

82 LUCERNE ROAD, REMUERA

INFORMATION PACK



Important please note:

The contents of this information pack do not form part of the contract for sale and purchase. Whilst care has been taken in preparation of this information to assist in your initial assessment of this property, no responsibility is accepted for the accuracy of the whole or any part and interested parties should make their own enquiries to satisfy themselves in every respect.

It is our advice that all information that is material to any purchase decision be verified through independent professional advisors.

In particular;

You must seek legal advice with respect to legal conveyance; GST &/or land withholding tax implications; any aspect pertaining to building construction method and performance; property valuation; council regulation / planning and zoning rules / PAUP, geotechnical concerns and/or any other matter material to your decision making process.

For further clarification please contact us and / or review the attached Real Estate Code of Conduct & the REAA Buyers & Sellers Guide Booklets.

Licensed Residential Real Estate Sales Professional
REAA 2008 – Licence Reference # 10002550

Seek further information on-line : <http://www.reaa.govt.nz>

Statement of passing over information

This information has been supplied by the vendor or the vendor's agents. Accordingly Megan Jaffe Real Estate Limited is merely passing over the information as supplied to us by the vendor or the vendor's agents. We cannot guarantee its accuracy and reliability as we have not checked, audited, or reviewed the information and all intending purchasers are advised to conduct their own due diligence investigation into the same. To the maximum extent permitted by law Megan Jaffe Real Estate Limited do not accept any responsibility to any person for the accuracy of the information herein.



RICHARD LYNE

LESS SECRET MORE AGENT

MOB: 021 687 000

RICHARD.LYNE@RAYWHITE.COM

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RICHARD LYNE BIO / SALES HISTORY / TESTIMONIALS



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Property Information : 82 Lucerne Rd, Remuera

Set high above the water and facing toward the inner city, harbour bridge and Sky Tower, this exquisitely designed ridgeline retreat is established on nearly one third of an acre of beautiful private and manicured grounds boasting unparalleled views from sunrise to sunset, which makes this your families ideal next Remuera home.

A unique contemporary designer residence, brings the beauty of the natural environment into every room. Extensive use of glass, masonry and schist stone create a harmonious union with the environment in which it rests.

Step over the threshold and cross the herringbone parquet floor into the large airy open living areas boasting those extraordinarily wide vistas. Two formal living areas are augmented by a further family room so the kids can get away from the adults and vice versa.

Clean lines in a simple uncluttered landscape allow this circa 2005 cavity-constructed home to stand in its own power owning the space and offering the discerning dweller a calm and serene refuge in which to retreat.

A large in-ground swimming pool and adjacent spa pool invite you to soak away the cares of the day before you emerge to relax with a cool aperitif on the extensively paved terrace.

The sleek open-plan kitchen with polished grey granite counters, island worktop and warm floor-to-ceiling fitted jarrah cabinetry affords the homeowner a luxury preparation area catering for every entertaining need. This includes family-sized Bosch stainless steel oven and gas hobtop not to mention all the other chef's quality appliances and equipment.

Five double bedrooms (three with their own en-suite bathrooms) have been finished to uncompromising standards of quality. Indulge your fantasies in the upper levels master suite - a dramatic sanctuary offering wonderful light, space and comfort. Walls of glass face the beautiful basin inviting the outdoors in - to keep you close to nature and yet so well- protected from the elements.

A generous temperature controlled wine cellar with cedar racks will effortlessly accommodate any wine buff's collection. A home sauna and huge home theatre, complete with automation control demand that you make the work-life-balance a viable priority in this busy and fast-paced world.

Garaging for 4 cars with private, secure parking for many more and just minutes from Remuera's Upland Village & Benson Rd eateries, it's an easy drive to eastern bay beaches in one direction and the CBD in the other.

Here stands a modern masterpiece where all of you're requirements can be catered to. The skilful simplicity is underpinned by a substantial depth of design and purpose.

A truly iconic home that epitomises luxury with restrained elegance.

Viewing is By Invitation only.

Please call Richard Lyne: (+64) 021 687 000 or email: richard.lyne@raywhite.com

A copy of the Auckland City Council Property File is available upon request.



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Chattels:

- Alarm Unit
- Dishwasher x 2
- Extractor Fans x 5
- Garage Door Units x 4
- Garage Door Remotes x 4
- Heated Towel Rails x 6
- TV Aerial
- Waste Disposal Unit
- Gas Hob
- Bosch Electric Oven x 2 (includes a microwave combo oven)
- Central Vacuum System & Accessories
- Gas Fireplace x 2
- Pool & Pool Pump equipment
- Heat Pump (Master), Daikin Heat pump (Guest Lounge), Heat Pump (Living Room)
- Underfloor Heating Bathrooms (Electric) & Guest Bedroom. Master Bedroom not currently working (may be fixed)
- Sauna
- Home theatre system
- Lutron Lighting control system (Media Room / Kitchen-Living)
- F&P Drawer Fridge x 3
- Vintec Wine Fridges x 3 (x 2 in Wine Cellar, x 1 in Guest Lounge)
- Temperature control System in Wine Cellar
- Hot spring Spa Pool
- Garden Irrigation system
- Air Conditioning System
- Security Gate System & Intercom System
- Washing Line
- Garden Hose Wall-mounted x2
- Built in Speakers (Home Theatre/Living Room)
- Outdoor Fireplace



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82 LUCERNE ROAD REMUERA AUCKLAND

Rating Valuations:	\$5,500,000
Land Value:	\$3,550,000
Improvements Value:	\$1,950,000
Valuation Date:	01-Jul-2014
Last Sale Price:	\$800,000
Last Sale Date:	15-Sep-1991
Last Sale Type:	Whole. One property involved
Sale Tenure:	Freehold
Purchase Relationship:	Market Level - Bonafide
Net Sale Price:	\$760,000
Chattels:	\$40,000



Valuation Address:	82 LUCERNE ROAD REMUERA AUCKLAND
Valuation Reference:	4/8800580000
Legal Description:	LOT 3 DP 454875 1329M2
TA Name:	Auckland
Tenure:	Not Applicable or Extension
Floor Area:	499 m ²
Land Area:	1329 m ²
Bedrooms:	
Building Age:	2000 - 2009
Category:	Residential, Dwelling, average (RD)
Wall Material:	Roughcast, etc / GOOD
Roof Material:	Steel / G-Iron / GOOD
Contour:	Easy to moderate rise
Deck:	Y
Parking Freestanding:	3 cars
Parking Main Roof:	1
Land Use:	Single Unit excluding Bach
Zoning:	Residential (9C)



Owners: McLaren, *Raymond Arthur* 
 Roosenbrand, *Adele Merle & Johannes Cornelis* 

Certificate Of Title: 584588 (Freehold)

Comments: Add comment

Disclaimer

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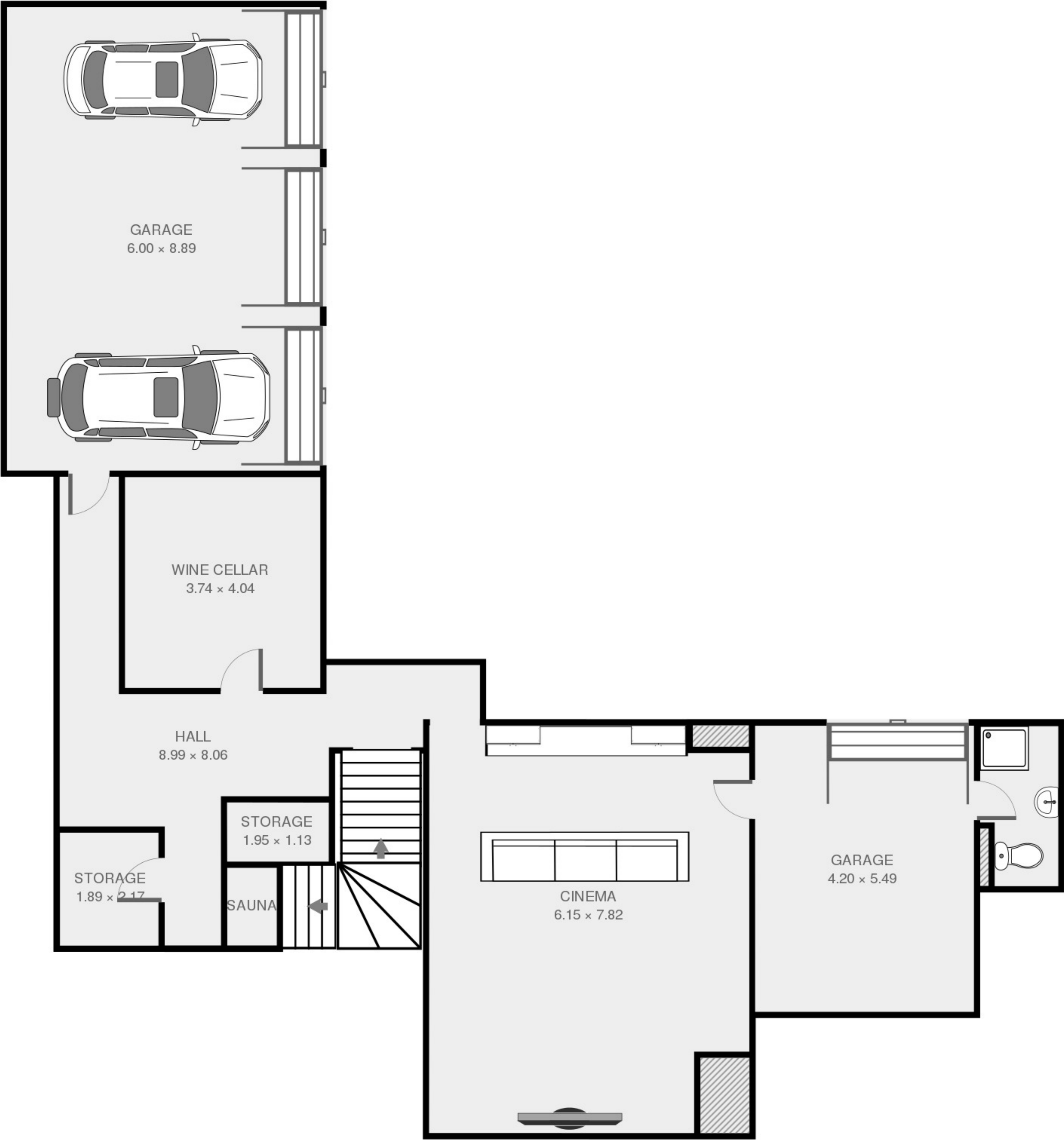


