



Our Guarantee to You

Landlord Protection

Guarantee

Our Property Management Services Are Guaranteed

Every client of Lewis Asset Management is happily provided with a no strings attached, money back guarantee. If any of our clients are not fully satisfied with the service they receive during the first Three (3) Months of Lewis leasing and managing their properties due to any of the following expectations not being realized, all management fees and leasing charges made to Lewis Asset Management will be repaid in full.

1. Rental Appraisal

The agent will provide you with a comparative market analysis of the rental market value of your property by comparing your property to similar that are currently rented and properties available in the immediate market. If the agent is unable to achieve the quoted rental amount, the agent will waive all letting and marketing fees plus we will manage the property **FREE of commission for a period of Three (3) Months**.

2. Vacancy

The agent will **lease your property within 28 days** from the date the property listed for lease. In the event the agent fails to secure a tenant in this time, the agent will waive their letting fees and marketing levy's. If the owner chooses to terminate the management as a result of non performance, the agent will waive all marketing and advertising costs incurred. Conditions of the guarantee are that the owner accepts the agent's professional advice regarding rent & improvements. The owner agrees to act on that advice within 24 hours after notification. If the property requires improvements or renovations, the guarantee will commence from the completion date.

3. Delighted Or Your Money Back

If you are dissatisfied with our service at any time during the course of management, for any reason, we will **refund 3 months management fees** on request. We will commit to resolve any concerns to your satisfaction without making excuses. When resolving tenancy issues, we will do so in accordance with the Tenancy Agreement and the current Residential Tenancies Act.

4. No Fixed Contract

The owner has the right to terminate the agreement with the agent if the owner is not satisfied with the performance of the agent, provided the owner gives the agent 7 days to rectify any concerns. If the concerns are rectified the management agreement shall continue. Should the owner decide to terminate the agreement, there will be **no fees** payable by the owner to the agent from the date of termination. Under any other conditions, either party may terminate the agreement at any time by giving 28 days written notice.

Landlord Service

Guarantee

Lewis Asset Management has set an 'absolute minimum' standard of service to you. Our clients expect the following levels of service throughout the management of your property.

Leasing Your Property

- ✓ We will take **extensive photos** of your property and use them as part of our marketing campaign.
- ✓ We will conduct an **open for inspection** to prospective tenants at least once a week until your property is leased.
- ✓ We will provide you **weekly feedback** on the status of your vacant property.
- ✓ We will **not hand keys out** to prospective tenants. All inspections are appointment only.
- ✓ We will not process any applications of prospective tenants unless **100 points of identification** has been collected.
- ✓ We will **thoroughly check** all business and personal references of all applications and advise you of the results.
- ✓ We will **seek your approval** prior to accepting any application made by prospective tenants.
- ✓ We will **prepare all documentation** in accordance with the Residential Tenancies Act.
- ✓ We will prepare a **detailed condition report with photos** prior to your tenant moving in.
- ✓ **Before** we provide your new tenants with **keys to your property** the following must be collected:
 - One Months Rent In Advance
 - One Months Bond
 - Signed Lease Agreement by **all** tenants.
 - Signed bond lodgement form
 - Signed Direct Debit document.

Managing Your Property Inspections

- ✓ We will **inspect your property** Three (3) Months after your tenant has moved in to see how they have settled and send you a detailed report with photos.
- ✓ We will conduct at least **one annual routine inspection** of your property and provide you with a detailed report on its condition, both internally and externally.
- ✓ We will conduct a **comprehensive outgoing inspection** (with you present if you wish) once your tenants have vacated the property and compare its condition with the original condition report.

Managing Rental Collection

- ✓ We will make every effort to ensure your **rent is collected on or before the due date** and in full.
- ✓ We will give your tenant **'a friendly reminder'** if a payment of rent is not received in full within 5 days of the due date.
- ✓ We will give your tenant a **'not so friendly'** reminder if payment of rent is not received in full within 10 days of the due date.
- ✓ We will serve your tenants with a **Termination Notice** if rental is not received within 15 days of the due date, together with an application to the Tribunal to minimize any possible loss that could occur.
- ✓ We will **review your rent** on a six monthly basis and advise when the market allows for an increase.

Rent Processing and Accounts Management

- ✓ We will send you a **monthly itemized report** showing all income and expenses relating to your property.
- ✓ We will send you an **end of year summary** outlining all income and expenditure for the preceding financial year.
- ✓ We will send payment of rent to you **no longer than 7 days** after we receive full rent as we run statements every business day of the week.
- ✓ We will make **specific payments as per you instructions** and if there are insufficient funds to meet those payments, we will notify you.

Managing Repairs And Maintenance

- ✓ We will not proceed with any maintenance requests unless **your approval** has been granted. Unless the repair is deemed to be of an urgent nature and immediate attention is required.
- ✓ We will use only **fully qualified tradespeople** to carry out repairs and maintenance on your property.
- ✓ We will forward you **copies of invoices for all repairs** carried out to your property.
- ✓ We will request that should you **authorise any repair** exceeding one months rental, that you attend to the payment.

Managing Communication

- ✓ We will **advise you promptly** of any matter affecting your property or its tenancy.
- ✓ We will provide you with **immediate feedback** following open for inspections and appointments with prospective tenants.
- ✓ We will advise you when we serve your tenants with a **Termination Notice** due to rental arrears.
- ✓ We will advise you immediately upon receiving a **Notice To Vacate** from your tenant.
- ✓ We will advise you when the **lease agreement** is due for renewal and seek your instructions moving forward.
- ✓ We **will inform you every time** your tenant advises their intentions regarding renewal of lease agreement, rental increase, maintenance or otherwise
- ✓ We will **offer you solutions** at all times.

Property Manager

Director

Landlord

This guarantee is dated the _____ day of _____ 20_____ .

- ✓ **This guarantee is to be attached and form part of the Management Agreement. Where there is any inconsistency between the Management Agreement and this guarantee, the guarantee shall have priority.**
- ✓ **This guarantee will remain valid for 12 months from the date signed above, thereafter reviewed in accordance with any changes to the tenancy agreement and Residential Tenancy Act.**
- ✓ **The owner may not instruct the agent to act in conflict to the restrictions of the Residential Tenancy Agreement or the Residential Tenancy Act 1997.**

Lewis Asset Management Pty. Ltd. ABN 76 903 358 644

Licensed Estate Agents. Property Managers. Members of Real Estate Institute Of Victoria

283 -285 Sydney Road, Coburg. Victoria 3058. Australia.

P. (03) 9383 5788 F. (03) 9383 7443 E. rent@lewisre.com.au W. www.lewisre.com.au

Directors: Anthony Cutinelli - Licensed Estate Agent. Nicholas J Cutinelli Licensed Estate Agent, OIEC.