

RESIDENTIAL MANAGEMENT GROUP CUSTOMER CHARTER



“Our commitment is to ensure that RMG always delivers excellent customer service.”

Who Are RMG

Residential Management Group (RMG) is a leading residential property management business dedicated to providing excellent service.

Our residential management portfolio covers over 150,000 homes across the United Kingdom. We are proud to work with Resident management companies, freeholders, most of the large national house builders and developers, as well as many regional providers.

Our property managers are supported by our specialist customer service team, health & safety surveyors, accountants and other support staff.

Together, we are committed to delivering top-quality services and exceptional value for money.

"This Charter sets out the standards of service which we strive to provide. It details how you can give feedback on your customer experience with RMG. From your feedback we aim to continuously improve the services provided to our customers and I will be very happy to hear from you regarding your experience."

Justin Herbert,
Managing Director



1. Standards

When you use our services we will:

- Apply the highest service standards to **all customer enquiries** and use your feedback to improve our services
 - Ensure our staff are **fully trained and competent** to handle your enquiry Be **open, honest, fair and consistent** when delivering services and treat you with respect
 - Ensure your enquiry is dealt with **professionally** and aim to resolve your enquiry the first time you contact us
 - Ensure our customer service team is **available 24 hours a day, 7 days a week** to provide help and support
-

2. Our Promise – Telephone Enquiries

When you telephone our customer service team:

- We will give you the name of the person handling your enquiry and a reference number for your call.
- We will aim to resolve your enquiry during the first contact We will accurately record details of your enquiry on our systems If a Property Manager needs to contact you, they will do so within 2 days .



3. Our Promise – Written Enquiries

When you contact us by email via customerservice@rmguk.com or by letter we will:

- Record your correspondence against your account and respond to your enquiry within 2 working days.
- Ensure all emails sent to the above address receive an automated acknowledgement to confirm we have received your email.
- Include a unique reference number in your response, so you can track all correspondence easily.
- Ensure all correspondence is written clearly and plainly.
- Archive all communication received and responses sent electronically.
- Advise you if we cannot resolve your enquiry during the first contact, explaining the reasons why, what actions we are taking and when we expect to be able to respond in full.



4. Our Promise – Web Chat

When you contact us via Web Chat through our websites, we will:

- Respond to your enquiry immediately and provide you with a reference number in our response
 - If we cannot resolve your enquiry during the first contact we will advise you
 - of the reasons why, what actions we are taking and when we expect to be able to respond in full
 - Ensure all interactions use plain English and electronically archive every 'web chat' received and response sent
 - Give due regard to any webchat feedback score and feedback given by you at the end of the webchat
-

5. Our Promise- Meetings

When our Property Managers meet with you face-to-face, they will:

- Ensure any meeting arranged is timed to be convenient for the majority of residents
- Ensure they have suitable identification Ensure they are professional, knowledgeable, polite, courteous and act on your feedback
- Agree a plan of action(s) together with outline timescales for any outstanding matters
- Use their knowledge of Health & Safety and Property Management to ensure that developments are maintained to the highest standards



6. Feedback – Your Opinions Matter

You can provide feedback to RMG via any of the following methods:

- Web Chat via the RMG Website
- Via your RMG Living Account at www.rmgliving.co.uk
- Via email at customerservice@rmguk.com
- Via telephone
- Via post

Record:

When we receive feedback we will record your communication, analyse the information and ensure it is delivered to the relevant manager

Action:

We will undertake a full review of the matter and ensure that learning/action points are properly considered.

Response:

We will acknowledge your feedback and after a full review we will respond to your feedback in full within 5 days

Making a complaint

If you are dissatisfied with the service you have received from RMG you can make a formal complaint. Our complaints procedure is available to all customers and can be found on our website.