



## SERVICE GUARANTEE

**Just Rental Shoalhaven backs up their commitment to you with a written service guarantee. If we do not meet the requirements of the guarantee we will manage your investment property for the next**

### **THREE MONTHS FREE OF MANAGEMENT FEES.**

#### **REGULAR AND TIMELY CONTACT**

We will endeavour to assist you with any matter at first point of contact and within normal business trading hours.

If your Property Manager is unavailable at the time of your call, we guarantee a response by the close of the next business day.

We will contact you: When we get a tenant vacate notice, you'll be notified by phone or email. We will contact you to confirm the old tenant has vacated. After your new tenant moves in we will contact and you will receive a copy of the Residential Tenancy Agreement.

#### **TENANT SELECTION**

Thanks to detailed screening, Tenancy Database checks and stringent interview procedures, we consistently identify and place quality tenants, thereby maximising rental return and minimising investor risk. We will call you on all applications submitted by prospective tenants for discussion and your instructions. As we believe that this is your property and that you should have the choice of who rents your property.

#### **FOR LEASE PERIOD**

We will regularly contact you during the For Lease period to provide you with the level of enquiry and feedback received from inspections that have been carried out.

#### **MAINTENANCE**

We will contact you regarding all maintenance issues to let you decide what you want to do with your property. We will endeavour to call you if there is an emergency repair, however if we can't contact you we may need to proceed with the repair if it is deemed an emergency repair as per the legislation. We will source and present quotes for your approval and we will keep you informed of the process and advise when works are complete.

We will attend to repairs and maintenance as quickly as reported and seek your instructions

#### **RENT REVIEW**

We actively review all properties for current market rental. We will contact you to discuss rent reviews and to give you a detailed Property Assessment if you require.

#### **ARREARS**

Just Rental Shoalhaven has a ZERO ARREARS POLICY

Just Rental Shoalhaven's property managers monitor rental payments daily, deal with arrears or indiscretions immediately, and issue notices in accordance with statutory requirements.

**If you believe that we have failed to meet your expectations, please contact us to arrange a time to discuss how we can address your concerns and resolve any issues.**

**CONTACT:** The Principal Gerry Newman E: [gerry.newman@justrental.com.au](mailto:gerry.newman@justrental.com.au)