



Imagine owning property in Hammer Springs...



**Hanmer Holiday Homes**  
*"There's no place like a home!"*

---

*Your home is  
important to us*

Put your holiday home into the trusting hands of Hanmer Holiday Homes - your local property management company.

# Kia Ora

We are Hanmer Holiday Homes and we have been managing holiday homes since the late 1990's. Each year we welcome over 8,000 families, couples, or groups to our approximately 180 holiday homes in the wonderful alpine village of Hanmer Springs, New Zealand. From economic to extravagant, we can manage and present your home in its best light. Please feel free to read over the information on the following pages to find out a bit about us and our services. If you have any questions at all, please don't hesitate to get in contact with us for a coffee, Zoom meeting or phone call. Ngā mihi, the Hanmer Holiday Homes team.



Put your home into the trusting hands of  
Hanmer Holiday Homes and achieve an  
average occupancy of 52.89%\*

\*Based on Hanmer Holiday Homes average group occupancy for the  
year ending 31/12/2022.

# Why us?

What value does Hanmer Holiday Homes bring to homeowners?

## WE ARE LOCAL AND AVAILABLE 24/7

- Staff on call 24/7 for assistance
- Supporting our local community and events
- 100% family owned since the 1990's
- Skilled and knowledgeable local management team

## ONE POINT OF CONTACT

- One point of contact for all queries
- Stringent vetting systems for booking
- Exclusive Holiday Home Insurance Scheme available
- Your home is protected by Tenant Peace of Mind Insurance up to \$2,000

## LARGEST MANAGER OF HOLIDAY HOMES IN HANMER SPRINGS

- Database of over 40,000 customers
- Over 70,000 people stay with us every year
- Listed on other sites including Airbnb, Booking.com, and Expedia

## CLEANING AND MAINTENANCE

- We will look after your home, keeping it safe, stocked, and clean
- We have a large team of inspection and maintenance staff ready to be of service
- Costs for post booking inspections and replenished products are passed on to the guests - not the owner

## HIGH YEARLY OCCUPANCY RATE

- Yearly occupancy rate of 52.89%\*
- Experience in managing short, mid, and long-term rentals
- We support our local contractors and can project manage your jobs
- You get access to great commercial product deals

## OUR VALUES AND PURPOSE

- **Respect**
- **Integrity**
- **Courage**
- **Loyalty**
- **Better Together**

Are strongly integrated throughout the company.

**Our Purpose** - Creating Memories

# Guest feedback

We value all guests feedback! After guests stay in a Hanmer Holiday Homes home, they are sent a departure survey where they can provide feedback. Questions are asked such as ‘What did you like about the home?’ and ‘Are there any improvements or suggestions for the home that you could suggest the homeowner does?’. Guests are also asked if they’d like to submit a review. See below some recent reviews.

“We love that HHH is super easy from start to finish super relaxed and professional and every house we have ever been in has been great for us as a couple and then when we have come as a family and also extended family. Nothing is ever an issue and there is so many homes of all sizes and prices to choose from. We always go straight to HHH now never going to another motel/hotel again in Hanmer.”

- Jeanette B

“We love Hanmer Holiday Homes. So affordable and can always find a family friendly house. Kids love the old style houses. We left booking to the last minute and still found something suitable.”

- Kelly S

“I love using Hanmer Holiday Homes because I always receive such a warm welcome down to the fact I’ve stayed in so many of your homes!! Keep doing what you are doing and I will see you soon.”

- Louise P

# Our values



## RESPECT

We value everybody within and outside Hanmer Holiday Homes, regardless of title or position. We recognise and appreciate their abilities, qualities and achievements.



## INTEGRITY

We strive to always do the right thing. We believe to be successful it is essential to operate at the highest level of trust, honest and responsibility.



## COURAGE

We strive to be people who have moral strength and the ability to follow and maintain the core values of this company.



## LOYALTY

As a team we can rely on each other – everyone supports one another in a positive way, and all remain faithful to the company.



## BETTER TOGETHER

We seek to connect and build relationships with others – our team members, different parts of the organisation, our partners, our homeowners and our tenants.

# Our purpose

As the largest provider of holiday homes in Hanmer Springs, we use our knowledge and understanding of the area to ensure that our guests have the best possible stay with us. We also use this knowledge and experience to create productive and professional relationships with our homeowners to ensure that we maximise their investment return.

We aim to create a positive memory for all parties involved with Hanmer Holiday Homes.

