

Agency Services

Te Tumu Paeroa agrees:

- To carry out the Agency Services and confirm the date when these will begin.
- To promptly respond to any questions or queries you have about the Agency Services
- That you may stop receiving the Agency Services on one months' notice to us.
- That where we subcontract others to perform all or any part of the Agency Services we remain responsible to you for Agency Services

The Responsible Trustees agree:

- To let us know if you have any questions or queries about the Agency Services.
- To give us at least one months' notice if you wish to stop receiving the Agency Services.
- That we may subcontract others to perform all or any part of the Agency Services.

Service Standards

Te Tumu Paeroa agrees:

To carry out Services in a timely, diligent and proper manner. We will re-perform any Services at no cost to you if this does not occur.

The Responsible Trustees agree:

To let us know if you believe we have not carried out Services in a timely, diligent and proper manner and to give us a reasonable opportunity to re-perform any affected services.

Instructions/Authority

The Responsible Trustees agree:

That they are and will continue to be compliant with the requirements of their Trust order.

Where instructions or approvals concern any of the following matters, the instruction or approval must be given in writing from at least a majority of the Responsible Trustees:

- The entering into a new lease
- The entering into any other contract
- The renewal of a term of a lease
- A Trust distribution to owners
- Acquisition or disposal of a Trust asset
- Payment of unbudgeted Trust expenditure
- Payment of trustee fees
- The filing of tax returns
- Any other matter that the Te Tumu Paeroa advises in writing from time to time.

For all other matters Te Tumu Paeroa may receive the instruction, consent or information from the Trust's Relationship Manager or one or more trustees.



That Te Tumu Paeroa shall be under no obligation to act on any instruction or approval which it reasonably considers is contrary to law or any lawful direction or order, ultra vires the powers of the Client or otherwise conflicts with the Client's constitutional documents.

That Te Tumu Paeroa shall be entitled to treat every instruction and approval as lawful and proper and shall not be required to make any independent enquiries in connection with the instruction or approval.

Start Date for Services under these Terms

If the Client received agency services from us as at 30 September 2023, then 1 October 2023.

In all other cases, and provided we have the information we need, the Agency Services will begin when we notify you of that.

Charges for Services

These are set out in the Services and Charges Schedule for Agency Trusts.

Change to Charges

Te Tumu Paeroa agrees:

To give you at least one months' notice of any change to charges.

The Responsible Trustees agree:

That we may change our charges on one months' to you.

Payment

Te Tumu Paeroa agrees:

We will charge your Trust's common fund account with charges and any disbursements, costs or other expenses we incur in connection with carrying out the Agency Services.

The Responsible Trustees agree:

- That we may pay our charges from the trust's common fund account
- That we may set off any amount the Trust owes us from future income

Information

Te Tumu Paeroa agrees:

- To use the information you provide us only for the purposes of carrying out the services and matters relating to that.
- That if we need any information to carry out the services we will advise you of that.

The Responsible Trustees agree:

- That the information you provide us with can be used for the purposes of carrying out the services and matters related to that.
- To promptly provide us with any information we request to allow us to carry out the services within a reasonable time and so as not to delay the provision of the services. Indicative reasonable timeframes to provide common instructions, approvals and information are set out in Appendix 1.



- To promptly advise us of any changes to the information and provide any updated information so that the information we hold is current and accurate.
- That you have given notice of any changes to the information so we can assume that it is current and accurate and rely on it and deal with other persons on this basis.

Change of Trustees

The Responsible Trustees agree:

To promptly let us know if there are any changes to the responsible trustees or advisory trustees of the Trust.

Intellectual Property

The Responsible Trustees agree:

To respect our rights and any other owners' rights in documents and any other material developed or used in connection with providing the services.

Complaints

Te Tumu Paeroa agrees:

To use our best efforts to promptly resolve all complaints in a fair and equitable manner.

The Responsible Trustees agree:

To promptly advise us of any complaints you have relating to the services and give us a reasonable opportunity to resolve them.

Our Liability

The Responsible Trustees agree:

That, except in the case of fraud or wilful default, the Māori Trustee's/ Te Tumu Paeroa's maximum liability for any loss or damage suffered or incurred by the Trust and/or the Responsible Trustees, due to any one or more related acts or omissions in connection with the carrying out of the services, is limited to the lesser of (a) the proven direct loss or damage and (b) \$5,000 (five thousand dollars).

Under no circumstances shall the Māori Trustee/Te Tumu Paeroa be liable for indirect or consequential loss or damage of any kind.

Indemnity

The Responsible Trustees agree:

To indemnify us from any loss we incur or suffer in connection with our carrying out of the Agency Services provided we have not acted unlawfully or negligently.

Changes to Terms and Services

Te Tumu Paeroa agrees:

To provide you with at least one month's notice of any change to the Services or these Terms.

The Responsible Trustees agree:

That we may change any of the services (including discontinuing them) or these Terms on one month's notice to you.



Notices

Te Tumu Paeroa agrees:

To provide you notices to the Responsible Trustees by email to the most current email addresses we hold for the Responsible Trustees.

The Responsible Trustees agree:

To provide notices to Te Tumu Paeroa (for the attention of the Trust and Property Director) to contact@tetumupaeroa.co.nz

Relationship Managers

Te Tumu Paeroa agrees:

Unless we advise you otherwise, Te Tumu Paeroa's Relationship Manager is the Trust and Property Director for the time being of Te Tumu Paeroa.

The Responsible Trustees agree:

The Relationship Manager for the Trust will be the responsible trustee identified as such by the Responsible Trustees and confirmed in writing, and in the absence of such confirmation, Te Tumu Paeroa shall be entitled to treat any of the Responsible Trustees as the Relationship Manager.



Appendix 1 – Indicative reasonable timeframes to provide common instructions, approvals and information.

Activity	Timeframe	Rationale
Client to provide formal instructions regarding details for new lease	Within one month from request of Te Tumu Paeroa (Te Tumu Paeroa endeavours to seek and obtain this information at least four months before the lease is due to expire)	Time to undertake inspection, determine next steps and arrange a new lease.
Client to provide contact details regarding property emergency	Within 24 hours of contact from Te Tumu Paeroa	If a decision to protect the whenua needs to be made quickly, engagement is essential
Client to provide formal instructions regarding other property activities, e.g. in response to tenant wanting to surrender lease, variations to lease	Within one month from request of Te Tumu Paeroa	To ensure that the property request is dealt with in a timely manner for the tenant
Annual income tax questionnaire	Within one month from request of Te Tumu Paeroa (Te Tumu Paeroa requires this information by the end of April each year and endeavours to seek this information in good time to allow this)	To allow time to prepare the Client's tax return with accurate information
Change to Relationship Manager	Within 14 days of a change by either party to their Relationship Manager	To enable the parties to be responsive to any issues in connection with this agreement
Change to Responsible Trustees – send court order to Te Tumu Paeroa	Within one month of the court order being issued to the Responsible Trustees	To enable the parties to be responsive to any issues in connection with the Agency Services
Provide formal approval for trust distributions	Within one month from request of Te Tumu Paeroa	To enable Te Tumu Paeroa to arrange a trust distribution and effect a payment run for owners in a timely manner