

Level of Service Guarantee for Leasing & Managing a Residential Property

We thank you for the trust and confidence shown towards our office. We believe that you are entitled to our best service in the leasing and management of your property.

We personally guarantee to do, as required, the following:

- ✓ Inspect the property, provide a market appraisal and recommend any property improvements.
- ✓ Market the property to obtain maximum coverage in securing a tenancy by advertising the availability of the property on our rental list that is handed out/faxed or emailed to prospective tenants along with internet advertising.
- ✓ Receive, process and check tenancy applications (confirm references and identification and perform data base checks with the National Tenancy Data Base.)
- ✓ All inspections of a property with prospective tenants will be with a KW Property Sales & Rental agents representative. (Keys will not be handed out as our staff **always** carry out the inspections).
- ✓ Select a tenant in consultation with the landlord.
- ✓ Arrange preparation of the appropriate documentation:
 - REIV Residential Tenancy Agreement (Lease)
 - An extensive typed condition report that describes in detail the condition of the property and all fixtures and fittings.
 - Photos of interior and gardens and lawns.
 - Other specific to negotiated terms of the lease agreement.
- ✓ Provide a copy of additional documentation that may be required under Government Legislation. Advise the tenants and landlord of their respective rights and duties in accordance with the Residential Tenancies Act 1997.
- ✓ Collect and receipt the payment for the first period of rent for the lease agreement (minimum of two weeks).
- ✓ Collect rental payments in accordance with the tenancy agreement.
- ✓ Disburse all the net rent to the landlord in accordance with the landlords instructions, with a statement detailing all outgoing and attach all original copies of accounts paid.
- ✓ Pay authorized accounts and statutory charges eg. tradesmen, rates, insurance premiums, body corporate fees and/or other payments as instructed by the landlord.
- ✓ Conduct regular inspections of the tenanted property. In accordance with the Residential Tenancies Act 1997 a 6 monthly routine inspection can be carried out and the first one can commence after the first 4 months of the tenancy has lapsed.
- ✓ Attend to the maintenance requests from tenants and landlords:
 - Advise the landlord on necessary repairs and maintenance.
 - Prepare and forward instructions for tradesman.
 - Arrange quotations for repairs and maintenance.
 - Pay tradesman's accounts.

- ✓ Establish and maintain property and rental record in files and on our computer system.
- ✓ Administer rental reviews and lease expiration, offers to tenants and landlords to secure further fixed term leases.
- ✓ Prepare applications and serve notices in compliance with the relative legislation and/or the tenancy agreement to VCAT.
- ✓ Notify landlord of vacating tenant in writing upon the tenant giving 28 days written notice to vacate the property and re-advertise the property for releasing immediately. Note: In accordance with the Residential Tenancies Act 1997 we cannot show prospective tenants through in the first 14 days unless the tenant is agreeable.
- ✓ Conduct final inspections, with or on behalf of the landlord, to ensure that the property is left in accordance with the original ingoing condition report and allowing for fair wear and tear of the property in accordance with the Residential Tenancies Act 1997.
- ✓ Release Bond Monies via the Residential Tenancies Bond Authority/apply to VCAT (where a tenant disputes a claim).
- ✓ Represent the landlord at statutory Victorian Civil and Administrative tribunal hearings.