



# SERVICE GUARANTEE

To \_\_\_\_\_

Address \_\_\_\_\_

We know what our clients want most from Accombris and their appointed property manager..... the promise of enjoying an exceptional level of personal and professional service. And because clear communication is the key to identifying your individual needs and expectations, you don't just have our word on it.....you now have our guarantee in writing!

The Accombris Service Guarantee is your absolute assurance of just how seriously we take our responsibilities managing your investment. It's our way of being held accountable, and your way of assessing our performance throughout the management of your asset. Consider it our total commitment to work together to make the whole experience easier, less stressful and far more rewarding.

- ✓ **For New Managements – Photos of your property will be taken at the earliest opportunity, for new homes this will be done at the Practical Completion Inspection with the builder. We will then list your property on realestate.com.au on the same day.**
- ✓ For Existing Tenancies - your Property will be listed on realestate.com.au as soon as a notice to vacate has been received from an existing Tenant and your instructions have been sought.
- ✓ **A For Lease signboard will be erected at your Property, if authorised.**
- ✓ Regular contact will be made throughout the pre-lease period to provide an activity update including comments received by prospective Tenants about your Property.
- ✓ **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 Agreement. All suitable applications obtained from prospective tenants will be presented to you.**
- ✓ We will conduct a thorough internal and external 3-4 month inspection of your Property and provide you with a comprehensive report with photos following each inspection.
- ✓ **We will attend to all maintenance repairs as quickly as reported as per the Management Agreement. We will advise or suggest any ongoing maintenance requirements which will 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 and Rooming Accommodation Act will be taken.
- ✓ **We will return any phone calls or emails received from you within 24hrs (or if on a weekend/public holiday the next business day). If we are unable to respond to your request in full we will email you our acknowledgement of receipt and advise when we will be able to discuss your needs in full.**

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/or rectified within 5 days after receipt of your letter, we will give you the next 3 months of management free of charge

Signed \_\_\_\_\_ Dated \_\_\_\_\_

*Principal / Business Owner*