



CUSTOMER CHARTER

2020

OUR CHARTER

- **A**ccuracy of information
- **B**eing respectful
- **C**ommunication
- **D**elivering on Promises
- **E**ducation



ACCURACY OF INFORMATION

We will provide accurate information by:

- Acting ethically & with integrity
- Being transparent
- Using independent & vetted contractors
- Making decisions with our customers in mind
- Being professional and efficient
- Ensuring our employees are well trained and qualified (where relevant)

B **EING RESPECTFUL**

We will be respectful to you by:

- Listening to you and being helpful
- Saying sorry if we make a mistake and correcting it
- Empathising with your personal circumstances
- Treating you as an individual
- Being polite, respectful and fair
- Caring about you and your home



COMMUNICATION

We will communicate and engage with you in the following ways:

- Email and written communication
- Telephone calls and video conferencing
- Via MLM Connect (our online portal)
- On social media and our website
- Newsletters
- On-site surgeries and face to face meetings

DELIVERING ON PROMISES

We will deliver on our promises by:

- Doing what we say we're going to do
- Responding quickly
- Managing and maintaining expectations
- Keeping you informed of our progress
- Protecting your personal data
- Taking on board your feedback



EDUCATION

We will provide relevant knowledge and information to you and will:

- Not make assumptions about you
- Explain complex information clearly and free from technical jargon
- Not be patronising
- Help you understand your legal rights and obligations
- Advise you of our remit, roles and responsibilities
- Provide helpful information

WHAT WE NEED FROM YOU

- From time to time we may get it wrong. If required, please refer to our complaints handling procedure which can be download from our website
- We welcome your feedback and will take your points on board
- We will be polite and respectful to you. Please be polite and respectful to us.



MLM

PROPERTY MANAGEMENT

Premiere House
Elstree Way
Borehamwood
Hertfordshire
WD6 3HF

T: 020 8492 9850

E: hello@mlmproperty.co.uk

W: www.mlmproperty.co.uk

