

Our Service Promise

**PROTECTING AND MANAGING
YOUR INVESTMENTS**



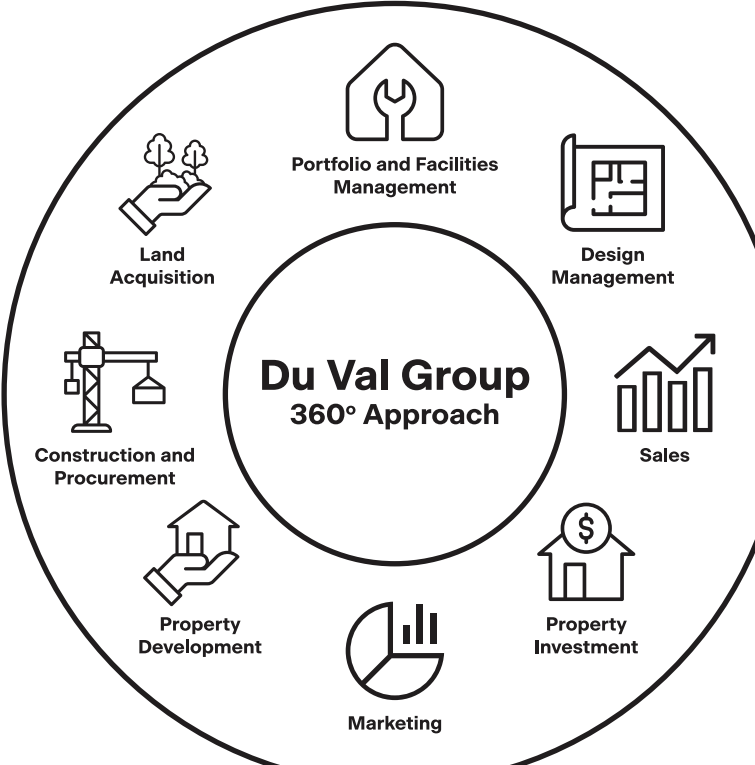
All-Encompassing Portfolio Management

MAKE THE DU VAL DIFFERENCE WORK FOR YOU

With Du Val’s unique 360-degree approach to property, we have a team of inhouse aftercare specialists who are solely dedicated to preserving and furthering the life of your investment.

We are far more than a typical development company, offering a level of asset management that truly highlights what the Du Val Difference is all about.

From the point of pre-settlement inspection, we’re there to guide you through every step of the journey, no matter if you’re a first home buyer or seasoned investor. Our dedicated Portfolio and Facilities Management team are there to ensure your assets are managed to the highest standard.





Our Communities

DESIRABLE FOR YEARS TO COME

Every property that Du Val builds is representative of our brand and reputation. Your investment's ongoing management is of the utmost importance to us, and we strive to ensure that our communities look beautiful today, tomorrow, and for years to come.

We don't only just build quality developments, we also build quality communities

Whether you're a first-home buyer or an investor wanting to ensure your investments are as desirable to tenants as possible, Du Val provides thoughtfully-designed and beautiful homes for anyone seeking a relaxed lifestyle.

All Du Val developments are located conveniently near fantastic retail hubs, well-regarded schools, quality transport links, and beautiful green spaces.

On your property ownership journey, you will be introduced to the Du Val community, where you'll have access to an abundance of knowledge and make new friends along the way.

WHAT OUR COMMUNITIES OFFER

- Enjoyment and quality of lifestyle
- Peace and comfort
- Health and fitness, with Du Val Health Clubs at Lakewood Plaza and Mountain Vista Estate
- Safety and security
- Reliability and support from our team of professional Customer Service agents
- Clean and maintained surrounds
- Project open days, letting you meet with like-minded and potential buyers
- Our First-Home Buyers Facebook group
- Our Property Investors Facebook group
- Green communal spaces
- Site Managers providing a friendly face and a sense of comfort and security around the development
- Loyalty and referral programs

Looking After Your Investment



PORTFOLIO MANAGEMENT

If you're one of our valued investors and not planning to self-manage your property, then we're the property management team for you! With a team of highly experienced and qualified property management experts, Du Val Portfolio Management offers the high standard of service our investors have come to expect from any Du Val service.

When you lead a busy and fulfilling life, you aren't always available to micromanage everything that can happen with your properties – but we are.

We specialise in multi-unit developments and have an expert understanding of everything that can come with this, from Body Corporate Management and building certifications, to Facilities Management and general maintenance.

Managing all these on your behalf, our team ensure your investment remains a sustainably-managed, high-quality living space, all while making your investment as simplified and hands-off as you like.

