PUBLIC STATEMENTS

SERVICE, PRIVACY AND COMPLIANCE COMMITMENTS

EFFECTIVE 10 SEPTEMBER 2026

LOCAL KNOWLEDGE. PERSONALISED SERVICE.

Agency details

Legal entity	Daniel James Realty Pty Ltd
Trading name	Daniel James Realty
ABN / ACN	46 701 665 723 / 701 665 723
Queensland licence	4984764
Business address	2/31 Kyoto Street, Brassall QLD 4305
Office	07 3916 4175
Legal and administration email	daniel.billett@danieljamesrealty.com.au
Website	www.danieljamesrealty.com.au

Public Statements Pack

A concise set of public commitments supporting Daniel James Realty's property management and sales services.

1. Equal opportunity and respectful service

We aim to provide services fairly and respectfully, without unlawful discrimination, harassment or victimisation. Property and tenancy decisions are based on lawful, relevant criteria. Reasonable accessibility needs may be discussed with us.

2. Conflicts, commissions and referrals

Actual or potential conflicts of interest are identified and managed. Material benefits, commissions or referral arrangements are disclosed where required. Clients remain free to choose their own qualified service providers unless a lawful agreement provides otherwise.

3. Advertising and property information

We aim for accurate, current and non-misleading advertising. Property information may come from clients or third parties and interested parties should undertake appropriate inspection and due diligence. Mandatory Queensland auction wording will be used when applicable.

4. Privacy and digital systems

Personal information is handled under our Privacy Policy and relevant collection notices. Systems may include PropertyMe, rental-application platforms, Microsoft 365, GoDaddy/WordPress, cloud storage and e-signing, TICA, analytics, Meta Pixel and cookies. See the Privacy Policy for purposes, overseas disclosures, security, retention and rights.

5. Rental applications and tenancy databases

Application information is limited to relevant information, protected from unauthorised access and securely destroyed within Queensland statutory periods. TICA searches or listings are undertaken only where legally permitted and with required notices and review rights.

6. Complaints and feedback

Concerns may be sent to daniel.billett@danieljamesrealty.com.au, raised on 07 3916 4175, or delivered to 2/31 Kyoto Street, Brassall QLD 4305. We aim to acknowledge complaints promptly, investigate fairly, provide reasons and explain suitable external options.

7. AML/CTF for sales

When Daniel James Realty brokers a sale, purchase or transfer that is a designated service, customer identification and other AML/CTF requirements may apply to sellers and buyers. See the separate Customer Identification Notice. Property management alone is not automatically covered by that sales designation.

8. Emergency and maintenance communications

Tenants should submit routine maintenance in writing through the nominated email or PropertyMe tenant portal. For urgent or emergency repairs, follow the tenancy agreement and current RTA guidance and use the emergency contact process supplied for the property. This statement does not limit statutory rights.

9. Contact and document access

All current policies are available free from our website or on request in a reasonable accessible form. Legal and administration: daniel.billett@danieljamesrealty.com.au. Office: 07 3916 4175. Address: 2/31 Kyoto Street, Brassall QLD 4305.