

# OUR GUARANTEE

So you know what you can expect from Focus,  
we've put our service commitment to you in writing.

## Communication

- ✓ We are available to you 6 days a week (either by phone or email).
- ✓ If your personal Property Manager is unavailable at any time during business hours and you leave a message, it will be returned the same business day.
- ✓ We will respond to emails & faxes within 1 business day
- ✓ You can also access up to the minute information on all the key aspects of your property from our website, 24 hours a day, 7 days a week.

## Vacating Tenants & Letting

- ✓ Upon receipt of the vacating notice, we will:
- ✓ Advise you via telephone & email within 24 hours.
- ✓ List your property on the internet within 24 hours & affect the agreed marketing
- ✓ Communicate with you at least twice a week while your property is available
- ✓ All tenancy applications will be processed within 1 business day of receipt.
- ✓ Advise you in writing of approved applicant's details within 48 hours.
- ✓ Provide you with a copy of the Residential Tenancy Agreement & Property Condition Report within 48 hours of your new tenants lease commencing.

## Maintenance

- ✓ You will be advised of all maintenance issues prior to proceeding.  
(Unless the repair is legally defined as "urgent").

## Rent Collection

- ✓ We have a zero tolerance rent arrears policy
- ✓ In the event that your tenant ever fails to pay the rent on time, we will pursue the rent arrears with the maximum speed the law will allow.

## Rent Statement & Rent Funds

- ✓ Your rent statement will be personally checked by your Senior Property Manager prior to being emailed to you.
- ✓ We will deposit your rent monies into your nominated bank account within 2 working days of our monthly close off date.

### GUARANTEE

If we fail to meet any of these service commitments, the next 3 month's management of your property will be provided to you FREE of charge.



**Bernard Mitchell, Managing Director & Licensee**