

(The following came from The Management Trusts (TMT) website and was requested to be posted by the board and members at the Jan 17, 2019 open session. Please keep in mind that TMT can supply information to members but questions should be directed to the SCPOA board as TMT's customer is the board.)

Customer Bill of Rights

The employee owners of The Management Trust understand that quality and value are defined anew in every interaction we have with our homeowners and volunteer directors. Accordingly, we have established this Customer Bill of Rights to memorialize what every customer can expect from every Management Trust employee owner every day.

As a customer of The Management Trust you have the right to:

- Feel like you are the most important person to us.
- First person resolution when possible. That is, our employee owners will own your need until it is resolved or properly handed off to another team member for resolution. Although voicemail is a necessary part of the business world, we try our best to minimize its use and respond quickly when we do.
- Be treated with respect and with the highest level of integrity because we are professionals.
- Be treated with warmth and hospitality because we care.
- Know you have been heard. We will not end any interaction until we have demonstrated that we understand your needs and have communicated to you our agreed upon next steps.
- Value demonstrated through delivered results. When possible, we will offer alternative means of resolution so that you may choose the path that best fits for you.
- Timely response. Voicemails and/or written communications will be responded to by the end of the next business day. Emergencies will receive an immediate response.
- Leadership Management. We will work towards anticipating the needs of your community and offer guidance to the board and homeowners as appropriate.
- Well-trained professionals. We are experts in the field of community management, and knowledgeable of the needs of your community.
- Quick resolution to breakdowns. We own our mistakes and work tirelessly to correct them.
- Fidelity. We know that we are in a position of trust with your community.

Accordingly, we will always protect your best interests.