



We care
about your
Hanmer
holiday
home!

Are you considering property managers for your holiday home? Look no further than Hanmer Holiday Homes!

At Hanmer Holiday Homes, we manage the largest range of holiday home accommodation in the wonderful alpine village of Hanmer Springs. From economical to extravagant, we are able to present your home in it's best light.

Why Hanmer Holiday Homes?

- 100% New Zealand owned family business
- There is flexibility as we can rent your home as a short, mid or long-term holiday home
- We are local and live in the beautiful village of Hanmer Springs
- We currently manage over 180 properties
- Our average occupancy in 2020 was 44.31%
- We are available 24/7 for any urgent matters relating to your home and our office is open 7 days
- We have a stringent screening process when accepting/declining bookings ensuring only the best tenants occupy your property
- We do a thorough clean of your property after every tenant
- We can provide all maintenance on your property including lawn mowing, chimney sweeping, lightbulb changes, rubbish removal, firewood drop off and stacking etc.
- We can help source furniture and furnishings at a great rate



Hanmer Holiday Homes

"There's no place like a home!"

The story behind Hanmer Holiday Homes

Originally from the Tasman region, Jason and Karryn Fletcher (the owners) purchased their first holiday home in 2002 while holidaying in Hanmer Springs with their family. . . and that is where it all began.

Not long after purchasing their first holiday home, the retired couple who owned Hanmer Holiday Homes, who looked after Jason and Karryn's holiday home, decided to sell the business. This presented an opportunity Jason and Karryn had to investigate.

With the vast sales, entertainment, and hotel management experience Jason and Karryn both shared, they took on the new venture as the owners of Hanmer Holiday Homes. It started out with only 63 homes to rent, a small office, a team of 3 staff and a large book that all the bookings were pencilled into (there were certainly no computers, emails, or Eftpos in use in those days). These days it is a much larger scale, professional business, employing over 20 local staff with more than 180 homes for rent.



Our purpose

"Creating Memories"

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.

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, honesty and responsibility.



COURAGE

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



LOYALTY

We can rely on you, and you can rely on each other. We have your back and you have ours. We feel a strong sense of pride and allegiance for 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.



Hanmer Holiday Homes

"There's no place like a home!"

Frequently asked questions

Are you looking to purchase a holiday home in the wonderful alpine, thermal village of Hanmer or do you already have a home here that you would like to rent out and would like some more information? Below is a list of frequently asked questions that may help you further with your investment decision. For further information, please feel free to contact our Operations Manager, Nicola Hancock on owners@hanmerholidayhomes.co.nz | 03 315 7336 | DDI: 03 261 8033.

What is the average occupancy I can expect to achieve?

Traditionally, the Hanmer Holiday Homes group has achieved a yearly occupancy of approximately 50%. Some homes will be higher, and some may be lower than this average, but our objective as a company is to have every home achieving the group average.

What kind of return can I expect to get from a holiday home?

There are several varying factors that need to be taken into consideration when answering this question, including the size of the mortgage and how often the owners are going to use it themselves. It is fair to say that a holiday home will have a similar return to that which would be expected from a long-term rental. The two biggest benefits of having a holiday home are that the owner can continue to use it themselves whenever they choose, and the home is being regularly inspected after each tenant, so damage is minimised.

How do I know the nightly tariff a potential home may fetch?

We will do a rental appraisal on any home and will recommend a nightly tariff rate for you. This will be based on things such as location, services, number it will sleep, and how other homes of a similar nature and in a similar area are performing. This will only be a recommendation, as ultimately it is your decision.

What determines a good home to purchase?

