



• GREATREX PROPERTY SERVICE GUARANTEE •

Marketing your property

Enquiries responded to within 1 business day
Conduct private viewings and home opens
Communicate after every inspection
General status update every Wednesday

Leasing your property

Applications processed within 1 business day
Applicants screened on national tenancy database
All applications referred for your approval
Lease preparation within 24 hours of approval

Managing your property

Our portfolio's do not exceed 150 properties
In-going photo's and video's taken for property condition

Rent collection

All payments banked by EFT within 1 business day of receiving
Rental arrears process starts within 48 hours
Termination - you will be fully informed and updated

Repairs & Maintenance

Urgent repairs attended to on notice received
All non urgent repairs attended to within 2 business days of receipt
Reasonable steps taken to obtain cost effective pricing
Copy of invoices will be provided with relevant monthly statement

Routine inspections

Periodic routine inspections conducted at 3 months of a new tenancy and every 6 months thereafter
Video report provided

Lease renewals & Rent increases

Rent review done not less than 90 days before the end of a tenancy
Recommendation given on rent and renewal of a tenancy for your instructions
Notification if the tenant does not want to renew their lease

Tenant vacating

Notification within 1 business day of tenant vacate issued
Agreed advertising plan into effect within 1 business day
Final inspection conducted within 3 business days of vacate date
Full details provided if claim or action required

General communication

Emails responded to within 1 business day
Telephone messages responded to within 1 business day
Promptly advise on any pertinent matters

Our Guarantee to You

If we do not meet any of these standards, and we are notified in writing and we do not rectify the matter within 2 business days, we will provide you with 1 month free management fee* (Conditions apply).

* THIS REFERS TO THE MONTHLY MANAGEMENT FEE ONLY, ALL OTHER FEES AND CHARGES ARE TO REMAIN AS PER THE MANAGEMENT AUTHORITY.

greatrex
property

NATALIE GREATREX

Director