# Homeowner feedback



## **“COULDN'T BE HAPPIER WITH THEIR SERVICE”**

My name is Tony and I have been visiting Hanmer Springs for well over 50 years now since as a very young lad growing up in Christchurch my family used to come to Hanmer for the May school holidays for literally the happiest holidays ever. Many years later I now live in Ireland and my wife and I decided to invest in a holiday home in NZ and we decided that there was nowhere better to buy than Hanmer, the home of all those happy memories and to make some new ones there for ourselves when we visit and guests when we aren't there. But who to look after it as we live 12,000 miles away? Enter Hanmer Holiday Homes.

We have been with HHH for over 15 years now and we couldn't be happier with their service.

Thoroughly professional in every way they enable us to have peace of mind about our piece of heaven in Hanmer because we know that they care about our place and the village as much as we do. It's much more than a service they provide, it's a true partnership based on trust, warmth and shared values - we win, they win and most important of all the village wins because there is a 5-star quality home for people to come and stay in when visiting Hanmer and enjoy their stay every bit as much as I did 50 plus years ago and we still do today. We absolutely couldn't do it without them. There is therefore no possible reason why you should either, whether you be a guest or owner. They're simply the best!

*Tony*



## **“THEY HAVE DONE A BRILLIANT JOB”**

When we were considering to buy the property at 5 Amuri Ave, we knew we wouldn't live in it permanently ourselves since our jobs are overseas. So we realized we needed a very reliable manager to look after it.

The real-estate agent introduced us to Hanmer Holiday Homes. We immediately got a very good impression of HHH and we bought the property, a lovely weatherboard house on a back section with a big fenced garden.

For the past 15 years HHH has looked after our property and they have done a brilliant job. They deal with everything that we cannot do ourselves and do so professionally, friendly and in consultation with us. We have total faith in HHH and can recommend their services to any homeowner in Hanmer Springs.

*Mark and Andria*



## **“PERSONALLY WE COULD NOT SPEAK MORE HIGHLY OF THEM”**

We have had our wee holiday home with Hanmer Holiday Homes for over 10 years now and found it a “Super Easy” way of having a home managed, especially not living locally!!

We always have raving reviews about cleanliness, which HHH's doing, as we only come up every few months. HHH will always contact us immediately if something has broken, needs repairing etc, and we have the option to get it done ourselves, or let them sort it out. I usually let them sort it out, as it is done effortlessly, and I feel the fees charges are always fair and reasonable. Communication with them is brilliant. The staff are really lovely and professional. Personally we could not speak more highly of them.

*Leona and Mark*

# Our property management services

## Onboarding made easy

From the initial home setup, advice for staging of your home, photography, website listing and marketing, we take care of enhancing your home so that we can bring the best out of its potential. We also have great relationships with suppliers and can help source furniture and furnishings at competitive commercial rates.

## Bookings

Our Admin Team ensure guest enquiries are handled in a friendly and timely manner whilst also providing solutions to problems on their feet. From talking a guest through a TV or Wi-Fi problem to ensuring our maintenance team attend and help them out. Our team is trained to screen all bookings and handle all payments. They are also available 7 days a week. Bookings come directly from our website, over the phone, over the counter, and through Online Travel Agents (OTA's) such as Airbnb, Booking.com, and Expedia.

## Online Homeowners Portal

We provide homeowners with access to an online portal where they can view monthly statements, expenses, and feedback etc. You can also view your homes calendar and make a booking for yourself, family, and friends.

- ✓ **We work together**
  - Professional photography
  - Recommendations on rental rate
  - Custom copywriting
  - Hints and tips on how to furnish your home
- ✓ **Attracting guests**
  - 24/7 guest support
  - Listings on the popular booking sites
  - Marketing
  - Supporting local events, causes and people
- ✓ **We do it all**
  - Professional cleaning
  - Payment processing
  - Guest verification
  - Ensuring guests are well looked after
- ✓ **Looking after you**
  - No fixed contracts
  - Can use your home as often as you want
  - Inspections and regular maintenance
  - Local staff





## Maintenance

We have a maintenance team that are available 7 days per week and provide guests with a helping hand within minutes. Our Maintenance Supervisor can coordinate large maintenance jobs with outside contractors such as electricians, plumbers, and builders. The team can also provide standard maintenance on your property such as lawn mowing, chimney sweeping, and firewood supply etc.

## Servicing

We have a large in-house team who are passionate about presenting a beautiful, clean home for incoming guests. Their tasks involve bedmaking, spring cleans, and laundering.

## Management Team

We have a strong management team who have a wealth of knowledge and years of experience. Included in the management team are the following managers: Marketing, Accounts, Operations, Long Term Property, Assistant, and General Manager - all working together to ensure smooth operations.

# What makes a holiday home perform well?

A holiday home should be a home away from a home. When a guest walks in the door, they should feel comfortable and welcome. The best way to find out is by staying and using a holiday home yourself! Getting the basics right is key.

