

COMPLAINTS PROCEDURE



We pride ourselves in offering the very highest standards of property management. However, we recognise that issues may arise and have outlined the procedure for dealing with complaints.

We also recommend that you contact LEASE who provide a completely free advice service:
The Leasehold Advisory Service (LEASE), Maple House, 149 Tottenham Court Road, London W1T 7BN Tel: 020 7832 2500 Email: info@lease-advice.org www.lease-advice.org

1. If your complaint is regarding the management of your building, you should, in the first instance, contact your Property Manager, setting out the nature of your complaint including any relevant documentation so that the matter can be fully investigated. The Property Manager will acknowledge receipt within 5 working days and attempt to resolve the issue at that point. If that is not possible, then they will outline when you should expect a full response, which will be within 15 working days and ensure that they contact you within the given timescale.

If the matter relates to the Property Manager and you are unable to discuss the issue with him/her, you should put your complaint in writing to:

Halima Khatun, Legal Manager
Preside, 1 Hinde Street, London W1U 2AY
Email: hkhatun@preside.co.uk

2. If you are dissatisfied with the response, within 21 days of receiving it, you can request that we review it. A full investigation will be conducted with regard to your complaint and the manner in which it has been handled. You should write to:

Christopher Harniman, Managing Director
Preside, 1 Hinde Street, London W1U 2AY
Email: charniman@preside.co.uk

3. If you are still dissatisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) then you can take the matter up with the Ombudsman Service without charge:

Ombudsman Services: Property/Surveyors
PO Box 1021, Warrington WA4 9FE
Tel: 0330 440 1634
Email: enquiries@os-property.org
Web: www.ombudsman-services.org