

Property Appraisal

Property Address: 26-11, 30 Hamilton Road

Client: Potential Owner

Property Manager: Morgan Cleaver & Jessie Smyth

15/09/2026

+64 34425185 queenstown@tahunahideaway.com www.tahunahideaway.com



About us

We’re a passionate and experienced property management company. We are here to capture and cater to the ever-changing needs of high-value rental guests. Our goal is to empower property owners to maximise rental income on their homes.

Work ethic, sustainability, personability, passion and loyalty are the pillars of our company. From round-the-clock concierge services and management to maintenance, our clients and guests trust us because we’re local, dedicated, and always just a stone's throw away. We make sure our owners are at the forefront of everything we do.

We’re in this together. That means every property, investment, guest and opportunity that comes our way is treated as one of our own. Maintaining superior standards is only the beginning.

Beautiful homes. Incredible location. Property management you can trust.

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Thank you for allowing us to appraise your property.

Income Forecast & Pricing - Your income forecast is based on seasonal performance, including 17 peak-season nights (Christmas, New Year and the Queenstown Marathon), combined with current market conditions and comparable homes in Queenstown.

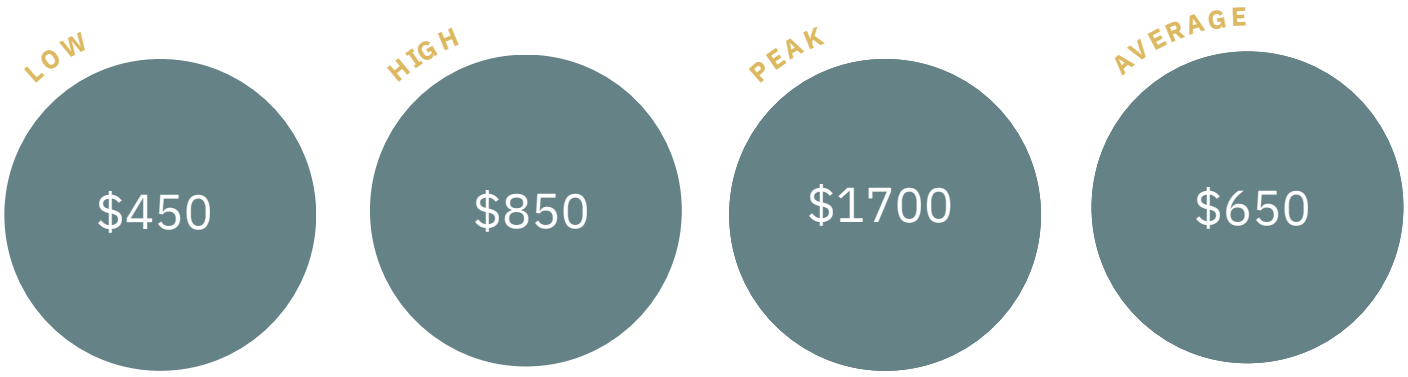
Smart Pricing - We use dynamic pricing software (PriceLabs) alongside local oversight to optimise nightly rates. Rates are reviewed daily and adjusted based on demand, seasonality, local events, booking trends and comparable properties. This allows us to respond to market changes in real time, maximising peak-period returns while remaining competitive during quieter months.

PriceLabs provides the data; our team applies local knowledge to ensure pricing aligns with your property and owner goals. For owners interested in the data behind dynamic pricing: 👉 Price labs Intro

Occupancy is based on the Short Term Visitor Consents in Queenstown. 265 nights allows for maintenance, owner stays and down days instead of allowing for the full 365.

GST: 15% lodged (GST-registered) | 6.5% lodged, 8.5% credited (non-registered)

Estimated rates per night - 3 bedroom



Estimated occupancy based on the average nightly rate

	90 NIGHTS	180 NIGHTS	265 NIGHTS
GROSS	$58,500	$117,000	$172,250
COMMISSION	20% COMMISSION + GST		
NET INCOME	$45,045	$90,090	$132,633

* Allow an extra 10-20% off the nett figure to cover additional expenses related to your property such as utilities, insurance and any services required stated on the pg 6.

