PIA PROPERTY MANAGEMENT

Service Agreement & Guarantee

About Us

Founded in 2005, PIA is a leading force in Australia's real estate industry and one of the nation's most trusted full-service property groups.

We deliver comprehensive property solutions across sales, leasing, and property management, supported by over AUD $11 billion in transaction value, 100,000 plus clients served, and a network of more than 2,000 agent partners nationwide.

For over two decades, PIA has championed the philosophy of "From Property to Prosperity," driving industry innovation through structured service commitments, clearly defined standards, and an integrated property ecosystem.

Today, PIA continues to set new benchmarks by combining professional expertise, technology-driven systems, and a long-term wealth vision, empowering clients to achieve sustainable property success.

Service Commitment & Guarantee

The PIA standard beyond industry property management

In today's property management industry, transparency, consistency, and accountability are often lacking, with many agencies relying on verbal commitments rather than structured systems.

PIA addresses this through a structured Service Agreement and Guarantee framework, defining every stage with clear standards, timeframes, and measurable outcomes.

Our commitment to written accountability sets us apart. Backed by documented obligations and performance-based guarantees, PIA takes responsibility where service failures result in financial impact.

By maintaining higher industry standards and embedding transparency into every process, PIA delivers a more reliable and professional management experience.

Our purpose is simple: to eliminate ambiguity, increase transparency, and protect landlord outcomes.

1 Leasing Advertisement

Industry Normal Practice

- Fee occurs on each advertisement.
- Not take responsibilities for agent negligence.
- No commitment for vacancy due to agent negligence and/or mishandling.

PIA Agreement

- Minimum 3 channels for leasing advertising (REA, Domain & PIA Webpage).
- Guarantee to publish ads not later than two weeks before the vacating date nominated by tenants or the landlord has alternate instructions.
- Guarantee to publish ads within 1 business day if the tenant nominated the vacating date is less than 2 weeks, or the landlord has alternate instructions.
- Free of charge on the regular advertisement.

PIA Guarantee

- PIA will, at no cost to the landlord, upgrade to Premium Advertising on either Domain.com.au or Realestate.com.au if a Qualified Tenancy Application is not secured within three (3) weeks, provided that:
  • The property is vacant and in a tenantable condition;
  • The property must have professional photos;
  • The rental price has been recommended by PIA, discussed with, and approved by the landlord; and
  • All criteria outlined in the Definition & PIA Leasing Tenant Approval Standard (refer to enclosed terms and conditions) are met.
- PIA will bear the daily rental loss if:
  • The property is in a tenantable condition; and
  • PIA fails to publish the advertisement within the timeframe specified under this Service Agreement.
- The above guarantees apply only where:
  • PIA has been provided with a complete set of access keys, including all necessary building access devices (e.g. fob/swipe); and
  • The Managing Agency Agreement does not include an active PIA Rental Guarantee Service.

2 Rent Reference

Industry Normal Practice

- The property manager advises the rent reference for the Landlord to approve

PIA Agreement

- Independent 3rd party rent expert of PIA recommends the rent reference for the property manager to review with the landlord and get approval.
- The rent expert takes direct reference to Corelogic RP data and REA recent data upon conducting the market research and proposing the rent appraisal.

3 Leasing Inspection

Industry Normal Practice

- Only 1 leasing inspection a week.
- Lack of monitoring system to ensure punctuality and adequate inspection time.

PIA Agreement

- Minimum 2 leasing inspections (at least 1 inspection on weekend) a week scheduled on tenanted property (which PIA has obtained a full set of office key including the building fob/swipe for the property from the landlord).
- Minimum 3 leasing inspections (at least 1 inspection on the weekend) a week schedule on vacant property.
- Minimum 15 minutes on each inspection.
- PIA leasing manager's punctuality are closely monitored.

PIA Guarantee

- PIA will bear the daily rent loss if PIA fails to conduct the inspection according to our service agreement.

4 Weekly Leasing Feedback

Industry Normal Practice

- Irregular feedback or no feedback at all.

PIA Agreement

- Weekly leasing feedback/update to the landlord about the leasing inspection.

PIA Guarantee

- PIA guarantees that the landlord will receive a weekly verbal leasing update, unless otherwise requested by the landlord.

5 Routine Inspection

Industry Normal Practice

- Not many agents are committed or physically conduct minimum 2 inspections every 12 months.
- Most agents only provide report with brief summary, no photos.
- Most agent do not keep reports for landlord.

PIA Agreement

- PIA's Inspector specialist conduct minimum 2 inspections every 12 months (unless the tenant refuses the access and PIA will provide evidence that PIA has put in its best effort).
- The interval between 2 inspections is around 5 months to 7 months.
- Provide the Professional Inspection Reports timely upon completion of minimum routine inspection for each 12 months.
- Historical Inspection Reports are saved in the Client Portal, easily accessible to the landlord anytime.

PIA Guarantee

- PIA will reimburse the landlord \$100 plus GST for each missed routine inspection, except where the tenant has refused access and PIA can provide evidence that it has exercised best endeavours to arrange the inspection.

