MINSTER PROPERTY MANAGEMENT LIMITED
GUIDE FOR PROPERTY OWNERS

The Managing Agents

Minster Property Management Limited are the managing agents for your development, appointed either by your ground landlord or by the management company. Our function is to manage and maintain the development on their behalf in accordance with the terms of the Lease or Transfer.

Independence and Relationships
We are independent of the landlord and/or the management company and undertake our duties in accordance with regulatory legislation and TPI (The Property Institute) guidance. Where appropriate, we consult with all parties, and our company policy is to be as open and fair as possible. We make every effort to provide clear and transparent information to property owners. Although we take our instructions from the landlord or the directors of the management company, we always endeavour to establish a good relationship with property owners in order to be aware of their wishes and aspirations.

Management Function
We undertake the following services for which we receive a management fee:

- Financial forecasting with the preparation of estimates of service charges
- Collecting service charges and arrears
- Enforcement of lease terms and covenants
- Maintaining financial records to enable Accounts to be prepared.
- Planning for both long and short term maintenance
- Administering contracts and payments
- Initial mediation, often between residents
- Monitoring health and safety
- Arranging appropriate insurance for the development and employees

If management time is spent dealing with items not covered by the above e.g. preparation and submission of an insurance claim relating to an individual flat, administration time may be charged at £65.00 + VAT per hour. An owner will always be advised prior to any costs being incurred for which they may be liable.

Company Administration
Where there is a management company, we receive a separate fee for acting as Company Secretary, administering company books, providing the registered address, dealing with Company House Returns, running an Annual General Meeting. We may also be required to serve notices, complete Tax Returns and provide annual reports etc.

Estates Manager
Minster Property Management Limited employs an Estates Manager to look after small maintenance works and for the supervision of larger contracts. As an employed member of staff, the Estates Manager is able to provide a more efficient and effective service when compared with outside contractors. He has an extensive knowledge of all our managed developments, and his involvement ensures that, where necessary, contractors are fully briefed with terms of reference and that jobs are inspected and monitored. As well as dealing with building defects and maintenance issues, the Estates Manager will investigate and advise upon security issues and achieve best value wherever possible. For new properties, where possible, he meets a representative of the developer on site for the handover of technical information.

His time is charged to the development (against the maintenance budget), or occasionally to individual leaseholders or transferors, if appropriate. The charge for the Estates Manager is normally based on an hourly rate - currently £90.00 per hour for the first hour which includes his travel time and office overheads and £70.00 per hour thereafter (both plus VAT).

Clients' Funds
Unlike many agents, we hold all client monies in dedicated, individual trust accounts for each specific property. This ensures your funds are never co-mingled and provides a clear, protected financial trail.

Financial Services Compensation
Service charge monies held in trust are protected by the Financial Services Compensation Scheme (FSCS). In the event of a bank in which clients' funds are held failing, a lessee or transferee would be individually entitled to the protection available for that proportion of the money in the account to which they were entitled by statutory trust. This would mean each lessee or transferee being eligible for a maximum of (currently) £85,000 compensation to cover the loss of their particular proportion of the deposited funds.

Section 20 Consultations
Under Section 20 of the Landlord & Tenant Act 1985 as amended by the Commonhold and Leasehold Reform Act 2002, prior consultation with lessees or transferees, following the specified procedure, must be carried out in respect of proposed expenditure which exceeds £250 for any flat or house. These consultations are carried out within our management service, and no extra fee is charged.

Snagging Issues for new build developments
During the first year or so, we are frequently called in by owners to investigate initial faults which are subsequently found to be snagging issues. Owners should be aware that our time is not covered by the developers and will be charged to the property.

The Lease or Transfer
The covenants, regulations and basis of service charges are set out in your Lease or Transfer. This is the contract between you as owner and the ground landlord or management company. Not all leases or transfers are the same, but in general property owners are responsible for "the demise" which is your flat or house. This includes all internal walls, ceilings and floors, windows, glass and their frames plus all services that exclusively serve "the demise".

The landlord or management company are responsible for repairs to the common areas and common services, and for leasehold properties the structural fabric of the building, including roofs, main walls, gutters, etc and problems emanating from the building. The cost of these repairs is financed by the service charges levied on property owners.

