



Complaints Procedure Peter & Paul's Carpet Cleaning

Rental Carpet Cleaning Clients

Terms of "Warranty Service Call"

For Rental Properties for your peace of mind, we have an extended warranty period to meet the legal time frame given to your property manager to inspect the property the following procedure must be followed for the warranty to be valid.

1. Your Real Estate Agent must abide by the real estate code of ethics.
2. Be completely moved out.
3. All general cleaning must be completed before carpets or furnishings are cleaned. **Including pre-vacuuming** before our technician arrives. Please pay attention to under any furniture, behind doors, along skirting boards in the corners of rooms and removal of pet hair from carpeting and or furnishings. Our quote is for a pre-vacuumed carpet (or furnishings), should we need to vacuum it will add additional time to your job and additional costs will apply.
4. Don't walk on carpets after cleaning as wet or damp carpets mark easily and our warranty is conditional that carpets are not walked on until your agent does their final inspection.
5. Hand in your exit report, and any relevant receipts in with your keys.
6. Your warranty covers you until the end of your responsibilities under the lease agreement period for carpet, upholstery, mattress, etc. is four business days; as per the lease agreement with your agent after said cleaning is performed.
7. This warranty does not cover odour control, as odour control is a separate issue to carpet cleaning. [Please see our website for more information on odours].
8. Subject to any limitations pointed out to the Client at point of sale, in writing.
9. This warranty is dependent on; 40 (2) of the RTA lease agreement which states:
(2) The lessor or the lessor's agent must, within 3 business days after receiving the copy of the Exit Condition Report (a) sign the copy; and (b) if the lessor or agent does not agree with the report - show the parts of the report the lessor or agent disagrees with by marking the copy in an appropriate way;
10. This warranty only covers defective work by Peter & Paul's Carpet Cleaning & Pest Control.
11. Please Note: -if a service call is initiated due to any of the prior points 1-9, there will be a call out fee, call our office to check current fees.
12. Only the client that purchased the service can make a complaint.
[see complaints Procedure 1, 2,3,4 below]
13. This warranty is given in addition to consumer guarantees and cannot exclude them.

COMPLAINTS PROCEDURE FOR RENTAL PROPERTIES.

Our Office will not process any complaint, unless the following complaints procedure is followed.

If work performed is not passed by your Agent in the final property inspection:

- 1) The agent's complaint must be in writing and forwarded to our office.
- 2) Photographic evidence must be forwarded with any complaint lodged supporting their complaint.
- 3) **All complaints must be forwarded in writing to our office via email within 4 business days of the job being performed.**
- 4) Please See Page 3 below, before booking a service call under your warranty. To ensure that our company is at fault and that your service call falls within the warranty parameters. It is important to read the warranty conditions of any warranty as charges apply for a service call that falls outside our warranty conditions.
- 5) Security will be required for a service call, that is fully refundable for a legitimate service call. Security can be in the form of credit card details or a cash deposit. Our office will only ask for this security after thorough investigation and discussion with your Property Manager. We will check our form work along with any photographs that we have taken of the property and they will be compared with your property manager's records. Most times we can resolve the issue through this process, thereby avoiding any unnecessary cost or time in the refund of your bond. For example, if our photos show the carpet cleaned and unmarked on completion, and there is a complaint about stains on the carpet when the property manager does their final inspection. It is a simple matter of checking the key register of the real estate office to identify the tradesman that attended the property in between the clean and the inspection. If a tradesperson has entered the property and made a mess. It is that business that is liable for the cost of a re-clean. This is why we advise that carpets are cleaned last and just before the keys are handed back to your agent.

Please direct in writing the following information to

Attention Warranty Service Call

Email to:- info@peterandpauls.com.au

- a. With your Name
- b. Service address
- c. Date of Booking [must be within 4 business days of your booking]
- d. Explanation of complaint
- e. Photos of your complaint.

Please Note if a warranty call is arranged:

- ❖ You will need to meet our service technician, so he can discuss your complaint with you.
- ❖ Should a warranty call be logged and you fail to keep it, without notifying our office fee's will apply for our technicians to re-attend.

Please note: The following are not a “Warranty Service Call”

Obviously if we re-attend a property we incur a loss, while it is important for us to honour our warranty conditions that are in place to protect our clients. We also want to continue to build our good name and reputation that our business has established. We also have a responsibility to make sure that our warranty conditions are not breached resulting in unfair cost to our business.

The following list is considered **not** a warranty service call.

1. **Anybody** walking on carpeting while they are wet, or before your agent inspects on their final inspection.
2. Fans cleaned after the carpets have been cleaned. [**clearly a general cleaning issue**]
3. Fans dropping dust on carpeting because they have not been cleaned. [**clearly a general cleaning issue**]
4. Paint flakes from a fan, on the surface of carpets after cleaning. [**clearly a maintenance issue**]
5. Marks caused from an open house for the sale or re-letting of the property.
6. Tradespeople making a mess, if they make a mess they should clean it up and if they can't they should pay for it to be cleaned up.
7. Water damage from windows being left open.
8. Water damage and dirt from outside window cleaning, water backs up and overflows on carpeting.
9. Spillages or stains on carpeting or soft furnishings after the cleaning process.

Please note the above list is by no means a comprehensive list of non -warranty service calls that our company has attended over the years. Any of the above are just examples to give you a better understanding of the parameters of the warranty. They are not defective work done by our company, therefore they are not a warranty call.

Your Real Estate Agent and your Property Managers Licensing authority is Fair Trading.

They are also the government department that oversees fair trading through the wider community. As such our company respects decisions made by Fair Trading.

If you feel that you have paid for something not through your own wrong doing, but as a result of negligence of your Property Manager or defective work by our company. Please put your complaint in writing to, Fair Trading Qld, or see their website,

Real Estate Agents including Property Managers must follow a strict code of conduct to keep their licensing.

www.qld.gov.au/law/your-rights/consumer-rights-complaints-and-scams/make-a-consumer-complaint/