



PROPERTY MANAGEMENT CONCIERGE

TENANT GUIDE

Talking with CLAIRE

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TALKING WITH CLAIRE

The concept of the Concierge Service is to provide you with an Artificial Intelligence (AI) Assistant (CLAIRE) that looks after your tenancy needs and enables you to interact with your property manager in the most convenient way for you.

The added bonus in this situation is that CLAIRE never sleeps - the Concierge Service is available 24/7, with as much or as little interaction after hours that you require, ensuring that your requirements or issues are dealt with efficiently and effectively.

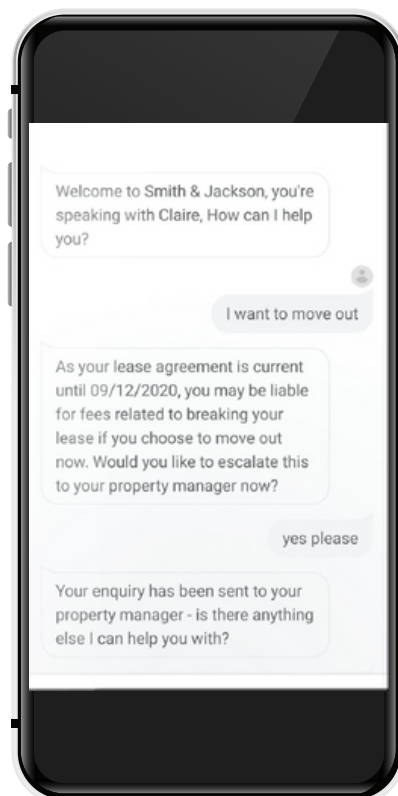
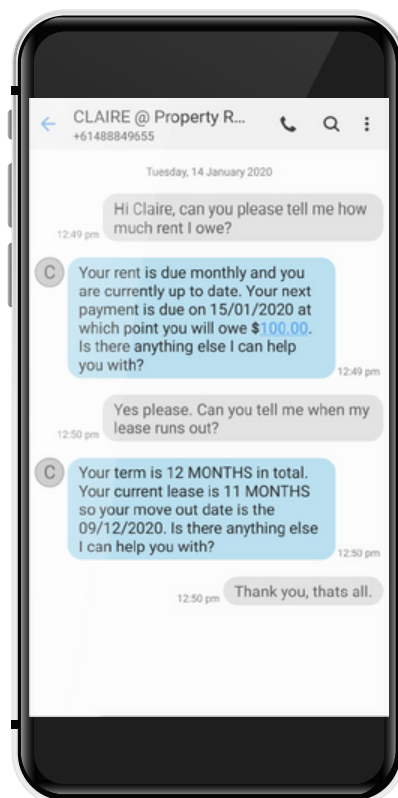
Throughout this guide, there are examples of the types of questions that CLAIRE, your AI Assistant, can answer. CLAIRE can assist you with your tenancy related enquiries using the platform of your choice, using Google Home, Google Assistant, SMS, Web form (for maintenance enquiries) and Email (Coming Soon).

To begin your conversation with CLAIRE, simply say "Hey Google, talk to Property Realm" to your Google Assistant or Google Home.

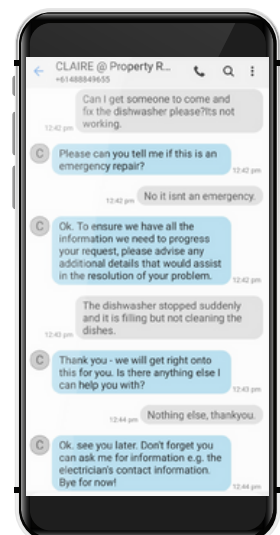
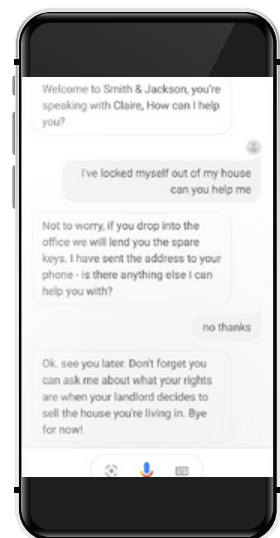
Alternatively, you can SMS your enquiry to 0488 849 655.

