

RESIDENTIAL PROPERTY MANAGEMENT CUSTOMER CARE CHARTER

Whether you are a landlord, long leaseholder or sub-tenant, you are the focus of our service. We are committed to delivering excellent customer service.

We aim to be open, honest and easy to deal with and your views on our service delivery and products are very important to us.

We do however recognise that from time to time things go wrong and that we will not have provided the high standards of service that we pride ourselves in. When this happens, we are particularly keen to hear from you so that we can put things right quickly and to your complete satisfaction. We are also keen to hear if you feel we have exceeded your expectations.

This Customer Care Charter is our promise to you about the levels of customer service you can expect from every member of staff within the residential property management Division at Lamberts Chartered Surveyors. It sets out our customer service principles and the service standards that we aim to meet.

Summary of our basic customer service principles

1. We will at all times act with skill, care, diligence and without discrimination.
2. We operate a formal Complaints Handling Procedure, including referral, if necessary to the independent Ombudsman Service: Property.
3. We will maintain clear, accurate and up-to-date financial records.
4. We operate under a Quality Manual, which provides an agreed level of operation and service under current ISO Quality Assurance legislation.
5. We will make sure that our staff are appropriately trained and knowledgeable.
6. We will comply with all relevant legal requirements and relevant codes of practice.
7. We will ensure that any client money is held separately from any other monies.
8. We will be honest, fair, open and transparent and provide a timely and professional service with access to the information needed.
9. We will operate under written terms of business.
10. We will avoid conflicts of interest.
11. We will hold appropriate Professional Indemnity Insurance.

Our detailed customer service standards

We will demonstrate our commitment to providing excellent customer service by:-

- Dealing with your enquiries in a courteous, professional and efficient manner.
- Treating your enquiries seriously, aiming for the right answer the first time.
- Explaining to you clearly what can and cannot be done.
- Treating all customers fairly and recognising your point of view.
- Treating all customers equally and without discrimination.
- Actively seeking your views to help us improve the service.
- Providing you with clear, accurate and helpful information.
- Dealing with your requests, enquiries and concerns in a prompt manner.
- Maintaining customer confidentiality at all times.
- Finding new and better ways of delivering our service to you.
- We operate a Code of Conduct under ISO Quality Assurance.

To assist us in delivering this high standard of service, we would ask you to kindly treat our staff with courtesy and in a manner in which you would expect to be treated.

Your day to day communication with us

Your telephone contact with us

- Our offices are open between 9.00am – 5.30pm Monday to Friday (excluding public holidays). During these hours you will be able to speak directly to a member of Lamberts' staff by telephone.
- We will answer your calls to our main switchboard within 30 seconds. At particularly busy times, if this is not possible, you will be given the option to leave a message. You will receive a call back within 2 working hours.
- When telephoning our offices, the person answering will give their name.
- You will be given the direct dial telephone numbers for your key contacts, all of which have the option to leave a message if they are either engaged on another call or away from their desks.
- If we cannot deal with your enquiry immediately, we will ring you back on the next working day, if not before.

- We will reply to any voicemail messages on either the same working day or next working day.
- A manned out of hours emergency telephone line is provided for our managed services when our offices are closed. Calls to our main switchboard (020 7148 6797) are automatically diverted to the service, which operates 365 days a year.

Your written contact with us

- If you write to us by post or fax we will reply within 10 working days of receipt. Correspondence is generally responded to in the order in which it is received.
- If you write to us by e-mail we will reply within 5 working days. Email correspondence is generally responded to in the order in which it is received, although priority will be given to issues considered by us to be emergencies. For issues that require immediate assistance, you are advised to make initial contact by telephone.
- Where we cannot provide a full answer to your communication within the above timescales, we will send you a holding letter or email with an anticipated response date.
- We will use plain language in our reply.

If you visit our offices

- Our offices are designed to be accessible and user friendly, with clear signage and clean and tidy reception areas.
- If you have a pre-arranged appointment with us, we will endeavour to ensure that you do not have to wait more than ten minutes.
- Private meeting rooms are available in all of our offices.
- You will be provided with clear instructions on how to find our offices including, if appropriate, a map.

In order to avoid the disappointment of being unable to see the person you have come to visit, we respectfully ask you to make a pre-arranged appointment. Where this is not possible, we will still try and ensure that you can see someone, although it should be appreciated that they may not be able to fully deal with your enquiry.

How well are we doing?

We will check how well we are doing against our published customer service standards by:-

- Carrying out spot checks and internal audits, as required under Quality Assurance legislation.

- External audits undertaken an independent examiner as part of our ISO Quality Assurance accreditation.
- Monitoring complaints and your feedback through satisfaction surveys.

Complaints Handling Procedure

Lamberts Chartered Surveyors strive to offer the highest quality of service to all its clients. However, we recognise that issues do sometimes arise and in accordance with good practice we have set out in this document the steps that you should take in the event that you are dissatisfied with any aspect of our service.

In the first instance if you have a complaint against Lamberts Chartered Surveyors or a member of its staff, then you should raise this with the relevant property manager for your development, who will endeavour to resolve it as promptly as possible and, if necessary, by arranging a face to face meeting with you.

In the event that you feel it necessary to take the matter further then you may do so by contacting the Head of the Residential Property Division in writing at the following address:-

Head of Residential Property Management
Lamberts Chartered Surveyors
387 City Road
London
EC1V 1NA

In the event of a conflict of interest (i.e. where the complaint is against the Head of Division), the complaint will be referred to another Divisional Head and you will be provided with their identity and contact details.

If your complaint was made orally, we request that a written summary of your complaint is sent to the person dealing with it.

Once we have received your written summary of the complaint, we will contact you in writing within 14 days to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you may have in relation to this.

Within 21 days of receipt of your written summary, the person dealing with your complaint will write to you, in order to inform you of the outcome of the investigation into your complaint and to let you know what actions have be or will be taken.

If you remain dissatisfied with any aspect of our internal handling of your complaint and/or separate review, then you may refer your complaint to the Ombudsman Service: Property. This is the redress mechanism approved by the regulatory board of The Royal Institution of Chartered Surveyors (RICS) of which we are a member firm.

Ombudsman Service: Property provide a free and independent service and have been approved by the Office of Fair Trading (OFT) to run a redress scheme and can handle complaints about RICS members. Their role is to investigate complaints fairly by listening to both sides of the story and looking at the facts. Their contact details are below:-

Postal address: Ombudsman Service: Property
PO Box 1021
Warrington
WA4 9FE

Telephone: 0845 050 8181

Email: enquiries@os-property.org

Website: www.os-property.org

Any comments or suggestions?

Our service standards are regularly reviewed. If you can think of any ways to improve them please let us know. You can contact us by:-

Postal address: 387 City Road
London
EC1V 1NA

Telephone: 020 7148 6797

Fax: 020 7837 5790

E-mail: post@lambertsurv.co.uk

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