

# 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 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.

### Proactive Communication

From the commencement of the management, we aim to provide you with an exceptional Property Management service. This relies heavily on our communication with you as the owner, as well as your tenant.

**We will** notify your tenant the next working day of a late rental payment.

**We will** inform you of all actions taken until the rent is no longer in arrears.

**We will** notify you within 24 hours of your tenant giving notice to vacate the property.

**We will** commence a proactive marketing campaign the next business day, to minimise your vacancy rate.

### Minimise Risk

With our strict policies and procedures, all risk to your property is minimised.

**We will** qualify all applicants for their financial ability to pay the rent, prior to being put forward to you as a potential tenant.

**We will** check all applicants previous rental histories to ensure we place only the best tenants in your property.

**We will** complete a full and comprehensive report with photos, prior to any tenant moving into the property to avoid any disagreements at the end of the tenancy.

**We will** conduct regular and thorough inspections throughout the tenancy. Full reports including photos will be sent to you along with any maintenance recommendations within 24 hours of the completed inspection.

### Maximise Return on Investment

Our ultimate goal is to assist you in maximising the returns on your investment property.

**We will** prepare and send you an annual Comparative Market Analysis (CMA) on your property.

**We will** discuss with you what we consider to be optimal rental charge for your investment in the current market.

**We will** send you a comprehensive property statement annually for tax purposes.

**We will** regularly review the surrounding market and inform you of any recommended improvements that may increase the value of your property.

Name \_\_\_\_\_

Address \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Date \_\_\_\_\_

Office \_\_\_\_\_

Property Manager \_\_\_\_\_