Rent & Lease Queries

- How much do I owe?
- When is my rent due?
- Is my rent up to date?
- When do I pay rent
- Is my rent overdue?
- When is my lease up?
- How long is my lease?
- When can I give notice?
- Is my lease out of contract?
- I want to move out.
- When can I give notice?
- How do I break my lease?

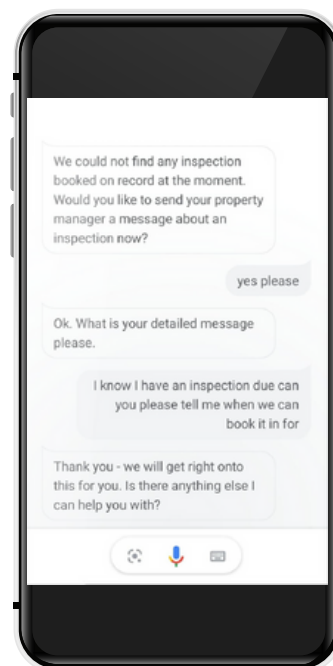


- My toilet is constantly running
- I need taps replaced
- My gutters need cleaning
- I need my door repaired.
- I need more power points
- The pool filter needs maintenance
- There's a short circuit in my house.
- I have a burst pipe & need a plumber
- Get an electrician here asap
- I'm locked out!
- I need a handyman urgently!
- The driveway needs pressure cleaning
- Can I get the blinds cleaned
- Who is your preferred cleaning company
- Please can you recommend a painter
- The deck needs staining
- Who replaces glass at the property
- My house is exposed due to broken window
- Tree roots are a trip hazard
- When will the pruning be done
- Tree branches are dangerous



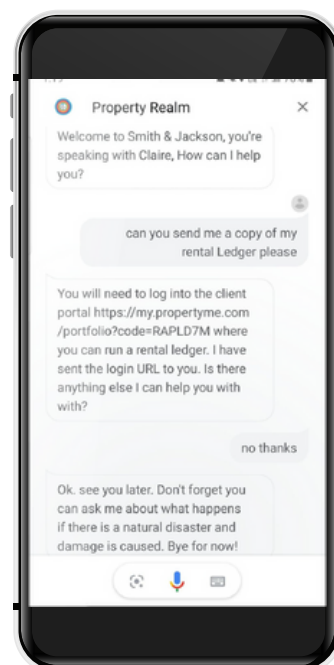
Rent Inspection & Tradesman Contact Queries

- When is my next inspection?
- Do I need to be at home for my inspection?
- Can you do the inspection if I'm not at home?
- Can my inspection be changed?
- Who is the emergency plumber?
- Call the electrician.
- I need a locksmith
- Which handyman can I call?



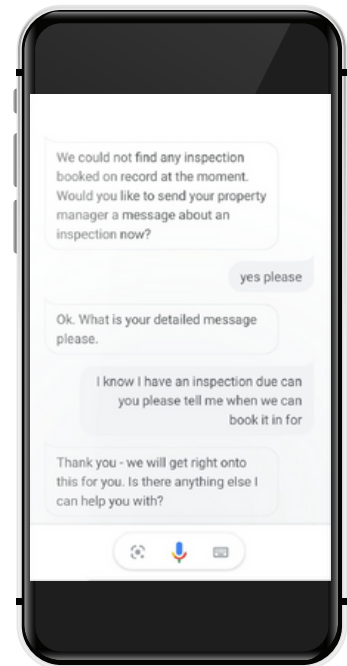
Tenancy History & Bond Payment Queries

- Can I get my rental Ledger?
- Get rental payment history
- How much rent have I paid?
- Keep track of my rental payments
- How much was my bond?
- How much bond will I get back?
- What was the bond amount?
- Bond payment details



Emergencies & Defining Urgent Repairs

- How do I know if it's an emergency?
- What does urgent mean?
- I don't know what you mean by urgent.
- Help, my house is on Fire!
- The house is burning down.
- There's a fire in the kitchen.



Pets, Power issues & Miscellaneous Enquiries

- Can I get a pet?
- My wife wants a cat.
- Are kittens allowed on my lease?
- What pets can I have?
- My power is out.
- I have no electricity
- Why don't I have any power

