

# Property Asset Management Service Guarantee

**Client Name:**

<b>Performance</b>	<b>Minimum Standard</b>
Answer emails	By end of business day or if received late in day, at the beginning of the next day
Answer return phone calls	By end of business day or if received late in day, at the beginning of the next day
Processing Applications for Tenancy	Within 48 hours
Tenant Selection	Personal interview with applicants to ensure suitability
Handling non urgent maintenance requests	By end of business day or at beginning of next day
Handling emergency maintenance	Immediately or within 1 hour (depending on priority). Client to be contacted immediately verbally or written
Bond Inspection after keys handed in	Within 48 business hours
Refund of Rental Bond	3 business days unless there are outstanding issues to be resolved with the Tenant
Written rental appraisals	Completed within 24 hours of request
Quotes for property maintenance	Obtain minimum of 2 quotes per maintenance request
Routine Inspections	Minimum 3 per annum including documented suggestions for capital growth and income improvement (one page Property Improvement Report)
Inspection Report sent to Client	Within 48 hours of inspection
Maintenance from Routine inspection	Contractors arranged within 48 hours of instructions received
Rent Disbursement into Client account	Within 3 business days of period end date
Account Statement Availability	Online within 24 hours of Rent Disbursement
Annual Portfolio Review	Within 10 business days of settlement anniversary date

**If the minimum performance standards outlined above are not being met by our Property Asset Management team, you will receive one month free management service in the calendar month following the date of the written complaint. All complaints and disputes are to be in writing to the Property Pursuit Business Manager.**

## **SIGN OFF**

Client/s	DATE
Property Asset Manager	DATE