Rights and Obligations
Before you purchased the property, your legal adviser will have advised you of your rights and obligations according to the Lease or Transfer. You need to be aware of the terms of the Lease or Transfer and we recommend you keep a copy for reference. We occasionally find property owners are in breach of their lease or transfer terms because they have not read or understood their obligations. For example, some leases and transfers prohibit the keeping of pets in an individual property, limit car parking spaces, impose noise limits and prohibit personal items from being left in the internal common areas due to health and safety regulations (leases).

Service Charges
These charges are raised against property owners to pay for the cost of repair and maintenance of the fabric of the building, for leasehold properties, and external common parts as outlined above. It does not cover matters arising from within your property. If the property is new, when you purchased, your legal adviser should have advised you of the percentage of the overall charge that you will pay. Service charges are normally due twice a year. On new developments you will have paid your service charge on completion for the first service charge

period. Please note if you supply an email address all correspondence including demands will be sent to you via email. If you wish to opt out, please amend this via your leaseholder portal or contact us directly at the office.

Non Payment of Service Charges

By purchasing a property within the development, you have agreed to pay the service charges. Non-payment puts an owner in breach of the lease or transfer covenants. This may result in suspension of services. Non-payers will be pursued with consequent risk of monetary and legal penalties. Minster Property Management's policy is to issue a warning letter. If this is ignored, a second letter will be issued which includes an administration charge. A third letter will be issued with a further administration charge, interest added to outstanding balances and a threat of recourse to legal action. If payment is not forthcoming and your property is mortgaged, we may advise your mortgage lender that their security is at risk. Any legal costs incurred will be charged against you. For leasehold properties, you should be aware that non-payment can also result in the landlord pursuing forfeiture of the Lease, which means that you could lose your property.

Standing Orders

The ability to pay current service charges by monthly standing order is a service that we are able to offer, for which we make a small annual charge of £30 + VAT to cover the additional administration required to process twelve payments rather than one. However, owners are reminded that it is their responsibility to ensure that the monthly payments being made are sufficient to clear the balance during the service charge period. If this is not the case, they should contact us to agree a new standing order amount. Arrears cannot be paid by standing order.

General

New Developments

If the development is newly built and you have outstanding issues, these must be settled directly with the developer. The Managing Agents have no financial leverage over the developer. Withholding of service charges does not affect the developer and you will only incur costs as outlined above. Also see Snagging Issues above.

Problems within individual properties - flats

The landlord or management company have no responsibility for the maintenance and repair of any item within an individual property (except common services), but they do have a responsibility to all owners and occupiers to investigate problems such as water leaks to determine the probable source and to ensure that appropriate action is taken. If Minster Property Management are required to make an attendance due to a defect or negligence at a property, a charge against the owner may be raised for any time spent resolving the issue. Our charges are based on the hourly rates set out above. If your property is affected by a defect or negligence from another property within working hours, please advise us and we will make contact with the owner, tenant or letting agent. We will advise them that they should contact you to resolve the matter and endeavour to ensure that they do.

Outside working hours and if the matter is urgent, please endeavour to contact the property resident yourself to advise them of the problem. If we are advised of a defect which appears to come from your property, we reserve the right to pass on your name and contact details. Please see Buildings' Insurance section regarding policy excesses and payment of small claims.

Plumbing defects are a regular source of problems between properties – especially flats. It is your responsibility to regularly check to ensure that there are no leaks. If the property is let, your tenant must be advised to make these regular checks and report any problems. Baths must not be allowed to overflow, as this can cause water to flood into the flat below causing damage, inconvenience and considerable expense. Negligent behaviour causes avoidable claims on the buildings' insurance and results in increased premiums. Owners who let are reminded that flat contents such as carpets and curtains are not covered under the buildings' insurance, they will need to take out landlord's cover for such items. Landlords are requested to ensure that their tenants have contents insurance.

Out of Hours Emergencies – Contractors/agencies used by Minster Property Management

Fire	Fire Brigade	999
Gas escape	National Gas Emergency Service	0800 111 999
Flooding and sewage	Canford Drains Cosy Drainage	01202 880202 01202 287079
Anti-social disturbance	Police	999
Noise disturbance	Council Environmental Health Dept	
Plumbing	Senior Plumbing Ace Plumbing Limited	07900 930999 01202 398665
Electrical	Total Electric First Choice Electrical (Christchurch & Highcliffe)	07889 116324 07971 050557
Locks	Bob Baker Locksmith	07704 655027 or 07904 247999
Water pumps	Aish Services	01202 677100
Lifts	Check details for contractor on lift	
Entry Systems	Direct Alarms	01202 241679
Vehicle Gates	Openings Gate Automations	01202 301267 07833 581864

If payment has to be made to a contractor by an owner for an emergency call out, the landlord or management company will refund the cost, provided that the call out was urgent, justifiable and could not have been made during working hours (Weekdays 9.00am-5.00pm). If payments are made or items purchased by a leaseholder or transferor which require reimbursement, please do not deduct these from your service charge payment, but send the receipt to us and we will arrange reimbursement to you.