6 Rental Arrears

Industry Normal Practice

- Lack of system tracking and reminders.
- Lack of efforts to chase in a timely manner.
- On-time termination notice could be often missed, causing the landlord's eligibility being forfeited to claim for loss of rent from the insurance policy.

PIA Agreement

- PIA will start sending out rental arrears notice to the tenant within 3 days after the rental arrears occur.
- PIA will continually chase arrears with tenants on each 3 days.
- PIA will send out notice of termination to the tenant 1 business day after the tenant reaches 15 days in arrears unless there are other instructions from the landlord.

PIA Guarantee

- PIA will compensate the landlord uninsurable rental loss if it is directly caused by the delay in serving the termination notice from PIA.

7 Respond to Maintenance Requests

Industry Normal Practice

- Lack of commitment to dealing with maintenance matter.

PIA Agreement

- Respond to any maintenance requests within 1 business day upon the receipt.

PIA Guarantee

- PIA will compensate the landlord for the rental loss where an unattended or unresolved maintenance issue, within the agreed timeframe, is directly caused by PIA's failure to follow up in a professional and timely manner.

8 Maintenance Quotation

Industry Normal Practice

- Lack of transparency on quotations.
- Incompetency to provide a competitive quotation.
- Some agents take kickbacks from service providers .

PIA Agreement

- Using a Centralised System to invite quotations.
- Transparency on all quotations directly supplied by the contractor.
- A minimum of 3 quotes for each maintenance request unless with very special reasons and/or landlord's authorisation.
- Landlords could have their own choice of quote or contractor.
- Guarantee no kickback from maintenance service. PIA has compliance control mechanism in place and all staff required to register upon receiving gift.

PIA Guarantee

- PIA maintains a strict zero-tolerance policy on kickbacks. Where any PIA staff member is found, through investigation and evidence, to have accepted a kickback, PIA will pay the affected landlord 10 times the value of the kickback.

9 Overdue Bill Payment Reminder

Industry Normal Practice	PIA Agreement	PIA Guarantee
• No commitment to assist the landlord on the overdue bill payment.	• PIA will send the landlord a notification every Wednesday of insufficient funds for coming overdue bills within 10 days to avoid possible late payment penalty may impose on the landlord.	• At the landlord's confirmation, PIA will render assistance to challenge 3rd party any unreasonable late payment penalty on behalf of the landlord. • PIA will absorb the penalty fee if the landlord has a late payment penalty due to PIA's failure to remind the landlord according to this Service Agreement.

10 Rent Review

Industry Normal Practice	PIA Agreement	PIA Guarantee
• Delay or forget rent review. • Insufficient 3rd-party reference on the rental market.	• Conduct annual rent review on time. • Rental reference set by PIA Rental Expert. • Rent review kick-off 90 days before the next available increase date (** aligned to & subject to the Government's Tenancy Act (enclosed hereafter). • PIA will send out the Rental Increasing Notice within 1 business day after receiving instruction from the landlord.	• PIA will compensate the landlord with the rent difference directly caused from PIA's delayed review or failure in sending out the rental increasing notice to the tenant according to this service agreement. • This service guarantee applies to the Agency Agreement without an effective PIA Rental Guarantee Service.

11 NCAT Representative

Industry Normal Practice

- No commitment on the tribunal case
- Charge fees for case

PIA Agreement

- Prepare documents and material with care for the tribunal hearing.
- Attend the tribunal hearing or mediation on behalf of the landlord.

PIA Guarantee

- In principle, PIA only charges fees for tribunal attending fees on
  a) the fee can be recovered by the landlord insurance;
  b) the tribunal case is filed by the landlord and PIA believes there is no reasonable legal ground.

12 PIA Client Portal

Industry Normal Practice

- Does not support and provide online access for property's history.
- Always delay or difficult in obtaining information.

PIA Agreement

- A cloud base portal for PIA landlord to access their financial statement, rental record, property inspection report, and etc. at any time.
- Property history keep on cloud storage for PIA client as long as the landlord has management with PIA.

PIA Guarantee

- Free of charge for PIA landlord on the Client Portal.

Qualified Tenant Application Requirements

I. Tenant Application Requirements – Summary Table

Proof of sustainable income (Financial ability)	2 Recent consecutive pay slips & bank statements show regular income/payment. • The rental amount shall not exceed 35% of the total gross income, 5% less per child. • If applicant changes job recently or new migrate with job offer, employment letter + reference check/call log/email + bank statement with current balance. • If self-employed, bank statement (business/personal) for 6 months & Business registration at least 12 months. • If student/new migrate with no job, current bank statement with > 20K balance. • If on Centrelink or Housing Support, 2 payment statement or approval letter from Housing confirming to pay full amount of rent.
Identification check	
1. Primary proof of ID	Passport (international plus valid visa) / driver's license (photo card issued by government body) plus Medicare card.
2. Secondary proof of ID	Bank card / credit card / student card / birth certificate.
Visa	Expiration date shall not be before the lease end date.
Proof of current residency	Utility bills / bank statement / vehicle registration / Signed lease / tenant ledger & etc.
Trading Reference Australia (TRA)	Compulsory
Proof of rental history	Tenant ledger / agent reference / private owner's reference

II. Tenant Application Approval Criteria & Standards

Leasing managers should approve all leasing applications by reviewing and approving tenant application documentation per requirement aligned to PIA policy and Industry guideline.

