



A TRIAL PERIOD of 180 DAYS is recommended for you to become fully accustomed to the unique way you'll be looked after by our team at Finch Property Management.

To demonstrate our complete confidence in our services;

If at the conclusion of the 180 day trial period you are not 100% satisfied with the service we've given you, Finch Property Management will allow you to leave, no questions asked.

This is our **GUARANTEE** to you!

(Conditions do apply)



## Terms and Conditions of a 6 month probationary period

- The agreed management fees will be paid monthly in advance.
- One month's written notice to terminate at the end of the probationary period will be required. A decision to leave requires no explanation.
- At the completion of the probationary period, a 12 month agreement will be entered into if the Manager is not advised that the agreement will be terminated at least one month prior to the expiry of the termination period.
- The Manager shall reserve the right to release the file at any time during the probationary period and reserves the right to refuse a further 12 month term without having to specify a reason.
- The Manager shall be entitled to receive management fees up to the date the file is handed over.
- Admin/disbursements under scheduled 2.3 of the agreement are payable up to the date the file is handed over.
- Any works performed under Schedule 2.2 of the agreement shall be paid to the Manager prior to release of the file.
- Should the strata insurance policy fall due within the 6 month probationary period, The Manager shall retain the commission paid upon renewal of the policy.
- At the expiry of the probationary period, the termination clauses under section 8 of the agreement will apply. A Manager can only be terminated at a general meeting and the appropriate notice period must be provided to the Manager prior to the expiry of the agreement.

## The Manager shall provide a service guarantee to include as below:

- A response to calls and emails will be expected within 24 hours. If correspondence is received on a Friday afternoon it will be responded to the next business day.
- The Committee will be kept up to date of maintenance required at the building.
- Perform all duties outlined under schedule 2.1 of the agreement to the highest standard.
- Should it be required, The Manager will attend one committee meeting within the 6 month probationary period at no charge on the proviso the meeting commences prior to 5.30pm.
- The Manager shall advise committee of any matters/requests that are not covered in the annual management fee which will incur an additional charge under schedule 2.2 of the agreement. No charge will be incurred without committee approval.

