



Elders Real Estate Customer Service Promise

At Elders Real Estate, we realise that our business is solely reliant upon you – and that your trust and confidence in us is the single most important element of our future. So the pledge we make to you is very simple:

- we will communicate with you
- we will listen to you
- we will always address your needs – first and foremost
- we will provide you with professional advice and service
- we will earn your trust and confidence
- we will treat you with the honesty, integrity, courtesy and care that you deserve and should expect.

To break this pledge to you is to strike at the very heart of our business.

As evidence of our integrity, commitment and pledge to you:

- we will not make unreasonable price projections to attract your custom
- we will not allow you to hold unrealistic expectations on timing or price

As proof of our professionalism, we will:

- provide a fair estimate of the current market value of your property
- provide the full range of services available including property management
- provide professional service and advice on every aspect of marketing your property through to settlement and beyond
- communicate with you frequently
- provide you with the full range of Elders Real Estate marketing strategies
- provide you with choice of options and costs
- provide written up-dates on the progress of the marketing process including detailed reports of inspections, comments, offers etc
- provide access and referral to any of our network offices – over 400 Australia wide to ensure that your needs are covered everywhere.

This is our personal commitment to you.



Real Estate