



Agency **AGREEMENT**

Harcourts Four Seasons Realty



Why US

The Power of The Harcourts Brand

- A nationwide and international brand
- Proven success in all forms of sale
- Most trusted real estate brand since 2013

Our reach to potential consumers is unmatched by any other company or sales system

- We have strong market share and knowledge of the Canterbury region
- Over 475 Harcourts agents in Canterbury with direct access through our system and service to your property
- Direct computer linkage of all Canterbury Harcourts offices to every agent
- Access to exclusive websites that can not be matched by another company or individual
- We have a work-in policy which will include all companies outside of Harcourts at no extra cost to yourself
- Knowledge and continuous feedback on pricing and marketing implementation

Graphic Design

- In-house marketing department, providing graphic design and marketing co-ordination
- Industry leading marketing - Press, harcourts.co.nz, realestate.co.nz, oneroof.co.nz and trademe.co.nz

Harcourts Four Seasons Realty

TENANCY DETAILS

Status ☒ Vacant ☐ Tenanted
 Start Date End Date
 Tenant Name
 Tenant Email
 Tenant Phone
 Lease Details

INSURANCE DETAIL

Add to Internal Remarks Section

Insurer
 Policy Number Claim Number
 EQC Claim Numbers

INTERNAL REMARKS

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SOLICITORS

Solicitors should first exist as a Contact (Add Contact >Type>Solicitor) within your database. The solicitor may then be attached to this transaction.

Company **Jenny Beck law** Representative **Brooke Rutherford**
 Email **brooke@jennybecklaw.co.nz** Phone **03 479 0340**
 Address Suburb

PROPERTY

FEATURES

CHATELLETS

- ☐ Blinds
- ☐ Dishwasher
- ☒ Fixed Floor Coverings
- ☐ Heated Towel Rail/s
- ☒ Stove
- ☐ Cooktop
- ☒ Smoke Detectors
- ☐ Fireplace
- ☐ Burglar Alarm
- ☐ Drapes
- ☐ Garden Shed
- ☒ Light Fittings
- ☐ TV Aerial
- ☐ Central Vac System
- ☐ Security System
- ☐ Curtains
- ☒ Bathroom Extractor Fan/s
- ☐ Garage Door Remote/s
- ☐ Rangehood
- ☐ Waste Disposal Unit
- ☐ Wall Oven
- ☒ Heat Pump

OTHER ROOMS

- ☐ Family Room
- ☐ Sunroom
- ☐ Workshop
- ☐ Home Theatre
- ☐ Rumpus
- ☐ Attic
- ☒ Conservatory
- ☐ Study
- ☒ Separate Laundry
- Other... **Conservatory off**
- Master room**
-
- Double Bedrooms **3**
- Single Bedrooms

HOT WATER

- ☒ Electric ☐ Gas
- ☐ Solar ☐ Leased ☐ Owned
- ☐ Wetback

HEATING

- ☐ Open Fire
- ☒ Heat Pump
- ☐ Ceiling Fans
- ☒ Closed Fire
- Date Consented
- ☐ Gas Bottles
- ☐ Ventilation System
- ☐ Solar ☐ Leased ☐ Owned
- ☐ Central/Ducted Heating
- ☐ Underfloor
- ☐ Electric
- ☐ Gas Mains

INSULATION

Vendor Advises

DINING

- ☐ Separate Dining
- ☐ Open Plan Dining

BATHROOM/TOILETS

- ☐ Separate Bathrooms
- ☐ Combined Bth/WCs
- ☒ Separate WCs
- ☐ Ensuite
- ☐ Separate Shower

LOUNGE

- ☒ Lounge/Dining Combined
- ☐ Separate

SWIMMING POOL

- ☐ Above Ground
- ☐ Fenced
- ☐ In Ground
- ☐ Heated
- ☐ Indoor

GENERAL

- ☐ Decking/Patio
- ☐ Gymnasium
- ☐ Tennis Court

GARAGING

- ☐ Single
- ☐ More than two
- ☐ Automatic Doors
- ☐ Boat Parking
- ☒ Double
- ☒ Off Street Parking
- ☐ Carport
- ☐ Tandem
- ☐ Internal Access
- ☐ No Garaging/Carport

