

TAYLOR

PROPERTY MANAGEMENT

www.pwtaylor.com.au

9630 2791

Customer Service Standards for Landlord Clients

Appointments

- We will arrive before the time specified for any appointment
- For any delay created beyond our control, we will ring and advise prior to the agreed appointment time

Communication

- Office hours are 8:45am – 5:30pm, Monday- Saturday.
- We will respond to:
 - Telephone messages - within 4 hours
 - Email - within 24 hours
 - Fax - within 24 hours
 - Mail - within 48 hours
- We will update you with feedback on the leasing of your rental property at least two times per week until leased.

Documentation

- We will provide all documentation in clear and concise English
- We ensure that all documentation is accurate and complete

Periodic Inspections

- We carry out periodic inspection twice a year and provide you with a detailed report each time.

Personal Information

- In accordance with our documented Privacy Policy, all personal information will be held in the strictest confidence and will not be released to a third party without your written authorisation.
- Any updates or corrections to your account with us will be records in our system immediately upon receipt.

Marketing of Rental Properties

- We will erect a 'For Lease' sign on the property as soon as the listing is confirmed (subject to any necessary approvals)
- We will place the property on our website within one working day of listing confirmation (subject to photographic requirements).

Professional Standards

- The highest standards of honesty, integrity and professional practice will be conducted in compliance with the Code of Conduct of the Real Estate Institute of Australia and our property management Policies and Procedures Manual.

- Members of Leading Property Managers of Australia (LPMA) is an elite group of specialist property managers and property management businesses across Australia who provide the highest level of service and professionalism to investment property owners and tenants.

Rent Arrears

- We will follow up all rent payments in accordance with our documented and unique arrears process, and the requirements of the Residential Tenancies Act.
- Your Property Manager will advise you immediately should your tenant ever fall 11 days in arrears.
- Zero Tolerance to Arrears Policy, the arrears list is printed daily and tenants are contacted as soon as they enter one day in arrears.

Rent Monies

- All monies received by us will be banked into your nominated bank account twice a month, two working days on or before the 15th and 30th/31st of each month.

Repairs and Maintenance

- All routine repair requests will be attended to within two working days.
- All urgent repairs will be arranged within four working hours.
- All reasonable steps will be taken to obtain the best pricing for repairs and maintenance.

Tenant Selection

- We will verify all information to us by the prospective tenants and carry out a search of the Trading Reference Australia (TRA) and TICA Default Tenancy Control System.

Processing of Tenancy Applications

- Tenancy Applications will be thoroughly checked and the outcome communicated to both you and the tenant within 24 hours of receipt.

Vacating

- On receipt of notice, we will:
 - Advise you by phone, email or fax
 - Acknowledge the notice in writing to both you and the tenant
 - Advertise immediately on our website and implement the agreed advertising schedule
 - Prepare all required vacating documents
 - Arrange access for viewings by prospective tenants
- After vacating, we will:
 - Inspect the property and within four working days the tenant's rental bond.
 - If deductions are required, a detailed breakdown will be provided to both you and the tenant.

Accounts and Statements

- All authorised property outgoings will be paid on your behalf prior to the due date (subject to the availability of funds).

Guarantee

- If we fail to meet any of these standards the next two month's management fees will be provided to you, free of charge.
- Our customer service guarantee does not apply when:
 - We are requested to carry out non-standard duties
 - Matters are outside our control e.g. a natural disaster or accident.