

JUST LISTED

OFFICE ROAD
REAL ESTATE



4/294 Hereford Street, CHCH Central

3 Bed | 3 Bath | 1 Off street parking

Further information

Please reach out with any further questions

Andy | 0225475232
andy@officeroad.co.nz



Quickmap Title Details



Information last updated as at 17-Jan-2022

RECORD OF TITLE DERIVED FROM LAND INFORMATION NEW ZEALAND FREEHOLD

Identifier 903222

Land Registration District Canterbury

Date Issued 25 November 2019

Prior References

634135 634136 CB20F/1056

Type Fee Simple
Area 84 square metres more or less
Legal Description Lot 9 Deposited Plan 539774

Registered Owners

Amanda Phillipa Harvey

Type Fee Simple - 1/19 share
Area 713 square metres more or less
Legal Description Lot 20 Deposited Plan 539774

Registered Owners

Amanda Phillipa Harvey

Appurtenant to part Lot 20 DP 539774 formerly Part Town Reserve 82 Town of Christchurch (CB5B/116) is a right of way created by Deed of Easement 41 D 473

Subject to Section 241(2) Resource Management Act 1991 (affects DP 539774)

The easements created by Easement Instrument 11599539.3 are subject to Section 243 (a) Resource Management Act 1991

Subject to a party wall and a right to drain water over part Lot 20 DP 539774 marked J, K, AB and AC and over part Lot 9 DP 539774 marked R and a right to drain water over part Lot 9 DP 539774 marked AU all on DP 539774 created by Easement Instrument 11599539.3 - 25.11.2019 at 4:48 pm

Appurtenant hereto is a party wall and a right to drain water and appurtenant to Lot 9 DP 539774 is a right of way created by Easement Instrument 11599539.3 - 25.11.2019 at 4:48 pm

Land Covenant in Covenant Instrument 11599539.4 - 25.11.2019 at 4:48 pm (Affects Lot 9 DP 539774)

11637251.3 Mortgage to ANZ Bank New Zealand Limited - 17.12.2019 at 12:23 pm

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Rent Appraisal for 4/294 Hereford St, Christchurch

31 January 2022

Andy Williams

Dear Andy,

Thank you for requesting a rental appraisal for 4/294 Hereford St, Christchurch Central. Hereford St is a premium central city location ideal for renters. I note the property consists of:



Features of this property include: quality kitchen and bathroom fittings including manufactured stone bench top and glass splash back behind the stove top; automatic security vehicle and pedestrian gates to common areas and a courtyard.

Current rental market in Christchurch Central including surrounding suburbs – 3 bedroom townhouses of a comparable standard listed on Trade Me.

1/33 Lichfield St		\$650
1/320 Hereford St	2 bath	\$550
5/245 Bealey Ave	2 bath	\$530

Market rent data 01 June – 30 Nov 2021

3 bedroom townhouse /apartment in Christchurch Central

Median rent: \$523 Upper Quartile: \$571

Based on assessing the property plans and the market rent analysis, we appraise the rent for a 3 bedroom townhouse at **\$520 - \$550 per week unfurnished.**

This report is a market appraisal based on the information provided by the developer at the time of assessment. It has been prepared based on statistics provided by Tenancy Services and the current rental market as appraised by the Property Manager. This appraisal is valid for 90 days from the date of this assessment.

Yours sincerely

Michelle Bayliss
General Manager / Property Manager
Max Property Management Ltd
022 125 2992
michelle@maxproperty.co.nz

Healthy Homes Standards - Current Level of Compliance

4/294 Hereford St, City Centre (Christchurch City), Christchurch

Heating

Description of Heater 1: Heatpump

Capacity (kW): 5.40

Description of Heater 2:

Capacity (kW): 0.00

Description of Heater 3:

Capacity (kW): 0.00

Total Capacity (kW): 5.40

Required Capacity (kW): 4.20

Heating Exemption: No

Heating Compliant: Yes

Date of Heating Compliance: 6/04/2021

Comments:

Insulation

Last Checked:

Checked By: New Build 2019

Insulation Compliant: Yes

Date of Insulation Compliance: 6/04/2021

Location	Insulated	Type	Value	Condition	Date	Comments
Walls	Yes	Segments / Blankets	RValue 2.6			
Ceilings	Yes	Segments / Blankets	RValue 3.6			
Floors	Yes	Concrete Slab	R1.3			

Exemptions:

Ventilation and Habitable Spaces

Install was prior to July 2019 and meets all the requirements: Yes

Comments:

Install was prior to July 2019, ventilate to the outside of the house and are in good working order: No

Comments:

Exemption:

Reason of Exemption:

Kitchen: Diameter (mm)	0.00	Kitchen: Exhaust Capacity (l/s)	0.00
Bathroom: Diameter (mm)	0.00	Bathroom: Exhaust Capacity (l/s)	0.00
Kitchen: Diameter (mm)	0.00	Kitchen: Exhaust Capacity (l/s)	0.00
Bathroom: Diameter (mm)	0.00	Bathroom: Exhaust Capacity (l/s)	0.00

All Habitable Spaces: Yes

Some Habitable Spaces: No

State which rooms meet the requirement

State which rooms don't meet the requirement

Kitchen/Living/Dining, Bedrooms x3

Ventilation and Habitable Spaces Compliant: Yes

Date of Ventilation and Habitable Spaces Compliance: 6/04/2021

Comments or Exemption:

Moisture and Drainage

Does the property have gutters and down pipes that efficiently drain storm water, surface water and ground water to an appropriate outfall? Yes

Does the property have any enclosed subfloor spaces? No

Complies: Yes

Date of Moisture and Drainage Compliance: 6/04/2021

Comments or Exemption details:

Draught Stopping

Does the property have any open fireplaces? No

Is the property free from unintentional and unreasonable gaps or holes that allow noticeable draughts in or out of the building? Yes

Final Compliant Statement


Is the property Healthy Homes compliant? Yes

Date of Final Compliance Statement: 6/04/2021

Comments or Exemption details:

Declaration

We Max Property Management Ltd declare that the information contained in this statement is true and correct as at the date of the signing.

Signed by  (LANDLORDS)

Date signed 31/01/2021

Hereford Residents Association
290-296 Hereford Street, Christchurch Central, Christchurch 8011

NOTICE OF COMMON MAINTENANCE AREAS MEETING

NOTICE IS HEREBY GIVEN that the Common Maintenance Areas Meeting of the Unit Owners of the Residents Association will be held on date 15th Dec 2021 in the Boardroom of address Ground Floor Meeting Room, 17 Allen Street, City Central on time 6pm

IMPORTANT NOTES

1. Provided there is a legal quorum of 10 owners at a Common Maintenance Areas Meeting, all Resolutions passed thereafter will become legally binding upon every Unit Owner.
2. If a Common Maintenance Areas Meeting fails to achieve its quorum, it is necessary to adjourn the Meeting until the same day one week later. Please take one of the four steps listed below to avoid the inconvenience of re-convening one week later, as well as the associated unwanted costs.