SEWAGE SYSTEM

- ☒ Mains
- ☐ Septic Tank
- ☐ Bio Cycle
- Other

WATER

- ☒ Town
- ☐ Tank
- ☐ Bore
- Other

OTHER FEATURES

Kitchen extractor
Bathroom heater

Bed 3 has outdoor access
Log burner

EXTRA CHATELLETS

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EXCLUDED CHATELLETS

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PROPERTY

KEYS

KEY STATUS

Key ID (lockbox code)
 Details (location)

PROPERTY

OTHER

ALARM DETAILS

Alarm Code Details

PROPERTY

GENERAL

LOCATION

Address: Unit Street Number **34** Street **East Belt** Suburb **Rangiora**
 Agent/s (Contact/Enquiry Staff Members) **Lisa Tippen** Listing # (Life ID)

OWNERS

Type: ☒ Client/Person ☐ Company ☐ Creditor/Supplier

Title First Name(s) **Samantha**

Last Name **Clifton**

Trust Name

Company Name

GST Registered ☐ Yes ☐ No

GST Number

Legal Names **Samantha Clifton**

Telephone Mobile **021 145 7676**

Email **sammie.clifton@gmail.com**

Address

Type: ☐ Client/Person ☐ Company ☐ Creditor/Supplier

Title First Name(s)

Last Name

Trust Name

Company Name

GST Registered ☐ Yes ☐ No

GST Number

Legal Names

Telephone Mobile

Email

Address

PARTICULARS

Type

- ☐ Apartment
☐ Boat Shed
☐ Carpark
☐ Home & Income
☒ House
☐ Lifestyle Property
☐ Lifestyle Section
☐ Multiple Properties
☐ Retirement Living
☐ Section Res
☐ Studio
☐ Townhouse
☐ Unit

Summary

Bedrooms **3**
 Bathrooms
 Toilets **1**
 Living Rooms **1**
 Studies
 Dining Rooms **1**
 Garage **2**
 Carports

- ☐ House and Land Package
☐ New Construction

Area

Approx Floor Area **120m2** sqm

☒ Not Verified ☐ Verified

Source **Corelogic**

Land Area **683m2** sqm

OR acre

OR hectare

Approximate Year Built **1977 approx**

Zoning **Res**

LEGAL DETAILS

Title type: ☒ Freehold ☐ Cross-lease (Freehold) ☐ Cross-lease (Leasehold) ☐ Leasehold ☐ Stratum in Leasehold ☐ Stratum in Freehold ☐ Other

Lot **2** DP **34481**

Title **CB13K//595** ☐ Property is a Unit Title

Additional Legal Details (Full name of registered owners/trustees used for legal documentation & legal area)

LV \$ **370,000** IV \$ RV \$ **590,000**

RV Date Council

CONTRACT DETAILS

Authority Start **17/07/2026**

Authority End **17/11/2026**

RATES

Council \$ **4,481** pa

Other (body corp) \$ ☐ pa ☐ pq

Water \$ pa

METHOD/PRICING

- ☐ Private Treaty/Exclusive ☒ Sole ☐ Mortgagee Sale
☒ Auction ☐ General ☐ As-Is Property Sale
☐ Deadline Sale ☐ Joint Agency
☐ Other

Price \$ (single number)

☒ GST inc (if any) ☐ Plus GST (if any) ☐ Hide Price/POA

Price freeform text: (Harcourts website and other)

Auction Date

Time **from 10am** Venue **Russley Golf Club**

Auctioneer **Linda Warren-Davey**

Deadline Date

Time

FURTHER REMARKS & ADDITIONAL INFORMATION

Marketing:

Marketing Admin Fee: \$99

LIM and title: \$265

Auctioneer Fee: \$825

Trademe Platinum: \$1,649

Photography: Complimentary of Simon

Social Plus: Bronze \$199, ...

