

Harcourts

Property Management Service Guarantee

To: **Mr and Mrs Landlord**

Address: **No. 1 Property, Hervey Bay**

In consideration of the trust you have shown towards our office, we guarantee to provide you with the best possible service in the management of your investment property.

- ✓ We guarantee our service. We will do our very best to find the best tenant for your property within 4 weeks of the date of advertisement.
- ✓ **Your property will be listed on our Rental Property Guide as soon as a notice to vacate has been received from an existing tenant, and listed in multiple online sites as soon as we have photographs of an appropriate standard to attract a desirable tenant.**
- ✓ We will access our existing prospective tenant data base and arrange inspections by tenants who are looking to rent within your property's price range and location.
- ✓ **Regular contact will be made throughout the pre-lease period to provide you with an activity update including comments received by prospective tenants about your property.**
- ✓ We will present you with all recommended applications obtained from prospective tenants that meet our stringent criteria.
- ✓ **We will conduct thorough checks on tenants applying for your property as permitted by law, to ensure that to the best of our knowledge the information given to us is accurate and that the tenant will fulfill all obligations as per the Tenancy Lease Agreement.**
- ✓ We will conduct a thorough internal and external 3 monthly inspection of your property and provide you with a comprehensive photo report following each inspection, including recommendations for any matters raised.
- ✓ **We will attend to all maintenance repairs as quickly as reported, and as per the Management Agreement. We will advise or suggest any ongoing maintenance requirements to keep your property in a condition which will assist it to retain its optimum market value.**
- ✓ On a daily basis, we will carry out rent arrears checks and immediately follow up on any outstanding monies owing. Prompt action in accordance with the Residential Tenancies Act will be taken to rectify any issues.

Should we fail to perform in any of the above areas, we invite you to register your complaint in writing. If the complaint is not acted upon and rectified within 5 days after receipt of your letter, you have the option to cancel our agency agreement as per your Management Agreement (Item 4.2). If this occurs within the first three months of the management we will refund any and all management fees charged.

Signed **Michele Reid**
Principal

Office **Harcourts Hervey Bay**
Independently owned and operated by

Company **MZG Investments Pty Ltd**

Dated **Today**



Service Guarantee