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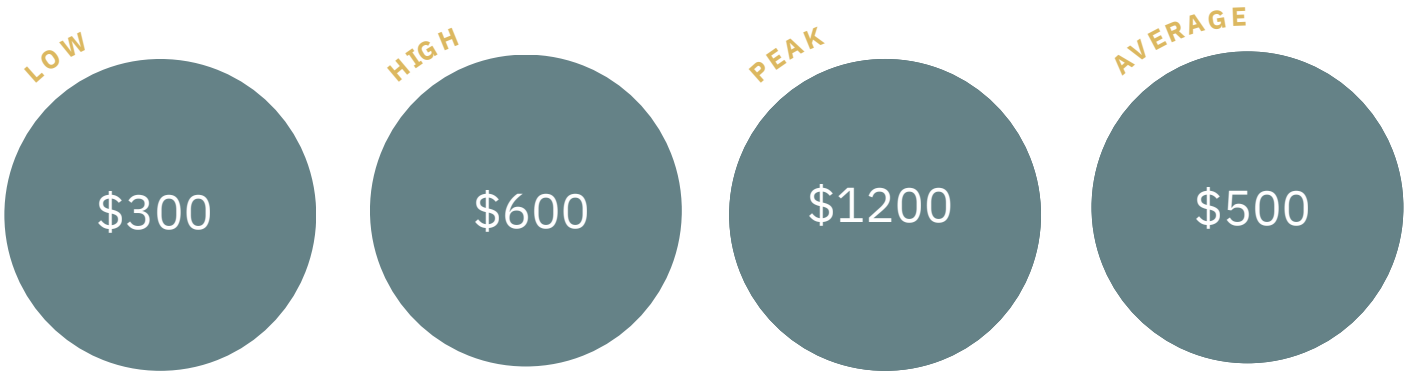
Estimated rates per night - 2 bedroom



Estimated occupancy based on the average nightly rate

	90 NIGHTS	180 NIGHTS	265 NIGHTS
GROSS	$45,000	$90,000	$132,500
COMMISSION	20% COMMISSION + GST		
NET INCOME	$34,650	$69,300	$102,025

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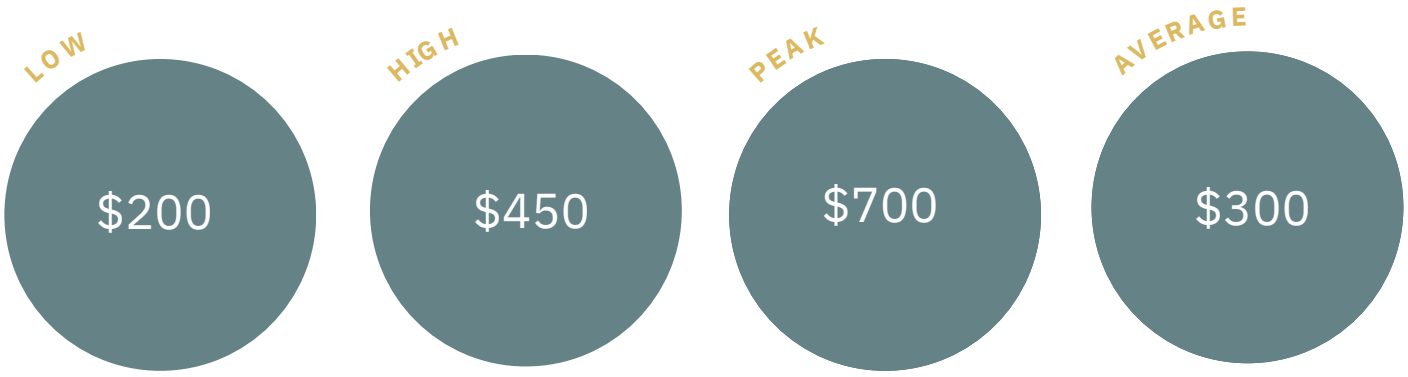
Estimated rates per night - Studio