There are three key influencing factors that tend to dictate where potential tenants will choose to go:

1. Location - the closer the house is located to the center of the village, the more popular it tends to be.
2. Services - what the home has to offer in the way of facilities and services. These are some of the items tenants tend to look for (over and above the expected norm) and what we encourage you to supply in your home:-
 - Sufficient heating including air conditioning, log fire, extra bedroom heaters
 - Number of bathrooms vs number of people the home can sleep - you should try to have at least one bathroom for every five people the home can sleep
 - Lockable garage or at least a carport
 - Dishwasher
 - Dryer
 - Bath
 - Fenced section
 - Wifi
 - Being equipped for holiday makers needs e.g. a portacot, board games, pet friendly etc.

Is there a size or type of holiday home that performs best?

The short answer to this question is no. If you get the location, services, and price formula right, then every home should perform equally as good as the other. We have small, simple two-bedroom homes that have very good occupancy and we also have large luxurious homes that do too. The determining factor is how much can you afford?

What is your commission?

We charge a 20% + GST commission for all bookings made via our website. This covers the day to day running of the business, office rent, office staff wages, insurances, vehicles, power etc. For all bookings made via the OTA's (Online Travel Agents such as Airbnb, Booking.com, and Expedia). OTA's charge a commission ranging from 12.5% to 18%. Hanmer Holiday Homes pays on your behalf any amount in excess of the first 10. You can opt out of OTA sites at any time. A reduced commission of 5% is charged for Private bookings where you allow friends and family to stay at your property. There is no commission charged for when you actually stay in the property.



Hanmer Holiday Homes

"There's no place like a home!"

What further costs are there in running a holiday home?

Our Service Team inspect your home after every tenant. The cost is dependent on the size of the home. This cost will be in your Homeowners Agreement. There will also be costs associated with any cleaning products, light bulbs etc. that may be needed in the home.

Any Maintenance work we undertake on your behalf will also be charged for.

What are OTA's and how do they work?

OTA's are Online Travel Agencies which to some tenants are the preferred method of bookings trips and accommodation. They offer broad choice, convenience, speed, value, and security to travelers. We list our properties on the OTA's such as Airbnb, Booking.com, and Expedia so our properties can get more bookings which benefits both the owner, the tenant and us. Every tenant who stays in a holiday home, but books through an OTA, will receive a full paid clean, linen and bedmaking as part of their rate. Prior to joining the Hanmer Holiday Homes family, you will be asked if you would like to opt out of the OTA's and just keep your home on the Hanmer Holiday Homes website exclusively.

Insurance is difficult to get for a holiday home, can you help?

Yes, we have an insurance company who has agreed to cover anyone who joins our management group. You need to be very careful to tell your insurance company that your home is being let out for a nightly tariff, as most will either not cover it or will charge commercial rates. Our insurance company fully understands holiday home insurance requirements and provides extensive cover with affordable, domestic based, premiums.

How often do you inspect the home, and when?

We inspect the home after every tenant (this includes private bookings you may have made for family and friends). The only time we will not inspect the home is when you occupy your property. This is to protect the company in the case of any liability issues and to give us peace of mind and accountability for the next incoming tenant. We endeavour to do this inspection as soon as practically possible after the tenant's departure. With the number of homes we have, it may sometimes take some days for this to happen.

What happens if there is any maintenance required?

We have a small maintenance team who will happily take care of any minor issues when they come to our attention. Should the job require a more skilled tradesman or service provider, or if it is likely to be an expensive job (over \$100.00), then we will make contact and advise you of the situation and seek your permission to proceed. The maintenance is charged out at a very competitive rate (see Homeowners Agreement).

Who looks after the lawns and gardens?

If you do not wish to look after the lawns and gardens yourself, our maintenance team will happily take care of these for you, or you may choose to use other contractors within the village. A word of warning - lawns grow incredibly quickly during the spring/ summer season in Hanmer, so be prepared to have them cut weekly during peak growing time.

What happens in winter with the water pipes and access to my property?

Our maintenance team will carefully monitor the weather. If the threat of hard frosts is evident, they will turn off and drain the water from your property when unoccupied to minimise any risk of damage. Our maintenance team will also do their best to keep access to your home clear of snow and ice.

Do you screen tenants prior to them staying?

