

OUR PROMISE

YOUR EXCLUSIVE SERVICE PLAN



Our commitment to delivering an exceptional level of service

Our mission is to create clients for life. To achieve this, we commit to Our Promise; a written assurance that we will deliver you an exceptional level of service and, most importantly, deliver on your primary objective – to achieve the best possible result for your property.

Our Promise is made up of five essential services that you, our clients, need from us so that you're confident in the process we use to market your property. Our Promise is your absolute assurance of how seriously we take our responsibilities on your behalf and the importance we place on our working relationship with you.

Communication Plan

At the commencement of the management of your property, a communication plan will be put into place outlining the expectations on the level of communication from both the owner and your property manager. The communication plan will cover all aspects of property management, your preferred method of communication, frequency and expected timespan of delivery.

Professional Management

We undertake to provide you with an expert property management service, with property managers who have a great understanding and knowledge of Residential Tenancy legislation and of the fundamentals of property management. Our property managers promise to continually develop their knowledge and keep up-to-date with legislative changes in a timely manner.

Maximise Returns on Investment

We will prepare a detailed Comparative Market Analysis (CMA) on your property and discuss with you what we consider to be the optimum rental to charge for your property in the current market. We will regularly review your rental and recommend increases, where possible. By using our tenancy database, marketing plans and letting procedures, we aim to ensure that your property is vacant for the shortest possible time. We offer complimentary market appraisals on request, so that you can keep informed about the value of your home and as your property appreciates, we also have the right contacts to help you to add the next property to your portfolio.

Marketing Strategy

Following the initial consultation and property inspection, we will provide you with a marketing strategy that will outline the most effective method for marketing your property in the current climate. We will work with you to ensure that your property gets the maximum exposure to the market within the marketing budget that you set. We will arrange for quality photographs and a property description that highlights the property's features.

Minimise Risk

We minimise risk to your property by having policies and procedures in place that include stringent tenant selection, zero tolerance of rent arrears, comprehensive property inspections on a regular basis and the use of trusted and competent contractors to carry out repairs and maintenance. We will provide you with details in relation to landlords insurance and other risk reduction strategies that will help protect you and your property.

Name

Address

Date

Office

Property Manager

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