Photo Sign Board: \$170

Building Inspection: 3 bed \$599

Metropol: 1/4 page \$250

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ADDITIONAL DWELLING

Attached / Detached Size: m ²	Bedrooms:	Insulation – Vendor Advises:
Code of Compliance: Y / N Permits: Y / N	Living:	
Separate Power:	Bathrooms:	Notes:
Septic Tank / Mains / Waste Water Treatment	Toilets:	
Water Heating:	Kitchen:	
Window Coverings:	Laundry:	
Garage: Single / Double Attached: Y / N	Heating / Cooling:	

RURAL / LIFESTYLE PROPERTY

Rural water scheme:	Own well:	Irrigation: Y / N	Septic tank:
Litres per day:	Litres per day:	Main line: Y / N	Make:
Cost:	Well depth:	Reticulated: Y / N	Date cleaned:
Shares:	Size:	Sprinklers: Y / N	Service contract:

Barn 1

Bays:

Size: m²

Height:

Floor:

Construction:

Lock up: Y / N Power: Y / N

Barn 2

Bays:

Size: m²

Height:

Floor:

Construction:

Lock up: Y / N Power: Y / N

Stables:

Other buildings:

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Contour: Flat Rolling Slopping Hills

Paddocks:

Fertiliser: Y / N Date: Type:

Soil types:

Plantings:

Driveway:

Road:

School Zones:

School Bus:

Stock yards: Y / N Water troughs: Y / N

Stock shelter:

Fencing: Standard / Deer / Sheep

Other fencing:

Electric fencing: Y / N (included)

Farm equipment:

Farm fixtures:

Land use currently:

Resource consents:

Boundary Shelter:

North: Y / N

South: Y / N

East: Y / N

West: Y / N

1.0 APPOINTMENT

I/We [referred to as "the Owners"] hereby appoint **Four Seasons Realty 2017 Ltd**, Licensed Real Estate Agent ["our Agent"] as my/our selling agent to act in the sale or other disposal of the above described property ["Property"] on the property information described and on the terms and conditions set out in this Agency Agreement ["Agency"].

2.0 AGENCY - Sole Agency/General Agency ~~[delete which is not applicable]~~

Sole Agency terms and authority appointment

2.1 I/We hereby appoint you as SOLE AGENT. The Agency commences on 13/07/2026 20____ ["commencement date"] and continues until midnight on 13/11/2026 20____.

2.2 This Sole Agency may be terminated by I/We by written notice given to you by 5:00pm on the 1st working day after the date in which a copy of this Agency Agreement is given to me/us, and if a residential property is for a term longer than 90 days, I/We may at any time after the expiry of the said period of 90 days cancel the agreement by written notice to our Agent.

2.3 And I/We agree that if a Sole Agency, we have been advised of the need to cancel any other agency appointments and will immediately cancel the same, and we understand and have had it explained to us any failure to do so may result in the liability for payment of more than one commission.

General Agency and authority appointment

2.4 I/We appoint you as GENERAL AGENT. The Agency commences on _____ 20____ ["commencement date"] and continues until midnight on _____ 20____, unless cancelled prior to that time by either party giving 7 working days' written notice to the other party.

3.0 AUCTION/DEADLINE/TENDER SALE

3.1 I/We hereby instruct our Agent to offer for sale by tender/auction/deadline sale the property at a reserve price to be notified before the auction, or if tender/deadline sale, on such terms and conditions as are agreed. If by auction only, I/We authorise you to sign a sale contract at or above any reserve price on or after the auction date, and in consideration of you accepting these instructions and listing the property accordingly I/We hereby appoint you **Sole And Exclusive Selling Agent** for the sale of this property on the terms and conditions appearing above and herein, and at the commission rate herein appearing.

Auction date/tender/deadline sale closing date: _____ 20____.

4.0 MARKETING FEES

4.1 I/We agree to pay the sum of \$ 4,056 incl GST to cover any advertising/marketing, or other specific costs relative to the sale of the property and any other marketing or specific costs relative to any auction/tender/deadline sale costs and I/We enclose that sum herewith. This sum is for the agreed advertising, marketing costs, and if payment is not enclosed then I/We agree to pay the same immediately upon receipt of an invoice. Should your listing expire or you choose to withdraw your property from sale for any reason, you agree to pay all related marketing costs in full within 7 days of invoice.