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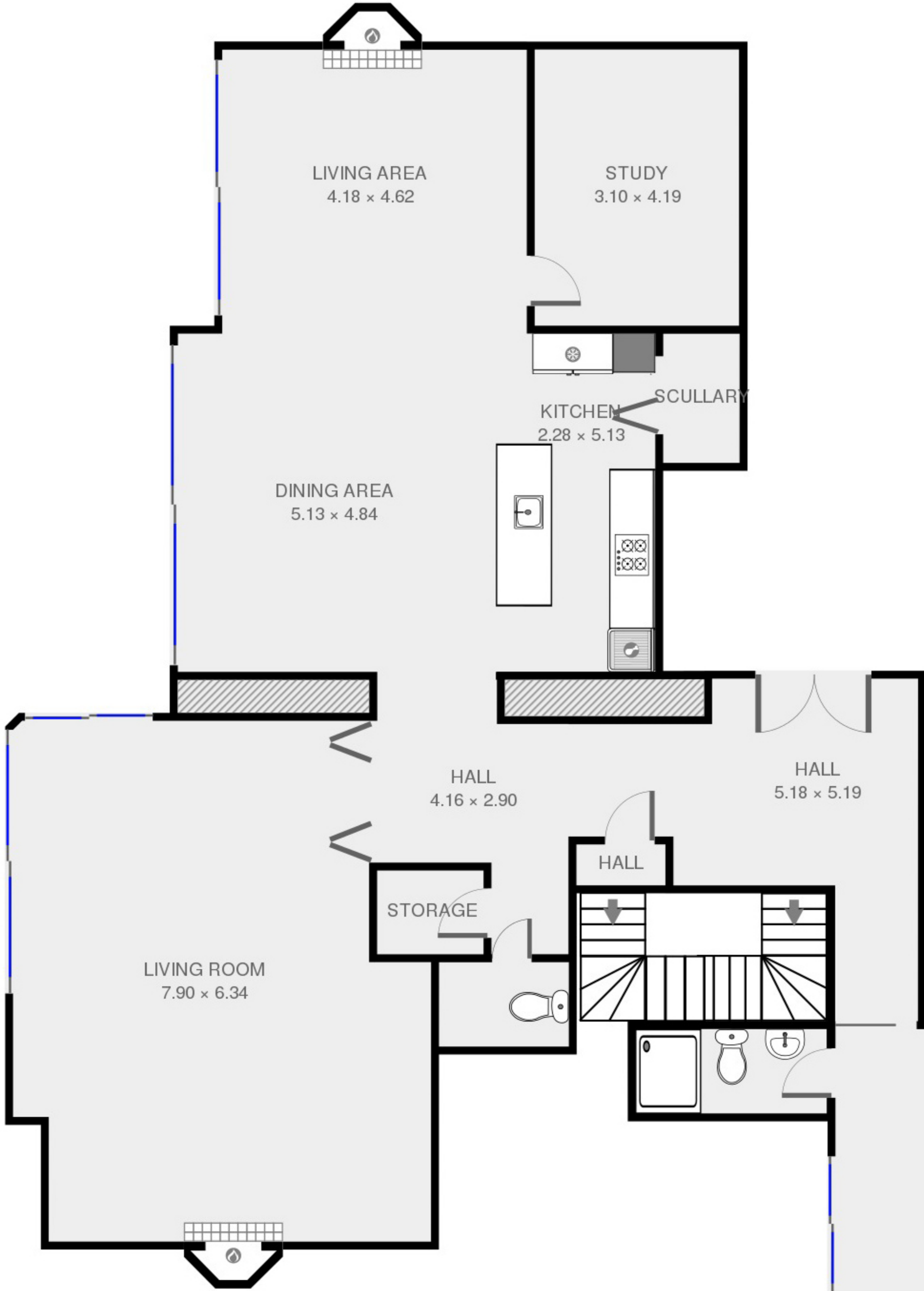
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Lower Level

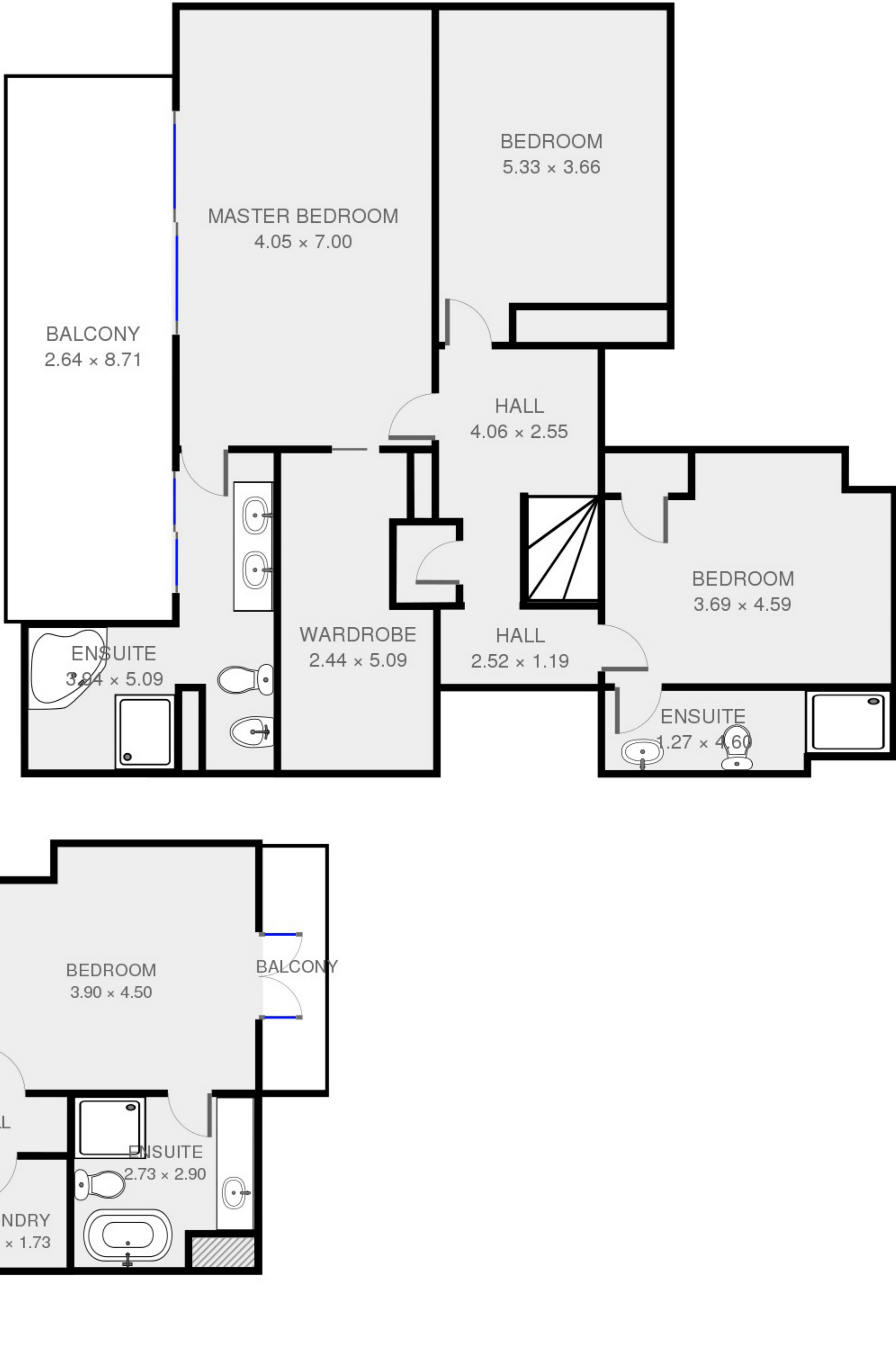


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Main Level



Upper Level



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**COMPUTER FREEHOLD REGISTER
UNDER LAND TRANSFER ACT 1952**



Search Copy


R.W. Muir
Registrar-General
of Land

Identifier **584588**
Land Registration District **North Auckland**
Date Issued 31 October 2012

