Dear Ryan & Denis,

I have rented a property at Flat 2, 315 Flemington Road, North Melbourne for the past 20 months.

I just wanted to give you some feedback on the outstanding work your rental team provide.

When I first applied for the apartment, I knew within 24 hours I had secured it, moving in day was a breeze, the keys were all ready to be picked up and the property was neat and tidy upon moving in.

I have had a few issues with electricity cutting out, leaky taps, the usual problems but as soon as I let your rental team know about the problem they had Joe, the maintenance guy come out pretty much on that day and repair all problems.

The rental team always made life so easy for me with getting Joe to pick up the spare key from your office and returning it, I never had to take time off work to let him in etc.

When I gave my notice to Jasmin that I was leaving everything just ran smoothly.

Jasmin gave me plenty of notice for the open for inspection, informed me exactly how much I would need to pay in rent before leaving and gave me the name and number of an excellent cleaner and then handing the keys back in was as simple as putting the keys in the letter box.

The very next day Jasmin emailed me the bond release form and within 48 hours the bond was back in bank account.

Everyone single person I have spoken to at your company has been kind, courteous and fixed any issues I've had so very promptly.

I can honestly say I have never dealt with such an outstanding Real Estate Agent and if I ever need to rent again I will be sure to use your company.

Thank you for a very easy and enjoyable 20 months.