

# FOCUS GUARANTEE

So you know what you can expect from Focus,  
we've put our service commitment to you in writing.



If we fail to meet any of these service commitments, the next 3 month's management of your property will be provided to you FREE of charge.

## Communication

- ✓ We are available to you 6 days a week (either by phone or email).
- ✓ If your personal Property Manager is unavailable at any time during business hours and you leave a message, it will be returned the same business day.
- ✓ We will respond to emails & faxes within 1 business day
- ✓ You can also access up to the minute information on all the key aspects of your property from our website, 24 hours a day, 7 days a week.

## Vacating Tenants & Letting

- ✓ Upon receipt of the vacating notice, we will:
- ✓ Advise you via telephone & email within 24 hours.
- ✓ List your property on the internet within 24 hours & affect the agreed marketing
- ✓ Communicate with you at least twice a week while your property is available
- ✓ All tenancy applications will be processed within 1 business day of receipt.
- ✓ Advise you in writing of approved applicant's details within 48 hours.
- ✓ Provide you with a copy of the Residential Tenancy Agreement & Property Condition Report within 48 hours of your new tenants lease commencing.

## Maintenance

- ✓ You will be advised of all maintenance issues prior to proceeding.
- ✓ (Unless the repair is legally defined as "urgent").

## Rent Collection

- ✓ We have a zero tolerance rent arrears policy
- ✓ In the event that your tenant ever fails to pay the rent on time, we will pursue the rent arrears with the maximum speed the law will allow.

## Rent Statement & Rent Funds

- ✓ Your rent statement will be personally checked by your Senior Property Manager prior to being emailed to you.
- ✓ We will deposit your rent monies into your nominated bank account within 2 working days of our monthly close off date.