

PROPERTY MANAGEMENT SUPPORT TERMS AND CONDITIONS

The terms and conditions of this agreement apply between Property Management Support (The Service Provider) and The Client (Your Agency).

1. Scope of Services

Property Management Assistant agrees to provide the following services to The Client as requested:

- Ingoing (Entry) Inspections
- Outgoing (Exit) Inspections
- Routine Inspections
- Open Homes
- Virtual inspections
- Buyer inspections

Services will be scheduled and completed in accordance with Client instructions and applicable legislative requirements.

2. Client Responsibilities

To ensure the accurate and timely completion of reports, The Client agrees to:

- Provide at least **3 days' notice** for all inspection bookings.
- Bookings withing **24 hours' notice** may incur a surcharge.
- Ensure the property is accessible at the scheduled time (keys ready, property prepared, access arrangements made, tenants notified if required).
- Ensure all utilities are connected at the property (especially power and water) for ingoing and outgoing inspections.
- Provide any relevant documentation or checklists required for specific agency requirements or reporting formats.

- Notify Property Management Support in writing of any specific instructions or areas requiring attention before the scheduled inspection.

Failure to meet the above requirements may result in a reduce quality of photos and/or report or inability to complete the inspection. An attendance fee of \$120 will be charged for inability to complete the inspection.

3. Fees & Payment

Service fees will be charged as per the quoted rate provided to The Client. Invoices will be issued upon completion of the report, with payment due within 7 days of invoice date.

A cancellation fee of \$120.00 may apply if an inspection is cancelled with less than 24 hours' notice, or if access is not possible on arrival.

4. Limitations of Liability

Property Management Support will carry out inspections to the best of its ability based on the conditions and access available at the time. The Service Provider is not responsible for any omissions caused by:

- Inaccessible areas
 - Incorrect keys or missing keys
 - Poor lighting or lack of utilities
 - Furniture or tenant belongings blocking view
 - Miscommunication or lack of instruction from The Client
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5. Insurance

Property Management Support maintains appropriate public liability insurance. It is the responsibility of The Client to maintain all insurances required for their business, including professional indemnity and contents/property coverage.

6. Termination

This agreement may be terminated by either party with at least 48 hours' notice. Any services rendered prior to termination will be invoiced and must be paid in full.
