

All complaints must be in writing. It is our policy to investigate all complaints to seek to resolve matters in accordance with the procedure below.

Step 1:

Contacting us

The property manager would initially deal with any complaints as this person would be familiar with the running of the development and suitably placed to deal with the matter. Please send your complaint to 'The Property Manager' either by email: info@manchester-residential.co.uk or posted to our office at Manchester Residential Management Ltd, 22 Church Street, Eccles, Manchester M30 0DF. When submitting your complaint please give any relevant details such as the name of the person(s) within our company with whom you have been in communication, dates of when communication was made, the nature of your complaint and how you feel the matter could be resolved to a satisfactory conclusion.

On receipt of the complaint the property manager will write to the complainant within 5 days to acknowledge receipt of the complaint and confirm that the matter is being investigated. Depending on the nature of the complaint the property manager will endeavour to propose a resolution within 28 days.

Step 2:

Taking your complaint further

If, however, the property manager could not solve the problem, then the matter would be referred to a director of MRM who will write to you within 5 days from the time the case is referred to the director.

Step 3:

Taking your complaint to the Management Company

Should the complainant feel that the matter has not been resolved to their satisfaction, the complainant can take the matter up with the directors of the Resident Management Company/Lessor for a review in which case we would forward your complaint to the Resident Management Company/Lessor upon your request.

If a 'deadlock' occurs when the complainant has exhausted all the above procedures and the problem remains unresolved after 8 weeks we will write to you to confirm that a 'deadlock' has been reached and encourage you to seek advice from the Property Redress Scheme.

Step 4:

Taking your complaint to the redress scheme

We are a member of the Property Redress Scheme which may be able to help with your complaint if we are unable to. Contact details are:

Property Redress Scheme, Premiere House, 1st Floor, Elstree Way, Borehamwood, Hertfordshire, WD6 1JH Telephone: 0333 321 9418 Email: info@theprs.co.uk
Website: <https://www.theprs.co.uk/Consumer>

If you have a complaint about any aspect of our service, please send us an email detailing the issues to allow us to consider your complaint and respond within the timeframe outlined above.

POLICY DISPUTE RESOLUTION

Introduction:

In line with government policy and industry trends as ARMA members we must offer access to an independently run redress scheme where disputes cannot be resolved through our own internal complaints procedure.

However, before a dispute can be referred to the redress scheme the following procedures should be noted and/or followed.

Categories of Complaints:

Complaints can arise for many reasons and in many forms and a number of these would fall outside the redress scheme's jurisdiction principally because there are already established mechanisms for dealing with these e.g. LVTs. In addition, there are some disputes that may fall outside the redress scheme's remit in ensuring our compliance with the recognised Codes.

The redress scheme is not in a position to deal with complaints that:-

- Relate to non-members of the property redress scheme.
- Have not exhausted the member's own internal complaints procedures (and, where appropriate, independent mediation).
- Have not been referred to the lessee's landlord or Residents Management Company (if there is one) in the first instance.
- Relate to property owned or controlled by all or some of the lessees themselves and where the Member can demonstrate the board of directors are content with the Member's services, notwithstanding the fact that any instructions from this board must have been lawful and proper.
- Require the interpretation of leases where the parties to a lease are in dispute over such interpretation.
- Relate to insurance issues that fall under the jurisdiction of the Financial Services Authority.
- Are sub-judice.
- Are subject to the jurisdiction of the Courts or LVTs on matters of fact, reasonableness, financial recovery or compensation.

The sort of issues that the redress scheme can consider are:-

- Lack of communication/response to reasonable requests for information.
- Not delivering promised action or services.
- Disputes over contractual matters between ARMA Members and their clients.
- Issues relating to handovers.
- Accounting matters.
- Clear and proven breaches, unremedied, of the Code, the law and the lease provisions.
- Those capable of easy resolution by a proper and lawful action.

ARMA Bye-Laws:

Under ARMA's Bye-Laws, we are required to maintain and fully implement our own published internal complaints procedure appropriate to our size and structure. Should our own procedures and any independent mediation fail to deal with a complaint against our business, the matter can then be referred to the redress scheme. The redress scheme may accept a complaint where the Resident Management Company is represented by their current managing agent.