



CUSTOMER CHARTER



OUR CHARTER

Property Management is not just about bricks and mortar. It's also about providing an excellent customer experience, everyday. And seeking to improve that experience, everyday.

We fulfil our commitment to our customers through our vision, mission, values and through the five key principles of our customer charter:

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





Our Vision

We imagine an industry that is highly regarded, regulated and inclusive; focusing on education, empathy and engagement; where innovative solutions help us manage the challenges of modern communal living.



OUR MISSION

We are committed
to delivering an
exceptional
property
management
service by experts
who understand
property and people



OUR VALUES



OUR COMMITMENT





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



D ELIVERING 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.





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