Prior References

504973 NA16B/1022

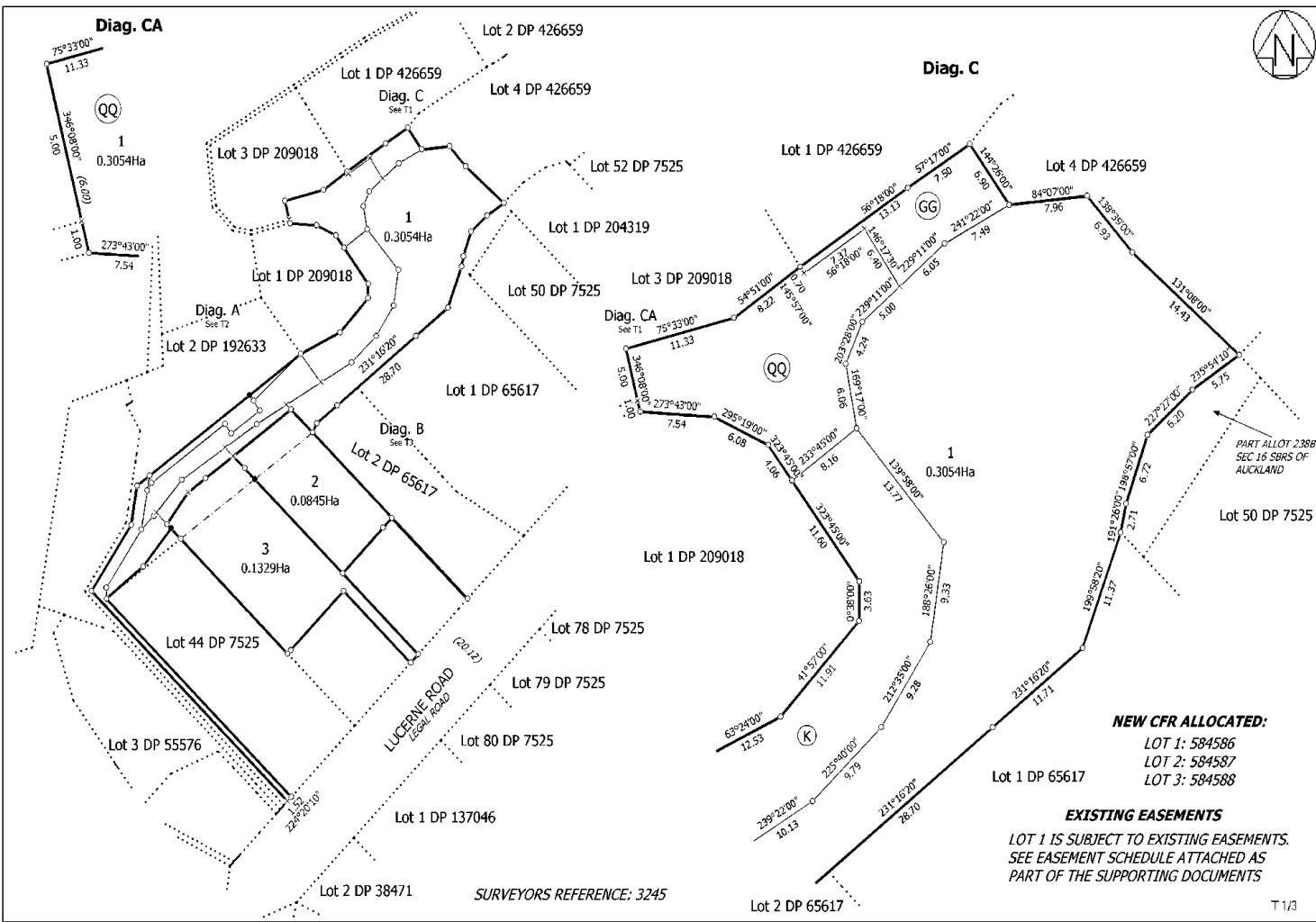
Estate Fee Simple
Area 1329 square metres more or less
Legal Description Lot 3 Deposited Plan 454875

Proprietors

Johannes Cornelis Gerardus Roosenbrand, Adele Merle Roosenbrand and Raymond Arthur McLaren

Interests

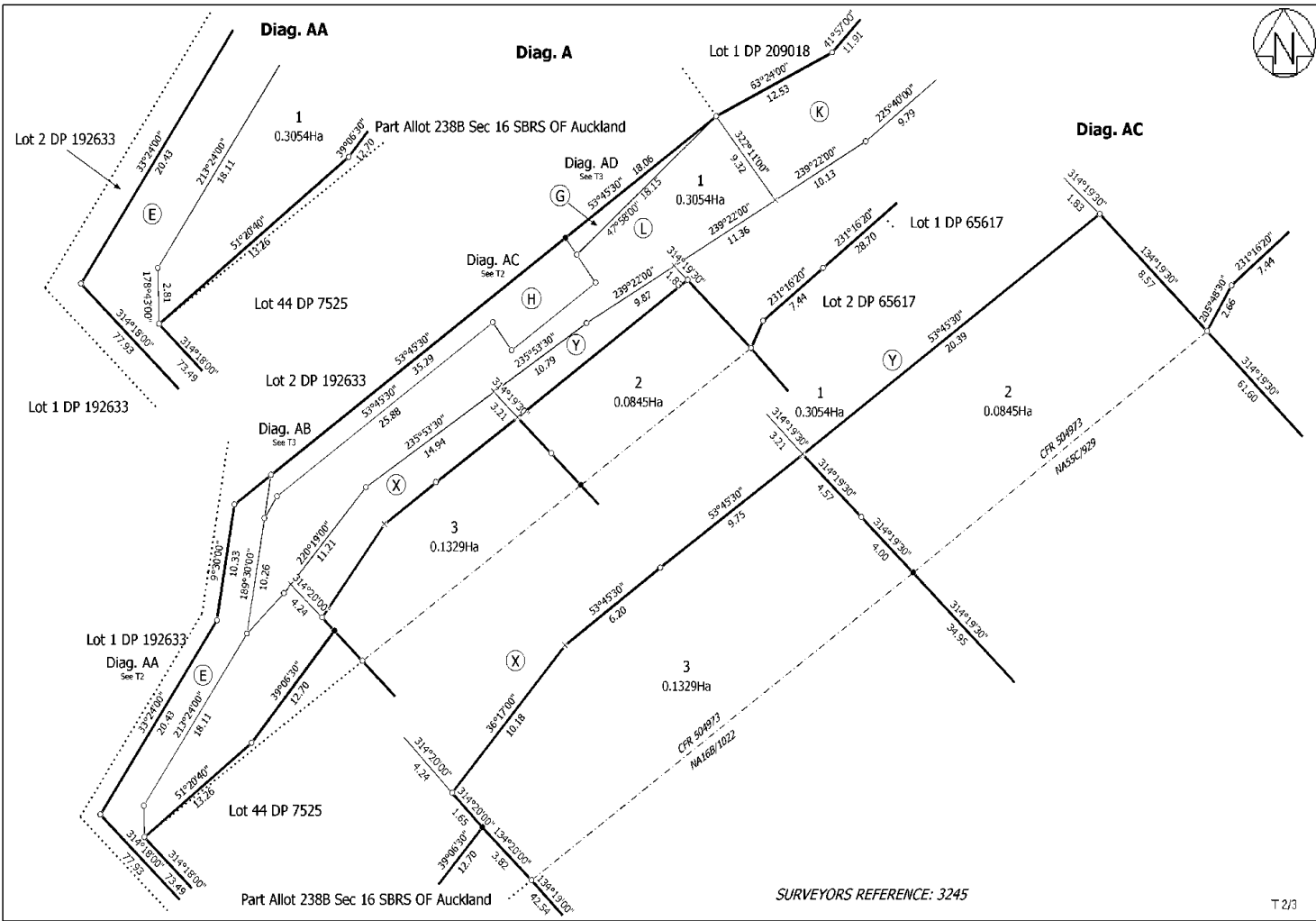
Appurtenant to part formerly Lot 2 DP 60606 is a right of way specified in Easement Certificate 535632.3 - 11.3.1977 at 9.01 am
Land Covenant in Easement Instrument 8549319.1 - 23.7.2010 at 3:52 pm (affects part formerly Lot 5 DP 426659)
Land Covenant in Easement Instrument 9220473.18 - 31.10.2012 at 11:36 am
9220473.19 Mortgage to ANZ National Bank Limited - 31.10.2012 at 11:36 am



