

## 'The fidra Promise'

- f We work when our clients need us to work and will be flexible at all times; if a potential tenant can only view your property at 8'o'clock on a Saturday night, we will be there.*
- f Your property will be inspected within the first month of new tenants moving in and thereafter every 3 months. Pictures will be taken and a detailed report communicated to you.*
- f We will look after your tenants and communicate with them in a kind, professional and timely manner. We will work hard to find good tenants for you and will work hard to keep them.*
- f Have you ever wondered what that 'administration charge' actually covers? The pricing for our services will be clear and transparent at all times.*
- f We do not charge any mark up on the suppliers that we use for your property, invoices are available to be viewed at any time. We will continually aim to find the best contractors at the lowest cost to you.*
- f We will act on all maintenance reporting on the same day. We will consult and get authorisation from you before carrying out any work.*
- f If you are unhappy with any aspect of our service let us know and you will receive the next month free. If you are still unhappy we will not tie you in to a long term contract, you are free to go!*