

Duffy Forsyth Service Guaranty

Property Manager

You will be allocated a personal Property Manager who will manage all aspects of your property except for payments which are handled by Anne Forsyth.

You simply phone or email your Property Manager to discuss any issue relating to your investment. If your Property Manager is not available you are welcome to speak to Anne Forsyth who will forward the matter to your Property Manager when they are next available.



Response times

Phone calls or emails received by your property Manager prior to lunch time will be answered that business day, calls after lunch will be returned by the following lunchtime. Please understand that managers are often out of the office for significant periods of time. Urgent calls should be directed to their mobile number

Funds Transfer

Once funds are cleared funds they will be transferred to your nominated bank account within 48 business hours of becoming cleared funds. An electronic statement will be emailed to your account with any invoices attached.

Inspections

Routine inspections shall be conducted on a six monthly basis with either verbal or email report provided to you. More frequent inspections will be conducted if there is a suspected tenancy breach or repairs and maintenance are required.

Rent Reviews

Rent reviews are conducted annually unless the lease states otherwise. You will be provided with information of recent lease results and which other comparable properties are available for lease. A recommended rental will be provided to you. We always advise to conduct an annual rental adjustment even if it is \$5.00 per week as will keep you in rental parity and you will not have to serve a larger rental increase in another year which may lead to a vacancy.

Vacancy

You will be notified within 48 business hours of receipt of notification of your tenants notice that they intend to vacate. We will automatically conduct a rent review and pre vacate inspection of the property so we can advise you of recommended works and the new rental rate. We will endeavour to have a new tenant ready to start within days of the old tenant vacating. Throughout the releasing process you will be regularly informed of the progress and you will select the new tenant.

Repairs & Maintenance

You will authorise a monetary limit for minor repairs and maintenance. Larger items or those which have reoccurring faults shall be discussed with you prior to actions being undertaken. We are happy to use your tradespersons providing they hold the required qualifications, registration and insurance and will respond in a timely manner. Otherwise we shall appoint one of our tradespersons. We do not receive and additional funds from our tradespersons.

Urgent Repairs shall be undertaken immediately and you will advised as soon as possible. We have to action urgent repairs in this manner to prevent the tenant also appointing a tradesperson and you becoming liable for two tradesperson attending the same incident.

If repairs are required due to malicious damage then we will seek a rebate payment from the tenant—even if it means a VCAT action.

Complaint Resolution

In the unfortunate situation that you have grounds for lodging a complaint please send an email to info@duffyforseyth.com.au or call Anne Forsyth on the business number (9593 1900) of her mobile of 0418 337 053.

The matter will be discussed with the Property Manager or other relevant person and then you shall receive both a phone call and written response.

Compensation

If your Service Guarantee is breached, and the breach is not remedied, or a remedied organised within 5 business days of the receipt of your written complaint, they you will receive a rebate of 50% of your last leasing fee.

Future Growth

We are always trying to improve our service to our clients.

If you have any suggestions we welcome them—either email Anne Forsyth or discuss your request with your Property Manager who will table your request at our weekly meeting . If possible we will add this idea to our service provisions.

Naturally we are constantly seeking additional rental properties . If you have any friends or associates who would like to join our team, please refer them to Anne Forsyth—0418 337 053.

