

## RESIDENTIAL MANAGEMENT SERVICE CHARTER

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GreenGate GP Limited Liability Partnership provides living accommodation and related management services in purpose built private rented communities. We are committed to providing a high quality service that is accessible to all our customers, in a safe, secure, friendly, clean and customer focused environment. This Service Charter outlines the standards of service that you can expect from us and how we will deliver them.

### WE ARE COMMITTED TO:

- Providing distinctive apartment living experiences and contributing to the vitality of local communities.
- Creating the best possible living environment, in a way which creates a safe community for our residents to enjoy.
- Security of Tenure.
- Providing fully trained on-site Resident/Property Managers.
- Dealing with enquires professionally and efficiently.
- Maintaining the accommodation in good working order to provide an exemplary living environment.
- Providing accommodation that is in close proximity to good transport links and amenities.
- Providing clear and accurate information about prices, facilities, and services offering complete transparency.

### TO DELIVER ON THIS COMMITMENT, WE WILL:

- Provide a 24 hour on-site team to assist with your enquiries and emergencies.
- All staff will wear uniforms and name badges to ensure they can be easily identified.
- Actively seek customer feedback on the experience of our service, to determine that we are delivering the level of service as promised in our charter.
- Embrace customer feedback and any changes that help shape and improve our services.
- Respond to all enquiries, feedback and complaints quickly and efficiently.
- Treat our customers with respect, courtesy and consideration, regardless of their age, sexual orientation, religious belief, gender, ability or race.
- Ensure that our staff are trained to mediate, bringing a quick and successful resolution to all complaints.
- Organise our processes and train our staff in such a way that we meet the needs of our residents.
- Focus on continuous improvement.

## **YOU CAN HELP US BY:**

- Providing us with feedback on your experience, and - in the case that you are not satisfied with our service -letting us know where we fell short of your expectations, and how we can improve.

We take all complaints very seriously, and will deal with them locally and immediately where possible.

If your complaint cannot be resolved immediately, it will be referred to the Development Manager.

If your complaint is not resolved to your satisfaction in the first instance, or if it is not appropriate for an informal resolution to be sought, you should follow our complaints procedure.

You can download a copy of our complaints procedure via the resident portal. Alternatively, ask a member of staff or email [management@livegreengate.com](mailto:management@livegreengate.com).