THEREFORE PLEASE DO ONE OF THESE THINGS

- a. Ensure that you attend in person if you are the sole Unit Owner of your Unit, OR
- b. Ensure that your Company (if it is the Unit Owner) completes and lodges the enclosed Company Representative Form and that the Representative attends in person, OR
- c. Ensure, where a Unit has more than one person named on the title - i.e. where there are Joint Unit Owners, that your Unit is represented by a properly appointed Proxy who may be one of the Joint Unit Owners (a Proxy Form is enclosed), OR
- d. If your Unit cannot be represented as a result of (a) to (c) above, there is the option to EITHER appoint another person as your Proxy OR lodge a Postal Voting Form. A Proxy Form and a Postal Voting Form is enclosed. A correctly completed Proxy Form counts for Quorum purposes (as long as the Proxy does attend) and a correctly completed Postal Voting Form also counts for Quorum purposes.

AGENDA

1. ATTENDEES

Identification of Attending Unit Owners, Proxies, Unit Owners voting by Postal Votes, Recording of Apologies, Determination of Quorum.

2. MEETING CHAIR

Election of a Chairperson and Minute Secretary for this meeting and any adjournment thereof. It is suggested that a representative of Hereford Property Management Limited (the Manager of the Residents Association) be elected to perform these two functions for this meeting.

3. NOTICE TO RETIREMENT OF HEREFORD PROPERTY MANAGEMENT

The formal Residents Association Stakeholder- Hereford Property Management Limited gives notice to retire and nominates Rempstone Property Management Limited as the new Stakeholder.

4. CONTRACT FOR REMPSTONE PROPERTY MANAGEMENT LIMITED TO BE THE STAKEHOLDER

The Stakeholder involves significant duties and responsibilities. There are three options to choose a Stakeholder: a property manager, accountant or similar, or three (or more) of the Owners. A Nomination Form for the purpose of this election has been sent to Unit Owners. The proposed management contract between RA and Rempstone Property Management Limited is attached as reference.

5. CONFIRMATION OF DUTIES AND POWERS TO THE NEW STAKEHOLDER

- a. Collect all moneys due by the Owners and to hold the same in the Manager's account on the Residents Association's behalf;
- b. From funds received, pay the outgoings in respect of the Property which are required to be paid by the Owners under the terms of any collective insurance policy or maintenance agreement and to endeavour to recover such outgoings from the Owners as appropriate.
- c. From funds received, effect any maintenance or repairs which may be required to the Property and in this regard the Manager is authorised to arrange repairs and maintenance in accordance with the Owners' obligations to repair (if any) or as otherwise instructed, or to engage skilled tradesman to effect repairs and maintenance provided that expenditure in excess of \$500.00 for any one item shall not be incurred without the prior approval of the Residents Association except where it is in the Manager's opinion required because emergency repairs are necessary for protection of the Property.
- d. To arrange and provide secretarial services for a meeting called by the Residents Association.

6. 3 YEARLY BUDGETING

Budgeting

Hereford Residents Association

3 Yearly Budgeting (Years 1 & 2 & 3)

Year ended 31 March	Year-1	Year-2	Year-3	
Days in Period	365	365	365	
Members:				
290-296 Hereford Street	19	19	19	
Projected Levy per Owner for the year stipulated above	1,830	1,830	1,830	
REVENUE				Apportionment
Levies - Members	34,778	34,778	34,778	
Interest Received				
TOTAL REVENUE	34,778	34,778	34,778	
EXPENSES				
Management fee	5,700	5,700	5,700	Equal Share
Accounting & Administration				
Bank Fees & Charges				
Computer Expenses - Accounting Software				
Postage, Printing & Stationery				
Inspection				
Meeting preparation				
Daily management				
Sinking Fund - Maintenance Common Area	9,500	9,500	9,500	Equal Share
Electricity - Street Lights	500	500	500	Equal Share
Gardening & Landscaping (Once per three weeks)	2,400	2,400	2,400	Equal Share
Repairs & Maintenance - General	3,000	3,000	3,000	Equal Share
Cleaning - Spider Proofing(Once per year)	650	650	650	Equal Share
Carpark- moss treatment (Twice per year)	2,000	2,000	2,000	Equal Share
Long term maintenance sinking fund(10%)	950	950	950	Equal Share
Insurance				Equal Share
Insurance - Combined Association Liability (Committee)(estimated)	19,578	19,578	19,578	Equal Share

TOTAL EXPENSES

34,778 34,778

NET OPERATING PROFIT

(0) (0)

The Association is not registered for GST, therefore all figures are GST inclusive.

These Trading Projections are estimates only and are based on best information at 21 Oct 2021. Further, they do not limit the terms of the Sale Contract or Land Covenant.

7. FINANCIAL REPORTING

Expense summary after settlement

Date	Description	INV No.	Amount(exl)	Amount (inc)
Resident power - street light				
28 Jan 2020	Contact energy - street light	2140767758	19.51	22.44
27 Feb 2020	Contact energy - street light	2380697399	30.53	35.11
18 May 2020	Contact energy - street light	2160783275	22.34	25.69
28 May 2020	Contact energy - street light	2110818884	22.75	26.16
29 Jun 2020	Contact energy - street light	2180802850	22.75	26.16
28 Jul 2020	Contact energy - street light	2011655914	21.04	24.20
27 Aug 2020	Contact energy - street light	2360764835	20.26	23.30
27 Aug 2020	Contact energy - street light	2360764835	3.35	3.85
28 Sep 2020	Contact energy - street light	2250812883	22.97	26.42
29 Oct 2020	Contact energy - street light	2240829139	19.87	22.85
27 Nov 2020	Contact energy - street light	2250835522	24.46	28.13
11 Jan 2021	Contact energy - street light	2400760784	22.15	25.47
27 Jan 2021	Contact energy - street light	2100921920	23.83	27.40
30 Mar 2021	Contact energy - street light	2200891723	20.85	23.98
28 Apr 2021	Contact energy - street light	2240894148	21.48	24.70
27 May 2021	Contact energy - street light	2220910336	24.49	28.16
29 Jun 2021	Contact energy - street light	2280902401	23.89	27.47
28 Jul 2021	Contact energy - street light	2160942260	21.49	24.71
28 Aug 2021	Contact energy - street light	2041045615	25.2	28.98
30 Sep 2021	Contact energy - street light	2340914189	23.67	27.22
Sub-total			436.88	502.41
Landscaping				
15 Apr 2021	Monthly landscaping	1	200	200
26 May 2021	Monthly landscaping	2	200	200
23 Jun 2021	Monthly landscaping	3	200	200
28 Jul 2021	Monthly landscaping	4	200	200
31 Aug 2021	Monthly landscaping	5	200	200
30 Sep 2021	Monthly landscaping	6	200	200
sub-toatal			1200	1200
Street Light				
21 Dec 2020	Electrician	INV-1691	646	742.9
Sub-total			646	742.9
expenses after settlement			2,282.88	2625.312

