



Service Guarantee

Our performance, guaranteed in writing.

We are accountable to our members for the work we do, so we put our commitments in writing and attach a remedy you can claim.

HOW WE RESPOND

- ✓ Phone calls returned by the **end of the next business day**.
- ✓ Emergency maintenance actioned **the same day**.
- ✓ Ordinary maintenance actioned **within five business days**.
- ✓ Programmed maintenance actioned **within 21 days** of the agreed date.
- ✓ Minutes of meetings delivered **within seven days**.

YOUR AGREEMENT

- ✓ A maximum agreement term of **two years**.
- ✓ **No exit fees**, at any time, for any reason.
- ✓ Your agreement is **never assigned** to another manager.

THE GUARANTEE

If we fall short on any of these, we credit one month's management fee.

Claims are made in writing within 30 days of the shortfall.

Service Guarantee v2.0, effective 1 Aug 2026. Full terms are set out in your management agreement.

Alex Hender

Chief Advocate, Acacia Collective