Du Val Portfolio Management maximises your returns, reduces your overall risk and eliminates headaches before they even appear on your radar

As an investor and landlord, we know you want to minimise your risk and maximise your rental yields. We also know peace of mind is crucial – you need total trust in the people managing your investment. This is where Du Val Portfolio Management truly shines.

FEES

Our fees are simple. We don't do confusing, multi-tiered fee structures or hidden costs – just simple maths.

- **9% (+ GST)**
Monthly Management - Rent Collected
- **9% (+ GST)**
Repairs and Maintenance Invoice Fee
- **\$20 (+ GST)**
Monthly Administration Fee

While many other agencies might try to include a lot of hidden costs and fees here, at Du Val Portfolio Management we prefer to keep our systems as transparent as possible.

At no extra fee, our list of services include:

- All letting and tenanting costs
- Pre-settlement inspections
- Defect management
- Property advertising
- Rental Appraisals
- Video Inspections and walk throughs
- Tenant credit and background checks
- All travel costs
- Annual financial statements
- Insurance claim management
- Mediation & Tribunal attendance
- Property Me Portal access and reports
- Property condition reports
- Furniture inventory management
- Body Corporate communications
- Digital Photos and Professional photography
- All inspections, quarterly routine, out-going and in-going.

Our Dedicated Customer Service Team

HERE TO HELP

Our dedicated Customer Service team is available for all clients, helping guide and support them throughout their property journey. We can even work with you to complete your KiwiSaver and First Home Grant applications, as we appreciate this can be a daunting process for many people.

We ensure that you're connected with the right people along the way, including those you can approach for legal advice and financial advice.

Our team can also assist with:

- Helping with pre-settlement inspections
- Acting as another point-of-contact for clients, alongside your property advisor
- Communicating with clients throughout the development process
- Guiding you through the defect process and working to get issues remedied quickly
- Providing regular and concise communications throughout the process

GIFTING PROGRAMME

We've also introduced a gifting program, where for every Du Val home you purchase, you will receive a collectable. Over time, you'll be able to grow your own collectable community as a reminder of how far you've come on your property investment journey.

As well as this, all Du Val clients become members of our loyalty program that receive amazing perks and rewards throughout the year, including invitations to VIP events and so much more.

Your investment in property will take you a step closer to achieving all your financial goals, and we want to be a part of it every step of the way.



**Part of a team who makes
your property journey
a simple process**

Customer Service Executive
Makayla Walters
customerservice@duvalgroup.co.nz



Welcome to Your Du Val Home

TURN-KEY READY

As you should expect from all new home developments, every Du Val property comes compliant with all Healthy Home requirements.

As an extra 'welcome home' present, we are proud to include, as standard with all Du Val homes, appliances. These include:

- Dishwashers
- Fridge-freezers
- Microwaves
- Rangehood and stovetops
- Washing machines/dryers
- Heat pumps

We also furnish your windows with curtains and/or blinds, saving you time and money after settlement, guaranteeing your privacy from the moment you move in.

Your move-in process can become simpler still, with the option to purchase a Du Val Furniture Pack that contains everything from bar stools to bedside tables. Maximising the space and design of your home, each piece of New Zealand-made furniture has been hand-picked by our furniture design specialists.

We work closely with our design team – who include leading interior designers, suppliers, and manufacturers – to ensure that every new Du Val home is beautifully furnished with high quality, elegant and tasteful furniture.

Body Corporates

WHAT IS A BODY CORPORATE AND WHAT DOES IT DO?

When you purchase a Du Val home in one of our residential property developments, you become an owner of a **unit title** (also known as a 'strata title' or 'stratum estate') – a common form of ownership when purchasing an apartment or townhouse.

As a unit title owner, you have exclusive ownership of your apartment or townhouse (known as your 'principal unit') as well as any accessory units – in most cases, a car park.

All owners have an undivided share in the ownership of all the common areas, which might include lifts, lobby areas, driveways, and shared gardens.

Collectively, the unit title owners make up the 'Body Corporate'. A Body Corporate is governed and has powers and duties under the Unit Titles Act 2010.

STRATA TITLE LIMITED

Strata Title Limited has been appointed across all Du Val developments to manage the Body Corporate and ensure that it operates well and as per legal requirements, including:

- Annual general meetings
- Maintenance of common areas
- Holding a register of owners
- Preparing financial statements
- Property Insurance
- Setting the operational rules



Body Corporate levies cover all the regular costs of managing and maintaining common areas of the complex. Body Corporate fees are the annual contribution which each unit owner is required to pay to ensure the Body Corporate meets its financial commitments.