8. OUTSTANDING LEVIES

Levy collection as at 10/11/2021

Lot	Unit	Owner name	Total outstanding (inc GST)	Total outstanding (excl GST)	period	Insurance levy	period	Insurance amount	payment	Outstanding	period	Maintenance levy	Levy amount	payment	Outstanding	period	Management fee	Amount invoiced	Payment	Outstanding
1	1/290	Brendon John Paschett	\$ 1,521.36	\$ 1,322.94	17/12/2019-29/11/2020	789.03	789.03	789.03	789.03	0	17/12/2019-06/12/2020	421.71	421.71	421.71	0	17/12/2019-06/12/2020	253.03	253.03	0	260.87
					29/11/2020-29/11/2021	862.49	862.49	862.49	862.49	0	07/12/2020-07/12/2021	434.78	434.78	434.78	13.07	07/12/2020-07/12/2021	260.87	260.87	0	260.87
					29/11/2021-29/11/2022	896.00	896.00	896.00	896.00	0	08/12/2021-31/03/2022	120.15	120.15	120.15	133.22	08/12/2021-31/03/2022	80.76	80.76	0	341.63
2	2/290	Tracy Jane and Jason David Null	\$ 1,573.29	\$ 1,368.00	25/01/2020-29/11/2020	702.87	702.87	702.87	702.87	0	25/01/2020-06/12/2020	376.57	376.57	376.57	0	25/01/2020-06/12/2020	225.95	225.95	225.95	260.87
					29/11/2020-29/11/2021	862.49	862.49	862.49	862.49	0	07/12/2020-07/12/2021	434.78	434.78	434.78	58.21	07/12/2020-07/12/2021	260.87	260.87	0	260.87
					29/11/2021-29/11/2022	896.00	896.00	896.00	896.00	0	08/12/2021-31/03/2022	120.15	120.15	120.15	176.36	08/12/2021-31/03/2022	80.76	80.76	0	341.63
3	3/290	Wei Ching Phee and Yingzhan Li	\$ 1,523.74	\$ 1,324.99	19/12/2019-29/11/2020	785.89	785.89	785.89	785.89	0	19/12/2019-06/12/2020	419.66	419.66	419.66	0	19/12/2019-06/12/2020	251.44	251.44	251.44	260.87
					29/11/2020-29/11/2021	862.49	862.49	862.49	862.49	0	07/12/2020-07/12/2021	434.78	434.78	434.78	15.12	07/12/2020-07/12/2021	260.87	260.87	0	260.87
					29/11/2021-29/11/2022	896.00	896.00	896.00	896.00	0	08/12/2021-31/03/2022	120.15	120.15	120.15	133.27	08/12/2021-31/03/2022	80.76	80.76	0	341.63
4	4/290	Andrew & Melanie Carter	\$ 1,599.25	\$ 1,390.65	12/02/2020-29/11/2020	658.79	658.79	658.79	658.79	0	12/02/2020-06/12/2020	354	354	354	354	12/02/2020-06/12/2020	212.4	212.4	212.4	260.87
					29/11/2020-29/11/2021	862.49	862.49	862.49	862.49	0	07/12/2020-07/12/2021	434.78	434.78	434.78	0	07/12/2020-07/12/2021	260.87	260.87	0	260.87
					29/11/2021-29/11/2022	896.00	896.00	896.00	896.00	0	08/12/2021-31/03/2022	120.15	120.15	120.15	200.93	08/12/2021-31/03/2022	80.76	80.76	0	341.63
5	5/290	Jeremy Ferguson	\$ 2,678.63	\$ 2,329.24	07/03/2020-29/11/2020	606.77	606.77	606.77	606.77	0	07/03/2020-06/12/2020	325.81	325.81	325.81	0	07/03/2020-06/12/2020	195.14	195.14	195.14	260.87
					29/11/2020-29/11/2021	862.49	862.49	862.49	862.49	0	07/12/2020-07/12/2021	434.78	434.78	434.78	108.97	07/12/2020-07/12/2021	260.87	260.87	0	260.87
					29/11/2021-29/11/2022	896.00	896.00	896.00	896.00	0	08/12/2021-31/03/2022	120.15	120.15	120.15	228.12	08/12/2021-31/03/2022	80.76	80.76	0	341.63
6	1/294	Peter & Kim Haslam	\$ 1,525.48	\$ 1,326.50	20/12/2019-29/11/2020	782.22	782.22	782.22	782.22	0	20/12/2019-06/12/2020	418.15	418.15	418.15	0	20/12/2019-06/12/2020	250.89	250.89	250.89	260.87
					29/11/2020-29/11/2021	862.49	862.49	862.49	862.49	0	07/12/2020-07/12/2021	434.78	434.78	434.78	16.63	07/12/2020-07/12/2021	260.87	260.87	0	260.87
					29/11/2021-29/11/2022	896.00	896.00	896.00	896.00	0	08/12/2021-31/03/2022	120.15	120.15	120.15	136.78	08/12/2021-31/03/2022	80.76	80.76	0	341.63
7	2/294	Simen Liu	\$ 1,586.94	\$ 1,379.95	30/01/2020-29/11/2020	680.19	680.19	680.19	680.19	0	03/02/2020-06/12/2020	364.7	364.7	364.7	0	03/02/2020-06/12/2020	218.82	218.82	218.82	260.87
					29/11/2020-29/11/2021	862.49	862.49	862.49	862.49	0	07/12/2020-07/12/2021	434.78	434.78	434.78	70.08	07/12/2020-07/12/2021	260.87	260.87	0	260.87
					29/11/2021-29/11/2022	896.00	896.00	896.00	896.00	0	08/12/2021-31/03/2022	120.15	120.15	120.15	190.23	08/12/2021-31/03/2022	80.76	80.76	0	341.63
8	3/294	Dawei Fan & Bei Zhu	\$ 1,656.62	\$ 1,440.54	25/03/2020-29/11/2020	564.57	564.57	564.57	564.57	0	25/03/2020-06/12/2020	304.11	304.11	304.11	0	25/03/2020-06/12/2020	182.47	182.47	182.47	260.87
					29/11/2020-29/11/2021	862.49	862.49	862.49	862.49	0	07/12/2020-07/12/2021	434.78	434.78	434.78	130.67	07/12/2020-07/12/2021	260.87	260.87	0	260.87
					29/11/2021-29/11/2022	896.00	896.00	896.00	896.00	0	08/12/2021-31/03/2022	120.15	120.15	120.15	250.82	08/12/2021-31/03/2022	80.76	80.76	0	341.63
9	4/294	Amanda Phillips Harvey	\$ 1,521.38	\$ 1,322.94	17/12/2019-29/11/2020	789.03	789.03	789.03	789.03	0	17/12/2019-06/12/2020	421.71	421.71	421.71	0	17/12/2019-06/12/2020	253.03	253.03	253.03	260.87
					29/11/2020-29/11/2021	862.49	862.49	862.49	862.49	0	07/12/2020-07/12/2021	434.78	434.78	434.78	13.07	07/12/2020-07/12/2021	260.87	260.87	0	260.87
					29/11/2021-29/11/2022	896.00	896.00	896.00	896.00	0	08/12/2021-31/03/2022	120.15	120.15	120.15	133.22	08/12/2021-31/03/2022	80.76	80.76	0	341.63
10	1/292	Lili XU	\$ 1,522.74	\$ 1,324.12	18/12/2019-29/11/2020	766.76	766.76	766.76	766.76	0	18/12/2019-06/12/2020	420.53	420.53	420.53	0	18/12/2019-06/12/2020	252.31	252.31	252.31	260.87
					29/11/2020-29/11/2021	862.49	862.49	862.49	862.49	0	07/12/2020-07/12/2021	434.78	434.78	434.78	14.25	07/12/2020-07/12/2021	260.87	260.87	0	260.87
					29/11/2021-29/11/2022	896.00	896.00	896.00	896.00	0	08/12/2021-31/03/2022	120.15	120.15	120.15	134.40	08/12/2021-31/03/2022	80.76	80.76	0	341.63
11	2/292	Bradley & Alice Mackenzie	\$ 1,581.49	\$ 1,375.21	30/01/2020-29/11/2020	689.26	689.26	689.26	689.26	0	30/01/2020-06/12/2020	369.44	369.44	369.44	0	30/01/2020-06/12/2020	221.67	221.67	221.67	260.87
					29/11/2020-29/11/2021	862.49	862.49	862.49	862.49	0	07/12/2020-07/12/2021	434.78	434.78	434.78	65.34	07/12/2020-07/12/2021	260.87	260.87	0	260.87
					29/11/2021-29/11/2022	896.00	896.00	896.00	896.00	0	08/12/2021-31/03/2022	120.15	120.15	120.15	185.49	08/12/2021-31/03/2022	80.76	80.76	0	341.63
12	3/292	Chris & Beth Kearne	\$ 1,581.49	\$ 1,375.21	30/01/2020-29/11/2020	689.26	689.26	689.26	689.26	0	30/01/2020-06/12/2020	369.44	369.44	369.44	0	30/01/2020-06/12/2020	221.67	221.67	221.67	260.87
					29/11/2020-29/11/2021	862.49	862.49	862.49	862.49	0	07/12/2020-07/12/2021	434.78	434.78	434.78	65.34	07/12/2020-07/12/2021	260.87	260.87	0	260.87
					29/11/2021-29/11/2022	896.00	896.00	896.00	896.00	0	08/12/2021-31/03/2022	120.15	120.15	120.15	185.49	08/12/2021-31/03/2022	80.76	80.76	0	341.63
13	4/292	Julia Talbot & Jeremy Talbot	\$ 1,560.99	\$ 1,357.38	15/01/2020-29/11/2020	723.27	723.27	723.27	723.27	0	15/01/2020-06/12/2020	387.27	387.27	387.27	0	15/01/2020-06/12/2020	232.36	232.36	232.36	260.87
					29/11/2020-29/11/2021	862.49	862.49	862.49	862.49	0	07/12/2020-07/12/2021	434.78	434.78	434.78	0	07/12/2020-07/12/2021	260.87	260.87	0	260.87
					29/11/2021-29/11/2022	896.00	896.00	896.00	896.00	0	08/12/2021-31/03/2022	120.15	120.15	120.15	167.66	08/12/2021-31/03/2022	80.76	80.76	0	341.63
14	5/292	Roderick William Mackenzie	\$ 1,563.73	\$ 1,359.76	17/01/2020-29/11/2020	718.74	718.74	718.74	718.74	0	17/01/2020-06/12/2020	384.89	384.89	384.89	0	17/01/2020-06/12/2020	230.93	230.93	230.93	260.87
					29/11/2020-29/11/2021	862.49	862.49	862.49	862.49	0	07/12/2020-07/12/2021	434.78	434.78	434.78	48.89	07/12/2020-07/12/2021	260.87	260.87	0	260.87
					29/11/2021-29/11/2022	896.00	896.00	896.00	896.00	0	08/12/2021-31/03/2022	120.15	120.15	120.15	170.04	08/12/2021-31/03/2022	80.76	80.76	0	341.63
15	1/296	Shane Brian Baird & Michelle Joanne Goulden	\$ 1,562.36	\$ 1,358.57	16/01/2020-29/11/2020	721	721	721	721	0	16/01/2020-06/12/2020	386.08	386.08	386.08	0	16/01/2020-06/12/2020	231.64	231.64	231.64	260.87
					29/11/2020-29/11/2021	862.49	862.49	862.49	862.49	0	07/12/2020-07/12/2021	434.78	434.78	434.78	48.70	07/12/2020-07/12/2021	260.87	260.87	0	260.87
					29/11/2021-29/11/2022	896.00	896.00	896.00	896.00	0	08/12/2021-31/03/2022	120.15	120.15	120.15	168.85	08/12/2021-31/03/2022	80.76	80.76	0	341.63
16	2/296	Murray Richard Behrent & Felicity Jane Taylor	\$ 1,563.73	\$ 1,359.76	17/01/2020-29/11/2020	718.74	718.74	718.74	718.74	0	17/01/2020-06/12/2020	384.89	384.89	384.89	0	17/01/2020-06/12/2020	230.93	230.93	230.93	260.87
					29/11/2020-29/11/2021	862.49	862.49	862.49	862.49	0	07/12/2020-07/12/2021	434.78	434.78	434.78	48.89	07/12/2020-07/12/2021	260.87	260.87	0	260.87
					29/11/2021-29/11/2022	896.00	896.00	896.00	896.00	0	08/12/2021-31/03/2022	120.15	120.15	120.15	170.04	08/12/2021-31/03/2022	80.76	80.76	0	341.63
17	3/296	Anita Gaye Holmwood & Paul William Christian	\$ 1,570.56	\$ 1,365.70	22/01/2020-2															

