




Property Management Division



Twiss-Keir Realty



Twiss-Keir Realty's award winning property management team maximise your investment property returns and minimise the stress!



Property Management Profiles



Leeann Jones

Leeann Jones Property Manager

Leeann has 9 years property management experience and has looked after and maintained up to 450 properties at any one time. Through her vast experience, Leeann offers the very best possible service with dedication, drive and professionalism.

Leeann has an outgoing, friendly personality and is always prepared to offer her advice and expertise to both landlords and tenants alike.

People are Leeann's passion and working in property management allows her to indulge this passion through her constant contact with landlords, tenants and the general public.

Leeann is proud to be an integral part of the Twiss-Keir property management team in offering her clients top quality service each and every time.



Katrina Green

Katrina Green Property Manager

Enthusiasm, professionalism and a desire to provide top quality service, coupled with an affinity with people from all walks of life has set Katrina in good stead in her role as Property Manager with Harcourts Twiss-Keir Realty.

Katrina began her career with Twiss-Keir as office administrator at the Shirley branch around eight years ago before taking a break to have a baby. A call to return to work with the company saw her progression in to property management in the Rangiora office where her role has grown from an initial 15 hours per week to almost full time.

Katrina has learnt the trade by working alongside senior property managers, and is now an invaluable member of the team. Her personal level of service to all clients plus her knowledge of the systems and procedures has helped Twiss-Keir Realty Property Management become leaders in their field.



Lindie DeKlerk

Lindie DeKlerk Property Manager

As a strong believer in doing the basic things exceedingly well, Lindie has found her niche in property management, creating a platform from which to excel, both personally and for her clients. Lindie brings a wealth of knowledge and expertise to her role as property manager.

Specialising in the Christchurch area, Lindie is supported by Twiss Keir's award winning property management team, who together pride themselves on offering exceptional service.

Harcourts Advantage

- New Zealand's leading Real Estate Group
- Over 300 offices throughout Australasia
- Consistently sell more Real Estate than any other company in New Zealand, a contract every 9 minutes
- www.harcourts.co.nz has over 600,000 unique visitors every month
- www.harcourts.co.nz lists rental properties available
- The best people with the best tools and the best service
- Established in 1888
- International coverage

Twiss-Keir Realty Ltd MREINZ

Twiss-Keir was formed by Geoffrey Twiss and Nigel Keir in 1997 and since that time both the Twiss and Keir families have played an important role in the success of the company.

Our 5 offices have over 65 sales consultants and 15 support staff, all working together to create a tradition of success throughout Canterbury. This success has been achieved by placing strong emphasis on our clients needs, strong marketing campaigns and constant attention to detail.

The national awards we have gained for service and excellence are testament to the company philosophy...

'To be successful we must first help our clients achieve their goals'.

To this end, we are committed to excellence in service and creating 'Clients for Life'.

We offer the full spectrum of real estate services

- Residential Sales
- Rural/Lifestyle Sales
- Commercial & Business Sales and Leases
- Project Marketing for Developments
- Residential & Commercial Property Management
- Mortgage Broker Service
- In-house Graphic Design & Marketing Service



Why Use A Professional Property Manager

When dealing with Property Management you must have a thorough understanding of the RESIDENTIAL TENANCIES ACT 1986. This is a highly specific aspect of real estate. It is fraught with the danger of litigation in almost every function you complete.

A competent Property Manager continually increases their knowledge of insurance requirements, changes to legislation and industry trends to ensure all clients gain the highest level of service at all times.

- **Do you know about the Residential Tenancies Act in order to maintain a fair and professional relationship with your tenant?**
Yes, the tenant could sue you if you conduct yourself outside the Residential Tenancies Act!
- **How much do you know about the tenant selection process?**
Asking the right questions and getting the right answers before you put someone in the property can save untold heartache and frustration, not to mention money.
- **Have you lodged your tenants' bond money in accordance with the Residential Tenancies Act?**
Did you realise if you have not you may be liable for a fine?
- **Do you know the right procedure when dealing with rental payment arrears?**
Have the correct notices been issued and have enough days been allowed in the calculation of dates? If not, your notices may be totally invalid and you will have to start the procedure all over.
- **Do you know enough about the Residential Tenancies Act to effectively represent yourself in the Tenancy Tribunal?**
The procedure must be precise. If you make mistakes it will cost you dearly.
- **All good things must come to an end. Could you successfully terminate you tenancy and recover possession of your property without the need to go to the Tenancy Tribunal?**
Do you know the correct procedure, the right notices to issue and the correct time frames? Are your people skills effective in getting what you want?
- **How much knowledge do you have with regards to the procedure when handling abandoned goods & absconding tenants?**
The Tenancy Tribunal has a range of procedures that must be followed dependant on what goods are left at the property. Additionally, if you enter the property when possession has not been given you could end up risking any compensation you may have been entitled to: not to mention any penalties that may be imposed due to the breach of the Residential Tenancies Act 1986.
- **Would you be able to recover any outstanding debts?**
At what point do you go to the Tenancy Tribunal, how do you get the Bailiff involved, do you have Landlords Special Risk Insurance, will the national tenancy database assist in your debt recovery?
- **Could you complete a Property Condition Report with enough detail to stand up in the Tenancy Tribunal if needed?**
If it is not a precise record then it may have little or no value if needed for evidence.