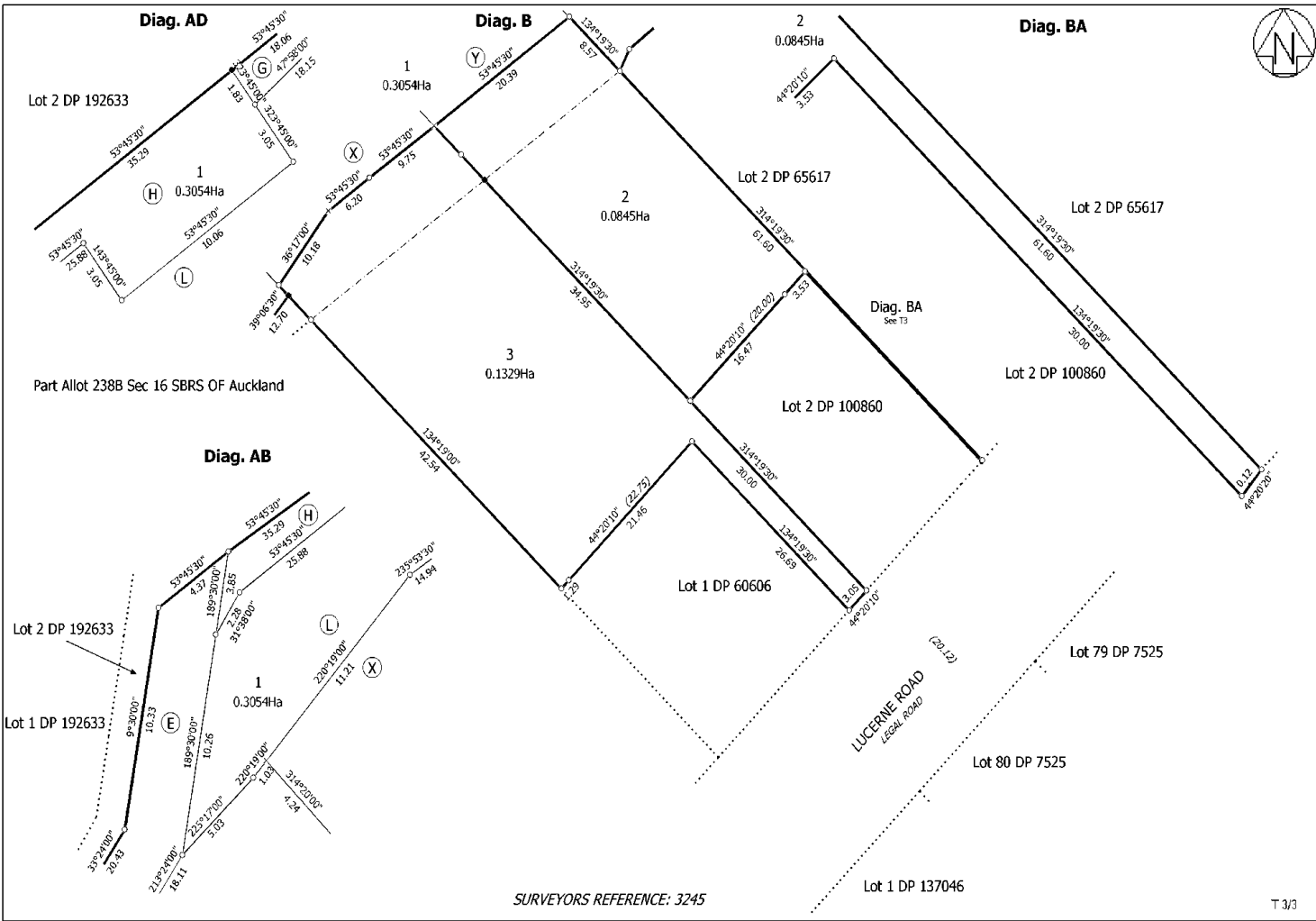
NEW CFR ALLOCATED:
 LOT 1: 584586
 LOT 2: 584587
 LOT 3: 584588

EXISTING EASEMENTS
 LOT 1 IS SUBJECT TO EXISTING EASEMENTS.
 SEE EASEMENT SCHEDULE ATTACHED AS
 PART OF THE SUPPORTING DOCUMENTS

Land District North Auckland Digitally Generated Plan <small>Generated on: 23/11/2012 08:48am Page 4 of 6</small>	Lots 1 - 3 Being a Subdivision of Lot 5 DP 426659, Lot 1 DP 100860 and Lot 2 DP 60606	Surveyor: Carl David Slougie Firm: Tripp Andrews & Partners Ltd	Title Plan DP 454875 Deposited on: 31/10/2012
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Lend District North Auckland Digitally Generated Plan Generated on: 23/11/2012 08:43am Page 5 of 6	Lots 1 - 3 Being a Subdivision of Lot 5 DP 426659, Lot 1 DP 100860 and Lot 2 DP 60606	Surveyor: Carl David Slougie Firm: Tripp Andrews & Partners Ltd	Title Plan DP 454875 Deposited on: 31/10/2012
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<p>Land District North Auckland</p> <p>Digitally Generated Plan Generated on: 23/11/2012 05:43am Page 6 of 6</p>	<p>Lots 1 - 3 Being a Subdivision of Lot 5 DP 426659, Lot 1 DP 100860 and Lot 2 DP 60606</p>	<p>Surveyor: Carl David Slougie Firm: Tripp Andrews & Partners Ltd</p>	<p>Title Plan DP 454875 Deposited on: 31/10/2012</p>
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Rates and property search

Updates to the Rating Information Database

Due to important system upgrades and to allow for the generation of rates notices for the 2016-17 financial year, **updates to the Rating Information Database are on hold until 14 July 2016**. The information contained within the database is accurate as at 31 May 2016. Any changes since 31 May will not be reflected until the database is updated.

Please contact us on 09 301 0101 should you require updated information regarding your property.

82 Lucerne Road Remuera

Property information

CT number	CT-584588
Land area	1,329 Square Metres
Legal description	Lot 3 DP 454875 1329m2
Land use	SINGLE UNITS - DETACHED DWELL
Description of improvements	HOUSE & POOL
Ward	Orakei
Local board	Orakei

Valuation information

The valuation displayed is an assessment of the value of the property as at 1 July 2014 based on sales. It is not a current market valuation

These values are subject to change due to objections, subdivisions or changes to improvements.

Latest Valuation to be used to assess 2016/2017 rates

Valuation date	01 July 2014
Latest Capital value	\$5,500,000
Latest Land value	\$3,550,000
Latest Value of improvements	\$1,950,000
Annual value	\$275,000

Rates assessment (2015/2016)

The following information and values were used to assess the 2015/16 rates.

Assessment number	00000150383
Capital value	\$5,500,000
Land value	\$3,550,000
Annual value	\$275,000
Rateability	Fully Rateable
Land use	SINGLE UNITS - DETACHED DWELL

Total Rates **\$14,297.14 (GST inclusive)**

How your rates were calculated

Type of rate	Rate calculation		Total rate
Uniform Annual General Charge	Number of separate parts Charge	1 385.00	\$385.00
General Rate - Urban Residential	Capital value Rate	5,500,000 0.00246777	\$13,572.73
Waste Management - Full Service	Per service Rate	1 225.56	\$225.56
Other Targeted Rate(s)	NA Rate		\$0.00
Transport Levy - Non Business	Number of separate parts Charge	1 113.85	\$113.85
Total Rates for 2015/2016 (including GST)			\$14,297.14



Approved Building Certifiers Ltd

Approved Building Certifiers Ltd

Code Compliance Certificate No P2298

Section 56, Building Act 1991

ISO Ref 7.5.1 CS-03F5 Issue 04

Issued by Approved Building Certifiers Ltd currently approved and registered as a building certifier in New Zealand.

To: **Auckland City Council**

Building Consent No: AC/01/10750

36011075001

Project Information		Project Location	
New or Relocated Building	Yes	Street Address:	
Alteration	No	82 Lucerne Road	
Type of Project		Remuera	
Dwelling/Garage & Pool		Auckland City	
Intended Use(s):		Legal:	Lot 2
Residential		Description:	DP 60606 & 238B SEC 16
Intended Life:		S & MORE	CT 16B/1022
Indefinite but not less than 50 years			
Demolition	No		
Being stage 1 of an intended 1 stages.			

NB: Normal maintenance of building elements is necessary to achieve the durability requirements of the New Zealand Building Code.

This is:

A final code compliance certificate issued in respect of all of the building work under the above building consent.

Signed by or for and on behalf of the building certifier

Signature:

Name: Neil Boler

Position: Director

Date: 6 Sep 2004

Ray White Remuera
369 Remuera Road
Remuera
Auckland 1050
p +64 9 520 9100
rwremuera.co.nz

Buyer Declaration Form

I/We hereby register my/our interest as a potential purchaser of the property situated at:

82 Lucerne Road, Remuera

.....
(property address)

.....
(name / phone / email)

.....
(name / phone / email)

.....
(name / phone / email)

.....
(name / phone / email)

We the receiving company confirm the above.

Signed:

Designation:



New Zealand Residential Property Sale and Purchase Agreement Guide

This guide has been prepared and approved by the Real Estate Agents Authority



Important things to know:

1. A sale and purchase agreement is a **legally binding** contract.

2. The real estate agent is **working for the seller** of the property, but must treat the buyer fairly.

3. You need to understand the difference between a **conditional** and an **unconditional** agreement.

4. You can **negotiate** the conditions you require in a sale and purchase agreement.

5. Make sure you **read** and **understand** the sale and purchase agreement before signing it.

6. It is recommended that you get your **lawyer to check** the sale and purchase agreement before you sign it.



Introduction

Buying or selling a home is one of the biggest financial commitments you will ever make. There are several relatively complicated stages to negotiate and there are a number of things to look out for.

When you are buying or selling residential property you should always have a written sale and purchase agreement. This is the legal document that forms the contract between the buyer and the seller.

This guide provides information about sale and purchase agreements, tells you where you can get more information, what to expect from a real estate agent¹ and what to do if there is a problem.

This guide only relates to the sale of residential property.

This guide is just that – guidance. You should not rely on it for legal advice. It's been prepared by the Real Estate Agents Authority (REAA), a Crown entity established by the Real Estate Agents Act 2008.

This is a guide to the sale and purchase agreement that you will be asked to sign if you wish to buy or sell residential property.



¹ Real estate agent or agent are general terms that refer to an agent, branch manager or salesperson.

Whether you are a buyer or a seller, the agent must provide you with a copy of this guide before you sign a sale and purchase agreement, and ask you for written acknowledgement that you have received it. If you require more information, you can consult your lawyer. Information is also available on the REAA's website:

www.reaa.govt.nz



Why do I need a sale and purchase agreement?

A sale and purchase agreement provides certainty to both the buyer and the seller as it sets out in writing all the agreed terms and conditions. It is a legally binding contract.

Can I negotiate?

The seller and buyer can negotiate, through the agent, on price and conditions until they both reach agreement.

Important things to know:

- ✓ You should have a written sale and purchase agreement.
- ✓ Always read the sale and purchase agreement before signing it.
- ✓ Have your lawyer check the sale and purchase agreement before you sign it.
- ✓ Both the buyer and seller can negotiate changes to the price and conditions.
- ✓ A sale and purchase agreement is a legally binding contract.



The sale and purchase agreement

Your agent will probably use the Auckland District Law Society and Real Estate Institute of New Zealand form (the ADLS form).

