

Our Guarantee of Service at G Hanna Real Estate

Our aim is to provide you with the highest level of service to achieve maximum value for the sale of your property in the shortest possible time. We will deliver our highest level of professionalism to ensure that the sale process is a pleasant and successful experience.

To fulfill this commitment, we agree to perform the following services pertaining to your property (subject to the marketing budget agreed upon):

1. We will contact all our existing buyers who are looking to purchase within your property's price range and location
2. A professional photography shoot will be undertaken and the photos will be used for various media including our flyers
3. A signboard will be installed on your property
4. We will place your property details on reiwa.com.au, realestate.com.au and domain.com.au, homely.com.au, homes.com.au, our agency website www.ghanna.com.au and at least two others (you have the option to exclude any)
5. Regular progress reports will be provided throughout the marketing period including comments, offers and any feedback received about your property
6. We will present you with all offers obtained from prospective buyers verbally or in writing
7. We will phone/SMS you after each open inspection and after any other inspection within 24 hours
8. Submit to you all offers in writing as presented and will assist with negotiations
9. Once we have an offer and acceptance, we will follow through the pre-settlement activities as required by law.
10. We will be with you through the whole process till the property settles

Should you feel that we are unsatisfactory in performing in any of the above areas, we invite you to register your complaint to us in writing or over the phone.

If the complaint is not acted upon and rectified within 7 days after receipt of your letter/email, you have the option to cancel our agency agreement.