Yes, we do. When tenants book with us they are required to state why they are staying with us and must be over 20 years of age. If a tenant says they are coming for a 21st birthday party, hen or stag do they will not be permitted. If we have further questions when screening tenants, we will phone them to clarify exact reasons for their stay.



Hanmer Holiday Homes

"There's no place like a home!"

Do tenants have terms and conditions they must adhere to?

Yes, they do, and you can view them on our website here: www.hanmerholidayhomes.co.nz/terms

What happens if tenants damage the property?

As part of our terms and conditions, tenant insurance is automatically added on to any bookings made with us. This covers tenants for any accidental damage to the home or property up to \$2,000.00 with no excess. This costs the tenant \$5.00 per day, up to a maximum of \$20.00. This is intended to cover costs such as broken glassware, crockery, or windows, carpet stains, holes in walls, lost keys etc.

What items are 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. 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	Cheese Grater	Fish Slice
Fridge	Vegetable Peeler x 2	Soup Ladle
Microwave	Oven/Baking Trays x 2	Cooking Knives x 3
Jug/Kettle	Whisk	Potato Masher
Cutlery	Saucepan Set (3 or more)	Measuring Jug
Dessert Bowls	Bottle Opener/Corkscrew	Tongs (2 or more)
Side Plates	Can Opener	Colander
Dinner Plates	Mixing Bowls	Rubbish Bin
Drinking Glasses	Dish Brush	Oven Mitt
Wine Glasses	Spatula	Dish Draining Rack
Mugs	Wooden Spoon	Frying Pan (1 large and 1 small)

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

Recommended Items

Coffee Plunger	Plastic Plates/Cups for children	Measuring Spoons and Cups
Knife Sharpener	Muffin Tins	Egg Cups
Electric Fry Pan	Pastry Brush	Torch (in case of power outage)
Electric Egg Beater	Pizza Cutter	
Timer	Rolling Pin	

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 the following items when required: dishwashing liquid, dishwasher tablets (if applicable), dish brush, kitchen bin liners, green scourer
- 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, cleaning list, and other useful information is available to the tenant

Entranceway

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



Hanmer Holiday Homes

"There's no place like a home!"

Bedroom

Essential Items

Duvet Inners for all beds	Spare Duvet Covers (2 of each size)	Pillows (2 per person)
Duvet Covers for all beds	Extra Blankets (1 per bed)	Bedside Table

Recommended Items

Electric Blankets	Lamp	Drawers
Long Mirror	Coat Hangers (if applicable)	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 tenant
-

Laundry

Essential Items

Mop and Bucket	Scrubbing Brush	Vacuum Cleaner (2 required for two-story homes)
Washing Machine	Pegs (if applicable)	
Washing Basket	Brush and Shovel	

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 tenants to use and replenish these as required
 - The products we replenish are: Toilet cleaner, multipurpose cleaner, floor cleaner, window cleaner, cleaning rags, and vacuum bags
-

Bathroom

Essential Items

Toilet	Shower	Towel Rail/Holder or Hooks
--------	--------	----------------------------

Recommended Items

Hair Dryer	Window Squeegee	Bath
------------	-----------------	------

What to expect from Hanmer Holiday Homes in the bathroom?

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

Lounge

Essential Items

TV	DVD Player	Coasters
Couch/Chairs/Ottoman	Coffee Table	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, fireguard, kindling and newspaper box, fireplace tools (poker, hearth brush and shovel), ash bucket and outside ash bucket.*

Recommended Items

Bean Bags	Toys for children	Clock
Throws	DVDs	Floor Lamp
Magazines/Books	Side Table	

**Note: magazines, books, board games and DVDs are not monitored and may be taken or damaged by tenants.*



Hanmer Holiday Homes

"There's no place like a home!"

Optional extras to consider

Outdoor Furniture
Lockable Owners' Cupboard
Decor

Pet Drinking Bowls
Portacot
Highchair

Dryer
Artwork



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