



**PACIFIC
PROPERTY
MANAGEMENT**

Personalised Service



PACIFIC PROPERTY MANAGEMENT

'Personalised Service'

430 Queen Street, Auckland 1010
NEW ZEALAND

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FIRSTLY

THANK YOU

FOR CONSIDERING US!

Pacific Property Management is a building and facilities management company operating across metropolitan Auckland.

Established over ten years ago, our portfolio includes a growing and diverse range of property types including bulk residential apartment blocks and developments, and inner-city commercial complexes.

We pride ourselves on delivering high quality service around the clock, and have built up a strong track record in all aspects of building and property management.

Let us know how we can assist you with your building management needs. We'd be delighted to send you a formal proposal.

Edward Rees-Webbe
Managing Director



WE DELIVER

AROUND THE CLOCK

Building management requires constant care and attention. We have well-established systems and processes in place to ensure that we provide a consistently high standard of personalised, professional service—regardless of the size or complexity of the building we are looking after.

EIGHT THE MEWS

1 | OUR STORY

Pacific Property Management is a privately-owned business that has established itself as one of Auckland's leading building and facilities management companies. We've grown from managing a few small buildings, to a portfolio that includes a diverse range of residential and commercial properties, including New Zealand's two largest apartment blocks.



We are ORGANISED

We pay attention to the detail, taking care to ensure that both scheduled and unscheduled matters are attended to in a timely and efficient manner.



We report PROGRESS

A big part of our service offering is regular contact and communication with Body Corporate Committees and Chairs. We're contactable 24/7.



We deliver on PROJECTS

From minor works through to high expenditure long-term maintenance projects, we can be relied upon to deliver to the highest standards.



We emphasise QUALITY

We are all about delivering a quality experience, end to end. We continually seek ways to improve our service across the board.

WHAT SETS US APART

2 | OUR APPROACH

RELENTLESS FOCUS ON CUSTOMER SERVICE

We've built our operational model on three simple pillars: good planning and organisation; efficient systems; and sound working relationships. Combined, these enable us to consistently and reliably deliver exemplary customer service without compromise. Whether we are dealing with a myriad of day-to-day maintenance issues or larger scale governance and compliance matters, our guiding principle is to carry out our responsibilities to the highest possible standard.



GOOD PLANNING AND ORGANISATION



We carefully plan how we're going to meet the particular requirements of each property or complex we manage.



EFFICIENT SYSTEMS



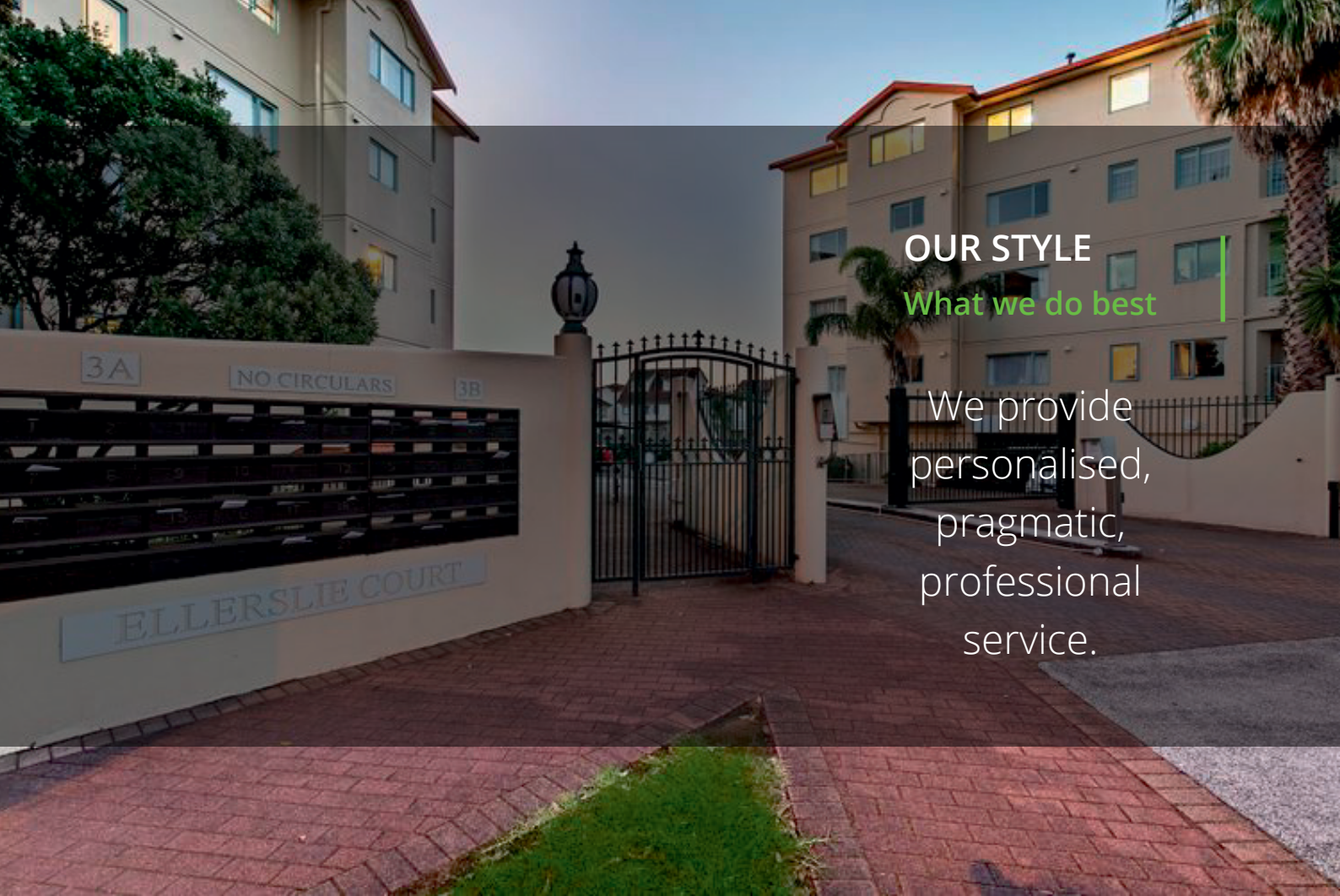
We have streamlined systems and processes to ensure the delivery of our service works like clockwork.