Your sale and purchase agreement should include the following:

- ✓ The name(s) of the seller(s) and buyer(s).
- ✓ The address of the property.
- ✓ The type of title (freehold, leasehold etc.).
- ✓ The chattels that are to be sold with the property (e.g. whiteware, drapes, television aerial etc.).
- ✓ The price.
- ✓ The rate of interest that the buyer must pay on any overdue payments.
- ✓ Any deposit that the buyer must pay.
- ✓ Any conditions the buyer wants fulfilled before the contract is agreed.
- ✓ The date on which the agreement will become unconditional if there are conditions.
- ✓ The settlement date (the date the buyer pays the remainder of the amount for the property, usually the day when the buyer can move into the property).

Conditions in the document

The buyer will usually want to have some or all of the following conditions fulfilled before the contract is agreed:

- ✓ **Title search** – this is done by the buyer's lawyer to check who the legal owner of the property is and to see if anyone else has any claim over the property.
- ✓ **Finance** – this refers to the buyer arranging payment, normally a loan, by a specified date.
- ✓ **Valuation report** – normally required by a lender, this report is an estimate of the property's worth on the current market.
- ✓ **Land Information Memorandum (LIM) report** – provided by the local council, this report provides information on things such as rates, building permits and consents, drainage and planning.
- ✓ **Building inspection report** – these help determine how sound the building is and what might need to be repaired.
- ✓ **Engineer's report** – similar to the above but more focused on the section and structure of the property.
- ✓ **Sale of another home** – the buyer may need to sell their home in order to buy another.

General or standard clauses

A sale and purchase agreement also includes clauses that set out general obligations and conditions. It helps to understand what these mean as you will need to comply with them. Examples may include:

- **Access rights** – what access the buyer can have to inspect the property before settlement.
- **Default by buyer** – the buyer may have to compensate the seller e.g. interest payments.
- **Default by the seller** – the seller may have to compensate the buyer e.g. accommodation costs.
- **Insurance** – makes sure the property remains insured until the settlement date and outlining what will happen if any damage does occur.

Your lawyer will explain these clauses.

When does the buyer pay the deposit and the full amount?

When the seller and buyer have agreed on all aspects of the sale and purchase agreement, any deposit is usually paid to the real estate agent by the buyer. This money is initially held in the agent's trust account.

The agent usually takes their commission from the deposit when the contract becomes unconditional. This is agreed between the seller and the agent as set out in the agency agreement². The seller should make sure that the deposit is large enough to cover the agent's commission.

The buyer pays the remainder of the amount for the property on the day of settlement, usually through their lawyer. The settlement day is usually the date when the buyer can move into the property.

Before the sale and purchase agreement becomes unconditional and if the sale doesn't go ahead because some of the conditions haven't been met, the buyer may be entitled to have the deposit refunded in full.

However, once the offer becomes unconditional you won't be able to get your deposit back if you change your mind for any reason.

What is the difference between a conditional and an unconditional agreement?

- ✓ **Conditional** refers to the sale and purchase agreement having a set of conditions that are to be met, such as the buyer's current house being sold, a building inspection being carried out, or finance being secured.
- ✓ **Unconditional** refers to when all conditions in the sale and purchase agreement have been met and the transaction is ready to proceed to a change of ownership.

² Refer to the Real Estate Agents Authority's *New Zealand Residential Property Agency Agreement Guide*.

Can I cancel the agreement if I change my mind?

You cannot cancel a sale and purchase agreement just because you have had second thoughts about buying or selling the property concerned.

In general, once you have signed a sale and purchase agreement and the conditions set out in it have been met, you will have to go ahead with the sale/purchase of the property.

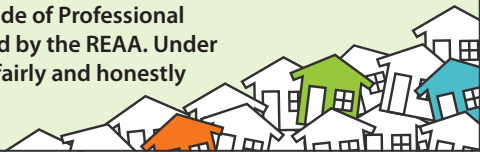
What can I expect from an agent?

The agent works for and is paid by the seller. The agent must therefore carry out the seller's instructions (as set out in the agency agreement) and act in the interests of the seller.

Agents also have clear responsibilities to buyers even though they are representing the seller.

When you are buying a property, ask the agent questions. Be specific about what you want to know.

All agents are bound by the Code of Professional Conduct and Client Care, issued by the REAA. Under the Code, agents have to deal fairly and honestly with all parties.





A copy of the Code of Professional Conduct and Client Care is available from www.reaa.govt.nz or by calling **0800 for REAA** (0800 367 7322).

What if my agent or someone related to them wants to buy the property?

If your agent, or anyone related to them, wants to buy your property, they must get your written consent to do this.



It is important to consult your lawyer throughout the buying and selling process.

Who pays the agent?

Real estate agents in New Zealand work on behalf of sellers and it is the sellers who pay the agents. An agent who is marketing a property on behalf of a seller cannot ask a buyer to pay for their services.



The agent is acting for the seller and does not have the same duty to a buyer as they do to the seller.

What is a buyers' agent?

Buyers' agents are common in some other countries. They are agents who are employed by buyers to locate properties and sometimes to negotiate purchases on the buyer's behalf. If you employ a buyers' agent you should still have a written agency agreement and will have to pay for their services.



More information on buyers' agents can be found in the Buyers' Agent Information Sheet, available from www.reaa.govt.nz or by calling **0800 for REAA** (0800 367 7322).

What if there's a problem?

If you are concerned about the behaviour of an agent, you should discuss any concerns you have with the agent or their manager. Agents are required to have in-house complaints resolution procedures.

If this does not work or if you do not wish to go through this process, you can contact the REAA.

The REAA has a number of ways it can help with your concerns. This includes sending the agent a compliance advice letter, arranging alternative dispute resolution or processing the matter as a complaint. When you contact the REAA they will help you identify the best way of dealing with your concern.



More information on how the REAA can help you can be found at www.reaa.govt.nz or by calling **0800 for REAA** (0800 367 7322).

You can get more information from...

There are several places you can go for help and advice including:

- ✓ The Real Estate Agents Authority (REAA) at www.reaa.govt.nz or call **0800 for REAA** (0800 367 7322).
The REAA can provide information and assistance on a wide range of issues and is responsible for dealing with concerns about real estate agents.
- ✓ Your lawyer.
- ✓ Community Law Centres www.communitylaw.org.nz.
- ✓ Citizens Advice Bureau www.cab.org.nz.
- ✓ Ministry of Consumer Affairs www.consumeraffairs.govt.nz.
- ✓ NZ Law Society Property Section www.propertylawyers.org.nz.
- ✓ Consumer Build www.consumerbuild.org.nz.

Real Estate Agents Authority

The Real Estate Agents Authority (REAA) was established by the New Zealand government to ensure high professional standards in the real estate industry and to promote increased protection for people who are buying or selling property.



 www.reaa.govt.nz

 info@reaa.govt.nz

 [@reaanz](https://twitter.com/reaanz)

 0800 for REAA (0800 367 7322) or (04) 471 8930

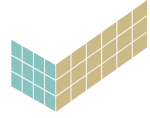


Scan to find out more about buying
and selling property.

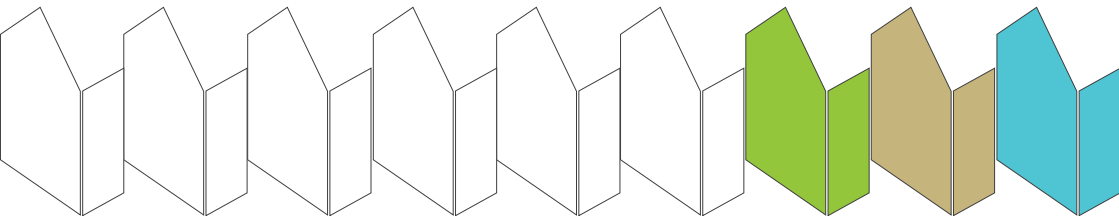
To the best of the Real Estate Agents Authority's knowledge, the information in this guide is accurate at the date shown below. However, the requirements on which this information is based can change at any time and the most up-to-date information is available at www.reaa.govt.nz [Version 1.2 12 February 2014].



Real Estate
Agents Authority



Real Estate Agents Act
(Professional Conduct
and Client Care)
Rules 2012



1 Title

These rules are the Real Estate Agents Act (Professional Conduct and Client Care) Rules 2012.

2 Commencement

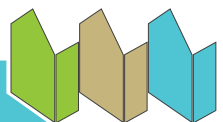
These rules come into force on 8 April 2013.

3 Scope and objectives

- 3.1** These practice rules setting out a code of professional conduct and client care have been prepared by the Real Estate Agents Authority (the **Authority**). They constitute the Professional Conduct and Client Care Rules required by section 14 of the Real Estate Agents Act 2008.
- 3.2** These practice rules set out the standard of conduct and client care that agents, branch managers, and salespersons (collectively referred to as **licensees**) are required to meet when carrying out real estate agency work and dealing with clients.
- 3.3** These practice rules are not an exhaustive statement of the conduct expected of licensees. They set minimum standards that licensees must observe and are a reference point for discipline. A charge of misconduct or unsatisfactory conduct may be brought and dealt with despite the charge not being based on a breach of any specific rule.
- 3.4** These practice rules must be read in conjunction with the Act and regulations, and do not repeat duties and obligations that are included in the Act or regulations.
-

4 Interpretation

- 4.1** In these rules,—
- **Act** means the Real Estate Agents Act 2008.
 - **customer** means a person who is a party or potential party to a transaction and excludes a prospective client and a client.
 - **prospective client** means a person who is considering or intending to enter into an agency agreement with an agent to carry out real estate agency work.
 - **regulations** means regulations made pursuant to the Act.



