



Solutions ▲ Quality ▲ Service ▲ Assurance

A Division of ProspectONE Pty Ltd Group of Companies

### Terms and Conditions – Regular Services Agreement

#### Cleaning

#### Handyman

#### Property Maintenance

#### Lawns Care

#### Gardening Service

#### High Pressure Cleaning

#### Graffiti Removal

#### Tree Lopping

#### Rubbish Removals

#### Waste Management

#### Soft Landscaping

01. All Prices quoted are valid for a period of 60 days. Acceptance of this quote after the specified period may require a review of our service price and is at the sole discretion of Handy Property Services.
02. Works are limited to those expressly detailed as per our scope of works. Any associated works not mentioned have not been included in this quotation and will be deemed as variations and charged accordingly.
03. Once approved this Service Agreement and all works are subject to a six (6) week probationary period during which the service provider, Handy evaluates the proposed service schedule and recommends to the Owner's/ Strata Committee or Property Managers any necessary changes.
04. Upon completion of the probationary period, the owners committee acknowledge and accept this service agreement, including any changes agreed to between Handy Services and the Owner's Committee, for a contractual period of 365 days from the initial date of commencement of services.
05. Any changes must be made in writing by the Owners Corporation and or the Managing Agent and is subject to approval by Handy Property Services, as all services are quoted on a multi service package and an amendment to the service fee may be required. A minimum 30 day period may be required, at the sole discretion of Handy Services, for any approved changes to be implemented.
06. This agreement must not be terminated for non-performance without the opportunity for Handy and its staff to rectify the issue and or fault. All non-performance concerns must be made in writing and Handy Services will evaluate and seek to immediately rectify any underperforming service/s in our agreement.
07. All Prices quoted are based on a multi-service package; individual prices are available upon request.
08. Our service fee is based on a standard service, properties, common areas that are excessively dirty and required extra hours, chemicals and other such supplies will incur an additional cost at the sole discretion of Handy Services. A report will be completed, including photographs, and forwarded to the managing agent and the owner's committee to substantiate any such claim.
09. Handy Property Services reserves the right to amend and or increase our service charge should services not quoted be required to successful complete all works
10. Handy Services will conduct a revision of specified services and fees sixty (60) days prior to completion of the contractual period. The revision will be submitted to Owners Corporation's and upon expiration; the annual revision will supersede any existing agreement. Should the Owners Committee wish to amend or terminate specified annual services they must provide Handy Services with a written notice thirty (30) days prior to the expiration of this service agreement.
11. The Owners and or the Managing Agent agree to pay in full (without exception) all invoices within 14 days of receipt.
12. The service charge is indexed to the Consumer Price Index and The Owners Corporation and or the Managing Agent shall be notified thirty (30) days prior to any changes to the Service charge.
13. Handy Services takes no responsibility for unmentioned or unforeseen faults or maintenance not quoted that may exist or any change in condition.
14. Removal of general rubbish, household items, fridges etc are not included in our service fee. If offsite disposal is required an additional fee will apply.
15. Should scheduled services (excluding bin management) occur on a public holiday, it will be re-scheduled to the next available day.
16. A Surcharge is applicable to all Bin Management Services that occur on Statutory and or Public Holidays.
17. Gardening Services is limited to the allocated minutes per calendar month and any extra requirements will incur an additional cost, except for extra quoted Gardening Works.
18. Lights Changes, Smoke detectors and Pruning and trimming of shrubs is restricted to a maximum height of 3.1 meters (OH & S), except for quoted Tree and Arborist Services.
19. We will endeavour to schedule all works for completion and or commencement within the shortest timeframe possible and is dependent on the availability of necessary supplies, statutory holidays and weather conditions.
20. All supplies and materials utilised for any maintenance works remain the property of Handy Property Services until payment in full is received by our accounts department.
21. In the event of wet weather conditions, all external services, including Lawns, Gardens and Hedge Maintenance will be re scheduled to the next available day. Services associated with gardening and or tree pruning, where the re-growth of hedges, shrubs and or weeds after a period greater than 21 days cannot be deemed negligence on our part.

**The Broadway, Broadway ▲ Phillip St, Parramatta ▲ Prospect Hwy, Blacktown**

P. O. Box 6051 Parramatta BC, N.S.W

**p: 1300 GO HANDY f: 9613 3696 e: handy@handyservices.com.au**

**web site: www. handyservices.com.au**

**ABN: 35 080 113 702**