

SERVICE GUARANTEE

To _____

For Property Located at _____

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

- ✓ **We guarantee our service.**
- ✓ Your property will be listed on our list of websites as soon as a notice to vacate has been received from an existing tenant, or when your property is entrusted to us to locate a suitable tenant.
- ✓ **Photography will be booked or photos already on record used for marketing.**
- ✓ A signboard will be erected at your Property, if authorised.
- ✓ **We will access our existing prospective tenant database 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 an activity update including comments received by prospective tenants about your property.
- ✓ **We will present to the owner all applications obtained from prospective tenants.**
- ✓ 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.
- ✓ **We will conduct a thorough internal and external 3-4 month inspection of your property and provide you with a comprehensive report 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.**

Should we fail to perform in any of the above areas, we invite you to register your complaint in writing. We aim to respond and rectify the complaint within 5 days after receipt of your letter. You have the option to cancel our Agency's Appointment as outlined in the PAMD Form 20a Appointment of Agent. **If this occurs within the first three months of the management we will refund the full three month's Management fee charged.**

From _____

Signed _____

Principal / Manager



Stacey Pennicott
PRINCIPAL LICENSEE

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