- 4.2** Unless the context otherwise requires, terms used in these rules have the same meaning as in the Act.
-

5 Standards of professional competence

- 5.1** A licensee must exercise skill, care, competence, and diligence at all times when carrying out real estate agency work.
- 5.2** A licensee must have a sound knowledge of the Act, regulations, rules issued by the Authority (including these rules), and other legislation relevant to real estate agency work.
-

6 Standards of professional conduct

- 6.1** A licensee must comply with fiduciary obligations to the licensee's client.
- 6.2** A licensee must act in good faith and deal fairly with all parties engaged in a transaction.
- 6.3** A licensee must not engage in any conduct likely to bring the industry into disrepute.
- 6.4** A licensee must not mislead a customer or client, nor provide false information, nor withhold information that should by law or in fairness be provided to a customer or client.
-

7 Duty to report misconduct or unsatisfactory conduct

- 7.1** A licensee who has reasonable grounds to suspect that another licensee has been guilty of unsatisfactory conduct¹ may make a report to the Authority.
- 7.2** A licensee who has reasonable grounds to suspect that another licensee has been guilty of misconduct² must make a report to the Authority.
- 7.3** A licensee must not use, or threaten to use, the complaints or disciplinary process for an improper purpose.

¹ Unsatisfactory conduct is defined in the Act: see section 72.

² Misconduct is defined in the Act: see section 73.

- 7.4** If a licensee learns that a person is committing an offence by undertaking real estate agency work without a licence, the licensee must immediately report the matter to the Authority.
-

8 Duties and obligations of agents

Promoting awareness of rules

- 8.1** An agent who is operating as a business must display these rules prominently in the public area of each office or branch, and provide access to them on every website maintained by the agent for the purposes of the business.
- 8.2** A licensee must make these rules available to any person on request.

Supervision and management of salespersons

- 8.3** An agent who is operating as a business must ensure that all salespersons employed or engaged by the agent are properly supervised and managed.³

Ensuring knowledge of regulatory framework and promoting continuing education

- 8.4** An agent who is operating as a business must ensure that all licensees employed or engaged by the agent have a sound knowledge of the Act, regulations, rules issued by the Authority (including these rules), and other legislation relevant to real estate agency work.
- 8.5** An agent who is operating as a business must ensure that licensees employed or engaged by the agent are aware of and have the opportunity to undertake any continuing education required by the Authority.
-

9 Client and customer care

General

- 9.1** A licensee must act in the best interests of a client and act in accordance with the client's instructions unless to do so would be contrary to law.
- 9.2** A licensee must not engage in any conduct that would put a prospective client, client, or customer under undue or unfair pressure.

³The Act defines what is meant by a salesperson being properly supervised and managed by an agent or a branch manager for the purposes of section 50 of the Act: see section 50(2).



- 9.3** A licensee must communicate regularly and in a timely manner and keep the client well informed of matters relevant to the client's interest, unless otherwise instructed by the client.
- 9.4** A licensee must not mislead customers as to the price expectations of the client.
- 9.5** A licensee must take due care to—
- (a) ensure the security of land and every business in respect of which the licensee is carrying out real estate agency work; and
 - (b) avoid risks of damage that may arise from customers, or clients that are not the owner of the land or business, accessing the land or business.
- 9.6** Unless authorised by a client, through an agency agreement, a licensee must not offer or market any land or business, including by putting details on any website or by placing a sign on the property.

Agency agreements and contractual documents

- 9.7** Before a prospective client, client, or customer signs an agency agreement, a sale and purchase agreement, or other contractual document, a licensee must—
- (a) recommend that the person seek legal advice; and
 - (b) ensure that the person is aware that he or she can, and may need to, seek technical or other advice and information; and
 - (c) allow that person a reasonable opportunity to obtain the advice referred to in paragraphs (a) and (b).
- 9.8** A licensee must not take advantage of a prospective client's, client's, or customer's inability to understand relevant documents where such inability is reasonably apparent.
- 9.9** A licensee must not submit an agency agreement or a sale and purchase agreement or other contractual document to any person for signature unless all material particulars have been inserted into or attached to the document.
- 9.10** A licensee must explain to a prospective client that if he or she enters into or has already entered into other agency agreements, he or she could be liable to pay full commission to more than 1 agent in the event that a transaction is concluded.

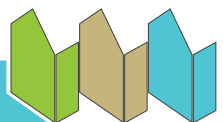
- 9.11** On notice of cancellation of an agency agreement being given or received by the agent under the agreement, the agent must advise the client, in writing, of the name of each customer (if any) in respect of whom the agent would claim a commission, were the customer to conclude a transaction with the client.
- 9.12** An agent must not impose conditions on a client through an agency agreement that are not reasonably necessary to protect the interests of the agent.
- 9.13** When authorised by a client to incur expenses, a licensee must seek to obtain the best value for the client.

Conflicts of interest

- 9.14** A licensee must not act in a capacity that would attract more than 1 commission in the same transaction.
- 9.15** A licensee must not engage in business or professional activity other than real estate agency work where the business or activity would, or could reasonably be expected to, compromise the discharge of the licensee's obligations.

Confidentiality

- 9.16** A licensee must not use information that is confidential to a client for the benefit of any other person or of the licensee.
- 9.17** A licensee must not disclose confidential personal information relating to a client unless—
- (a) the client consents in writing; or
 - (b) disclosure is necessary to answer or defend any complaint, claim, allegation, or proceedings against the licensee by the client; or
 - (c) the licensee is required by law to disclose the information; or
 - (d) the disclosure is consistent with the information privacy principles in section 6 of the Privacy Act 1993.
- 9.18** Where a licensee discloses information under rule 9.17(b), (c) or (d), it may be only to the appropriate person or entity and only to the extent necessary for the permitted purpose.



10 Client and customer care for sellers' agents

10.1 This rule applies to an agent (and any licensee employed or engaged by the agent) who is entering, or has entered, into an agency agreement with a client for the grant, sale, or other disposal of land or a business.

Appraisals and pricing

10.2 An appraisal of land or a business must—

- (a) be provided in writing to a client by a licensee; and
- (b) realistically reflect current market conditions; and
- (c) be supported by comparable information on sales of similar land in similar locations or businesses.

10.3 Where no directly comparable or semi-comparable sales data exists, a licensee must explain this, in writing, to a client.

10.4 An advertised price must clearly reflect the pricing expectations agreed with the client.

Relationship between prospective client's choices about how to sell and licensee's benefits

10.5 Before a prospective client signs an agency agreement, the licensee must explain to the prospective client how choices that the prospective client may make about how to sell or otherwise dispose of his or her land or business could impact on the individual benefits that the licensee may receive.

Agency agreements

10.6 Before a prospective client signs an agency agreement, a licensee must explain to the prospective client and set out in writing—

- (a) the conditions under which commission must be paid and how commission is calculated, including an estimated cost (actual \$ amount) of commission payable by the client, based on the appraisal provided under rule 10.2;
- (b) when the agency agreement ends;
- (c) how the land or business will be marketed and advertised, including any additional expenses that such advertising and marketing will incur;
- (d) that the client is not obliged to agree to the additional expenses referred to in rule 10.6(c);
- (e) that further information on agency agreements and contractual documents is available from the Authority and how to access this information.

Disclosure of defects

- 10.7** A licensee is not required to discover hidden or underlying defects in land but must disclose known defects to a customer. Where it would appear likely to a reasonably competent licensee that land may be subject to hidden or underlying defects⁴, a licensee must either—
- (a) obtain confirmation from the client, supported by evidence or expert advice, that the land in question is not subject to defect; or
 - (b) ensure that a customer is informed of any significant potential risk so that the customer can seek expert advice if the customer so chooses.
- 10.8** A licensee must not continue to act for a client who directs that information of the type referred to in rule 10.7 be withheld.

Advertising and marketing

- 10.9** A licensee must not advertise any land or business on terms that are different from those authorised by the client.

Contractual documentation and record keeping

- 10.10** A licensee must submit to the client all offers concerning the grant, sale, or other disposal of any land or business, provided that such offers are in writing.
- 10.11** If a licensee is employed or engaged by an agent, the licensee must provide the agent with a copy of every written offer that the licensee submits.
- 10.12** An agent must retain, for a period of 12 months, a copy of every written offer submitted. This rule applies regardless of whether the offer was submitted by the agent or by a licensee employed or engaged by the agent and regardless of whether the offer resulted in a transaction.

⁴ For example, houses built within a particular period of time, and of particular materials, are or may be at risk of weathertightness problems. A licensee could reasonably be expected to know of this risk (whether or not a seller directly discloses any weathertightness problems). While a customer is expected to inquire into risks regarding a property and to undertake the necessary inspections and seek advice, the licensee must not simply rely on caveat emptor. This example is provided by way of guidance only and does not limit the range of issues to be taken into account under rule 10.7.