You Have An Investment Property - Now What?

In an ideal world you would simply forget about your property until such a time as it matures. Then, you have the choice of either continuing tenancy and using the income it generates, or selling the property to obtain capital gain. But in today's world, things don't always go according to plan. This is where our Twiss-Keir Property Managers can make your role as landlord less stressful. For example, have you thought about what you would do when a tenant doesn't pay the rent? Or, in worst case scenario, how would you go about evicting a tenant? What steps should you take?

By choosing Twiss-Keir to manage your property we will look after all those difficult situations for you. Of course, not all tenants are like this and we thoroughly screen all prospective tenants through personal records and credit checks. We do this to ensure we find the best suited tenant to your property - which in turn means that your property is looked after and maintenance is kept up to date.

Maintenance - why is this so important? As a landlord you would hope that your tenant would look after the property as if it were their own. Should they discover a leak, it must be reported promptly so that it can be fixed before the problem becomes a major concern. One small leak left unattended to could lead to major repairs later on e.g. rotten walls, carpet etc. Keeping up the appearance of your property also ensures you're increasing/maintaining your investment, so regular property checks are carried out by our Property Managers. Written reports are sent to you after each inspection to keep you up to date with the state of your investment.

Once we find a suitable tenant for your property, a binding tenancy agreement is signed by both parties, 3 weeks bond is paid along with one weeks rent in advance. Weekly checks of rent payments are made by us on your behalf and monthly statements are sent for your records. Upon termination of the tenancy, the bond is not returned to the tenant until a final inspection of the property has been completed by our Property Managers. If exceptional circumstances occur and it's necessary to take legal action against a tenant, Twiss-Keir Realty Ltd is able to act on behalf of the landlord.

All Property Management fees are tax deductible. There are also various legal deductions that you can make to offset rental income and if the investment is structured accordingly you may find significant savings. Consulting a tax specialist before purchasing a rental investment property and when completing annual tax returns is advised at all times.

The aim of successful property management should be to maintain and increase the value of the asset concerned, whilst achieving the highest possible return on the capital invested. This can be achieved by careful control of a number of differing factors; those of which must be taken into consideration are:

Responsible tenants	do they look after the property?
Rent	are you getting the best possible return and is it being paid regularly and on time?
Vacant property	is the period of vacancy reduced to a minimum?
Maintenance	is it carried out competently and economically?
Capital growth	are you receiving this from your investment?
The Residential Tenancies Act	do you know your rights?
Leases & paperwork	are these in order?
Taxation returns	do you have all the necessary records?

If you have any doubts on any of these factors, then it may be time to change to Twiss-Keir Property Management.

Our Extensive Service Includes:

Thorough reference checks	Careful selection of tenants
Daily arrears control	Electronic banking
Detailed monthly or mid-monthly statements	Payment of all necessary expenses
Regular internal and external inspections	Prompt advice on vacant properties
Prompt response to maintenance problems	Your personal property manager
Efficient and reasonably priced tradespeople	

Testimonials

“The cheerful and professional service we receive from Leeann takes away all the worry and hassles of having investment properties. Leeann’s knowledge and experience in the industry has been enormously valuable to us as landlords. We sleep easy knowing that Leeann takes care of everything, from efficiently managing tenants through to organising any necessary maintenance, in a timely and practical manner.” [Kathy Pepper](#)

“Katrina Green has managed our rental properties for the last 12 months in a very professional manner, taking into account both the needs of the landlord and the tenant. Whenever a problem has arisen it has been dealt with in a timely manner with the least inconvenience to either party. I would have no hesitation in recommending Katrina as a Property Manager as she looks after the landlord and tenant with the same care and attention.” [Paula MacDonald](#)

“I have known Leeann Jones, of Harcourts Twiss Keir Realty Ltd Rangiora, for over three years. During that time I’ve had a Property Management relationship with her in my capacity as Trustee for the Estate of my late Grandfather, and from both perspectives as a landlord and a tenant. I have found Leeann to be professional in her conduct, good at time management and easy to communicate with. She is experienced in problem solving and has provided us with very good reliable tenants. Leeann offers an excellent overall service. Her credentials prompted us recently to change and follow her when she moved to Harcourts. I would recommend Leeann as a Property Manager.” [Susan Wise](#)

“For the last year or so I have had my rental residential property managed by Katrina Green of Harcourts, Rangiora. During that time I have been particularly impressed by Katrina’s very prompt personal attention to minor maintenance issues arising at the property, and her detailed regular inspection reports and financial statements. Quite simply, one couldn’t expect better service from a property manager, and I warmly recommend Katrina to any prospective landlord.” [Michael Phillips](#)



You can relax knowing your investment property is in the best possible hands with Twiss-Keir Realty’s award winning property management team.

Contact

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