



# Customer Charter

# Foreword from the Managing Director

Hugh McGeever



## The RMG Customer Charter

This charter sets out the standards of service which we strive to provide. Our top commitment is to ensure that RMG staff always deliver excellent customer service.

The charter also 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 we will be very happy to hear from you.'

# Who we are

- Residential Management Group (RMG) is a leading residential property management business providing an excellent service for all your property management needs. With our purpose built Customer Contact Centre (CCC) we will provide you with service that is fast, professional and value for money.
- The CCC, together with our team of highly trained specialist Property Managers, Health & Safety Surveyors, Accountants and back office support staff, ensures we can deliver a complete service.
- Over 1,400 properties and 65,000 households across the United Kingdom trust RMG to provide their residential management services.

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# Customer Service

## 1. Standards

When you use our services we will:

- Apply the highest service standards to all customer enquiries
- Make sure our staff are fully trained and competent to handle your enquiry
- Be open, honest, fair and consistent when delivering our services
- Treat you with respect
- Ensure your enquiry is dealt with professionally
- Aim to resolve your enquiry the first time you contact us
- Use your feedback to improve our services
- Ensure our Contact Centre is available between the hours of 08:00 and 18:00 Monday to Friday with an “out of hours” emergency service available.

# Contacting RMG

## 2. Our Promise – Telephone Enquiries

When you telephone our Contact Centre:

- 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 the Property Manager needs to contact you, they will call you back within 2 working days.

# Contacting RMG

## 3. Our Promise – Written Enquiries

When you contact us by email on [customerservice@rmg.gb.com](mailto:customerservice@rmg.gb.com) or by letter we will:

- Acknowledge receipt of every email
- Respond to your enquiry within 5 working days
- Provide you with an enquiry reference number in our response
- If we cannot resolve your query during the first contact we will advise you in full the reasons why, what actions we are taking and when we expect to resolve the query
- Ensure all correspondence uses plain English without jargon
- Electronically archive every letter received and response sent

# Customer Service

## 4. Our Promise - Meetings

When our Property Managers meet you face to face we will:

- Ensure any meeting arranged is timed to be convenient for the majority of residents
- Ensure the Property Manager has suitable identification
- Ensure they are polite, courteous and act on your feedback
- Agree a plan of actions together with outline timescales for any outstanding matters
- Use our knowledge of Health and Safety and Property Management to ensure that developments are maintained to the highest safety standards

# Customer Feedback

## 5. Your View Matters

Web site: [www.rmgltd.co.uk](http://www.rmgltd.co.uk)

1

Send us your feedback on RMG services utilising the RMG Living website function.

Telephony feedback

2

We may contact you to carry out a customer satisfaction survey regarding the services we have provided. We will also conduct independent customer service surveys from time to time.

Direct Correspondence

3

We are happy to accept your feedback via email at [customerservice@rmg.gb.com](mailto:customerservice@rmg.gb.com) or by post.

**Your view counts.  
Let us know if you  
want to comment on  
our performance,  
suggest new or better  
standards, or to  
provide  
positive/constructive  
feedback on any part  
of our service.**

# Feedback Learning

## Actions

### Receipt

1

When we receive feedback we record your communication, analyze the information and ensure it is delivered to the relevant manager/department.

### Action

2

A review of the process and delivery used during your customer experience is undertaken and any learning/action points are implemented to ensure best practice is used on every occasion.

### Response

3

We will auto acknowledge all feedback delivered by email and the RMG Living website.  
After a full review of the processes and procedures used we will respond to your feedback in full.

# Handling Complaints

## 6. Our Promise

**Electronically  
log the  
complaint**

We will record your complaint on our complaint database and ensure your complaint is handled confidentially, efficiently and by a manager. We will notify you of the timescales in which we will respond.

**Investigate the  
complaint**

We will ensure that your complaint is fully investigated within the timescales set out in our complaint process.

**Respond**

We will respond fully to your complaint in writing, detailing the findings of our investigation and any relevant action points taken. We will apologise when we are found to be at fault whilst doing our very best to put things right. In the response we will also detail the escalation path if you are dissatisfied with our response.

# Complaints

## RMG Escalation Path



# RMG

## Customer Charter

Accountability



Integrity



Excellence



With our professional, dedicated, specialised team your property is safe in our hands. This customer charter sets out the demanding standards which we set ourselves to ensure you receive the best possible service.



# Useful Contact Details

## Postal address

RMG House  
Essex Road  
Hoddesdon  
Hertfordshire  
EN11 0DR

## Email address

[customerservice@rmg.gb.com](mailto:customerservice@rmg.gb.com)

## Telephone

0845 002 4444