

CUSTOMER SERVICE CHARTER

JAMES ANDREW RESIDENTIAL LIMITED

James Andrew Residential Limited strive to be honest, transparent, professional and straightforward in our dealings with all customers and customer views on our service standards is of paramount importance.

We recognise that there will be instances where our high standards of service are not met and when something goes wrong, we welcome customer feedback to enable us to improve our service. We would also be pleased to hear from you if our service has exceeded expectations.

We set out below our Customer Service Charter detailing the standards of service delivery that you can expect from us:

HOW WE COMMUNICATE:

- All telephone calls made to our office during normal office hours of 9:00am to 5:30pm, Monday to Friday, will be answered promptly and in a courteous manner.
- Telephone calls will be returned the same day.
- Email messages will be acknowledged within 24 hours of receipt, Monday to Friday, and the next working day if received out of normal office hours.
- Email messages will be responded to within 5 working days of receipt. If we are not able to answer in full a query raised within this timeframe, we will provide an update with anticipated timeframes for resolution.
- Written requests received by post will be responded to within 10 working days from receipt.
- Details of our dedicated out of office hours emergency contact telephone number are clearly shown on all staff email signatures and are provided on our ansafone message outside of normal office hours.
- All customers are treated equally and without discrimination.
- Confidentiality is maintained at all times.

MANAGING YOUR DEVELOPMENT:

In accordance with good management practice, James Andrew Residential will:

- Manage your development in accordance with ARMA and RICS codes of practice ensuring the appropriate Professional Indemnity Insurance cover is in place.
- Manage your service charge monies in accordance with ARMA and RICS codes of practice.
- Regularly review all information and documentation held on the James Andrew Residential

database to ensure the same is up-to-date and correct.

- Regularly review all services provided at the Property to ensure that best practice and good value is being maintained.
- Where applicable, regularly review and ensure the content on the Property web portal is kept up-to-date.
- Prepare detailed service charge budgets for the following financial year no later than one month prior to the year end.
- Ensure all demands are issued no less than 30 days prior to the due date.
- Arrange for service charge accounts to be audited externally and issued to leaseholders within 6 months of the year end with full explanatory notes of any variances.
- Visit the Property not less than once every two weeks to undertake a thorough inspection with notes and photographs to be taken.
- Where applicable, oversee staff at the Property to ensure they are carrying out their duties in accordance with their job specification.
- Ensure that all staff receive appropriate training in line with their job specification, to include Health & Safety instruction.
- Ensure all third-party contractors have the correct insurances and working strategy in place prior to be allowed to undertake work on site.
- Hold regular residents' surgeries to build up relationships with our customers.

COMPLAINTS HANDLING PROCEDURE

James Andrew Residential are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards. If you have a complaint, please put it in writing, including as much detail as possible. We will respond, acknowledging receipt of your complaint, within 3 working days of receiving this and enclosing a copy of our Complaints Handling Procedure. We will then respond in line with the timeframes set out in our Complaints Handling Procedure. Our Complaints Handling Procedure can be viewed at www.jaresidential.co.uk and will be immediately provided on request.

Our Office Manager can be contacted as follows:

Office Manager

James Andrew Residential Limited

2nd Floor

Fairchild House

London N3 2BP