Below are 5 key elements that will ensure guests pick your home for their return to Hanmer Springs:

## ✓ Heating and Cooling

Hanmer Springs climate is from one end of the scale to the next! That is why it is important to not only provide a warm home, but a cool one too.

## ✓ Cutlery and Crockery

It's always a good to have enough plates so that everyone can enjoy a meal and not have to wash the dishes twice a day. Holiday time is for relaxing.

## ✓ Beds and Bedding

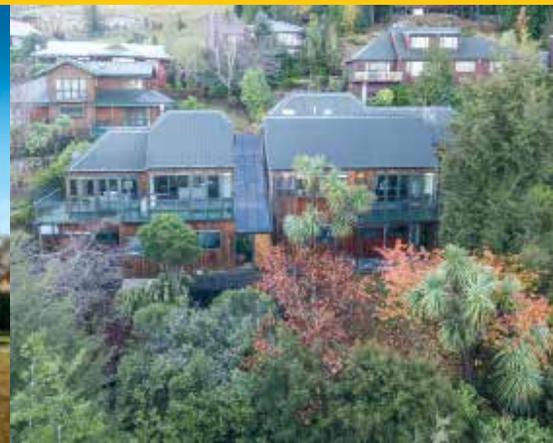
You don't have to buy new. It's also good to remember that you will never please everyone as we all prefer different softness. However, it is good to make sure that the beds are in a decent condition. Duvet covers and pillows should be replaced every 1-2 years.

## ✓ Features

What can make a holiday easier? Dishwashers, BBQ, Pet Friendly, Portacot, Wi-Fi. It's nice to go away knowing that you have all the comforts of a home.

## ✓ The Little Things

Added little luxuries such as family board games, books and DVDs are always a hit. Preparing for a wedding? Having a full-length mirror in the bedroom will come in very handy. Wall art will brighten up any hallway.



# What is needed for a well set up holiday home?

See below a list of items that are essential to all homes we list as a holiday home. There is also a second list of other recommended items that you can choose to include in your holiday home. This might improve the tenants enjoyment and possibly influence them while choosing their holiday home.



## Kitchen

### Essential items

Oven

Fridge

Microwave

Jug/Kettle

Cutlery

Dessert bowls

Side plates

Dinner plates

Drinking glasses

Wine glasses

Mugs

Cheese grater

Vegetable peeler x 2

Oven/Baking trays x 2

Whisk

Saucepan set (3 or more)

Bottle opener/corkscrew

Can opener

Mixing bowls

Dish brush

Spatula

Wooden spoon

Fish slice

Soup ladle

Cooking knives x 3

Potato masher

Measuring jug

Tongs (2 or more)

Colander

Rubbish bin

Oven mitt

Dish draining rack

Frying pan (1 large and 1 small)

*\*Note the cutlery and crockery should be double the number the home sleeps.*

### Recommended items

Coffee plunger

Knife sharpener

Electric fry pan

Electric eggbeater

Timer

Plastic plates/cups for children

Muffin tins

Pastry brush

Pizza cutter

Rolling pin

Measuring spoons and cups

Egg cups

Torch (in case of power outage)

### What to expect from Hanmer Holiday Homes in the kitchen?

- At every service we will replace the tea towels and dish cloths
- We will replenish dishwashing liquid, dishwasher tablets (if applicable), dish brush and green scourer when required
- We will replenish tea, coffee, sugar, salt, pepper, and cooking oil when required
- Light bulbs, matches and tea light candles are also restocked by us and kept in the pantry or above the fridge
- We will provide a compendium which will provide information on rubbish, recycling, a cleaning list and other useful information that is available to guests



## Lounge

### Essential items

TV

Couch, chairs, ottoman

DVD player

Coffee table

Coasters

Wi-Fi - Fibre Broadband, Freeview/Sky TV, Netflix)

*\* Note you must supply enough seating to accommodate the maximum number of people the home sleeps. If your home has a log fire you will require a large wood basket, fire guard, kindling and newspaper box, fireplace tools (poker, hearth brush and shovel), ash bucket and outside ash bucket.*

### Recommended items

Bean bags

Throws

Magazines/books

Toys for children

DVD's

Side table

Clock

Floor lamp

*\* Note magazines, books, board games and DVD's are not monitored and may be taken or damaged by guests.*



## Bedroom

### Essential items

Duvet inners for all beds

Duvet covers for all beds

Spare duvet covers (2 of each size)

Extra blankets

Pillows (2 per person)

Bedside table

### Recommended items

Electric blankets

Long mirror

Lamp

Coat hangers (if applicable)

