



unitcare
services

PEACE OF MIND FOR UNIT OWNERS

Performance Guarantee

We believe so strongly that we are accountable for the tasks we do for your Corporation that we guarantee our performance.

- ✓ Telephone calls returned same day
- ✓ Emergency maintenance actioned same day
- ✓ Ordinary maintenance actioned within 48 hours
- ✓ Programmed maintenance actioned within 21 days of agreed date
- ✓ Minutes of meetings posted to owners within 14 days of the meeting

UnitCare refunds one week's management fee if we fail to deliver on any of the above



Gordon Russell
Managing Director



UnitCare reserves the right to alter the terms of this guarantee. Unit owners will be informed of any changes through its publication Unit Update