Estimated occupancy based on the average nightly rate

	90 NIGHTS	180 NIGHTS	265 NIGHTS
GROSS	$27,000	$54,000	$79,500
COMMISSION	20% COMMISSION + GST		
NET INCOME	$20,790	$41,580	$61,215

* Allow an extra 10-20% off the nett figure to cover additional expenses related to your property such as utilities, insurance and any services required stated on the pg 6.

Advertising

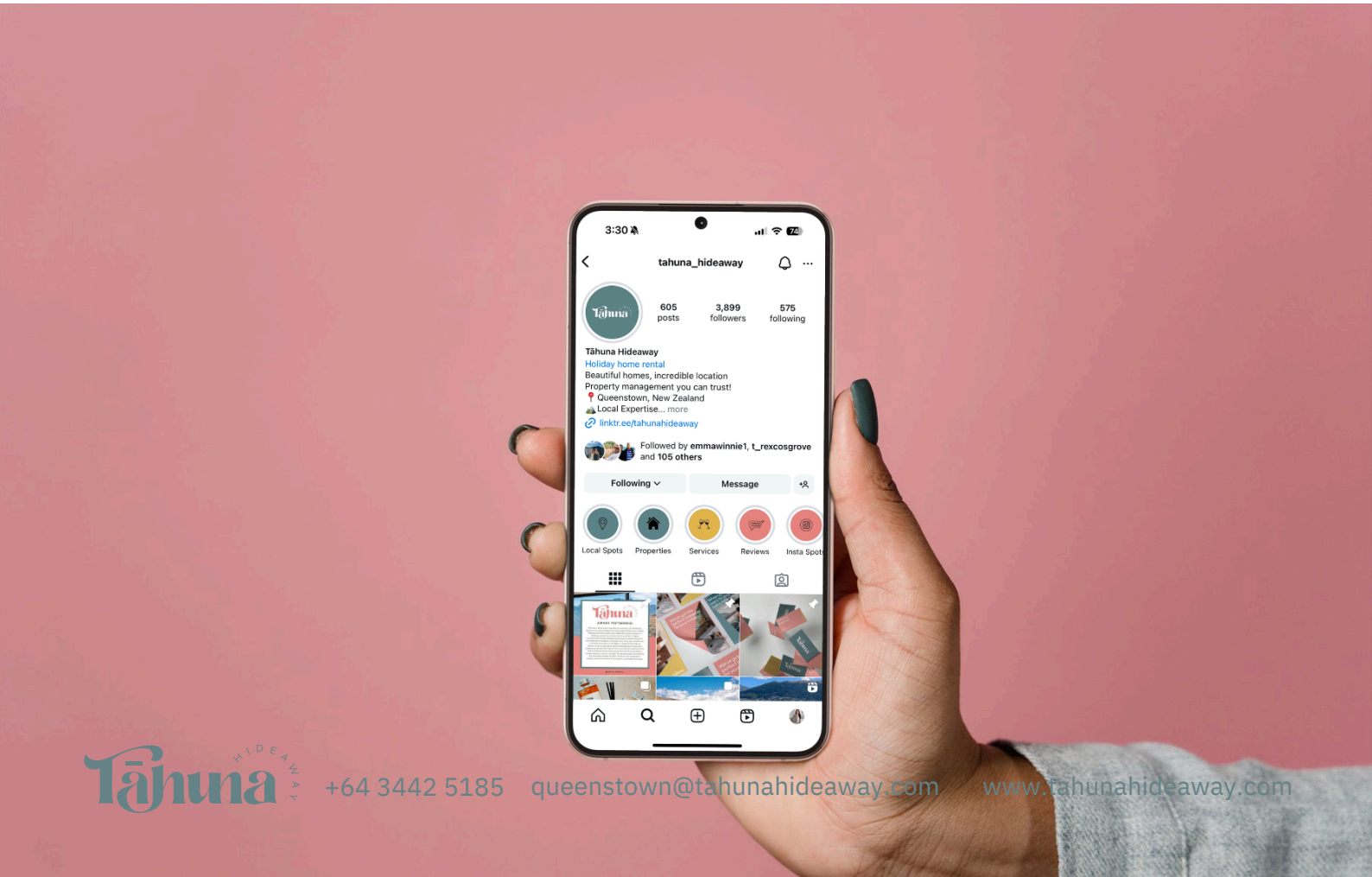
Marketing & Exposure

Strong marketing directly impacts booking performance. We focus on placing your property in front of the right guests, at the right time, across the channels that perform best in Queenstown. Your property is advertised across leading national and international booking platforms, as well as through our own website to support direct bookings. Availability, pricing and reservations are managed in real time through professional channel management software, ensuring accuracy across all platforms and optimised exposure during high-demand periods.

In addition, we invest in targeted social media marketing to keep our homes visible and desirable in a competitive market. Working alongside social media specialists, we promote properties across platforms such as Instagram and Facebook to reach new audiences and support ongoing demand.

We continually review marketing performance and booking trends, refining our approach to ensure your property remains competitive as market conditions change. This balanced strategy supports strong occupancy, quality bookings and long-term performance.

airbnb · Booking.com · Marriott International · Tāhuna Hideaway · Vrbo · bookabach · Expedia · agoda · wotif



Value

WHAT WE WILL DO FOR YOU

Initial inspection, documenting and photographing your home and chattels

Ingoing and outgoing checks to make sure it's perfect both for you and for the next guests

Financial reporting at the end of each month to show a clear understanding of your earnings and expenses