5.0 PAYMENT OF COMMISSION

5.1 I/We agree to pay commission on the terms set out in this agreement, if:

Sole Agency terms and authority appointment - in the case of a Sole Agency, if I/We enter into an agreement to sell or exchange the property (or part of it) at any time during the term of the Sole Agency and the agreement is or becomes unconditional (whether during or after the term of the agency); or

General Agency terms and authority appointment - in the case of a General Agency, if I/We enter into an agreement to sell or exchange the property (or part of it) at any time during the term of the General Agency, through the instrumentality of our Agent or to a purchaser introduced by our Agent and the agreement is or becomes unconditional (whether during or after the term of the agency); or

Either Agency - in the case of either a Sole or General agency, if I/We enter into a private agreement to sell or exchange the property or part of it within a period of 6 months following the date of expiry, cancellation or termination of the agency, through the instrumentality of our Agent or to a purchaser introduced by our Agent, and the private agreement is or becomes unconditional (whether during or after the 6 month period). In this subclause 'private agreement' means any agreement to sell or exchange the property (or part of it) in the absence of any effective agency agreement between me/us and a real estate agent holding a license under the Real Estate Agents Act 2008.

6.0 RATE OF COMMISSION

6.1 The agreed rate of Commission is **first** a fee of \$550.00, **second** 3.95% of the first \$400,000 of the Sale Price, **third** 2% of the balance of the Sale/Price as shown in the sale contract, **plus** GST on all fees as above. The sale price is defined as the cash value transferred by the Owners including the value of any benefit or liability so transferred. If a leasehold property then a further 1/3 of the total commission, and in all instances a minimum fee of \$6,500 plus GST shall apply.

6.2 If the commission is not paid as agreed upon presentation of an invoice I/We agree to pay interest at our Agent's standard overdraft rate from the date the commission is due until paid, and all costs of collection (including all legal fees on a solicitor and client basis as actually incurred). Further this Agency constitutes a charge against the property herein agreed to be sold for the amount of any commission or other fees and costs payable, for the purposes for the Land Transfer Act 2017.

Estimated Commission \$ 22,942.50 incl GST Based on sale estimate \$ 580,000 incl GST

7.0 GENERAL TERMS AND CONDITIONS

7.1 I/We as owners agree and instruct our Agent :

- (a) You are irrevocably authorised and instructed to collect the deposit on our behalf and hold the same in your trust account or New Zealand Trust/Public Trust, an independent trust account service provided by SafeKiwi (New Zealand) Limited. Public Trust is the custodian for the deposit which will receive, hold and disburse monies on behalf of vendors and purchasers. Terms of Use can be viewed at www.realestatetrust.co.nz/termsfuse.
- (b) You are authorised to deduct any fees, commissions and other entitled expenses from the deposit upon the Sale Contract becoming unconditional and once legal authority to release the same is provided and to pay the same to our solicitor's trust account.
- (c) If a deposit is not received by our Agent then I/We jointly and severally hereby agree to pay our Agent any fees, commissions, costs and other entitled expenses at the agreed rate herein immediately on receipt of an invoice.
- (d) The fee may be shared as agreed between our Agent and any other Agent who is hereby authorised to sell the property as a Conjunct Agent under the terms of this authority whether or not a member of the Harcourts Realty Group.
- (e) During the term of this agency any signs, photographs, electronic advertising, social media content, display materials or open home marketing That you consider necessary may be displayed or used for promotional purposes, and if any Open Home is held then I/ We acknowledge and agree that to the maximum extent permitted by law our Agent shall not be liable for any loss or damage arising from the same.
- (f) After this agency has ceased, cancelled or expired, then for a further period of 60 working days it is further agreed that any signs, photograph(s), electronic advertising, and social media, display materials, or marketing that you consider reasonably necessary may be displayed or used for your Agencies promotional purposes.
- (g) If a subdivision/investment property be built, I/We agree to keep our Agent informed at all times of the subdivision/resource consent/ title process, if a Unit Title that I/we have been advised to gather and collate information necessary for any Pre-Purchase Disclosure which I/We have been made aware of.

