

# 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 5 business 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 within one business day.
- ✓ We will respond to emails & faxes within 1 business day.
- ✓ You can 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 1 business day.
- ✓ List your property on the internet within 1 business day & affect the agreed marketing
- ✓ Communicate with you at least once 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 2 business days.
- ✓ Provide you with a copy of the Residential Tenancy Agreement & Property Condition Report within 2 business days of your new tenants lease commencing.

## Maintenance

- ✓ You will be advised of all maintenance issues prior to proceeding unless the repair cost is under the agreed Authorised Repair Limit. (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 business 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**