Constant market reviews to ensure the rates charged are appropriate for the time of year, for the demand to maximise your occupancy and income

Organisation of any maintenance necessary

Provided with an owner portal so you can make bookings, approve maintenance jobs and view invoices

Professional cleaning after every guest departs.

On-call manager available for emergency calls – We live locally and are on call at all times

Care of your guests – full instructions and a welcome pack will await every guest

Taking care of the little extras – providing those extra services that make your guests' stays more enjoyable. We provide complementary soaps and toiletries, coffee and tea.

If the property initially comes unfurnished we can assist in purchasing furniture and appropriate items you may need to get the holiday home up to standard for the first guest stay

Short to Long Term: If at any stage you wish to change to long term accommodation we can assist with this also, we can find suitable tenants for your property and manage all the accounts as normal.



Service and fees

Start up costs & fees that are involved

We have shown the below fee structure that relates to start up costs and ongoing fees as we like our owners to be fully informed of what to expect.

GETTING STARTED *This will be charged to your first month of management once you have funds.*

- **Onboarding fee** | COMPLIMENTARY
- **Initial Inspection** | COMPLIMENTARY
- **Photography** | from $350 dependent on Photographer - Sunset or Daytime can vary

WE WILL ARRANGE:

- **House amenities** e.g. shampoos, toilet paper, tissues etc. | We will provide a specific quote for your property for you to approve.
- **Smoke alarm testing** | $114 incl GST
- **Bins** | Fee $22 plus GST if required
- **Gifts** | For guests staying 7 nights or more, or paying a substantial amount over peak times. Bottle of wine or gift decided by Manager.

