

## Customer Communication Charter

*...We work for our customers, striving for service excellence and exceptional building management to add value to their homes, communities and their lives...*

Our mission sets out our commitment to customer satisfaction. A key part of continually achieving this is through our communication. We believe that we achieve this best when we work together, treating each other with mutual respect and dignity.

### What you can expect from us

- treated with respect and courtesy whenever you are in contact with us
- easily contactable through a variety of methods, between 8 am and 9pm Monday to Friday
- all emails will be acknowledged within 48 hours and calls responded to within 24 hours from when the staff member returns to the office (this may take longer if the team member is on leave)
- confidentiality of all information provided to us  
(in some circumstances this may need to be shared and this is explained further as part of our GDPR Policy)
- helpful and clear, making every effort to explain things in a straightforward way
- able to make comments and complaints in a transparent and time-sensitive way which is detailed on our Complaints Procedure

### What we expect from you

When you contact or communicate with us (face to face, by phone, by letter, by e-mail or live chat), our team will be polite to you and will expect the same from you. We will not tolerate:

- abusive, intimidating or threatening behaviour
- shouting, swearing and offensive language
- conduct amounting to harassment
- any form of discrimination based on a person's actual or perceived gender, age, gender reassignment, race, religion or belief, sexual orientation or disability
- insults about our procedures, our team or other people
- attempts to use pressure or bribery to get information

Our team of professionals may end a communication if the inappropriate language or aggressive behaviour is used.

We operate a zero-tolerance policy on the bullying of any member of our team, including threatening behaviour, personal attacks or the use of unacceptable language. If any of these instances do occur, we will take appropriate action.