TYPES OF RESOLUTIONS

A committee is elected at the AGM and has the power to make day-to-day decisions in relation to the property. Body Corporate decisions are called 'Resolutions'. Most decisions are made by '**Ordinary Resolution**', which need a majority (over 50%) of votes to pass.

For bigger decisions that would have a greater impact on owners, a '**Special Resolution**' is required – needing at least 75% of votes to pass.

With Du Val's unique 360-degree approach to property, and knowledge of the importance of aftercare, Du Val Portfolio Management provides building and facilities management across all its developments, and plays an integral role in working closely with the Body Corporate manager and committee to achieve the highest standard of asset management.

DPM also facilitates an onsite or regularly-visiting manager presence across all developments, and assists with all aspects as outlined in the Building and Facilities Management segment.

A man in a dark suit and light-colored shirt is holding a small, white, two-story model house with a brown roof and a chimney. He is looking down at the house with a slight smile. The background is blurred, showing what appears to be an office setting.

Protecting Your Investment

COVENANTS

All Du Val developments have a Letting Covenant in place, which exists primarily to protect the asset for all owners and investors.

It provides peace of mind for owners to know that a company who specialise in Portfolio Management is overseeing the quality of tenants that occupy the properties and manage them to the highest standard.

These benefits include:

- Quality control of Letting
- Safety and security of the development
- Enforcement of Body Corporate rules
- Prompt attention to breaches of Tenancy Agreements and Body Corporate rules
- Cohesive relationship with building management and the Body Corporate
- Prevention of rental pricing wars



Facilities Management

AN ALL-ENCOMPASSING SERVICE

As part of Du Val's 360-degree approach, we offer building and facilities management across all our sites, with an onsite management presence for our larger developments, or a regular visiting manager for others.

By having a building management presence, we can facilitate several aspects on behalf of the Body Corporate, such as:

- A friendly point-of-contact for residents
- Risk management
- Body Corporate support
- Building compliance (BWOFF)
- Facilities management, repairs, and maintenance
- A safe environment maintained for residents
- Ensuring Body Corporate rules are upheld

- A way to issue breaches
- Facilitating long-term maintenance plans
- An attendant at Body Corporate meetings
- Presentation of Building Management reports
- Someone to resolve committee issues
- Contractor & service agreement management
- Assisting with budget estimates

SECURITY

- Monitored CCTV surveillance
- A dedicated Building Management team
- An onsite or visiting Building Manager
- Regular property patrolling
- Well-lit common areas
- 24-hour urgent assistance
- Carpark monitoring

PRIVATE RUBBISH COLLECTION

- Designated sanitation areas in the development, with regular collection
- Building Manager patrolling to ensure areas are well maintained
- Recycling, organics, green waste and general rubbish options available

MAIL AND COURIERS

- Easily accessible for mail and courier delivery

HEALTH CLUBS AND FACILITIES

- Combining high-tech equipment, luxurious amenities, and state-of-the-art training methods, we provide an unparalleled fitness experience

- Du Val Clubs feature premium Technogym equipment, complete with micro-chip technology that remembers everything about your workout, from the height of your seat, to the weights you lift
- We offer Auckland's most inspiring workouts, including yoga, boxing, dance and Pilates, as well as phenomenal private training sessions
- Members get access to an inviting indoor heated pool and a lavish hydrotherapy spa, with sauna, steam room and plunge pool. Luxury extends beyond the stylish interior, from complimentary hair straighteners to fresh coffee and a fridge full of nutritional meals
- With Du Val Health Clubs, you'll experience absolute attention-to-detail at every turn

Dedicated & Experienced Professionals

ABOUT OUR TEAM

Combining customer care specialists, portfolio management services and building and facilities management, our in-house team of property experts offer you a complete solution for all your needs.

We are there to deliver on Du Val's promise of end-to-end support for the life of your investment across all our developments. Our team prides ourselves on the fact that our clients are safe in the knowledge that all our processes are carried out consistently, professionally and to a high standard.

Whether renting a home, or looking for a new investment — you can expect quality care from our management team.



CONTACT OUR TEAM

Let your portfolio experience the Du Val Difference today.

Portfolio Management

portfoliomanagement@duvalgroup.co.nz
(021) 061 6476

Building Management

buildingmanager@duvalgroup.co.nz
(021) 192 1932

DUVAL™

[DUVALGROUP.CO.NZ/PROPERTY-MANAGEMENT/](https://duvalgroup.co.nz/property-management/)