COSTS THAT MAY OCCUR DURING MANAGEMENT

- **Arranging and/or supervising major repairs and renovation** | 10% markup on quotes agreed to cover time to organise this. Shopping time will be charged at an hourly rate of $69 per hour (including GST).
- **Arranging the purchase of supplies/items for the Property** | 10% on top of the total cost.
- **In-house maintenance technician** to complete minor maintenance repairs for the property | $74 per hour (including GST) spent thereon plus consumables and vehicle charge.
- **Property Manager's time**, anything beyond managing bookings | $69 per hour incl GST
- **Maintenance time (in-house)** | $74 per hour (including GST), plus consumables and vehicle charge.

ONGOING FEES

- **Bi-annual inspections** | $80 incl GST
- **Marketing Monthly fee** | $75 incl GST
- **Annual/ Biannual services to maintain the property** | This incl spider spraying, spring clean incl, windows, gutters, heat pumps, chimney, gas appliances etc. We will supply a quote to you for each service initially and then set them up to reoccur annually on bi-annually depending on the properties needs.

Cleaning, Linen & Bin Services

Our mission is to create a safe, comfortable environment for every guest. By using **eco-friendly, Kiwi-made products**, we're committed to reducing our environmental impact and supporting a more sustainable future for the communities in which we operate.



Cleaning & Linen

A professional clean is completed after every guest stay to ensure the property is presented to a high standard. Our cleaners operate as independent contractors and **provide all linen** for each stay, including bed linen, bath towels, hand towels, bath mats and kitchen/dish towels.

Owners are only **required to supply** pillows, duvet inners and protectors. All remaining linen is fully supplied, laundered and managed by our cleaning team.

A one-off cleaning and linen fee is charged per stay and paid by the guest. **No management commission** is charged on this amount, and **costs are confirmed during onboarding for full transparency.**

Bin Services

We also provide a bin service, which includes **placing bins out and returning them** on scheduled collection days to prevent overflow and guest complaints. Where required, our bin contractors will complete additional bin runs or spot cleans between stays to ensure bins remain well presented.

Note: Once a property is registered as a holiday home, Queenstown Lakes District Council may remove council-provided bins. In these cases, owners are required to organise private bins and servicing. We're happy to assist with setup and ongoing management if required.

Additional services such as deep cleans, owner mid stay cleans or public holiday cleans can be arranged and quoted separately.

Cover & Consents

Before letting your property for short term accommodation, certain QLDC requirements must be met.

Many properties can be rented for **up to 90 nights per year** without formal resource consent, provided the home is registered as a holiday home and meets Council standards.

Some areas (including **Jacks Point, Hanley's Farm and Willow Pond**) are **limited to 42 nights per year**, and unit titles or higher-use properties may require resource consent.

Letting a property for **more than 90 nights per year** requires Council approval and, in some cases, neighbour sign-off. Both registration and consent typically result in a rates increase, depending on usage levels.

We're happy to guide owners through the registration or consent process and provide advice specific to your property and intended use.



Damage Waiver

We now operate an **in-house damage waiver**, giving us full control to assess and resolve guest-related damage quickly and fairly.

This allows us to cover or pay out **up to $500 per stay** for any incident for damage or repairs caused during a guest stay, without delays or disputes around which guest was responsible. Guests are asked to pay as little as $60 per stay to cover this. Claims can be actioned immediately, ensuring faster repairs and minimal disruption to future bookings.

This approach is a significant step forward in **owner protection and turnaround time**, and is one of the first of its kind within the industry.

Council Rates

Both forms of registration will result in a **rates increase**.

For properties let **between 0–180 nights per year,** this is typically in the range of a 25–35% increase. For properties let between **180–365 nights per year**, the increase is generally 50–80%, depending on usage and Council classification.

At Tāhuna Hideaway, we're happy to guide you through the registration process and discuss your options for Queenstown visitor accommodation. Please contact us if you'd like further information or personalised advice.

