

Meadfleet Customer Care Policy

Introduction

Meadfleet's aim is to manage open space areas to a high standard, creating a pleasant environment for our residents whilst also doing our best to offer value for money. Being committed to providing excellent customer service, our mission is to work with residents to provide the quality and service they deserve.

This document aims to identify Meadfleet's approach to customer care and help customers better understand our core principles and practices aimed at delivering high quality services. It also details how we interact with residents and respond to enquiries, requests and complaints.

Meadfleet are committed to listening to customer feedback and act where it is constructive and in the interest of the majority of residents. We therefore regularly review this policy in order to continually improve our customer relations.

Customer Care Principles

Meadfleet's core standards of customer care are to:

- Be polite, professional, and courteous
- Be honest, fair and transparent
- Provide clear options for customers to get in touch
- Respond promptly to enquiries in a helpful and friendly manner
- Supply updates to customers up to (and including) the point of resolution
- Provide consistent and accurate information
- Actively seek to improve our customer service by listening to feedback
- Supply clear information about how to complain
- Ensure complaints are investigated fully and responded to promptly and thoroughly
- Provide details of an independent ombudsman scheme following our complaints procedure if the customer remains unsatisfied

Open Space Management and Maintenance

Meadfleet strive to manage and maintain the areas of open space we are responsible for to an appropriate standard for the benefit of residents. We employ either degree or masters qualified managers or individuals with equivalent relevant experience who ensure we follow horticultural and ecological best practise guidelines whilst accounting for site specific needs.

Our regional managers will visit site a minimum of once per month, Meadfleet positively encourage residents to work with us to help improve their open space. This can be via a formal Residents Association or a less formal Meadfleet Liaison Group. Residents who would like to be actively involved should in the first instance email customercare@meadfleet.co.uk

Communicating with Meadfleet

We welcome and encourage contact from our residents especially where there are issues on the open space areas we are responsible for.

Meadfleet do our best to act fairly on behalf of all residents with the aim of improving the environment within which they live.

Meadfleet ensure it is easy to contact us by maintaining the following methods of getting in touch:

Email

General enquiries relating to your development - customercare@meadfleet.co.uk

Legal enquiries relating to the sale or transfer of your property - legal@meadfleet.co.uk

Account enquiries - creditcontrol@meadfleet.co.uk

If you require a call back from one of our team, please state this in your email.

We will acknowledge receipt of your email and do our best to reply within 2 working days of receipt. If we are not able to reply to your issue in full within this timescale, we will do our best to keep you regularly updated.

For any urgent health and safety matters, please email urgent@meadfleet.co.uk.

In writing

Meadfleet Limited, Unit 2, Meadway Court, Meadway Technology Park, Rutherford Close, Stevenage, SG1 2EF.

We will do our best to respond fully within 5-10 working days. If we are unable to reply within these timescales, we will keep you regularly updated on progress.

General

If you have any special requirements in terms of communicating with us please let us know and we will do our best to accommodate them.

You may find it useful to visit our website to see answers to some of the most common questions we receive <https://www.meadfleet.co.uk/residents-faqs/>

Complaints

We recognise there may be an occasion where you feel dissatisfied with the response received via your initial communications with our customer care, credit control or legal departments.

For a copy of our Complaints Policy please visit our website www.Meadfleet.co.uk/complaints

Unacceptable Behaviour

Meadfleet are committed to our customers but also have a legal duty to provide a safe working environment for our employees. If at any time we consider that customers are acting unreasonably, abusively, inappropriately or in a manner that prevents constructive communication we reserve the right to halt all methods of communication and may if appropriate report the matter to the police.