

Customer Charter

We aim to deliver an exceptional experience for the customer

- We will ensure that you know whom to contact
- We will ensure that you can always get hold of us
- We will respond to any queries within the next working day with an answer or a timetable for providing an answer
- We will keep you informed of progress if there is not an immediate solution
- We will always aim to complete work on time and to a high standard, with as little inconvenience to you as possible

We want to build long-term, straightforward relationships with customers

- We will always try to be as collaborative as possible to find an agreeable solution
- We will act with professionalism, integrity and courtesy at all times
- We will be straightforward and direct in our dealings with you
- We won't promise what we can't deliver

We know good profits only come from satisfied customers

- We will ensure that our bills for rent, service charges and other costs are clear and transparent
- We will deliver value for money, balancing the need for cost efficiency with high standards and the long-term sustainability of our properties

Our goal is to create and manage exceptional places where people want to live, work and relax now and in the future. To help us do this, please

- Give us feedback on our service, positive and negative, so that we can improve
- Support and respect our staff and the wider community
- Adhere to the terms of your lease and the Estate Management Plan
- Ensure that we have your full, up-to-date contact details

This Customer Charter sets out our mission statement and reflects our good faith intentions when dealing with our customers. This Charter may be updated over time to reflect the environment we operate in. We would add that this Charter is not intended to change the legally binding documents that are in place between a customer and Grosvenor.