8.0 AUTHORITIES

- 8.1 Neither our Agent or any Conjunct Agent appointed under this authority is permitted to sign any Agreement for Sale and Purchase/ Deadline Sale/ Tender Contract for the sale of the property, but may receive any referral fee rebate, discount, or commission associated with or related to this transaction, which is disclosed in the Consent and Disclosure herein and if any such referral fee, rebate, discount, or commission is received it will be retained together with any surplus sale and marketing fees.
- 8.2 Our Agent is authorised to collect publish and use, for marketing and sale purposes all information pertaining to the property, including the price and to supply such information as may be required to effect a sale to any other agents appointed under this authority, and to use such information for statistics compiled by the R.E.I.N.Z, R.P.N.Z. or for any similar statistical organization, or at our Agent's discretion to any Registered Valuer.
- 8.3 The vendor hereby undertakes they will advise the agent of all or any security cameras located on the inside or outside of the property, and will keep the agent informed as to whether or not those cameras are in operation and recording for any open homes/visits/inspections by the agency and the agent's clients. Further, if required, the vendor agrees to get similar consent and confirmation from any tenants of the property.
- 8.4 If applicable, I/we acknowledge that if the services required for business purposes, then the provisions of the Consumer Guarantees Act 1993, and/ or sections 9, 12A, 13 or 14(1) of the Fair Trading Act 1986 shall not apply.

9.0 HEALTH AND SAFETY PROVISIONS

- 9.1 I/We acknowledge and understand that our Agent has obligations under the Health and Safety at Work Act 2015 ["OSH"], and in accordance with those obligations I/We will give our Agent all reasonable assistance and information to ensure that no hazards or risks at or arising from the property shall be in contravention of such Act.
- 9.2 I/We hereby agree to make our Agent and any attendee or invitee aware of any OSH policy in place under such Act, and to disclose, point out or show any hazards of whatsoever nature, and to include our Agent and any attendee or invitee under the terms of any OSH policy.

10.0 ANTI-MONEY LAUNDERING PROVISIONS

- 10.1 I/We acknowledge that our Agent has obligations under the Anti-Money Laundering and Countering Financing of Terrorism Act 2009 ["AML"] and there are obligations on our Agent to carry out AML identification due diligence and, if necessary, source of wealth on all their owners.
- 10.2 I/We acknowledge that and will provide all necessary assistance, information and documentation to our Agent or any third party engaged by our Agent to conduct the necessary AML due diligence, and we acknowledge that neither this contract nor the terms of this contract will commence until completion and confirmation by our Agent of all AML identification under such Act.
- 10.3 You can find a copy of our AML Privacy Policy at <https://harcourts.net/nz/office/Four Seasons/aml-privacy-policy>

11.0 INDEMNITIES AND WARRANTIES TO OUR AGENT

- 11.1 The Owners hereby warrant and undertake that all chattels/fixtures are free from any PPSA security, charge or encumbrance whatsoever and hereby indemnify our Agent or any Conjunct Agent against any claim or claims by any purchaser or any other person for compensation in respect to any chattel/fixture. Further I/We have read the property description information herein (including GST status) and warrant that I/We have disclosed everything and that all such information is true and correct in all respects, and to the maximum extent permitted by law further do hereby provide a full indemnity to our Agent for all or any damages, losses, costs, or fines, awarded, howsoever incurred or suffered, either as result of any claim made by any purchaser, proposed purchaser, or any other person arising from the use of that property description information, or of any other information or representation(s) whatsoever supplied by or made by the Owners or the Owner's agent(s).

11.2 The Owners hereby warrant and undertake that I/We have disclosed everything and that where any work has been done or permitted to be done on the property (including additions, extensions and alterations to the property, or Council consent or requisition notices relevant to the subdivision process (including the use of Dux Quest plumbing)) by the Owners for which an authority, consent, permit or license is required by law then they hereby warrant and undertake an authority, consent, permit or license was obtained for those works and such works were carried out in accordance with the same. If the property is on a Composite or Unit Title then such title is to the Owner's best knowledge and belief free from defect (including additions, extensions, and alterations to the property).

11.3 The owners further hereby warrant and undertake they have made disclosure of all or any relevant GST registration, and all of any specialist reports, requisitions, notices, or requirements at the date hereof (including any issues with or structural problem with the property, or its construction, or materials used in its construction (including Dux Quest plumbing), or being affected by moisture or water build up, or penetration of external moisture or water, weathertightness), or council consent or requisition notices relative to the subdivision/resource consents/title processes. And further agree I/we will inform our agent of any change in any such GST registration, or any such specialist reports, requisition notices, structural problems or issues as referred to herein above, with respect to the property or its construction or materials that I/we become aware of during the period of this agency. This includes but is not limited to the matters referred to in this clause as well as matters relating to mould, fungi, mildew, rot, decay or gradual deterioration as above or that the property fails to comply with or perform to the requirements of any building code or standard or fails to meet any standard of performance, quality, fitness or durability.

