

# nickolas properties

Excellence in property management

## *SERVICE GUARANTEE*

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is hereby guaranteed:

At **Nickolas Properties** we are genuine about our commitment to provide the best property management service to Sydney property owners. To make sure this commitment is not false promise, we offer the following service guarantee to all of our owners as a measure of accountability.

- We are available to you 7 days a week by phone or email.
- You will be allocated a Property Manager and together with the Principal Bill Nickolas they will be your point of contact at our Agency, and they will be responsible for all aspects of the management of your property.
- Should you leave a message at our Agency, it will be returned within one business day.
- If your property is vacant, you will be contacted at least once per week with an update and the property will be listed on **realestate.com.au**, **domain.com.au** and **nickolasproperties.com.au** with all suitable photos and floor plans.
- The full particulars of any tenancy application and the results of our processing will be discussed with you prior to the applicant being referred to you for approval.
- Prior to a new tenant entering the property, we will inspect the property and complete a detailed three page entry condition report, together with photos which will be available to you.
- We will monitor the rental payments on a daily basis. Any arrears will be promptly actioned and notices issued on the first business day they are due and vigorously pursued to the full extent allowed by the Residential Tenancies Act. We have a zero tolerance rent arrears policy.
- We will inspect your property at least once every 18 weeks, and you will be forwarded a written report bi-annually.
- When the tenant informs us of their intention to vacate the property, you will be advised within one business day and your instructions regarding re-letting will be obtained, either from the Management Agency Agreement or on a case by case basis.
- Upon the tenant vacating the property, we will conduct a vacate inspection report within one business day of receipt of the keys from the tenant and report to you on the condition of the property.
- You will be sent all monies collected and a detailed financial statement personally checked by the Principal, including copies of any invoices or charges paid, within two business days of the last business day of the month.

### **OUR GUARANTEE**

A failure in this guarantee shall entitle the person named above to 3 months free management of the property to which it relates.

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Signed on behalf of Nickolas Properties

Date