9. SET DATE, TIME AND VENUE FOR NEXT YEAR'S AGM

This Notice of Meeting has been prepared by Rempstone Property Management Limited
on behalf of Hereford Property Management Limited

NOTES

Please contact Hereford Property Management Limited by phone: 022 1803 150 or email: admin@ctbuilding.co.nz if you have any questions about the agenda, attendance or voting at this meeting.

Quorum

Provided there is at least 10 unit owners at a Common Maintenance Areas Meeting, all Resolutions passed thereat become legally binding upon every Unit Owner.

If a Common Maintenance Areas Meeting fails to achieve its quorum, it is necessary to adjourn the Meeting until the same day one week later.

Resolutions

ORDINARY RESOLUTION: for an ordinary resolution to pass, the majority of eligible voters who vote on the resolution must vote in favour of the resolution.

Insurance

Should an event occur that may cause damage to your property (e.g. but not limited to: an earthquake, storm or other insurable event) we recommend that you check your units interior and exterior as well as surrounding common property for damage. Should damage be identified please advise Hereford Property Management Limited immediately.

It is important for owners to notify Hereford Property Management Limited if your unit is, or will be, vacant for 90 days. If you fail to do so this may affect the Insurance.

The Residents Association provides Building Insurance. Personal contents are not covered by the Residents Association Insurance and need to be covered privately. If your unit is tenanted it is recommended that your tenants take out their own tenant liability insurance. This not only covers their personal property but also may cover any damage they may accidentally cause to the unit.

Should you wish to review the Residents Association Insurance Policy please contact Hereford Property Management Limited Services.

Tenanted Units

Please refer to Insurance above. We also ask that you ensure tenants are provided with and comply with the Covenant Instrument to Note Land Covenant. Please contact Hereford Property Management Limited by phone: 022 1803 150 or email: admin@ctbuilding.co.nz if you require a copy.