12.0 NOTICES
Any notices given under this agreement may be served or given by hand, mail or email and it is agreed that if there are more than one set of contact details, then a notice sent to any of the contact details shall be deemed to be sufficient notice to all contact details and I/We specifically agree that notices may also be sent to our lawyer unless otherwise instructed.

13.0 GUARANTEES AND EXECUTION
If the person signing this Sole/General Agency is/are not the sole owners of the property, then those executing this agreement hereby absolutely warrant and represent they have the necessary legal authority of all owners to enter into this authority and make this appointment. If a trust/company they hereby absolutely warrant and represent all trustees/directors have consented to this agency appointment and any trustee/director executing this contract herein agrees to be personally liable for the payment of fees, commissions, legal fees, interest and other entitled expenses at the rate herein appearing.

14.0 DISCLOSURE BY AGENT - CONSENT & ACKNOWLEDGMENT BY OWNERS
Sole and General Agency
I/We acknowledge that we have been provided with a copy of the Sole/General Agency, the Approved Guide concerning the listing for sale of residential property by the Real Estate Authority (www.rea.govt.nz), a copy of the written Appraisal of Value (CMA), and acknowledge the Estimate of Commission below. I/We further acknowledge if I/we are dissatisfied I/we have had explained to us our right to use our Agent's In-House Complaints Procedure or to complain to the Real Estate Authority. The Owner acknowledges confirmation that they have been advised to seek any specialist taxation or valuation advice.

I/We further acknowledge that there is a "cooling off" period which we can exercise until 5.00pm on the next working day following the date of receipt of a copy of the Sole Agency, and this cooling off period is 5 working days applicable under section 36L of the Fair Trading Act 1986, by us and I/We were told that we may change our mind about listing this property with our Agent during the "cooling off" period, and if we do change our mind we must notify our Agent by email by 5.00pm on the first working day after the date on which we were given a copy of the Sole Agency.

15.0 AGENTS DISCLOSURE OF BENEFITS – statement as to rebates, discounts and commissions.
We confirm that in relation to any expense for or in connection with any real estate agency work carried out by me for the owners in connection with the transaction covered by this Sole/General Agency and will receive, or am entitled to received, the rebates, discounts and commissions.

Provider of rebate, discount, or commission \$(including GST)	Amount of rebate, discount, or commission \$(including GST)	Tick here if estimate
Christchurch Press	10%	

16.0 **SIGNATURE & ACKNOWLEDGMENTS**
We further acknowledge that at the time of entry into this contract we did so freely and voluntarily, without any pressure, undue influence or duress, and that we understood the contract terms and conditions. We were recommended to obtain legal advice and any technical, or specialist taxation or valuation advice of our choice prior to entering into this contract and if we did not do so we acknowledge we were strongly advised to obtain such legal advice and any technical, or specialist taxation or valuation advice of our choice and we elected not to obtain the same before entering into this contract, notwithstanding the recommendations provided by Four Seasons Realty 2017 Ltd.

Owners: Sam Clifton Date: 17/7/26 at am/pm Owners: _____ Date: / / at am/pm

Owners: _____ Date: / / at am/pm Owners: _____ Date: / / at am/pm

Four Seasons Realty 2017 Ltd: [Signature] Date: 20/7/26 at am/pm

Property Hazard Assessment

Harcourts

The following INTERNAL hazards are present at the property:

HAZARD	RISK	CONTROL
Log burner	Burn	Do not touch if on
No hazards identified ☐		

The following EXTERNAL hazards are present at the property:

HAZARD	RISK	CONTROL
Steps in and out of home	Trip for fall	Take care moving around the home
No hazards identified ☐		

The owner(s)/occupier(s) of the property acknowledge(s) that they have consulted with the agent in relation to any hazards on the Property and has or have read the above list of internal and external hazards and warrants and undertakes that the list is a true and correct representation of the hazards and/or risks at the property.