Budgets

An annual service charge budget will be prepared about a month before the property's financial year end (the date will be specified in your Lease or Transfer). The budget is calculated based on historic costs incurred during the preceding year. If it is a new property, the estimate will be based on our experience of managing similar properties. The draft budget is shared with the directors/Landlord of the development for any amendments. Once the budget has been approved, this is circulated with all owners alongside the service charges.

It should be remembered that this is only an estimate and any deficits may necessitate an excess levy. For instance, once the lift (if any) is out of its one year warranty, the maintenance costs will increase. Funds not spent in any category will remain in the bank account for the property and will either be set off against future charges or be placed in reserves.

We always endeavour as good management practice to maintain reserve funds for the development to ensure that finance is available for long term maintenance and major items of expenditure. We believe this is preferable to making periodic one off levies. In our budgets, we show a General Reserve section separate from the Service Charge to enable owners to differentiate between the day-to-day running costs and the reserve funds.

Annual General Meetings (For Management Companies Only)

These are held each year to consider the accounts for the previous financial year and to provide shareholders with the opportunity to raise matters of concern, discuss service charge items, appoint directors (if appropriate) etc. We are obliged to give 21 days' statutory prior notice of the meeting to owners. These meetings are either held in an individual property (if the owner is willing) or in a locally hired meeting room. We prepare a Managing Agent's Report for the Annual General Meeting which gives an overview of the events and expenditure for the previous financial year, to enable owners to see where their service charge monies have been spent.

Directors

When a development is new, the developer or ground landlord is generally a director of the Management Company and, depending on the terms of the Memorandum and Articles of Association of the company, individual property owners may also become directors. Directors are covered by our Professional Indemnity Insurance up to an indemnity limit of two million pounds if the developments are managed by our practice and decisions are made through Minster Property Management, although some developments also have their own directors' and officers' insurance. If directors and officers wish to make independent decisions and instruct contractors direct, they will require their own insurance.

Contractors

We have a policy of appointing contractors for cleaning of the common areas, window cleaning, gardening, maintenance, etc who are known to us as being reliable, reasonably priced and who provide work to a satisfactory standard. If leaseholders or freeholders have contractors known to them who they would like to use, we are always prepared to appoint such a contractor after obtaining references and evidence of their public liability insurance.

Buildings' Insurance/Public Liability Insurance/Employers' Liability Insurance (as appropriate)

We are proud to be an Appointed Representative of Wimborne Insurance Brokers. This strategic partnership means our insurance activities are conducted under the professional oversight of a specialist, FCA-authorised firm. For our clients, this means our processes are monitored to ensure they meet rigorous Financial Conduct Authority (FCA) requirements. By partnering with a fellow Wimborne-based specialist, we combine deep local knowledge with professional insurance backing. Clients benefit from a clear, regulated framework, including access to the Financial Ombudsman Service if needed.

Alongside Wimborne Insurance Brokers, Minster Property Management will arrange buildings, public liability, engineering and Directors & Officers insurance were instructed by the client to do so. There are some instances where Landlord's arrange the buildings insurance direct and we have no involvement save for being required to collect premiums on their behalf. Wimborne Insurance Brokers is required to obtain competitive quotes to ensure a fair analysis of the market and/or best value. We normally would expect to recommend acceptance to our Landlord/Directors of the lowest quote, but this is not always the case where there is a claims history at a property, where there is an on-going claim or where the insurance cover may not be as comprehensive as offered another insurer. Jackie Ginger, deals with the instructions for renewing policies and handling claims. Owners are strongly advised to have their own contents insurance policy, as their contents will not be covered under the buildings insurance.

