



manage-my-property.co.uk

137b Lavender Hill London SW11 5QJ
T: 02072289480 F: 02076917651
info@manage-my-property.co.uk
www.manage-my-property.co.uk

Complaint Handling Procedure

Manage My Property aims to provide the highest standards of service to all landlords and tenants, but to ensure that your interests are safeguarded, we offer the following process for dealing with complaints:

- 1) If you believe you have a complaint, please notify us of the complaint in writing to **Lezzi Calligher, Property Manager** at the following address: **137b Lavender Hill , London, SW11 5QJ**
- 2) Once received, your complaint will be acknowledged within 3 working days.
- 3) Your complaint will be investigated thoroughly and a detailed response will be sent to you within 14 days.
- 4) If the complainant is dissatisfied with the result of the internal investigation, then please contact **Andrew Bald, Director** at the same address as above. A further investigation will be carried out and the results of which will be sent to you within 7 working days.
- 5) If your complainant is still not satisfied by following steps 1-4 above then please contact one of our independent redress schemes to register your complaint

Association of Residential Letting Agents

NFOPP Regulation
Admail 4230
London
ET1A 1TX
t: 0844 387 0555
f: 0845 250 6069
e: regulation@nfopp.co.uk

The Property Ombudsman Scheme

Milford House
43 – 55 Milford Street
Salisbury
Wiltshire
SP1 2BP
t 01722 333306
f 01722 332296
e admin@tpos.co.uk
www.tpos.co.uk

N.B Independent redress schemes will not accept complaints from members of the public unless the complainant has first of all gone through Manage My Property's Complaints Handling Procedure.



Manage My Property Ltd registered in England no. 06056204
137b lavender Hill, London, SW11 5QJ VAT: 935 7895 64