Levy Payments

If you are in financial difficulty it is important that you don't ignore the problem. Contact us as soon as possible if you are having problems meeting your levy payments or think that you may experience difficulty doing so in the near future.

Hereford Residents Association (CMAM DATE TIME)

Proxy Appointment Form:

To: Hereford Property Management Limited (see Lodgement Instructions below)

Proxy Appointment

We/I*, [full name/s, address/s] being the owner/owners* of Unit/s [enter Unit Number/s] and therefore an eligible voter within the meaning of rules of Covenant Instrument to Note Land Covenant, appoint or failing him/her [full name/s] as my / our* [*Select one.] proxy for the purposes of Common Areas of the body corporate to be held on **15th Dec 2021 at 6pm** [date]

If the general meeting is adjourned and reconvened, this proxy appointment is valid for the purposes of the reconvened meeting.

Motion	Type of resolution	Your Vote tick for YES, cross for NO or write "A" to abstain
3. Notice to retirement of Hereford PM		
4.A. Contract for Rempstone PM to be the stakeholder	Ordinary	
4.B. Elect 3-5 owners to be new stakeholder	Ordinary	
5. Confirmation of duties and powers to the new stakeholder		

Signature/s of eligible voter/s (if the Unit is jointly owned all Joint Owners must sign):

_____ Date _____ [dd/mm/yyyy]
 _____ Date _____ [dd/mm/yyyy]
 _____ Date _____ [dd/mm/yyyy]
 _____ Date _____ [dd/mm/yyyy]

Notes

1. This proxy appointment expires at the end of the general meeting referred to in the form or, if that meeting is adjourned, the end of the reconvened meeting.
2. The full text of motions is contained in the notice of general meeting, a copy of which should be provided to the proxy.
3. Your proxy may not vote unless all levies, and other amounts that are owing in respect of your unit, have been paid.
4. If the unit owner is a company, body corporate or an incorporated body, the representative (recorded in the register of unit owners) of the unit owner must sign the form.
5. If the unit is owned by more than 1 person, every owner must sign the form.
6. If the unit is owned by more than 1 person, one of the unit owners may be appointed as proxy.

Lodgement Instructions.

In order to avoid lengthy registration delays at the commencement of the meeting, please mail or email your completed Proxy Form marked Hereford Residents Association:
 to 2A/303 Blenheim Road, Upper Riccarton Christchurch 8041 or
 email to admin@ctbuilding.co.nz
 so as to arrive by Noon on the day prior to the commencement of the meeting to allow time for orderly pre-registration.

Annual General Meeting

Held at Meeting Date: 6pm, 15 December 2021

Attendees:

Wei Cheng Phee & Yingshan Li (Owner, U3 290)
Yue Wu (Nominated person, U2 294)
Jeremy Ferguson (Owner, U5 290)
Shane Brian Baird & Michelle Joanne Goulden (Owner, U1 296)
Rebecca Derrick (Owner, U5 296)
Lili Xu (Vote via email, U1 292)
Andrew Carter & Melanie Carter (Vote via email, U4 290)
Dawei Fan & Bei Zhu (Vote via email, U3 294)
Tracy Jane Null & Jason David Null (Vote via email, U2 290)
Murray Richar Behrent & Felicity Jane Taylor (Vote via email, U2 296)
Anita Christian & Paul Christian (Vote via email, U3 296)
Guy Hogan (Vote via email, U4 296)
Peter John Heakman & KimMaree Haakman (Vote via email, U1 294)

1. Resident association Stakeholder's report

The Residential association stakeholder [Hereford Property Management Limited] tabled their report verbally at Annual General Meeting. a summary of that report inserted as Appendix 1 of this minute.

2. Notice to Retirement of Hereford Property Management

The formal Residents Assotiation Stakeholder - Hereford Property Management Limited gives notice to retire

3. Election of a New Stakeholder of Common Maintenance Area

The names for election for the position of Stakeholder of Common Maintenance Area were as follows:

Rempstone Property Management Limited

50% required percentage to constitute a quorum reaches. Rempstone Property Management Limited is nominated to be as Stakeholder of Common Maintenance Area of Residents association until the next held Annual General Meeting.

4. Financial Statements

The financial statements were discussed by the Hereford Property Management Limited. The following were the highlights of that discussion:

- a) Breakdown of Projected Levy \$1830: $1830 = (\text{Management fee} + \text{Sinking fund levy} + \text{insurance levy}) / 19$.
- b) Nature of Sinking fund - Maintenance Common Area: It is a Kind of deposit stored in Stakeholder's bank account, when invoices apply to common maintenance area, this fund will be used first, every property owner needs to top up the levy to \$500 after Annual General Meeting each year.
- c) Any additional cost for the stakeholder change? No, Management fee \$5700 (\$300/Unit) and Maintenance Levy \$9500 (\$500/Unit) remains the same as the property was settled.

That the end of year financial statements prepared by Hereford Property Management be accepted as a true and accurate record of the financial position of the Residential association for the year end 15 December 2021.

5. Levies and Fixed Levy Dates:

That the ordinary levies payable by each principle unit owner was approved to be in accordance with their ownership interest and be paid on the date provided by **Remptone Property Management Limited**.

That the long term maintenance plan levies be approved to be payable by each principle unit owner shall be paid in accordance with their utility interest on the date provided by **Remptone Property Management Limited**.

6. Long-Term Maintenance Plan

That a review of the Long-Term Maintenance Plan be undertaken by the Stakeholder as attached Appendix 1.

The meeting closed at: [7:30pm]


Signed by the Stakeholder of Common Maintenance Area



TAX INVOICE

Residents on Hereford
18 Hampton Place
Burnside
CHRISTCHURCH
8053

INVOICE DATE	19.10.2021
INVOICE NUMBER	I00750490
GST NUMBER	115-512-021
OUR REFERENCE	ODL-44081-0193757-011
YOUR BROKER	Jason Graham

INSURER: NZI, A Business Division of IAG New Zealand Ltd

INSURER RATING: Standard & Poor's Rating Agency | Rating: AA- (Very Strong)

POLICY CLASS: Body Corporate

POLICY NUMBER: 15-290HERE-BCP

PERIOD OF COVER: From 29.11.2021 to 29.11.2022 at 4:00 pm Local Standard Time

INVOICE DETAILS:

Renewal of Multi Residential policy - 290 to 296 Hereford Street

Please Note

You are reminded that failure to disclose all material facts, that is facts which Insurers would regard as likely to influence their acceptance or assessment of this insurance, at any time during the contract of insurance could result in the insurance being voided.

If any doubt whether facts are material, they should be disclosed.

Some covers are GST exempt and therefore if there is no GST showing on this TAX Invoice, then GST is not applicable.

What We Earn

The following disclosure is made in accordance with the Financial Services Legislation Amendment Act 2019. We earn commission on a percentage of premium basis from your insurer(s). The amounts shown are included in the total due and exclude GST.

