

# DARREN JONES

## *Property Management Service Guarantee*

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1. You will be allocated a Property Manager who will be your **single point of contact** at Darren Jones Real Estate and they will be responsible for all aspects of the management of your property. This person will draw upon the resources of other staff members, but they will remain ultimately responsible.
2. You will be issued with a **direct telephone** number and a **direct email** address to contact your Property Manager.
3. If your property is vacant, you will be **contacted at least twice per week** with an update on enquires and potential tenants.
4. "Shortlisted" tenancy applications and relevant processing results will be referred to you for discussion and approval prior to the National Tenancy Database check being completed.
5. Prior to new tenant move-in, your Property Manager will inspect the property and complete a **comprehensive ingoing condition report**.
6. Your Property Manager will monitor the rental payments on a daily basis. **Any arrears will be promptly actioned** and vigorously pursued to the full extent allowed by the Residential Tenancies Act. You will be contacted on the 2<sup>nd</sup> day of late rent.
7. When the tenant informs us of their intention to vacate the property, you will be advised **within one business day** to seek your instructions regarding re-letting.
8. Rent and a detailed statement will be sent on the day that funds are cleared in our account.
9. We will conduct a routine inspection in the first three (3) months of the tenancy and then every six (6) months thereafter. A photographic and written report will be sent to you.
10. When re-releasing your property we will conduct at least one open for inspection per week to show prospective tenants through. We will also conduct private inspections by appointment. You will also be informed on the day of the open how everything went by your Property Manager. In the case of Saturday opens you will receive a text message.
11. If any maintenance items occur at the property you will also be informed by your Property Manager by either phone or email to discuss what you would like to do.
12. We will **NEVER** conduct any works/maintenance without your prior consent unless urgent.
13. Approximately 3 to 4 months prior to the end of the lease you will be contacted to discuss your thoughts on renewing the lease and will also be given an update on how the market is going to discuss possible rent increases.

This guarantee does not apply in the event of a natural disaster, act of war or terrorism, or the interruption of any essential service providers such as electricity, telecommunications and internet or banking facilities. Business days are Monday to Friday, exclusive of Public Holidays and Banking Holidays.

A failure in this guarantee shall entitle you to **3 month FREE Management Fees** of the property to which it relates.



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Adam Saitta  
**SENIOR PROPERTY MANAGER**

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