Drawers

Spare pillows x 2

### What to expect from Hanmer Holiday Homes in the bedroom?

- We ask that all items are named with the house, this is for laundering purposes
- We will provide waterproof mattress and pillow protectors to ensure the beds are fresh and clean for the next guest



## Entranceway

- It is always nice to have hooks to hang jackets on
- Welcome mats for inside and outside to help with cleaning and wear and tear of the carpet



## Bathroom

---

### Essential items

Toilet

Shower

Towel rail/holder or hooks

### Recommended items

Bath

Hair dryer

Window Squeegee

### What to expect from Hanmer Holiday Homes in the bathroom?

- We will provide a bathmat for every bathroom and a sachet of soap



## Laundry

---

### Essential items

Mop and bucket

Washing machine

Washing basket

Scrubbing brush

Pegs (if applicable)

Brush and shovel

Vacuum cleaner (2 are required for a two-story home)

### Recommended items

Clothes airing rack

Iron

Ironing board

### What to expect from Hanmer Holiday Homes in the laundry?

- We will install the cleaning products for the guests and use and replenish these as required
- The products we replenish are toilet cleaner, multipurpose cleaner, floor cleaner, window cleaner, cleaning rags and vacuum bags (if applicable)



## Optional extras to consider

---

Outdoor furniture

Lockable owners cupboard

Decor

Pet drinking bowls

Portacot

Highchair

Dryer

Artwork

BBQ

# FAQ's

## NIGHTLY TARIFF

- We will do a rental appraisal on your home and recommend a nightly tariff
- Night tariff based on things such as location, services, number it will sleep, and how other homes of a similar size and area are performing

## OCCUPANCY

- Traditionally the HHH group achieves a yearly occupancy of approximately 50% (182 days per year).
- Some homes may be higher or some may be lower than the average
- Company objective that every home achieves the group average

## HOME FEATURES

- Location - the closer to the village center, the more popular it tends to be
- Services - what does your home offer in the way of facilities/features and services?
- Price
- If location, services, and price are all right then every home should perform equally well

## COMMISSION

- We charge a 20% + GST commission on the rental component for all bookings made via our website
- For OTA bookings, they charge a commission ranging from 12.5% - 18%, you will pay the first 10% and we will pay the balance
- 5% commission for private bookings
- No commission charged for when you stay in the property

## OTA'S

- OTA's (Online Travel Agents) - Airbnb, Booking.com, and Expedia
- Any booking on an OTA received a full paid clean, linen, and bedmaking
- You can opt out of the OTA's at anytime

## ASSOCIATED COSTS

- A departure inspection is undertaken after every guest and the cost is dependant on the size of your home
- The guest pays the departure inspection fee

## ASSOCIATED COSTS

- Any maintenance work we undertake on your behalf
- Any extra services such as a spring clean etc

## **INSURANCE**

- We have an insurance company who has agreed to cover anyone who joins our management group
- If you get your own insurance, you will need to tell them that your home is being let out for a nightly tariff

## **CLEANING**

- We inspect the home after every guest (including private bookings)
- We will not inspect the home after you occupy your property

## **MAINTENANCE**

- We will happily take care of any minor issues that may come to our attention (under \$200)
- Should the job require more skilled tradesmen or is likely to be an expensive job (over \$200) we will make contact and get permission to proceed

## **LAWNS, GARDENS AND WINTER**

- We will happily take care of your lawns and gardens for you
- Lawns grow quickly during spring/summer in Hanmer, so may be cut weekly during peak growing time
- We will do our best to keep access to your home clear of snow and ice
- If a hard frost is evident, we will turn off and drain the water from your property is unoccupied

## **GUEST SCREENING**

- We screen guests prior to them staying in your home
- Guests must be over 20 years of age
- Guests coming for a 21st birthday party, hen or stag do will not be permitted

## **TENANT INSURANCE**

- Tenant insurance is a compulsory component of every booking made with us.
- It covers any accidental damage to the home or property up to \$2,000 with no excess
- This costs the tenant \$5 per day, up to a maximum of \$20
- Covers costs such as broken glassware, crockery, windows, carpet stains, holes in walls, lost keys etc
- Any damage caused intentionally is not covered by Tenant Insurance and we will seek reimbursement from tenants

# Let's grab coffee

Thanks for taking the time to read over this information.

If you have any further questions at all, please don't hesitate to get in touch with us on the below phone number, email and/or web address.

We look forward to you joining the Hanmer Holiday Homes family soon.

Ngā mihi, the Hanmer Holiday Homes team.



**Hanmer Holiday Homes**

03 315 7336 | DDI 03 261 8032

[owners@hanmerholidayhomes.co.nz](mailto:owners@hanmerholidayhomes.co.nz)

[www.hanmerholidayhomes.co.nz](http://www.hanmerholidayhomes.co.nz)