

## Customer Care & Complaints Procedures

### *Care*

homes4u, as a member of the Ombudsman for Estate Agents Scheme, aims to provide outstanding levels of service to all of our customers. In respect of property sales, we support the Which? Move It Campaign, and are committed to the 'We Promise' Code:

### **We commit to help you to buy/sell your home with integrity and professionalism.**

In order to do this, we make the following promises:

- We will value your property accurately
  - We will declare any conflict of interest
  - Our contracts do not include unfair contract terms
  - We will ensure that you understand the contract you sign
  - We will check that buyers are in the position to fund the transaction, but we will not force buyers to take our mortgage advice
  - We will pass on all offers immediately and in writing
  - We will accurately reflect your home in advertising
  - We will be honest about the property you are buying
  - We will give you a weekly update about your transaction
  - We will deal with any complaints fairly and speedily
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We observe the regulations of the Estate Agents Act '79, the Property Mis-descriptions Act '91, Data Protection and Money Laundering.

We observe the Manchester Student Homes Code in respect of our private halls, and in the handling of all of our lettings we commit to:

- We will accurately reflect property in advertising
- We will be honest about the property you are renting
- Our contracts do not include unfair contract terms
- We will ensure that you understand the contract you sign
- Our contracts will always give contact details for the landlord or managing agent.
- All prospective tenants will have the opportunity to view property for letting, whilst recognising current tenants' right to 24 hour notice.
- We will notify landlords of legal obligations which apply to renting property
- We will keep Landlords updated with the letting and contract process.
- We will deal with any complaints fairly and speedily

## ***Equal Opportunities Statement***

homes4u will ensure no person or group of persons will be treated less favourably by us than any other person or group of persons because of their age, race, colour, ethnicity, religious or national origin, gender, disability, appearance, marital status, sexual orientation or social status.

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## ***Complaints***

In order to ensure that these standards are maintained, we have introduced a complaints procedure, which provides for any grievances to be handled internally.

We commit to taking your grievance seriously. We will listen, investigate and confirm our findings to you in a speedy, impartial and honest way.

If you believe you have a grievance, please write in the first instance to the Manager of the branch concerned (contact us), outlining the details, **within three months of the incident**. Your letter will be acknowledged within 3 working days, detailing steps that will be taken to investigate the matter.

Your complaint will be thoroughly investigated according to our in-house procedures, and a written reply will be sent to you within 14 days of receipt of your initial letter.

If you are not satisfied with the outcome of our initial investigation, we will offer you the further opportunity to have your grievance reviewed by the Managing Directors Office. If we fail to conclude our investigations within three months from when the complaint was first submitted in writing, it can be referred to the Ombudsman.

In the even that the final review as details above still fails to satisfy your complaint, then you are at liberty to have the matter referred to the Ombudsman for Estate Agents, to whom information will be provided by homes4u. You are also entitled to have your complaint referred to the Ombudsman should we fail to deal with matters expeditiously i.e. within 3 months from the date of written notification to ourselves.