Tāhuna Hideaway

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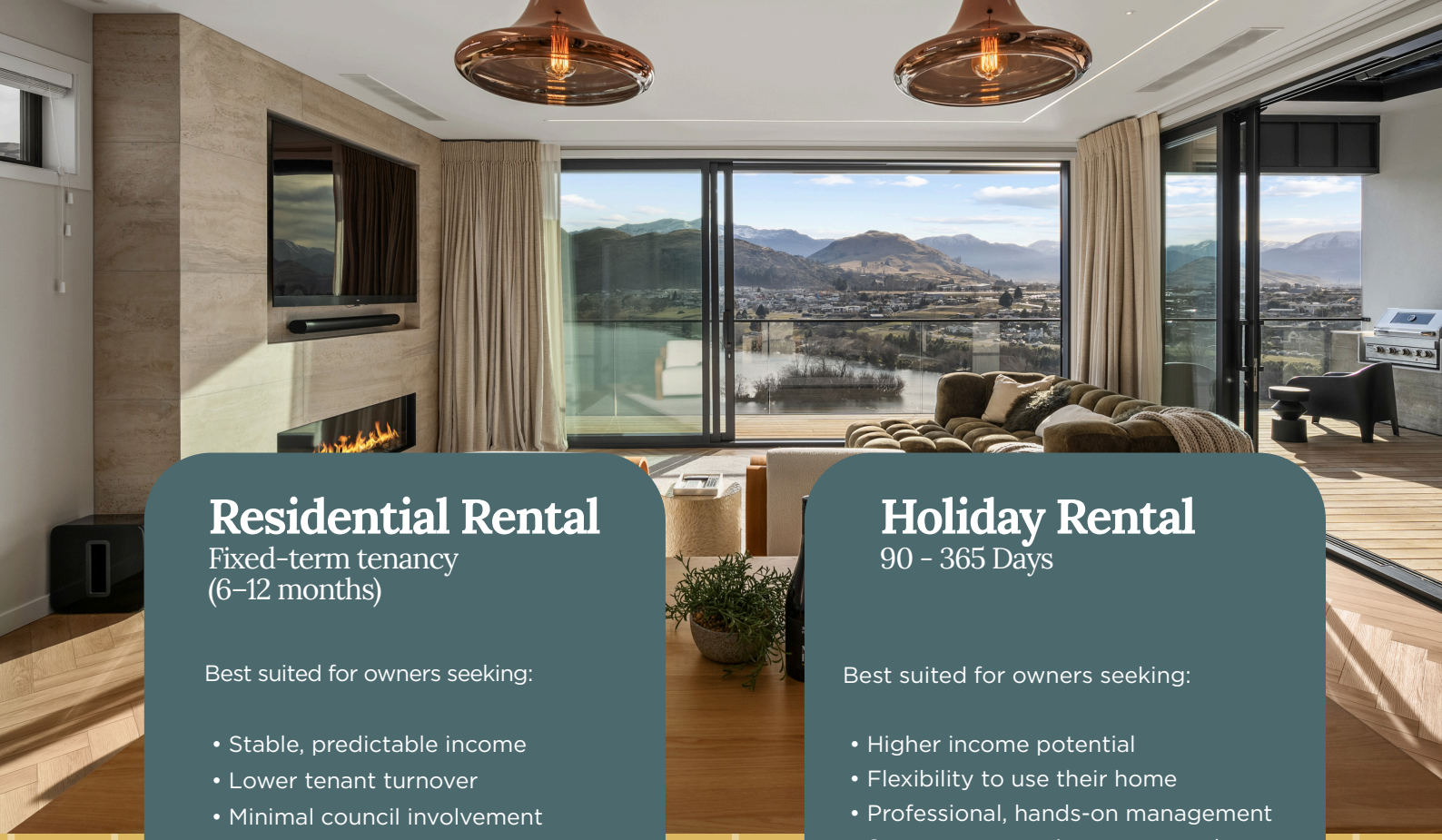

Residential Rental

Fixed-term tenancy
(6–12 months)

Best suited for owners seeking:

- Stable, predictable income
- Lower tenant turnover
- Minimal council involvement
- Long-term security