11 Client and customer care for buyers' agents

- 11.1** This rule applies where an agency agreement authorising an agent to undertake real estate agency work for a client in respect of the purchase or other acquisition of land or a business on the client's behalf (a **buyer's agency agreement**) is being entered into, or has been entered into.
- 11.2** Before a prospective client signs a buyer's agency agreement, a licensee must explain to the prospective client and set out in writing—
- (a) the conditions under which commission must be paid and how commission is calculated, including an estimated cost (actual \$ amount) of commission payable by the client, based on the average of the estimated price range of the land or business that the client is seeking to purchase;
 - (b) when the agency agreement ends;
 - (c) any additional services that the licensee will provide, or arrange for the provision of, on the client's behalf and the expenses relating to those services payable by the client;
 - (d) that the client is not obliged to agree to the additional expenses referred to in rule 11.2(c);
 - (e) that further information on agency agreements and contractual documents is available from the Authority and how to access this information.
- 11.3** A licensee must not undertake real estate agency work with customers, or other licensees, on terms that are different from those that are authorised by the client on whose behalf the licensee is carrying out real estate agency work.
- 11.4** A licensee must submit all offers that the licensee is instructed by the client to make concerning the purchase or acquisition of any land or business, provided that such offers are in writing.
- 11.5** If a licensee is employed or engaged by an agent, the licensee must provide the agent with a copy of every written offer that the licensee submits.
- 11.6** An agent must retain, for a period of 12 months, a copy of every written offer submitted. This rule applies regardless of whether the offer was submitted by the agent or by a licensee employed or engaged by the agent and regardless of whether the offer resulted in a transaction.

12 Information about complaints

- 12.1** An agent must develop and maintain written in-house procedures for dealing with complaints and dispute resolution. A copy of these procedures must be available to clients and consumers.
- 12.2** A licensee must ensure that prospective clients and customers are aware of these procedures before they enter into any contractual agreements.
- 12.3** A licensee must also ensure that prospective clients, clients, and customers are aware that they may access the Authority's complaints process without first using the in-house procedures; and that any use of the in-house procedures does not preclude their making a complaint to the Authority.
- 12.4** A licensee employed or engaged by an agent must advise the agent within 10 working days of becoming aware of—
- (a) any complaint made to the Authority against them, the decision of the Complaints Assessment Committee made in respect of that complaint, and any order made by the Committee in respect of that complaint; and
 - (b) if the matter proceeds to the Tribunal, the decision of the Tribunal in respect of the matter, and any order made by the Tribunal in respect of the matter.
- 12.5** If a licensee was employed or engaged by a different agent at the time of the conduct relevant to the complaint referred to in rule 12.4, the licensee must also provide the information referred to in rule 12.4(a) and (b) to that agent within 10 working days of becoming aware of the complaint.

13 Revocation

The Real Estate Agents Act (Professional Conduct and Client Care) Rules 2009 (SR 2009/304) are revoked.

Issued under the authority of the Acts and Regulations Publication Act 1989.

Date of notification in Gazette: 13 December 2012

These rules are administered by the Real Estate Agents Authority.





Real Estate Agents Authority

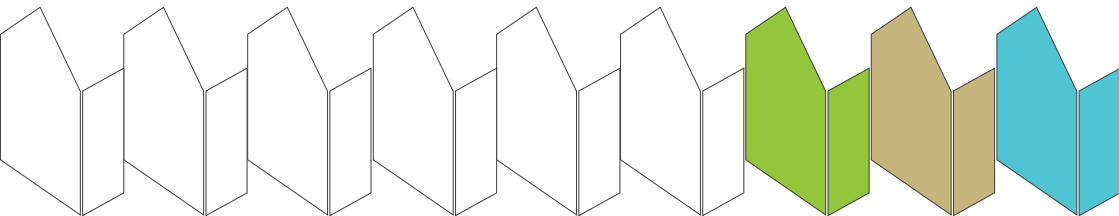
PO Box 25371, Panama Street, Wellington 6146
Phone: 0800 for REAA (0800 367 7322) or (04) 471 8930
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Website: www.reaa.govt.nz

To the best of the Real Estate Agents Authority's knowledge, the information in this guide is accurate at the date shown below. However, the requirements on which this information is based can change at any time and the most up-to-date information is available at www.reaa.govt.nz [Version 1.0, 13 December 2012].



Mixed Sources

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Richard Lyne – Bio

Ray White Remuera was awarded the Number One office globally for 2015 – and Richard has been a key part of that success story.

Picture your typical real estate salesperson for a moment. Richard Lyne is not that guy.

Relaxed, calm, approachable and non-egotistical, Richard blends a professional manner with a unique style that has won him Raving Fans who simply would not sell their home with any other agent in New Zealand.

Richard not only understands the real estate process but he also cares very deeply about the people involved. It's important to him that his clients feel confident and reassured about their experience with him every step of the way. Key to Richard's strategy when selling a home is a non-negotiable commitment and single-minded determination to nail every facet of the entire job.

Born in the UK, he moved to New Zealand as a child with his family. Frequent transfers between the two countries occurred throughout his formative years so it's hardly surprising that Richard understands what an ordeal moving house can be.

But for a knee injury Richard might have made professional squash his career. However, his early working life was spent in IT sales in London. Returning to New Zealand in the late 1990s with his own expanding family and Kiwi wife, Richard moved into mobile technology sales and then was head-hunted into the fiercely competitive world of media sales and sponsorship – first with TVNZ and subsequently Prime Television.

In 2004, Richard joined an Auckland boutique agency as a real estate salesperson in the eastern suburbs. He knew that he offered something different – and he wanted to. His network of friends and clients knew it too. The media and advertising experience proved invaluable. His understanding of and personal involvement in the property market, the local area, the nuts and bolts of house construction - these were all launch pads for his real estate career.

In 2013 when he moved to join Megan Jaffe at Ray White Remuera his intention was to build on his reputation in, and strong affinity for the eastern suburbs. He wanted to be on board with a brand that was making innovative inroads in his patch and it's a move he has never regretted.

Still a competitive squash player, he plays Masters at Remuera Raquets Club where he has been a member for over 20 years. But Richard is first and foremost a family guy, married to Anna and proud Dad to Jackson, Josh, Marley, Jesse and Stella. You might have seen him transporting the kids to various activities in his distinctive black Land Rover Defender.

His “less secret, more agent” positioning statement is in part a reference to the shape of his business – genuine, open, relational and well-connected. He has often been quoted as saying that, “it's a privilege to be involved in these pivotal transitional moments in the lives of my clients.” – It's easy to see why people trust him implicitly to make that personal philosophy work in their favour.



RICHARD LYNE

LESS SECRET MORE AGENT

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SOME SALES HISTORY

Here is a selection of sales from the past decade selling residential Real Estate in Central Auckland throughout the **Bays**. These historical sales range in value from **under one million** to **above four**.

15 Amy St, Ellerslie, 3-12 Mears Place, **Epsom**, 8 Claude Rd, Epsom 384 Riddell Rd, **Glendowie**, 313A Riddell Rd, Glendowie, 16 **Chesterfield Ave**, Glendowie, 46 **Kildare Ave**, Glendowie, 12 **Carnarvon Ave**, Glendowie, 12 **Carnarvon Ave**, Glendowie, 12 Chesterfield Ave, Glendowie, 52 **Robley Cres**, **Glendowie**. 1 **Weybridge Cres**, **Glen Innes**, 46 **Albany Rd**, **Herne Bay**, 20 **Kelmarna Ave**, Herne Bay, 12 **Castle St**, **Grey Lynn**, 6 Godfrey Pl, **Kohimarama**, 91 Tarawera Tce, Kohimarama, 67A Allum St, Kohimarama, 17A Holgate Rd, Kohimarama, 1-23 **Holgate Rd**, Kohimarama, 2-23 Holgate Rd, Kohimarama, 4-23 Holgate Rd, Kohimarama, 23 Hawera Rd, Kohimarama, 1-19 **Eltham Rd**, Kohimarama, 22 **Siota Crescent**, Kohimarama, 18b **Rawhitiroa Rd**, Kohimarama, 44B **Kohimarama Rd**, Kohimarama, 1/36 Atkin Avenue, **Mission Bay**, 36A Dudley Rd, Mission Bay, 36 **Dudley Rd**, Mission Bay, 28B Comins Cres, Mission Bay, 4/99 **Aotea St**, Mission Bay, 4 **Kowhatu Rd**, **One Tree Hill**, 3-15 Karori Crescent, **Orakei**, 1-15 Karori Crescent, Orakei, 122 **Reihana St**, Orakei, 12 Orakei Rd, Orakei, 27 **Rautara St**, Orakei, 1-51 St Stephens Ave, **Parnell**, 2-51 **St Stephens Ave**, Parnell, 3-51 **St Stephens Ave**, Parnell, 19C St Stephens Ave, Parnell, 4-28 St Georges Bay Rd, Parnell, 17 **Rota Place**, Parnell, 136 **St Stephens Ave**, Parnell, 5 **Bridgewater Rd**, Parnell, 83 Benson Road, **Remuera**, 83a **Benson Rd**, Remuera, 50 Lingarth St, Remuera, 17 Lingarth St, Remuera, 3-91 **Bassett Rd**, Remuera, 106A **Arney Rd**, Remuera, 1 **Stirling St**, Remuera, 16B **Haast Street**, Remuera, 3-7 Grand View Rd, Remuera, 11A **Grand View Rd**, Remuera, 11 A **Grand View Rd**, Remuera, 4 **The Glen**, Remuera, 34 **Maungarei Rd**, Remuera, 7 **Spencer St**, Remuera, 26B Koraha St, Remuera, 7 Caulton St, St Johns, 149 **St Johns Rd**, Meadowbank, 10C **Seascape Road**, Meadowbank/Remuera, 10D Seascape Rd, Meadowbank/Remuera, 10E Seascape Rd, Meadowbank/Remuera, 17 **Waatarua Rd**, Meadowbank/Remuera, 58A Kelvin Rd, **Meadowbank/Remuera**, 1/28 Shadwell Pl, **St Heliers**, 14 Ashwell St, St Heliers, 14 Maxine Pl, St Heliers, 2 Fern Glen Rd Nth, St Heliers, 14A **Challenger St**, St Heliers, 75 Long Drive, St Heliers, 66 Edmund St, St Heliers, 141D Long Dr, St Heliers, 206 Church Bay Rd, **Waiheke Island**.



