



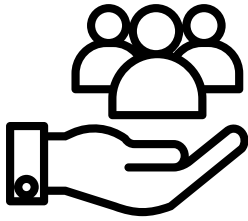
Service Objectives

The PIA Service Agreement is designed to bring clarity, structure, and accountability to the landlord agent relationship. It outlines the full scope of services PIA will deliver, along with the performance standards and communication expectations that guide our work.

More than just a legal document, this agreement is a practical framework that defines what landlords can expect at every stage of the tenancy. It sets clear standards for leasing, inspections, rent review, maintenance, and more. By documenting these commitments in writing, the agreement ensures transparency, reduces the risk of misunderstandings, and helps landlords feel confident that their property is in capable hands.

At its core, the Service Agreement reflects our belief that real trust is built not through vague promises, but through clear commitments and consistent delivery.

Property Management Service Team and Roles



Landlord Service

Responsive support, when it matters most.



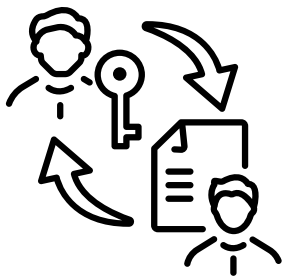
Tenant Service

We handle the hard conversation so you don't have to.



Property Inspector

Cares for your property like ours.



Leasing Specialist

Protects you from unnecessary vacancy loss.



Maintenance Expert

Diagnose problems and allocate tradesmen efficiently.



Rental Pricing Strategist

Systematic on the rental review and rental increase.

Service Item & Agreement

Leasing Advertisement

PIA advertises your property across at least four major platforms: REA, Domain, Rent.com.au, and PIA's own website. Ads are guaranteed to be published no later than two weeks before the vacating date, or within one business day for urgent cases. Regular advertising is provided free of charge. If PIA cannot secure a qualified application* within three weeks at a reasonable asking rent, premium advertising is upgraded at no cost. If PIA fails to publish the ad on time, we will cover the rental loss.

Leasing Inspections

For tenanted properties, PIA conducts a minimum of two inspections per week, including at least one on the weekend. For vacant properties, a minimum of three inspections per week is guaranteed. Each inspection lasts at least 15 minutes and punctuality is strictly monitored. If these standards are not met, PIA will bear the related rent loss.

Weekly Leasing Feedback

PIA provides weekly verbal updates on leasing activity. If this is not delivered, we guarantee a follow-up unless otherwise requested by the landlord.

Routine Inspections

PIA conducts a minimum of two property inspections every 12 months, spaced approximately 5–7 months apart. A detailed inspection report with photos is sent after each inspection, and all records are stored in the Client Portal. If PIA misses an inspection without valid cause, the landlord is reimbursed \$100 plus GST per missed inspection.

Rental Arrears Handling

Rental arrears notices are sent within three days of a missed payment, with follow-up every three days. Termination notices are issued automatically on the 15th day of arrears unless instructed otherwise. If PIA fails to act in time and this causes an uninsurable rent loss, PIA will compensate the landlord.

Maintenance Requests

All maintenance requests are responded to within one business day. If a delay by PIA causes rental loss, we will take full financial responsibility.

Maintenance Quotations

Quotations are obtained via a centralised and transparent system, with a minimum of three quotes per job unless approved otherwise. Landlords are free to choose their own contractor. PIA guarantees no kickbacks. If any staff member is found to have accepted one, PIA will pay the landlord ten times the kickback amount.

Overdue Bill Reminders

PIA notifies landlords every Wednesday about upcoming bills due within 10 days if funds are insufficient. If a penalty occurs due to our failure to notify, we will absorb the cost and assist in disputing the charge with the third party.

Rent Review

Annual rent reviews begin 90 days in advance of the next eligible increase. A PIA Rental Expert assesses the market, and increase notices are issued within one business day after landlord instruction. If PIA delays this, we will reimburse the landlord the rent difference.

NCAT Representation

PIA prepares documentation and attends tribunal or mediation hearings on behalf of landlords. No attendance fee is charged unless it is recoverable from insurance and the claim has reasonable legal grounds.

Client Portal Access

Landlords receive 24/7 access to property and financial records via our cloud-based Client Portal. This service is free and includes long-term storage during the management period.

**Definition of Qualified Tenancy Application*

Core Requirements for All Applicants:

1. *Financial Ability*
 - *Rent must not exceed 35% of total gross income (reduce 5% per child).*
 - *Must provide 2 recent payslips and bank statements, or equivalent proof based on employment type:*
 - *Self-employed: 6 months of bank statements + 12-month business registration*
 - *New migrant or student without income: Bank statement with >\$20,000*
 - *Centrelink/Housing support: 2 payment statements or official housing approval*
2. *Identification Check*
 - *Primary ID: Passport or driver's license + Medicare card*
 - *Secondary ID: Bank card, student ID, etc.*
3. *Visa*
 - *Must be valid beyond lease end date.*
4. *Proof of Residency*
 - *Utility bills, bank statement, signed lease, or vehicle rego.*
5. *Rental History*
 - *Agent ledger, reference from landlord/owner, or council rates.*
6. *TRA (Trading Reference Australia) Check*
 - *Mandatory for all applicants.*

Approval Categories and Additional Requirements

1. *Individuals*
 - *Must provide ID, proof of address, rental history, income, TRA, and pet application (if applicable).*
2. *Self-Employed*
 - *Same as above + 6 months of bank transactions and active business registration (min. 12 months).*
3. *Recently Employed (Local)*
 - *Must show job offer letter, reference checks, and bank balance.*
4. *New Migrants (With Job Offer)*
 - *International passport, visa, job offer letter, reference, and current bank balance.*
5. *New Migrants or Students (No Job)*
 - *International passport + visa, TRA check, and bank statement with >\$20,000.*
6. *Centrelink or Housing Support*
 - *Centrelink payment statements or housing confirmation of full rent coverage.*

Note:

- *Weekly rent should not exceed 45% of gross weekly income as a maximum benchmark.*
- *All applicants must show sufficient financial ability; if the main applicant falls short, additional applicants must provide supporting documents.*
- *Pet applications require landlord and strata approval and must not be on the strata blacklist.*