Commission on Company Premium	\$1,092.05
Commission on Natural Disaster Premium	\$392.14

Company Premium	\$4,550.20
Natural Disaster Premium	\$4,357.08
Fire Emergency Levy	\$2,416.80
Govt. Earthquake Levy	\$5,700.00
GST	\$2,553.61
TOTAL DUE (NZD)	\$19,577.69

INVOICE REMITTANCE ADVICE**Please make your payment to:**

Bank Details: ASB Bank Ltd
Account Name: BWRS Southern Branch
Account Number: 12-3109-0124510-56

Visa & Mastercard credit card payments are accepted, subject to a 1.9% loading.

To make payment please visit www.bwrs.co.nz

BrokerWeb Risk Services Southern
P O Box 7264
Sydenham
CHRISTCHURCH 8240

CLIENT	Residents on Hereford
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REFERENCE	ODL-44081
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INVOICE NUMBER	I00750490
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Payment of this Invoice is due in 14 days

AMOUNT DUE (NZD)	\$19,577.69
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Body Corporate

This is a summary of the cover provided by your policy. Please read your Coverage Summary and Policy Wording carefully so that you know exactly what you are covered for. If you do not fully understand what you are covered for, please ask us to explain it to you.

Insured	Residents on Hereford	
Insurer	NZI, A Business Division of IAG New Zealand Ltd	100 %
Interested Parties	<p>1/290 - Brendon John Patchett and Catherine Louise Patchett as owner with Kiwibank Limited as first mortgagee.</p> <p>2/290 - Jason David Null and Tracy Jane Null as owners with ANZ Bank New Zealand Limited as first mortgagee.</p> <p>3/290 - Wei Cheng Phee and Yingshan Li as owners with ANZ Bank New Zealand Limited as first mortgagee</p> <p>4/290 - Andrew Matthew Carter and Melanie Carter as owners with Westpac New Zealand Limited as first mortgagee</p> <p>5/290 - Jeremy William Ferguson as owner with Resimac Homes Loans Limited as first mortgagee</p>	
	<p>1/292 - Lili Xu as owner with ANZ Bank New Zealand Limited as first mortgagee</p> <p>2/292 - Bradley & Alice Mackenzie as owners with Pepper Money NZ as first mortgagee</p> <p>3/292 - Chris & Beth Keane as owners with ANZ Bank New Zealand Limited as first mortgagee</p> <p>4/292 - Julia Talbot & Jeremy Talbot as owners with Westpac New Zealand Limited as first mortgagee</p> <p>5/292 - Roderick William Mackenzie and Diane Meryl Mackenzie as owners with Bank of New Zealand Limited as first mortgagee</p>	
	<p>1/294 - Peter & Kim Haakman as owner with Westpac New Zealand Limited as first mortgagee</p> <p>2/294 - Siwen Liu as owner with Bank of New Zealand Limited as first mortgagee</p> <p>3/294 - Dawei Fan & Bei Zhu as owners with ANZ Bank New Zealand Limited as first mortgagee</p> <p>4/294 - Amanda Phillipa Harvey as owner with ANZ Bank New Zealand Limited as first mortgagee</p>	
	<p>1/296 - Shane Brian Baird & Michelle Joanne Goulden as owners with TSB Bank Limited as first mortgagee</p> <p>2/296 - Murray Richar Behrent & Felicity Jane Taylor</p> <p>3/296 - Anita Gaye Holmwood & Paul William Christian as owners with Westpac New Zealand Limited as first mortgagee</p> <p>4/296 - Guy Alexander Hogan & Wenrui Yi as owners with Westpac New Zealand Limited as first mortgagee</p> <p>5/296 - Rebecca Derrick owners with ANZ Bank New Zealand Limited as first mortgagee</p>	

Coverage Summary
Body Corporate

Policy Wording	NZI Residential Buildings (Multi Dwelling) NZ5072/5 08/18 RBD0818
Policy Number	15-290HERE-BCP
Period Of Cover	29/11/2021 to 29/11/2022 at 4:00 pm Local Standard Time
This Transaction	29/11/2021 to 29/11/2022

Covering

Sudden accidental loss to the property insured during the period of cover, subject to the terms and conditions of the insurers policy wording.

Total Sum Insured \$6,308,000

Property Insured

Address	290 - 296 Hereford Street, Christchurch
No. of Units	19
Basis of Cover	Full Replacement Value up to Sum Insured

Schedule of Property Insured

Sum Insured

Building \$6,308,000

Limit of Indemnity

Property Owners Liability \$2,000,000

Statutory Liability \$1,000,000

Retroactive Date Date of Inception

Deductibles

Excess	\$250 Owner Occupied \$400 Tenanted \$1,000 Unoccupied
Property Owners Liability	\$500
Statutory Liability	\$500
Natural Disaster Damage	Natural Disaster 2.5% of site value, min \$2,500

Extensions / Conditions / Warranties

Residential Buildings (Multi-Dwelling) Policy Addendum

Your Residential Buildings (Multi-Dwelling) Policy is amended as follows:

This endorsement overrides any provision in the Placing Slip or Policy to the contrary.

1.2 Vacant Units

The time limits described are increased from 60 and 61 days to 90 and 91 days respectively. All other terms remain as previously described

Malicious Damage by Tenants

If any individual unit is rented by you to a tenant, then this policy is extended to cover sudden and accidental loss to the building(s) and/or landlord's contents that occurs and that you discover during the period of insurance which is a direct result of:

- (a) an intentional act, or
 - (b) vandalism, or
 - (c) theft
- by:
- (i) a tenant, or

- (ii) a person who occupies the unit, or
- (iii) a guest of a tenant or occupier.

Cover provided by this endorsement is limited to the corresponding limit stated in the schedule. The limit does not apply to loss as a result of fire or explosion, in which case the most we will pay is as per the provisions of 6. 'What we will pay'.

Protection Costs

This policy is extended to cover the reasonable costs you incur to temporarily protect the building to prevent or minimise an imminent sudden loss, provided that the loss would be covered under this policy if it occur.

Policy Conditions

Cyber and Communicable Disease Exclusions apply

Standard Extensions

Limit

The extensions listed below are a summary only, refer to your Policy Wording for a full list of extensions and details of the cover provided. Standard Excesses / Deductibles apply unless expressly stated otherwise in this document or in the Policy.

Alternative accommodation - following loss other than by contamination damage	\$75,000 per owner occupied unit for any event, and to a maximum of 24 months
Alternative accommodation - following contamination damage	\$25,000 per owner occupied unit for any event, and to a maximum of 12 months
Common property	\$100,000
Electric motors - 10kw (13.6hp)	Included
Hidden gradual damage - for each individual unit	\$5,000
Hidden gradual damage - for all units during annual period	\$50,000
Landlord's contents	\$25,000 each individual unit, \$500,000 in total for all events during the period of insurance
Loss of rent - following loss other than by contamination damage	\$75,000 per event for each unit, to a maximum of 24 months
Loss of rent - following contamination damage	\$25,000 per event for each unit, to a maximum of 12 months
Methamphetamine contamination	\$30,000 per unit, \$30,000 in total for all common property & areas, \$250,000 in total for all contamination claims during the annual period
Natural disaster	Included
New building work - Part A	\$250,000. Maximum payable during the period of insurance \$250,000
Stolen Keys	\$25,000
Stress Payment - per individual unit lost	\$2,000
Stress Payment - limit for all units per event	\$50,000
Sustainability Upgrade - per unit	\$5,000
Sustainability Upgrade - per building	5% or \$250,000 whichever is the lesser
Malicious Damage by Tenants	\$5,000 for each individual unit, and \$50,000 for all units
Protection Costs - maximum payable during period of insurance	\$50,000
Margin Clause	Included

Insurer Financial Strength Rating

In accordance with the Insurance (Prudential Supervision) Act 2010, we are required to provide you with the following information about your Insurer. Where the rating is shown as REF please refer to Additional Insurer Rating Details on the previous section.

