



PROPERTY MANAGEMENT SERVICE GUARANTEE

We always put your best interest first

- Communicating respectfully and professionally to you and your tenants (phone, email, text and in person)
- Inviting you to attend property inspections, if you wish
- Periodically provide you with information we think is of benefit to your investment journey
- A commitment to on-going learning and development to achieve industry best-practice, technology innovation and quality service delivery
- You will be allocated a Property Manager who will be your single point of contact at our company, and they will be responsible for all aspects of the management of your property.
- Provide you with 24 / 7 access to all details of your property via the Online Portal including but not limited to rent paid to dates, inspection reports, maintenance jobs , documents and upcoming bills Keep up to date with legislation to ensure full compliance with property management laws and standards
- Schedule and organise ongoing compliance checks as required by legislation, such as smoke alarm and gas appliance checks

Leasing & Tenant Sourcing:

- Agree a pricing strategy for the leasing campaign to ensure we are looking to achieve the best rental
- Regular updates throughout the leasing process
- Advertise and promote your property to attract prospective tenants
- Publish property photographs which are professionally styled and appealing
- Schedule and hold private viewings and open for inspection times of 15- 30 minutes so we spend time getting to know prospective applicant. This includes after hours/ weekends as needed.
- Co-ordinate any maintenance work, with your approval
- Perform thorough and diligent checks of tenant applications in accordance with state and federal laws, to secure the best possible tenant. Give you final say on approving the tenant

Property Protection / Maintenance:

- We are available to tenants 24 / 7 for emergencies
- Provide tenant with a comprehensive condition report at the start of each tenancy
- Conduct regular property inspections to ensure your property is being maintained
- Report all property maintenance to you and arrange quotes and ensure work is delivered to an agreed standard through qualified and insured trades.
- Conduct final inspection at the end of each tenancy

Financial:

- Monitor and follow up on due rent payments and promptly communicate any issues with you
- Pay rental funds to you as soon as practicable, following bank clearance
- Where requested, disburse water and council payments on your behalf from rental funds
- Send you regular statements with breakdown of expenses
- Provide a detailed annual expenditure / income statement
- Review market conditions & conduct regular rent reviews so your rental return remains maximised
- Deal with all aspects of tenancy bond payments in accordance with the Residential Tenancies Act
- A certified Trust Account audit, conducted annually.

Peace of mind through our 'love us or leave us' service guarantee

if you don't love us, you can transfer to another agency without notice and we will drop off the file for you.