Once we are notified of a potential claim it is our normal practice to advise the insurers. The insurers will usually require at least two comparable quotations are submitted in a timely fashion, along with photographs of the damage. It is the individual owner's responsibility to obtain the information required by the insurers. We are happy to pass these on to the insurers once the claimant has completed a claim form and obtained the required information. If the claimant is unable to make the claim then Minster may be able to undertake this work on their behalf but the company would need to raise an administration charge to cover the time costs. If a claim involves two or more flats we may become involved in tracing the fault, contacting owners and conducting negotiations between parties. In this instance we may seek to charge for our time. If the insurers are appointed directly by the freeholder and not through our broker, we may also make an additional charge due to the greater administration time involved when dealing with a claim.

We are aware of negative publicity in the media regarding excessive insurance commissions received by managing agents. We are happy to advise that the commission we receive is now defined in the Management

Contract and has been set at no greater than 10% of the insurance premium and in many instances will be less. In order to ensure complete transparency all administration fees associated for the handling and placing of the insurance is declared in the Service Charge Accounts as income received with a matching deduction showing the commission paid to Minster. Any administration fees support any defer management time spent on instructing, monitoring and recording insurance and dealing with claims, although we also reserve the right to make a direct charge for dealing with complex or protracted claims.

It is essential that we are notified immediately whenever a property becomes empty and owners should be aware that most insurers will not pay for any claim arising under Malicious Damage, Escape of Water, Damage to Water Installations, Theft, of the Perils Insured and Glass of the Extensions to the Policy if any property is left without an occupant for more than 30 consecutive days unless:

1. Either (a) the gas electricity oil and water supplies are turned off and during the months of October to March (inclusive) the water system (including the central heating system) is drained or (b) during the months of April to September (inclusive) the gas electricity oil and water supplies are turned off and during the months of October to March (inclusive) the central heating system is put into effective operation for at least a minimum of 4 hours in every 24 hours with those services not necessary for its operation turned off/drained.
2. The property is visited and inspected internally and externally at least once during each week by you or on your behalf.
3. The premises are cleared of any combustible materials or rubbish.
4. All doors and windows are secured. It is also essential that we are notified as soon as possible when a property is let. Non-disclosure of this information may invalidate the insurance.

We are required to advise you that you should make yourself aware of and familiar with the terms and conditions of the insurance policy for the development. One copy of the schedule will be supplied on request free of charge. Additional copies can be supplied at a cost of £20 + VAT. The schedule may also be inspected by appointment at our offices. A copy of the policy will also normally be supplied to one of the directors, if there is a management company.

<u>Consideration for your Neighbours</u>
In a development of flats or houses, you are living in a communal environment, and it is in everyone's interests for good relations to be maintained by having consideration for your neighbours. Your attention is particularly drawn to that section in your lease or transfer which may state that no noise should be audible outside your own flat or house between certain times, usually between 11 pm and 8 am. When you are proposing to have work carried out in your flat or house which is likely to cause disturbance, please advise your neighbours in advance and arrange for the work to be done at convenient times – ideally between 9.30 am and 5.00 pm on weekdays and not at weekends.

<u>Car Parking</u>
Normally the most divisive issue between property owners. It is essential that you abide by the terms of your lease or transfer and park only in the authorised space. Visitor spaces are for visitors and should not be used to park a second car. Where requested we will take action against persistent abusers.

<u>Refuse</u>
Please ensure you dispose of your refuse correctly and recycle where possible. Do not allow black bin liners to leak on floor surfaces. Do not leave out items which will not be taken by the refuse contractor. You must take these to the civic amenity tip. Failure to do so will result in enforcement action and costs.

<u>Correspondence Address</u>
We currently require a correspondence address in the United Kingdom for all leaseholders and freeholders. It is important that post sent to the nominated address is checked regularly. Please note if you supply an email

address all correspondence including demands will be sent to you via email. If you wish to opt out, please amend this via your leaseholder portal or contact us directly at the office.

Personal Items in the Internal Common Areas (where applicable)
Owners are reminded that all internal common areas are covered by the Fire Risk Assessment regulations and must be kept clear of personal items, e.g. pushchairs, bicycles, occasional furniture, shoes and boots, at all times. The common areas are designated as escape routes and any items left in these areas could cause an obstruction or trip hazard in the event of an emergency evacuation of the building. Please be aware that, after due notice, any personal items will be removed by an independent contractor who will be able to demand a reasonable fee for the return of the items within a set period. After such time has elapsed, the contractor will be entitled to dispose of the items.

