

Service Guarantee for NRAS Owners

Communication

- We return landlord and tenant calls on the same day if received during business hours.
- We respond to all emails within 24 hours.
- We are always on the front foot with our landlord communication. Our landlords and tenants do not need to chase us, we keep you informed in a timely manner.
- We always clarify the best form of communication, and the best hours to contact you. We call, write, SMS or email when we say we are going to do so.

Management

- We are always prepared and on time for appointments.
- We update landlords on feedback from an open house or inspection in a timely manner.
- We always make contact with landlords as soon as maintenance issues are raised, and ensure action is taken in line with landlords' instructions. For large jobs, quotes are provided to ensure we are getting the best deals for our landlords.
- Urgent repairs are arranged immediately and followed up consistently until completion.
- If we have made a mistake, we acknowledge it and are always proactive in finding a suitable resolution.
- Payments to owners and creditors are made on time, with accurate statements provided.
- We document all our conversations in our property management software, so that there is always a team member who can assist.
- We regularly review rents and leases to maximise our clients' investments.
- Information about our clients is treated with the strictest confidence and will not be released to third parties without written prior approval.
- Our reporting and documentation is free from errors and checked thoroughly before being sent. It is always professionally and consistently presented.

Attitude

- We are always honest in our communication, negotiations and dealings. We take responsibility for our actions.
- We enjoy what we do and work with enthusiasm.
- We treat tenants and creditors as future landlords.
- We are always warm, friendly and helpful to our clients.
- We are always positive, proactive and strategic in resolving issues.
- We are confident in our ability as individuals and a team to bring resolution to issues.

We are committed to upholding these Service Standards. Should we fail to perform in any of the above areas, we invite you to speak with us immediately and/or register your complaint in writing.