



## Home & Away Estates

# In-House Complaints Procedure

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### Information for Customers

We are a member of The Property Ombudsman Service (TPOS) and aim to provide the highest standard of service to all our customers. In order to ensure that your interests are safeguarded, we have put into place a set process by which any raised complaints are handled; this allows us to handle any issues or concerns effectively and wherever possible, as soon as they are raised.

You may find below our guidance for making a complaint in relation to:

- Residential Lettings & Property Management

### Residential Lettings & Property Management - making a complaint

We have two complaints processes, depending on the matter that needs resolving:

- If you have yet to enter into a tenancy, you wish to raise an issue relating specifically to a branch, or are a customer of a Let Only service (rental and maintenance matters are dealt with between landlord and tenant solely), please follow the **Branch Complaints Process**.
- If you are a customer of our Full Management or Rent Collection services, please follow the **Property Management Complaints Process**.

*Please note that we may not be able to assist with complaints relating to maintenance if you are a customer of our Rent Collection or Let-Only services.*

### Property Management Complaints Process

#### Stage One – Property Manager

We receive very few complaints, however we understand that sometimes things don't go exactly to plan and occasionally go wrong. If this occurs, we encourage you

to try and resolve the situation with the member of our team you have been dealing with.

### **Stage Two – Director**

If we are unable to resolve the situation at Stage 1, you may refer the case to the Director responsible for the area in question. Where necessary, if the situation remains unresolved, we recommend that the issue is raised within one month of completing Stage 1.

The director will provide you with the Managers name and contact details. We will acknowledge the escalation within three working days of receipt and work with you to try and resolve any issues raised as promptly as possible. A written response to summarise any investigations and steps taken will be sent within fifteen working days.

### **Stage Three – Managing Director**

If you still remain dissatisfied and wish to further escalate your complaint, you may then write to the Managing Director to the following address:

Home & Away Estates  
165 Ballards Lane  
London N3 1LP

The Managing Director will acknowledge your complaint within three working days and will undertake a full review of your complaint, including how it has been handled to date, which may include further investigations into the background of your concerns. Within fifteen working days from receipt of your correspondence, he will detail his findings and recommendations in a written response to confirm our 'final viewpoint' on the matter.

### **Stage Four – The Property Ombudsman**

After you have received our final viewpoint letter, if you are not satisfied with the proposed resolution, you may approach The Property Ombudsman Service (TPOS). Details of how to do this are contained within the final viewpoint letter alongside a link to The Property Ombudsman Service (TPOS) consumer guide at [www.tpos.co.uk](http://www.tpos.co.uk)

Please note that if you do wish to contact The Property Ombudsman Service (TPOS), you must do so within six months of the date of the final viewpoint letter. It is also important to note that The Property Ombudsman Service (TPOS) will not consider your complaint until our internal complaints procedure has been exhausted.