Insurer(s) Name	Portion %	Rating Agent	Rating
NZI, A Business Division of IAG New Zealand Ltd	100	SP	AA-

NZI is a business division of IAG New Zealand Limited, which has received a financial strength rating of AA- from S&P Global Ratings, an approved rating agency.

A rating of AA- means we have a 'very strong' claims-paying ability, as you can see in the scale below. As a customer, this is your reassurance that NZI will be able to pay out on your claims.

The rating scale for S&P Global Ratings is:

AAA	Extremely Strong	BB	Marginal	SD	Selective Default
AA	Very Strong	B	Weak	D	Default
A	Strong	CCC	Very Weak	R	Regulatory Supervision
BBB	Good	CC	Extremely Weak	NR	Not Rated

Note:

The Ratings from "AA" to "CCC" may be modified by the addition of a plus (+) or minus (-) sign to show relative standing within the major ratings categories.

The rating scale above is in summary form. A full description of this rating scale can be obtained from www.nzi.co.nz

CYBER EXCLUSION – MATERIAL DAMAGE AND BUSINESS INTERRUPTION

Your Material Damage/Business Assets and Business Interruption Policy is amended as follows:

Notwithstanding any provision to the contrary in this policy or any other endorsement thereto:

This policy does not cover any loss, damage, liability, claim, cost or expense directly or indirectly caused by, contributed to by, resulting from, arising out of, or in connection with any:

1. Cyber Act or Cyber Incident, including any action taken in controlling, preventing, suppressing or remediating any Cyber Act or Cyber Incident; or
2. loss of use, reduction in functionality, repair, replacement, restoration or reproduction of any Data, including any amount relating to the value of such Data.

Subject to the other terms, conditions and exclusions of this policy, exclusion (1.) shall not apply to physical loss or physical damage to insured property or any Time Element Loss directly resulting therefrom where such physical loss or damage is directly caused by any of the following:

- (a) theft or forcible entry;
- (b) storm, windstorm, hail, tornado, cyclone, hurricane;
- (c) fire, lightning or explosion;
- (d) earthquake, volcano activity or tsunami;
- (e) flood, freeze or weight of snow;
- (f) aircraft impact or vehicle impact or falling objects;
- (g) water damage;
- (h) loss of or damage to refrigerated goods due to a change in temperature.

Provided that there is no cover where such damage or Time Element Loss is directly or indirectly caused by, contributed to by, resulting from or arising out of in connection with a Cyber Act.

Definitions:

Cyber Act means an unauthorised, malicious or criminal act or series of related unauthorised, malicious or criminal acts, or the threat or hoax thereof involving access to, processing of, use of or operation of any Computer System.

Cyber Incident means:

- (a) any error or omission or series of related errors or omissions involving access to, processing of, use of or operation of any Computer System; or
- (b) any partial or total unavailability or failure or series of related partial or total unavailability or failures to access, process, use or operate any Computer System.

Computer System means any computer, hardware, software, communications system, electronic device (including, but not limited to, smart phone, laptop, tablet, wearable device), server, cloud or microcontroller and including any similar system or configuration of the aforementioned and including any associated input, output, data storage device, networking equipment or back up facility.

Data means information, facts, concepts, code or any other information of any kind that is recorded or transmitted in a form to be used, accessed, processed, transmitted or stored by a Computer System.

Time Element Loss means business interruption, contingent business interruption or other consequential losses covered by the policy.

COMMUNICABLE DISEASE EXCLUSION – MATERIAL DAMAGE AND BUSINESS INTERRUPTION

Your Material Damage/Business Assets and Business Interruption Policy is amended as follows:

Notwithstanding any provision to the contrary in this policy or any other endorsement thereto: This policy does not cover any loss, damage, liability, claim, cost or expense directly or indirectly caused by, contributed to by, resulting from, arising out of or in connection with any:

1. Communicable disease;
2. notifiable organism or disease under the Biosecurity Act 1993;
3. fear or threat (actual or perceived) or action taken to control or prevent or suppress any of the diseases, conditions or circumstances described in this exclusion.

Subject to other terms, conditions and exclusions of this policy, this exclusion will not apply to physical damage to property insured or any Time Element Loss directly resulting therefrom where such physical damage is directly caused by or arising from any of the following perils:

fire, lightning, explosion, aircraft or vehicle impact, falling objects, windstorm, rainstorm, hail, tornado, cyclone, typhoon, hurricane, landslip, earthquake, seismic and/or volcanic activity, tsunami, flood, freeze, weight of snow or ice, avalanche, meteor/asteroid impact, riot, riot attending a strike, civil commotion, vandalism, malicious mischief.

Definitions:

Communicable Disease means any disease which can be transmitted by means of any substance or agent from any organism to another organism where:

- (a) the substance or agent includes, but is not limited to, a virus, bacterium, parasite or other organism or any variation thereof, whether deemed living or not, and
- (b) the method of transmission, whether direct or indirect, includes, but is not limited to, airborne transmission, bodily fluid transmission, transmission from or to any surface or object, solid, liquid, or gas or between organisms, and
- (c) the disease, substance or agent can cause or threaten damage to human health or human welfare or can cause or threaten damage to, deterioration of, loss of value of, marketability of or loss of use of property.

Time Element Loss means business interruption, contingent business interruption or other consequential losses covered by the policy.

Your Duty of Disclosure

When you enter into a contract of insurance you have a legal duty to disclose to the Insurer all facts that are material to the risk. This includes all information you know or could reasonably be expected to know that would influence a prudent insurer's decision to insure you, and if so, on what terms. This duty of disclosure is ongoing and applies not only when you enter into a contract of insurance, but also when you renew, extend, vary or reinstate a contract of insurance.

Examples of information that needs to be disclosed include:

- any criminal or traffic offence or conviction
- any insurance claim you have made in the past
- any cancellation, refusal to renew insurance, or imposition of special terms by another insurer
- a change in circumstance that could increase the risk of an insurance claim

You do not need to advise insurers anything:

- that reduces the insurer's risk
- is common knowledge
- where the insurer waives compliance in relation to your duty of disclosure
- that your insurer knows or should know as an insurer

Failure to comply with your duty of disclosure may entitle an insurer refuse to pay a claim and/or treat the policy as though it never existed. If you are uncertain about whether or not a particular matter should be disclosed, please speak to your BWRS Broker.

Policy Warranties and Conditions

Your policy may contain warranties and/or conditions that impose obligations that you must comply with. Failure to comply with these obligations may result in your insurer avoiding your policy or refusing to pay claims.