Shorthold Tenancies
Owners who let their properties on shorthold tenancies are responsible for the actions of their tenants. Any breaches by their tenants will result in enforcement action against the owner. To avoid conflict please vet your tenants carefully and ensure that they are aware of the terms of your lease or transfer. Please note that most leases, transfers and/or insurers require letting to be to a professional (working) family unit and not individual persons. For leasehold properties, it is advisable to check with us to ensure that your prospective tenant is acceptable under the terms of the insurance policy, which provides cover for the whole building, including your own property. All lettings of flats must be registered with the Managing Agents for security, fire safety and insurance purposes, for which a fee is payable. It is essential that we are able to advise the insurers as soon as possible when a property is let in order that insurance cover can be maintained. (See also Buildings Insurance). Owners must also advise our office when a tenancy ends. If a flat will be unoccupied our office must be advised for insurance purposes.

Enquiries from Leaseholders or Freeholders
We will always endeavour to deal with enquiries from leaseholders or freeholders promptly within our management function. However, should unreasonable demands be made on our time in this respect, we reserve the right to charge the individual property owner accordingly.

Breaches of Covenant
If a breach of covenant is brought to our attention by an individual owner, our normal procedure is to check with one or more directors of the management company (where possible) to confirm the details of the breach. We will then write to the owner responsible for the breach requesting them to take the appropriate action. If further correspondence is required, we will make administration charges to the owner to cover our time involved in dealing with the matter.

Data Protection
Minster Property Management Limited are registered under the Data Protection Act and under the terms of that registration, personal data obtained from clients may be used for the following purposes – accounts and records, property management, legal enquiries, crime prevention and detection and the apprehension and prosecution of offenders. We will provide contact details of one flat or house owner to another in certain circumstances, such as when communication is required between flats or houses concerning water ingress. Both parties will be advised before this is carried out. Details of occupancy of flats or houses are provided to insurers. Details of arrears of service charge or ground rent on individual flats or houses are provided to directors of management companies.

minster property management

Administration Charges as at 10th April 2026 (all charges plus VAT)

Fees for documents are based on paper copies sent via post.

Leaseholders & Company fees	
Chasing payment of service charge – 1st reminder	Free of charge
Chasing payment of service charge – 2nd reminder and subsequent reminders	£45.00
Obtaining mortgage information and advising mortgage lender re arrears	£65.00
Re-presenting a dishonoured cheque	£25.00 + bank charges
Solicitors' fees for recovery of debt	Solicitor fees
Issuing consents for works dealt with by Managing Agent without use of solicitors	From £90.00
Issuing photocopies of documents	From £20.00
Issuing copy of insurance schedule (one per year)	Free of charge
Issue of complete Insurance Policy document – printed and posted	From £35.00
Call out visits by Estates Manager or equivalent (normally chargeable to the management company, but where the defect falls within the responsibility of the property owner, the owner will be liable for the charge)	£50 half hour £90.00 one hour £150.00 two hour £210 third hour
Staff Attendance at Leaseholders'/Directors' Meetings	From £45.00
Provision of general administration services to individual property owners	From £25.00
Registration of letting required for provision to insurance company and administration involved in dealing with landlords, letting agents and tenants	From £45.00
Dealing with landlords, letting agents and tenants re let properties	From £25.00
Arrangement to pay service charge by monthly standing order	From £30.00 pa
Dealing with protracted leaseholder correspondence (telephone calls, emails and letters) and/or repeated personal contact	From £45.00
Dealing with protracted shorthold tenants' or letting agents' correspondence	From £45.00
Dealing with insurance claims	From £45.00
Researching, sourcing & ordering materials requested by directors	From £35.00
Recovery on postage for formal notices as per the lease	From £0.91
Registering client PEEP information with our office and the fire brigade	£55.00
Annual review of client PEEP information; updating amendments & informing relevant persons	£35.00

Solicitor fees	
Completion of Managing Agents' Leasehold Questionnaire (LPE1) required on the sale of a Flat or leasehold house	£295.00
Completion of Managing Agents' Freehold Questionnaire required on the sale of a freehold house	£225.00
Charge for advice letter due to failure to provide requested documents	From £45.00
Registration of Deed of Covenant	From £95.00
Registration of Notice of Transfer or Assignment	From £95.00
Registration of Notice of Charge (Mortgage)	From £95.00
Issue of HM Land Registry Authorisation	From £95.00

Registration of Stock Transfer Form and issue of Share Certificate	From £95.00
Issue of replacement Share Certificate with Indemnity & Undertaking	From £95.00
Reissue of Asbestos Report or Fire Risk Assessment – printed and posted	£35.00
Completion of additional enquiries	From £65.00

Administration Charges– Summary of Tenants' Rights and Obligations

(1) This summary, which briefly sets out your rights and obligations in relation to administration charges, must by law accompany a demand for administration charges. Unless a summary is sent to you with a demand, you may withhold the administration charge. The summary does not give a full interpretation of the law and if you are in any doubt about your rights and obligations you should seek independent advice.

