

REALTY

Customer Service Charter

Customer satisfaction is at the heart of everything we do at Realty. We want our customers to feel safe, happy and secure while in our care. We have implemented a Customer Service Charter outlining our promises in regards to service delivery standards that can be expected by every client of Realty Management.

- R** We promise to always be genuine, honest and trustworthy in every aspect of our service delivery
- R** We will treat your homes as if they were our own, and when contacting us we will welcome you in a warm, friendly and respectful manner, taking on board your opinions, to ensure we continuously improve our service
- R** We will never discriminate, and therefore every customer will be treated fairly & equally regardless of their diversity
- R** We will ensure all communication is clear and to the point
- R** We will provide realistic timescales for items that require resolution, ensuring these are undertaken with due diligence, using qualified skilled providers and ensuring these services are competitively tendered to provide value for money
- R** We promise to ensure that all phone calls are responded to within 24 hours, and at the latest, at the end of the next working day
- R** We promise to ensure that all written correspondence such as letters, emails etc. is responded to within five working days at the latest
- R** We will adhere to all relevant legislation and industry codes of practice at all times during our service delivery to you

