancy Amendment Act, and that good tenants are retained where possible. Nelson franchise manager Mariana Phillips says tenants can win significant financial compensation up to \$2,000 through the Tenancy Tribunal when their privacy and quiet enjoyment of the property are breached by owners arranging open homes or inspections without going through the proper process. Tenants on periodic tenancies can decide to leave at short notice and owners wanting to sell because of financial pressures can find themselves worse off, with empty properties and no rental income.

"Any Quinovic client who is thinking about selling their tenanted property needs to talk to their Property Manager first," says Mariana. "We aim to set up a meeting with the real estate agent and the tenants to agree on how to handle the sales process in a way that complies with the law and is acceptable to all parties. It is part of our job to work with the Sales Agent to achieve the best outcome for our mutual client and sometimes an offer of reduced rent or compensation for the inconvenience of hosting open homes helps to ensure the tenants' cooperation and continued tenancy."

She says the worst thing that can happen is for tenants to discover their home is on the market only when they hear from a real estate agent that an open home is planned. By talking to their Property Manager clients can help ensure they get the outcome they want.

Nats' capital gains tax veto welcomed



An assurance from Housing Minister Phil Heatley that National would not introduce capital gains tax was welcomed by those attending the annual conference of the Property Investors Federation in Queenstown in early September.

Quinovic National Business Development Manager Juliet Robinson said the prospect of capital gains was an important incentive for residential property investors while they waited for an upturn in rental returns.

She said ANZ Head of Market Economics and Strategy, Khoon Goh, told the 200 investors at the Queenstown conference that yields were currently running at 5-6% compared with around 9% during the 1990s.

There was definitely room for improvement in yields and while investors should expect some increase in interest rates, they would not be significant.

In his speech, Mr Heatley also discussed social housing, saying that of the 69,671 state homes in New Zealand, 27,000 were not suitable for their tenants and were in poor condition, and more affordable housing needed to be made available.

A WORD FROM OUR CLIENTS

"Many thanks for your help recently with our sale of rentals you were managing. We appreciate your support with keys and liaison you have done on our behalf with tenants. It's much appreciated as it has helped the whole process for us go smoothly. Kind regards, Peter and Pauline"