Holiday Rental

90 - 365 Days

Best suited for owners seeking:

- Higher income potential
- Flexibility to use their home
- Professional, hands-on management
- Strong presentation year-round

Residential VS Holiday

Key Benefits

Residential

- • Consistent monthly rent
- • Lower vacancy risk
- • No visitor accommodation restrictions

Holiday

- • Dynamic pricing upside
- • Regular cleaning & inspections
- • Property kept guest-ready

Things to Consider

- Rent increase limitations
- Ongoing wear over time
- Healthy Homes compliance
- Holiday
- Income can fluctuate
- Higher operating costs
- Visitor accommodation consent & rates



Our Point of Difference

01

We pride ourselves on having a dedicated, local team who are intimately familiar with the Queenstown area and its unique needs. Our team works closely together in-house, ensuring that every aspect of property management, from marketing to maintenance, is handled with care and expertise. This close-knit, small team structure allows us to provide a level of personalised service that larger companies simply cannot match.

02

We're a fully local, in-house team available 24/7 — we don't outsource our on-call support. This means in any emergency we can respond quickly and efficiently, with firsthand knowledge of your property and how it operates.

03

Through expert social media marketing, we ensure that each property gets the attention it deserves from potential guests. Additionally, we offer styling and furnishing assistance, helping owners present their homes in a way that maximises appeal and rental income.

04

One of the things that truly sets us apart is our transparent approach to pricing. We ensure there are no unexpected expenses for our clients. You can even enjoy your own home without worry — at no charge. It's all about providing a seamless, stress-free experience for both property owners and guests.

Our Team



Meet Rebecca!

The founder of Tāhuna Hideaway.

Rebecca is a qualified property manager and revenue management expert. She has an in-depth understanding of the property/rental market and can ensure you get the best price and the best outcome when it comes to renting your property out.

Rebecca is originally from Hawkes Bay in the North Island of Aotearoa. She has lived in Queenstown for over 10 years now, so she knows the city like the back of her hand!



Meet Morgan!

Our Operations and Property Manager! With seven years of hands-on experience in property management and operations, Morgan brings a wealth of knowledge and a vibrant energy to our team.

Morgan not only understands Tāhuna's vision but also embodies professionalism and a warm, friendly spirit. Morgan originally hales from Essex in the United Kingdom; however, she now proudly carries a NZ passport!



Meet Lucy!

As our Guest Services superstar, Lucy is all about creating seamless and memorable experiences for our guests. From smooth check-ins to local recommendations, she ensures every stay feels effortless and welcoming. With a background in customer service and leadership.

When she's not helping guests make the most of their stay, you'll find Lucy out biking, tramping, practicing yoga, or braving a cold water plunge—fully embracing the Queenstown lifestyle!



Meet Jessie!

Our Junior Property Manager, Jessie, is originally from Ireland and has strong family ties to Queenstown, giving her an in-depth knowledge of the area and what makes it so special for our guests. Naturally intelligent and a born leader, Jessie brings a calm confidence to everything she does. She is incredibly kind, people-focused, and always puts guests first, ensuring every stay feels seamless and well cared for. With a genuine eagerness to learn and grow within the business, Jessie is a wonderful addition to the Tāhuna Hideaway team and plays a key role in delivering the warm, personal service we're known for.



Meet Abby!

Our Junior Property Manager, Abby, is another Kiwi and a valued part of the Tāhuna Hideaway team. She brings a diverse background, having worked across a range of roles, which has equipped her with a broad skill set and a practical, adaptable approach to property management. Her hands-on experience, calm nature, and willingness to learn make her a strong support across both owner and guest services. With a great work ethic and a genuine care for doing things properly, Abby plays an important role in keeping our properties running smoothly behind the scenes.

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Thank you.

We would love to hear from you to discuss any questions you may have or to personalise our service to meet your needs.

Rebecca Freeman

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Tāhuna HIDEAWAY