Hazard Assessment to be reviewed on each showing of property and updates if necessary.

Date of Initial Assessment: 03/07/2026 Owners Signatures: _____ / _____

In-House Complaints & Dispute Resolution Procedures

All licensed real estate agents in accordance with Rule 12 of the Real Estate Agents Act (Professional Conduct and Client Care) are required to have a written In-House Complaint and Dispute Resolution Procedure. That procedure is set out below. You do not have to use our Complaints and Resolution Procedure. You may make a complaint directly to the Real Estate Agents Authority at any time. You can make a complaint to the Real Estate Agents Authority even if you choose to also use our procedures.

IN-HOUSE COMPLAINTS AND DISPUTE RESOLUTION PROCEDURES

Our In-House Complaints and Dispute Resolution Procedures are designed to provide a simple and personalised process for resolving any complaint you might have about the service you have received from our agency.

STEP 1: Please either call or email James Twiss (027 421 1164 | james.twiss@harcourts.co.nz) the Principal Officer of Harcourts Four Seasons Realty. Please tell the Principal Officer what your complaint is about and what your concerns are. Let the Principal Officer know what you would like done about your complaint.

STEP 2: The Principal Officer may ask you to put your complaint in writing so that he can investigate further. The Principal Officer will need a brief period of time to talk to the team members involved. We will aim to come back to you within 10 working days with a response to your complaint. That response may be in writing. As part of that response we might ask you to meet to discuss the complaint and try and agree a resolution.

STEP 3: If you do not accept our proposal please try and advise us in writing within 10 working days. You can, of course, suggest another way of resolving your complaint.

STEP 4: If we accept your proposed resolution we will attempt to implement that resolution as soon as possible. If we decline your proposed resolution we may discuss referring the matter to an independent mediator.

STEP 5: If we agree to refer the complaint to mediation but don't settle the complaint at mediation, or we do not agree to mediation, then that will be the end of our process.

Remember, you can still make a complaint to the Real Estate Agents Authority at any time during this process.

The Real Estate Agents Authority, c/- PO Box 25-371, Wellington 6146, New Zealand. Telephone 0800 FOR REAA or 0800 367 7322 or visit rea.govt.nz.

Earthquake, Insurance & Contamination Information

Harcourts

1. Have you lodged a claim/s with the Earthquake Commission (EQC) / Natural Hazards Commission Toka Tū Ake (NHC)? ☐ Yes ☐ No
2. If yes, please list your claim numbers & the event it was for
 CLM/ 2010/092626 Event claim made prior to ownership
 CLM/ Event
 CLM/ Event
3. Where is the claim/s up to?
☐ NHC ☐ Fletchers EQR ☒ Don't Know ☐ Opted Out ☐ Paid Out (see question 5) ☐ Fletchers EQR Repairs Completed
 If repairs have been completed please supply a signed completion certificate from the approved repairers. E.G. Fletchers EQR.
4. If you have been paid out, have the repairs been completed? ☐ Yes ☐ No
5. If No, what do you intend to do, i.e. transfer money to purchasers so they can complete repairs/complete repairs before settlement?

6. Have you received a land claim settlement? ☐ Yes ☐ No
 6A. I/We intend to retain this payment ☐ Yes ☐ No
7. Have you received a land flood vulnerability claim? ☐ Yes ☐ No
 7A. I/We intend to retain this payment ☐ Yes ☐ No
8. Have you received a liquefaction vulnerability claim? ☐ Yes ☐ No
 8A. I/We intend to retain this payment ☐ Yes ☐ No
9. Has the land remediation including retaining walls been completed? ☐ Yes ☐ No
10. Who are you insured with? Policy number?
11. Are there any unresolved claims with your insurer? ☐ Yes ☒ No Claim number?
 11A. If yes, can this claim be reassigned? ☐ Yes ☐ No
12. ☐ LLUR report attached
 Any contamination information noted on LLUR?
 Detail if noted

Declaration:

By signing this document you are giving authority to Four Seasons Realty 2017 Ltd to contact the National Hazards Commission to obtain information that may be required for the sale of this property.

Also:

I/We declare that the above information is true and correct to the best of our knowledge. I/We give permission for a potential purchaser to contact our insurance company with our policy number, for the purpose of arranging their own insurance on this property.

