

Southside Property Management Services Ltd

Complaints Procedure

29-31 Leith Hill, Orpington, BR5 2RS

Tel: 0330 999 1612 Fax: 0330 999 1614 Email: enquiries@southside-property.co.uk
Web: www.southside-property.co.uk Registered in England & Wales No. 5580447 VAT Registered: 872 2507 25

Southside Property Management - Complaints Procedure

Whilst all of our staff are trained to undertake their duties in a polite, organised and conscientious manner, we understand that occasionally errors may occur or a dispute may arise.

We hope that your complaint can be resolved informally, without needing escalation. However, in the rare event that an informal solution cannot be agreed, it may be necessary to investigate or escalate the matter to a more formal level, including working with The Property Ombudsman to resolve your complaint.

All complaints are taken seriously and every effort will be made to deal with you in a prompt, fair and open manner.

Types and Definition of a 'Complaint'

The following are some examples of issues that you may wish for us to process through our formal complaints procedure:

- You feel that we (Southside Property Management) have failed to follow our own policies, procedures, duties and / or the law.
- You feel that we have not responded to you fully or within a reasonable timeframe.
- You feel that we have discriminated or acted unfairly against you.
- You feel that we have failed to act on or undertake our duties as Managing Agent appropriately, by not carrying out a repair promptly, or have been negligent in any assessment.
- You feel that actions, correspondence or behaviour from a member of our staff were inappropriate, unsuitable or unfair.

This procedure is not designed to deal with general enquiries, requests, complaints about other residents in your building, or defects inside your own property unless they are caused by a problem within the communal areas that we manage. Our procedure is also limited to complaints from Southside clients or registered Leaseholders. Complaints from third parties, including sub-tenants, may be acknowledged at our discretion, but we do not accept any obligation to formally respond.

Independent Advice

If you need advice or information, we are always here to help, however we also recommend that you seek independent advice. **The Leasehold Advisory Service (LEASE)** offers FREE advice on the law surrounding residential leasehold in England and Wales. LEASE is an independent service funded by the Government, providing clear guides and further information.

Telephone: **0207 383 9800** (England)

Website: www.lease-advice.org

Making a Complaint

Southside Property Management operates a three level process. Below we have outlined the steps to take, and our procedures to help you, when making a formal complaint.

Level

1

- 1a. You can ask any member of our staff to raise a formal *level 1* complaint; you can do this in person, by email or in writing. **The quickest and easiest way is to complete our complaint form, found at the rear of this complaints procedure document.**
- 1b. Our review of your complaint may take some time, in which case we will acknowledge your complaint in writing, **within three working days**. We should be able to complete our investigations and provide you with a full written response **within ten working days**. This will include the findings of our investigation and a solution to the concerns you have raised.
- 1c. The initial assessment and review process will be undertaken by the responsible Property Manager assigned to your building or development.

Raising a Level 1 Complaint;

By Email: complaint@southside-property.co.uk

By Post: Southside Property Management, 29-31 Leith Hill, Orpington, BR5 2RS

Level

2

- 2a. If you are unhappy with our response to your complaint, or remain dissatisfied with our decision, you can ask that your complaint be reviewed by a Senior Manager or Director. Please contact us using the same details listed in level 1, asking that your complaint be raised to a level 2 complaint.
- 2b. A full review of your complaint will be conducted by the Senior Manager / Director and a written decision will be provided **within twenty working days**. This will give a full account of the reasons for the original level 1 decision and any amendment, further considerations, or resolutions.
- 2c. If a 'deadlock' situation is reached and we cannot fully resolve your complaint, we will then advise you to seek an independent external review of our actions. Most complaints can be reviewed by The Property Ombudsman, of which Southside Property Management is a member.

The Property Ombudsman

Southside Property Management is a registered member of **The Property Ombudsman**. This is a third party, independent body who deals with property related complaints. Level 3 complaints will usually involve their services.



Post: **The Property Ombudsman**
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP

Telephone: **01722 333306**
Fax: 01722 332296

Website: www.tpos.co.uk

Contact Form: www.tpos.co.uk/contact.php

Level
3

3a If you remain dissatisfied with our decision, or the outcome of level 2, you can refer the matter to The Property Ombudsman using the details shown on this page.

Please note that the Ombudsman cannot deal with complaints about perceived value for money, which for Leasehold properties would instead need to be considered by the First Tier Tribunal (Property Chamber) in England.

The Ombudsman service does not deal with complaints that are subject to court proceedings or which they consider to be of a malicious or unjustified nature. They will be able to clarify whether they are able to review your complaint, following the detail of our level 2 response and take appropriate action, advising Southside and yourself of their ruling in due course

Southside Property Management Services Ltd - Complaint Form

Side A

Your Full Name	
Your Correspondence Address	
Address of Managed Property (Including Flat Number)	
Contact Telephone number(s):	Home: Mobile: Other:
Email address(s):	

If you have or wish to have someone acting on your behalf, for example a family member, relative, flat mate or solicitor, please supply their details below.

Name of Representative	
Relationship with you	
Representatives Correspondence Address	
Representative Contact Telephone number(s):	
Representative Email address(s):	

Please advise us of the date relating to your complaint / incident, if required please use additional paper.

Date & Time of Incident (I/A)	
Location of Incident (I/A)	

Please continue completing this form on the next page (side B)



Southside Property Management Services Ltd - Complaint Form

Side B

Please provide details of your complaint or incident, stating names of known persons. Please attach copies of relevant letters, or other correspondence, that you feel further explains the situation. If required please use additional paper.

Complaint Details:	
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Owner / Leaseholder (or appointed representative) to sign:

Signature(s): _____ Date: _____

Please Print Name(s): _____



Completed forms should please be sent to Southside Property Management using the details listed in Level 1 of our Complaints Procedure guide.