



OUR PROMISE

YOUR EXCLUSIVE SERVICE PLAN

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.

Research has demonstrated that our clients expect an exceptional level of personal and professional service from Harcourts and their chosen property manager.

Our Promise is our way of being held accountable, and your way of assessing our performance every step of the way.

Consider it a total commitment to working together to make the whole experience easier, less stressful and far more rewarding.



Here's how we make that happen...

Our Promise is made up of five essential services that you, our clients, need from us to ensure you are 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.

- Written marketing plan and calendar
- Post inspection feedback
- Regular written marketing report
- Marketing review meetings
- All offers presented in writing

You are in total control

We know that no two properties and no two clients are the same. We work closely with you to understand your situation, your wants and needs when marketing your property as well as how much or how little you want to be communicated with and by which method.

We then implement our tried and true Promise services, together with marketing strategies we have identified will best fit your property and your goals. We will regularly deliver on the progress of your marketing campaign to ensure all opportunities are being explored.

It's all about flexibility

Whilst we are committed to delivering the same exceptional service you have come to expect with Harcourts through regular face to face contact, phone calls, emails or text message, we know that these methods don't always fit in with your schedule. You have told us you want your property progress on the go, so we have delivered.

Our Promise is extremely important as it gives you full transparency of the process and sets the expectations right from the beginning of our relationship.

As an exclusive client of Harcourts, we offer the benefit of a client login which gives you 24/7 access to everything you need to know about what is happening with your property.

This valuable tool will house a copy of Our Promise commitment, the marketing plan and calendar, marketing reports and feedback about your property. In addition to this all of the documents relating to the property will be held here, as well as you will be able to see how your property is performing on the various portals in which your property is marketed.

Client Login

Our Client Login offers other beneficial features:

- Sends reminder alerts prior to specific calendar events;
- Sends notifications when new documents have been uploaded;
- Access to all reports and documents as and when they need;
- View live Harcourts website hits as required;
- The property will have its own unique login;
- Manage any buyer searches with new property notifications that fit your set criteria.



Harcourts



For us, Our Promise is all about our commitment to service, our attention to small details and the clear expectation that ensures we achieve the best possible result for you and your property.