

our service promise



in
place

WE PROMISE TO

Communications	TARGET
Answer the telephone within 30 seconds.	90%
Acknowledge letter or email within 2 working days.	90%
Reply to letters within 10 working days.	100%
Respond to any voicemail messages within 1 working day.	95%
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Enquiries and applications	
Send out information packs within 1 working day.	100%
Respond to your application within 5 working days.	95%
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Sales	
Provide you with a sales service you rate as 'excellent'.	90%
Meet you at your new home on the day of completion to hand over keys.	100%
Show you how to use all the fittings and appliances in your home and explain our after sales service.	100%
Contact you within 6 weeks of moving in to check that you're happy with your new home.	100%
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Consulting shared owners	
Consult with you on any major changes to our management service.	100%
Ask you for feedback on the services we provide.	100%
Publish a newsletter for shared owners 4 times a year.	100%
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Rent and service charges	
Give you at least 1 month's notice of your new yearly rent and service charge.	100%
Provide you with an easy-to-read service charge budget statement.	100%
Provide you with your service charge account within 6 months of year end.	100%

WE PROMISE TO

	TARGET
Rent and service charges	
Send you a quarterly rent and/or service charge statement.	100%
Let you know within 14 working days if an arrear shows on your rent and service charge account.	95%
Make sure you can access debt advice if you get into financial difficulties.	100%
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Defects and maintenance	
If your home is covered by a defects liability period we'll report any defects that you inform us about to the builder within 1 working day.	100%
Complete all repairs within set timescales*. <small>*targets are: Emergency - 24 hours Urgent - 1 week Non-Urgent - 28 days</small>	90%
Decorate communal and external areas of apartment blocks every 7 years.	100%
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Resales and staircasing	
Instruct a valuer within 1 week of receiving your valuation fee.	100%
If you do not agree with the valuation of your home, you can choose to pay for a further RICS qualified surveyor and instruct them to get a new valuation. If there is a difference of greater than 10% we will refund you the cost of the second valuation.	100%
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Remortgaging	
Approve your completed application to remortgage within 5 working days (10 working days if we require solicitors advice).	95%
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Dealing with complaints	
Publish a clear and easy-to-understand complaints policy.	100%
Acknowledge all complaints within 2 working days of receiving them.	100%
Investigate and respond to all complaints within 10 working days of receiving them.	100%

As well as the promises we can measure, our other aims are:

Providing a professional service

- Our staff will always be friendly, helpful and customer focused.
- Our staff will wear name badges when meeting customers outside the office.
- Our staff will give their name when dealing with you.
- We will invest in staff training to ensure we can provide the service you require.
- We will continue to develop the 'service promise' in response to your comments.

Customer feedback

- We encourage customers who are not happy with our service to let us know, either in writing or over the telephone.
- Where customers are not happy with our initial response, we operate a complaints procedure that meets Ombudsman standards.

Contact numbers

- INplace Team **0845 606 1221**