RICHARD LYNE
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Richard Lyne – Some Client testimonials:

I have known Richard Lyne for a number of years having worked with him on finding our family home , and more recently selling property in Orakei.

Richard is a highly skilled sales professional who has an in depth knowledge and understanding of the various complexities of buying and selling property. Richard is genuinely interested in you and your property, and works very hard to achieve the best outcome he can for you. There were plenty of examples during our campaign, where Richard would go the extra mile, whether that be coordinating builders inspections; assisting with staging and property presentation; spending extra time with new buyers to clarify details within the cross lease title; or simply assessing the interest of the neighbours. There is a lot of work that goes on behind the scenes, and Richard will work hard for you and have your best interests in mind.

Of particular note is Richard's skill in dealing with the auction process and his combination with colleague and auctioneer Wayne Macguire. Richard and Wayne prepare well, work the room very skilfully, and demonstrate strong negotiating techniques to move the auction along. We were provided with clear advice and the opportunity to make decisions to achieve the optimal result on the day. I would highly recommend you engage Richard & Wayne to obtain the best results for your property.

Above all, Richard is a terrific bloke and someone you can trust. I'm sure you will really enjoy working with him.

James (Vendor) May 2015 – 3/15 Karori Crescent, Orakei

We used Richard Lyne from the Ray White Remuera office to sell our property in Ballarat Street, Ellerslie, and were blown away by both the hard work and professionalism Richard used, and the result we received on auction day! Richard kept us informed throughout the whole campaign and provided feedback after each open home. We didn't realise the in-depth process of selling a house until we saw how much effort and follow up work that Richard did for us. Richard exceeded all our expectations on selling our property, and we couldn't recommend him enough to anyone who is thinking of selling their home. We will definitely use him again!

Regards,

Bruce & Ali Wilton (Vendors, 2015 - 30 Ballarat St, Ellerslie)

Richard – thank you very very much for achieving such an great result in the recent sale of our property.

Your positivity, patience, perseverance and work ethic was outstanding. You knew when to put a bit of pressure on and when to ease back exhibiting much skill. You read the buyer market for our particular property perfectly.

Great result Richard and the Ray White Remuera team.

Trevor & Sue Mcleod (Vendors, 2015 – 2/1 Conrad Drive, Remuera)



RICHARD LYNE

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Richard,

What an unbelievable journey we have been on! I can't tell you how much I appreciate everything you have done for us over the last few months. Your sage advice, calm temperament, persistence and kindness has meant so much to us. Hearing how hard you were working behind the scenes with various buyers, builders, agents etc, was such an eye opener, I really had no idea what is involved and what an emotional roller coaster it must be for you too. There is no way yesterday would have happened without you.

Many, many thanks again

Kerrin Wallace (Vendor, 2014 – 7 Spencer St, Remuera)

To Whom It May Concern

Following a period of 17 years outside New Zealand we returned in 2006 to a vastly different real estate landscape than the one we left. Richard was able to rapidly assess our requirements and, with great sensitivity, he then matched those with a perfectly selected property for us to purchase. More recently he managed an outstandingly successful sales process for a family member and once again was able to assist that family member in the acquisition of another property. Richard is an extremely open, honest and sensitive person and he applies himself with great diligence and purpose. He is always available for consultation and has the ability to smooth away the insurmountable obstacles that invariably arise in real estate.

We would recommend Richard without hesitation and certainly would not consider selling or purchasing another home without his involvement.

Yours sincerely,

Neil Cullimore (Vendor and Purchaser)

To Whom It May Concern,

I have used Richard to sell two of my properties. One was my family home and the other an investment property in Remuera.

For me, the most important thing when you are selling such a high value item, is to work with someone you can trust. I trusted Richard to provide me with insightful advice around how I should market and position our property. I trusted him to put in the hard yards to gather the right buyers together and not cut corners. And I trusted him to speak with honesty and openness to ensure I was aware of where we were at, at all times. Richard delivered on each and every front. It is clear he genuinely cares about getting the best result for the people he works for. Above all else Richard is a thoroughly decent bloke, who is great at what he does, and frankly this makes the whole thing that much more enjoyable. I would not hesitate to use him again or recommend him to friends and colleagues.

Dave Copley (Vendor)

Hi Richard,

We would both like to say how good it was to have you handling the sale of the house for us in Remuera. We felt so much better knowing that you were there doing whatever had to be done. We are aware that we asked a lot of you and under the circumstances we feel you went out of your way to make life easier for us as far as we were concerned. We doubt that what you did for us, so willingly would not be something that many agents would do. You have unwittingly raised our expectations of real estate agents!

Kind regards,

Earlene Comins (Vendor and Purchaser – Remuera)



RICHARD LYNE

LESS SECRET MORE AGENT

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To Whom It May Concern,

We are writing to express our complete satisfaction and appreciation of Richard Lyne as our Real Estate Agent. From the outset and throughout the entire process Richard was professional, conscientious, and motivated. We always felt as though we were his only client.

Initially we were uncertain about engaging a Real Estate Agent, but Richard reassured us that he could achieve our desired outcome, within a timeframe, and if not was open to negotiation. Consequently within 2 weeks of listing our property sold exceeding our best expectations.

We would not hesitate recommending Richard, and be delighted to answer any specific questions regarding his performance.

Sincerely,

Anthony & Natalie Rose (Vendor – 3/96 Benson Rd, Remuera)

Richard is a highly professional realtor who made the sale process easy and got a result well above our expectation. He sold our Meadowbank house for us in December 2013.

I first met Richard at an open home, and found his sales style open and approachable. He was welcoming and informative but not stifling or pushy.

For us as vendors, Richard was clear and patient when explaining the various sales methods available to us, and talking through his proposed marketing strategy: his knowledge of the real estate business is first rate. As we were selling just prior to Christmas, time was of the essence, and he was able to get it on the market in a very short space of time, and also gave us good advice on what improvements would have the most impact.

Throughout the marketing period, he gave us feedback from buyers, and relayed questions about the house to us so that he could give full and accurate answers. We were always confident that he was representing our house accurately.

At all times Richard was a pleasure to deal with. Behind his calm and personable exterior is a man who knows what he's doing, and works extremely hard to get the best results for his clients.

Rowan Murray (Vendor/Architect – 149 Meadowbank Rd, Meadowbank)

To Whom It May Concern:

I have had the pleasure of knowing Richard Lyne for a number of years, both on a personal level and professional one.

Richard has been involved in a number of sales with my own properties and the properties I manage for my Employer.

Richard was able to sell a North Shore property for me on a first showing after it had gone stale on the market for years in 2007. He has a wealth of Real Estate knowledge across the board not just in his particular sales area.

Richard's personality and professionalism makes him a pleasure to view properties and do business with, he is always helpful and informative with every deal, he gives you honest information and knows his markets well, he never hesitates to go the extra mile for any information required about a property to ensure the buyers make an informed decision.

Please feel free to contact me for any further endorsement.

Yours sincerely,

Richard Kriletich (Project Manager)



RICHARD LYNE

LESS SECRET MORE AGENT

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To whom it may concern,

From our first meeting with Richard, we were struck by both his professionalism and his casualness. How does that work? I don't know, but Richard blends the two together seamlessly and it worked for us as sellers, for all the would-be buyers and for the happy purchasers of our house.

The underlying professionalism; understanding of the market, the area, house construction, getting text, photos and advertising perfect, his network of people and knowledge of what it takes on both sellers and buyers behaves to get a result is what allows Richard to come across as very approachable and endearing.

One of Richards promises was a real personal approach. That certainly was kept. We do highly highly recommend Richard to sell your house.

With gratitude

Warren & Aleisha Boyes (Vendor – 313A Riddell Rd, Glendowie)

In searching for our new home over a good six-month period, we witnessed dozens of real estate agents in action. Many were stand-offish, poorly informed and uninspiring regarding the property they were selling. We viewed two properties Richard was selling and although those properties weren't right for us, we were impressed at how engaging Richard was.

When we decided to put our house on the market, we interviewed three real estate agents (including Richard). We asked them all for market appraisals and for their thoughts on how they would sell our property. Richard's appraisal was the most realistic. He took the time to get to know our property and all its features. He listened to our needs, and his knowledge of the area and his thoughts on how to attract the right buyers quickly put us at ease.

Throughout the process Richard and his team kept us well-informed. He got to know all the prospective buyers; he was proactive in taking the time to answer all their questions, deal with any concerns and to highlight all the features of our property. By auction day, we were completely satisfied that Richard had done the best job possible in attracting all potential buyers and holding their interest. We were impressed by how well the auctioneer and Richard worked together, and we were thrilled with the outcome.

Richard's a pro. We trusted him completely and he got the results for us – not through luck on auction day, but by putting in the hard work, having the experience and the personality to deliver. We highly recommend Richard and are happy to be contacted to confirm this.

Dino Matsis & Michelle Noordermeer (Vendor – 52 Robley Cres, Glendowie)

Personal Referees:

John Roosenbrand – Premier Landscapes & Developments (Developer/Builder)

Richard Kriletich (Project Manager)

Rowan Murray (Architect)



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英, 如需華語翻譯請預約

感謝您的視頻演示加入我們。

我們很樂意談 & 歡迎對這個屬性進一步調查。

如果您有興趣，請以便我們可以送你完全有信心一些更詳細的信息填寫下面這個簡單的表單。

最後，如果你想討論通過電話（或Skype），此屬性請發郵件至比安卡 & 我來告訴我們您的國籍和是否需要口譯服務（雖然我們都只會講英語，我們有同事誰可以幫助我們溝通用自己的母語如果需要的話）。

一會再聊。

親切的問候，

理查德