Terms of Business

Unless otherwise agreed (in writing), the BrokerWeb Risk Service Limited (BWRS) standard terms of business apply to the provision of our advice and service. Our Terms of Business can be found on our website at www.bwrs.co.nz/terms-of-business. By continuing to instruct us you are deemed to have accepted these terms.

Claims

If you suffer a loss, or become aware of a circumstance, which may give rise to a claim under your insurance policy(ies), you should:


- Act as though you are uninsured, and take steps to minimise the loss or damage
- Take reasonable steps to protect the property from further loss or damage
- Notify BWRS as soon as possible
- If a criminal act is suspected, advise the Police

Full details of your general responsibilities in the event of a claim, and specific claims procedures can be found on our website at www.bwrs.co.nz/procedures.

It is important to note that if an insurance claim is fraudulent in any way, your insurer may be entitled to refuse to pay your claim and/or treat your policy as though it never existed.

Complaints

If you are unhappy with the service we have provided to you, you can make a complaint by either calling us, using our online [Complaint Form](#), or writing to us. Our Chief Operating Officer will review your feedback, then work with you to find a solution.

 09 379 3994

 [Complaint Form](#)

 support@bwrs.co.nz

Our Internal Complaints Process can be found on our website at www.bwrs.co.nz/compliments-complaints.

If you are unhappy with the outcome of our Internal Complaints Process, you can refer to the matter to Financial Services Complaints Limited (FSCL). FSCL can be contacted on 0800 347 257 or info@fscl.co.nz.

Privacy

The BWRS Privacy Statement can be found on our website at www.bwrs.co.nz/privacy-statement.

Payment of Premiums

It is your responsibility to ensure that payment of your premium(s) are made within the credit terms shown on our tax invoice(s). Your policy may be cancelled by the insurer if you do not pay the premium within the credit terms. BWRS will not be responsible for any consequences of your failure to pay your premium(s) on time.

You may be able to spread the cost of your premium(s) over 12 monthly instalments via a premium funding arrangement. Please speak to your BWRS Broker for more information.

BWRS Disclosure

BWRS is committed to providing you with good financial advice that is suitable for your needs.

In accordance with the provisions of the Financial Services Legislation Amendment Act 2019, you can view a copy of our public disclosure statement on our website at www.bwrs.co.nz/disclosure-statement.

Your BWRS Broker will provide you with a copy of their individual disclosure statement once the nature and scope of the advice you require is known.

You can request a copy of our disclosure statement(s) from your BWRS Broker at any time.

Insurer Financial Strength Ratings

In accordance with the provisions of the Insurance (Prudential Supervision) Act 2010, we are required to provide you with the following information about your insurer. Please refer to your tax invoice and schedule to ascertain your insurer(s).

Insurer	Rating	Agency	Insurer	Rating	Agency
AIG Insurance New Zealand Ltd	A	S&P	Lumley, a business division of IAG NZ Ltd	AA-	S&P
Allianz Australia Insurance Ltd T/A Allianz New Zealand ⁺	AA-	S&P	Mitsui Sumitomo Insurance Co	AA-	S&P
Atradius Credito y Caucion S.A de Seguros y Reaseguros	A	AMB	NZI, a business division of IAG NZ Ltd	AA-	S&P
BINAGRIYA General Insurance	B++	AMB	New India Assurance Ltd	B++	AMB
Berkshire Hathaway Specialty Insurance Company	AA+	S&P	Newline Australia Insurance Pty Ltd	A+	S&P
CN Taylor Consulting Ltd – Amlin Plus	A+	AMB	QBE Insurance (Australia) Ltd [^]	A+	S&P
Chubb Insurance New Zealand Ltd	AA-	S&P	Southern Cross Travel Insurance	A+	S&P
Clipper Club Underwriters Ltd	AA-	S&P	Star Underwriting Agents	A+	S&P
Cover-More (NZ) Ltd	A+	S&P	The North of England P&I Association Ltd (6947073) T/A Sunderland Marine	A	S&P
Euler Hermes New Zealand Ltd	AA-	S&P	Tokio Marine & Nichido Fire Insurance Co Ltd	A-	S&P
The Hollard Insurance Company Pty Ltd [*]	A-	AMB	Vero Insurance (NZ) Ltd	A+	S&P
Insurance Facilitators (NZ) Pty Ltd	A+	S&P	Vero Liability Insurance Ltd	A+	S&P
Lloyds of London [▼]	Refer Policy Schedule		Zurich Australian Insurance Ltd T/A Zurich New Zealand [#]	A+	S&P

[▼]The rating for Lloyds of London is dependent on the specific underwriters or syndicates involved. Please refer to your Policy Schedule for the Financial Strength Rating that applies.

Rating Scale

The Standard and Poors Financial Strength Rating is:

AAA	Extremely Strong	BB	Marginal
AA	Very Strong	B	Weak
A	Strong	CCC	Very Weak
BBB	Good	CC	Extremely Weak

Plus (+) or minus (-). The Ratings from "AA" to "B" may be modified by the addition of a plus or minus to show relative standing within the major ratings categories

The AM Best Company's Financial Strength Rating Scale is:

A++	Superior	B+	Good	C	Marginal
A+	Superior	B	Adequate	C-	Marginal
A	Excellent	B-	Adequate	D	Very Vulnerable
A-	Excellent	C++	Fair	E	Under Supervision
B++	Good	C+	Fair	F	In Liquidation

AM Best's letter Ratings of B+ and above are considered by AM Best to be in the secure range, while those below that level are vulnerable.

Overseas Policy Holder Preference

⁺ Alliance Australia Insurance Ltd T/A Alliance New Zealand

Under Australian law, if Allianz Australia Insurance Ltd is wound up, its assets in Australia must be applied to its Australian liabilities before they can be applied to overseas liabilities. To this extent, New Zealand policyholders may not be able to rely on Allianz Australia Ltd's Australian assets to satisfy New Zealand liabilities.

^{*} The Hollard Insurance Company Pty Ltd

An overseas policy holder preference applies. Under Australia law, if The Hollard Insurance Company Pty Ltd is wound up, its assets in Australia must be applied to its Australian liabilities before they can be applied to overseas liabilities. To this extent, New Zealand policy holders may not be able to rely on The Hollard Insurance Company Pty Ltd's Australian assets to satisfy New Zealand liabilities.

[^] QBE Insurance (Australia) Ltd

QBE Insurance (Australia) Ltd (QBE) has a policy of holding actual capital in excess of regulatory requirements. In the event that QBE is wound up, the claims of New Zealand policyholders will be paid out of the assets of QBE in New Zealand, and possibly other countries, except Australia. Australian law requires that on a winding up of QBE, the assets of the company in Australia are to be used to pay its liabilities in Australia before paying liabilities outside Australia.

[#] Zurich Australian Insurance Ltd T/A Zurich New Zealand

Under Australian law, if Zurich Australian Insurance Ltd (ZAIL) is wound up, its assets in Australia must be applied to its Australian liabilities before they can be applied to overseas liabilities. To this extent, New Zealand policy holders may not be able to rely on ZIAL's Australian assets to satisfy New Zealand liabilities.