1. Application approval for individual

1.1 ID requirement (compulsory):

1.1.1 Primary Photo ID

- Australian passport (50)
- International passport with valid visa (50)
- Australian Driver License + Medicare card (80)

1.1.2 Secondary ID document

- Birth Certificate [PTS: 30]
- Student Card [PTS: 30]
- Health Care Card [PTS: 30]
- Credit Card [PTS: 30]
- Bank Card [PTS: 30]

1.1.3 Proof of Address

- Rental Receipts [PTS: 30]
- Signed Lease [PTS: 30]
- Utility Bill [PTS: 30]
- Bank Statements [PTS: 30]
- Rental Reference [PTS: 30]
- Vehicle Registration [PTS: 30]

1.2 Financial ability (ratio of income/rent <35%, need to deduct 5% per child):

- Bank statement that shows recent 2 payslip's payment.
- 2 recent consecutive payslips.

1.3 Past renting record (at least one document from below list provided):

- Tenancy ledger or reference letter from previous agent.
- Council rate if they live on their own property/ with family.
- Reference Letter from Private Rent/ Share Accommodation / Homeowner.

1.4 TRA Check (compulsory)

1.5 Pet Application (document for each of below criteria must be provided):

- Fill out pet application form
- Pet agreement
- Pet registration
- Photos of pet

2. Application approval for self-employment

2.1 The requirements for ID check, past renting records, TRA checks, and pet applications are the same as for individual application approvals.

2.2 Financial ability (ratio of income/rent <35%, need to deduct 5% per child):

- Business or personal transaction account shows 6 months income

(if no tenancy ledger or council rate, 12 months required)

- Business registration over 12 months

3. Local employee recently changed job

3.1 The requirements for ID check and past renting records TRA checks, and pet applications are the same as for individual application approvals.

3.2 Financial ability (ratio of income/rent <35%, need to deduct 5% per child):
- Letter of employment shows annual salary +reference check call log / email
- Bank statement with current balance

4. New migrate with job offer

4.1 ID requirement (compulsory): International passport with valid visa (50)
4.2 TRA check and Pet applications are the same as for individual application approvals
4.3 Financial ability (ratio of income/rent <35%, need to deduct 5% per child):
- Letter of employment shows annual salary + reference check call log / email
- Bank statement with current balance

5. New migrant with no job or student

5.1 ID requirement (compulsory): International passport with valid visa (50)
5.2 TRA check and pet applications are the same as for individual application approvals
5.3 Financial ability ((ratio of income/rent <35%, need to deduct 5% per child):
- Current bank statement with over 20k balance

6. Centrelink or Housing supporting

6.1 The requirements for ID check, past renting records, TRA checks, and pet applications are the same as for individual application approvals
6.2 Financial ability (ratio of income/rent <35%, need to deduct 5% per child):
- Bank statement that shows recent 2 Centrelink payment
- 2 recent consecutive Centrelink payment statement Or approval letter from Housing that shows Housing will pay full amount of rent

Note:

- Income level minimum benchmark: Weekly rent should account no more than 35% of weekly gross income
- It is essential that all applicants' documents prove their financial ability to cover the rent. If the main applicant's documents cannot match up the minimum requirement, more documents are needed from the second or third applicant. For the other applicants, application form, photo ID and TRA check is compulsory. Pet application is subject to Strata Approval and landlord approval (if it's no-RG property). The pet should not be on the blacklist provided by strata management. Admin will assist with obtaining Strata approval.

Rent Increase Regulations & Guidelines

Must be aligned with the government tenancy act (following the below reference).

- In NSW, rent increase regulations vary based on the type of tenancy agreement:

  Fixed-term agreement of less than two years:
  - Rent can only be increased if the agreement or notice specifies the amount of the increase or the method of calculation.
  - The agreement or notice must clearly state the amount or calculation method, not vague terms like 'in line with market value' or 'consumer price index'.

  Fixed-term agreement of two years or more:
  - Rent can be increased only once in 12 months.

  Periodic (continuing) agreement:
  - Rent can be increased only once in 12 months.

- For all tenancies, except fixed-term agreements of less than two years, the landlord or agent must provide **written notice** of a rent increase **at least 60 days before it takes effect**. The notice must:
  - State the proposed new rent amount (not the increase amount)
  - State the date from which the increased rent is payable
  - Be signed, dated, and properly addressed to the tenant
  - Be provided upon renewal of a fixed-term agreement

  A tenant must receive at least 60 days written notice of a rent increase.

  Reference: Tenants and rent increases

THE PROPERTY
INVESTORS ALLIANCE

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Official Website