(2) An administration charge is an amount which may be payable by you as part of or in addition to the rent directly or indirectly:

- for or in connection with the grant of an approval under your lease, or an application for such approval;
- for or in connection with the provision of information or documents;
- in respect of your failure to make any payment due under your lease; or
- in connection with a breach of a covenant or condition of your lease.

If you are liable to pay an administration charge, it is payable only to the extent that the amount is reasonable.

(3) Any provision contained in a grant of a lease under the right to buy under the Housing Act 1985, which claims to allow the landlord to charge a sum for consent or approval, is void.

(4) You have the right to ask a leasehold valuation tribunal whether an administration charge is payable. You may make a request before or after you have paid the administration charge. If the tribunal determines the charge is payable, the tribunal may also determine:

- who should pay the administration charge and who it should be paid to;
- the amount;
- the date it should be paid by; and
- how it should be paid.
- However, you do not have this right where:-
- a matter has been agreed to or admitted by you;
- a matter has been, or is to be, referred to arbitration or has been determined by arbitration and you agreed to go to arbitration after the disagreement about the administration charge arose; or
- a matter has been decided by a court.

(5) You have the right to apply to a leasehold valuation tribunal for an order varying the lease on the grounds that any administration charge specified in the lease, or any formula specified in the lease for calculating an administration charge is unreasonable.

(6) Where you seek a determination or order from a leasehold valuation tribunal, you will have to pay an application fee and, where the matter proceeds to a hearing, a hearing fee, unless you qualify for a waiver or reduction. The total fees payable to the tribunal will not exceed £500, but making an application may incur additional costs, such as professional fees, which you may have to pay.

(7) A leasehold valuation tribunal has the power to award costs, not exceeding £500, against a party to any proceedings where:

- it dismisses a matter because it is frivolous, vexatious or an abuse of process; or
- it considers that a party has acted frivolously, vexatiously, abusively, disruptively or unreasonably.

The Lands Tribunal has similar powers when hearing an appeal against a decision of a leasehold valuation tribunal.

(8) Your lease may give your landlord a right of re-entry or forfeiture where you have failed to pay charges which are properly due under the lease. However, to exercise this right, the landlord must meet all the legal requirements and obtain a court order. A court order will only be granted if you have admitted you are liable to pay the amount or it is finally determined by a court, a tribunal or by arbitration that the amount is due. The court has a wide discretion in granting such an order and it will take into account all the circumstances of the case.

About Minster Property Management Ltd

Minster Property Management was founded by Peter G May, a Chartered Surveyor who established our roots in Wimborne, Dorset, in 1988. Over the decades, Peter built a reputation for integrity, professional rigor, and deep local expertise across the South Coast.

Today, that legacy continues as Peter officially passes the baton to his two children, Matthew May and Stephanie Moore. As the next generation of leadership, Matthew and Stephanie are committed to keeping the business firmly in the family. Their mission is to blend the traditional values the company was built on with a modern, proactive approach to block management. By maintaining the high standards set by their father, they ensure that Minster Property Management remains a respected, independent name that clients can rely on for decades to come. Our team consists of Members and Associates of The Property Institute (TPI).

The company is a member of The Property Institute
Website: www.minster-property.co.uk
Contact email address: mail@minster-property.co.uk
Contact telephone number: 01202 883360

Complaints Procedure

We 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 then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

What will happen next?

- We will send you a letter acknowledging receipt of your complaint within seven working days of receiving it, enclosing a copy of this procedure.

- We will then investigate your complaint. This will normally be dealt with by the office manager who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.

- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff.

- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

- If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

The Property Ombudsman

Milford House

43-55 Milford Street

Salisbury

Wiltshire

SP1 2BP

01722 333 306

admin@tpos.co.uk

www.tpos.co.uk

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.