SOUND WORKING RELATIONSHIPS



We cultivate sound working relationships with key stakeholders, service providers, and others.



OUR STYLE

What we do best

We provide
personalised,
pragmatic,
professional
service.

HANDS-ON

Edward Rees-Webbe is personally and actively engaged in overseeing the day-to-day management of all properties in the Pacific Property Management portfolio, ensuring all contractual and operational obligations are met. He is supported by a dependable and professional team of competent operations and administrative staff.

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ACCESSIBLE

Contactable around the clock, we are accessible and available to Committee and Body Corporate members at all times. Edward Rees-Webbe reports to and attends Committee meetings and is the primary point of contact for Body Corporate and compliance matters.

SOLUTION-ORIENTED

Whether it's a minor maintenance requirement, or a major project, we are systematic and practical in our approach. We place a high value on working quickly and efficiently to solve or address any problems that arise, and hold preferred contractors and service providers to the same standards we set for ourselves.

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TRANSPARENT

Clear and regular communication is an important component of our approach. We provide monthly reports covering administration, operations, maintenance, and health and safety. We also publish monthly newsletters and regular notices to keep building residents and tenants informed.

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WE TAILOR OUR SERVICES

... TO YOUR REQUIREMENTS

DETAILED SCHEDULE OF DUTIES

Every building has its own requirements for on-site personnel, daily operations, and maintenance. We work with the Committee and Body Corporate to agree a detailed schedule of duties and deliver to that.

OUR SERVICES

A one-stop shop

We cover all aspects of building and property management.

Most buildings and bodies corporate require a comprehensive mix of services. We have the expertise and experience to cater to routine and bespoke requirements.



ADMINISTRATION

Monthly Building Manager's reports, resident registers, budget management, newsletters and more



AFTER-HOURS SUPPORT

Contactable around the clock, we attend to all matters in a timely, responsive manner



GENERAL BUILDING MANAGEMENT

Everything you'd expect from commercial cleaning and security control to major projects



COMPLIANCE

Building WoFs, health & safety, long-term maintenance plans, fire evacuation schemes



MAINTENANCE

Top notch upkeep across the board from minor repair jobs to major remedial works



OPERATIONS

Liaison with contractors, utilities providers, and others, day-to-day follow-up and oversight



We are continually looking at ways to improve our service offering.

Recent initiatives include the development of a free smartphone App for each of the buildings in our portfolio.

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SIMPLE FACTS ABOUT US



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Buildings

Our portfolio includes everything from small, predominantly owner-occupied residential complexes, through to New Zealand's largest apartment blocks and a number of commercial properties.



2,500

Apartments

Buildings we manage house over 2,500 apartment units. We work closely with the property and rental agents for these apartments, and provide a point of liaison for owners and tenants.



10,000

Residents

We take our business seriously. We are responsible for providing a safe, comfortable, and pleasant living environment for over 10,000 residents across the Auckland region.

CONTACT US



If you would like to receive more information or an obligation-free proposal for the management of your building, please get in touch.

Edward Rees-Webbe

Managing Director

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+64 21 288 8033

THANK YOU

FOR THIS OPPORTUNITY

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