

Our Service Guarantee

At Ray White Springwood, we are so confident that you will be happy with our service that we offer a Service Guarantee.

We have a reputation that we are justifiably proud of. This reputation has been built on consistently high quality service at all time.

Listed below are the services we guarantee to provide.

- ✓ To establish the rental value of your property by comparing your property to similar properties in similar areas currently let.
- ✓ To interview personally all prospective tenants.
- ✓ To check all references of all prospective tenants.
- ✓ To ensure that the Tenancy Agreement is completed in writing and signed for the protection of both parties.
- ✓ To prepare a written inspection report of the property at commencement and completion of the tenancy.
- ✓ To ensure the rental bond is maintained at four (4) weeks rent and lodged in accordance with RTRA 2008 Act.
- ✓ To check that rents are paid promptly in accordance with the Tenancy Agreement.
- ✓ To carry out regular inspections of your property and provide you with written reports.
- ✓ To provide a written monthly account of rental monies collected.
- ✓ To arrange repairs and maintenance according to your instructions and ensure they are carried out in a professional manner and at the best price.
- ✓ To top pay all accounts on your behalf, as instructed.
- ✓ To inspect the property at the completion of the tenancy and refund bond monies only when the condition is satisfactory.
- ✓ To communicate with you on a regular basis on all matters in accordance with your instructions.
- ✓ To ensure we act in our owners best interest and according to owners' authority at all times.

