



Property Management **GUARANTEE**

Every property owner is provided with a money back service guarantee.

As our client, if you are not fully satisfied with the property management service you receive due to the following expectations not being realised, you are entitled to receive a refund of one months management fees every time we fail to deliver on any of our promises.

We Promise that:

- we will respond to your phone call within 4 business hours & email within 12 business hours
- we will keep you informed with all relevant information at least once a week, while your property is advertised for lease
- we will thoroughly screen every tenancy application that we refer to you for final tenant selection
- once the tenancy application has been approved, the tenancy agreement documentation will be completed as immediately as it is possible to do
- an executed copy of the lease will be forwarded to you after possession of the property has been granted to the successful tenants
- an ingoing inspection will be carried out prior to your tenants moving into the property. Its condition will be detailed in a comprehensive written report with multiple photos
- a routine inspection will be conducted 3 times per year. We will provide you with a comprehensive report on its condition, both internally and externally including photos
- we have a zero tolerance rental arrears policy. If your tenant/s fail to pay on their due date and fall into arrears they will be contacted the next business day. They will be followed up on a daily basis, during business hours, via phone calls, sms, email or post. Every effort will be made to ensure that the rent is paid in full
- if your tenants do not wish to renew their lease, you will be advised of this within 24 business hours
- a comprehensive outgoing inspection will be carried out when your tenants have vacated the property. The condition of the property at the final inspection will be compared in detail to the ingoing inspection report and photos
- we will pay all available funds to your nominated account twice monthly, unless otherwise instructed
- we will not proceed with any maintenance that exceeds your specific written instruction unless they are deemed to be an emergency that warrants immediate action
- we will use only quality tradespeople to carry out repairs and maintenance to your property

Property Manager.....

Principal..... 

Landlord.....

Address.....Dated.....

If our service is ever less than excellent, it will cost us... not you