Sam Chibson // Date 17.07.26

..... // Date

..... // Date

..... // Date

Checklist **ANTI-MONEY LAUNDERING COMPLIANCE**

The following identification is required by law (Anti-Money Laundering and Countering Financing of Terrorism Act 2009 (AML)) to be collected by licensed real estate agents and approved prior to marketing*commencing on the property.

Identification Requirements

The Department of Internal Affairs requires either **ONE** of the three options below **PLUS** proof of address to be provided as sufficient under the act (legislation reference).

Option 1: ☐

One form of primary photo ID

- ☐ NZ Passport (or alternatively, one of the following)
- ☐ NZ Certificate of Identity
- ☐ NZ Refugee Travel Documentation
- ☐ Emergency Travel Documentation
- ☐ NZ Firearms Licence
- ☐ National ID Card

+ Proof of Address (below)

Option 2: ☐

One form of primary non-photo ID

and

- ☐ NZ or overseas Birth Certificate
- ☐ NZ or overseas Citizenship Certificate
- ☐ NZ or overseas Marriage Certificate

☐

one form of secondary photo ID

- ☐ NZ Drivers Licence
- ☐ 18+ card
- ☐ International Driving Permit

+ Proof of Address (below)

Option 3: ☐

The following primary photo ID

and

- ☐ NZ Drivers Licence

☐

one of the following

- ☐ Bank statement (last 3 months)
- ☐ Credit, Debit or Eftpos card
- ☐ Marriage Certificate (NZ or Overseas)
- ☐ Community Services Card
- ☐ Doc issued by Govt Agency (last 3 months)
- ☐ SuperGold Card

+ Proof of Address (below)

Proof of Address

Any one of the following (on letterhead and issued within last 3 months):

- ☐ Bank Statement
- ☐ Council notification or demand
- ☐ Document issued by Govt agency
- ☐ Insurance Policy documents
- ☐ Electoral Roll papers
- ☐ Letter from educational institution
- ☐ Rates or Utility bill
- ☐ Rental tenancy agreement
- ☐ IRD tax notice/certificate
- ☐ Vehicle registration notification
- ☐ Court document
- ☐ Non-bank financial institution statement

Companies

Client Due Diligence (CDD) must be completed on individuals who:

- Own a threshold of more than 25% of the company.
- Have effective control over the company.
- Have authority to act for the company (i.e. an authorised signatory).
- Are a person on whose behalf the transaction is conducted.

We need to obtain/retain evidence of the following (i.e. simply 'sighting' evidence is not sufficient):

1. Full name of entity (company name).
2. The company's registered address.
3. The company's registration number.
4. Names of directors.

The relevant documents are sourced via the companies office website (www.business.govt.nz/companies).

Enhanced Due Diligence (EDD) is often required where a property is owned by a company, this will be undertaken on behalf of Four Seasons Realty 2017 Ltd by our outsourcing partner CDD Outsourcing Ltd.

Trusts

Client Due Diligence (CDD) must be completed on all trustees and settlors. We need to verify the identity of the trustees who are entitled to act on behalf of the trust (including documentary evidence of their authority to act).

Required documents include:

- ☐ Trust Deed (or relevant pages of the Trust Deed)
- ☐ Any subsequent deeds of amendment

Enhanced Due Diligence (EDD) is required where a property is owned by a trust. This specific function relates primarily to the collection and verification of a client's source of funds/wealth, this will be undertaken on behalf of Four Seasons Realty 2017 Ltd by our outsourcing partner CDD Outsourcing Ltd.

All information collected as part of the AML process will be collected/ stored in a secure environment and will not be used for any other purpose than intended. *Other than in exceptional circumstances.

One TEAM
THE FINEST EXPERIENCE

Belfast

03 323 6045

Hanmer Springs

03 315 7084

Hornby

03 349 9919

Kaiapoi

03 327 5379

Lincoln

03 662 9933

Prebbleton

03 344 1994

Rangiora

03 313 6158

Rolleston

03 347 4711

The Palms

03 385 0343

Property Management

0800 789 10 11



Harcourts Four Seasons Realty

Four Seasons Realty 2017 Ltd | Licensed Agent REAA 2008