



## Leasehold Management Policy Statement

We will deliver a leasehold management service which will not only meet its responsibilities to leaseholders under the terms of their leases, but will provide an excellent quality service which:

- Understands who our customers are and values their diversity
- Succeeds in achieving customer satisfaction
- Is flexible and responsive to changing needs

Leaseholders will have access to a comprehensive and responsive leasehold management service.

They will be provided with clear and understandable customer information on the quality, cost and performance of the service they receive and will be fully consulted to ensure the effective development of future leaseholder services.

We are committed to the principles of equality and diversity throughout the organisation and aim to:

- Meet the needs and choice of people from all backgrounds
- Ensure that our services are relevant, responsive and sensitive to the needs of our existing and future customers
- Ensure that all sections of the community in which we work are offered equal access to our services

Our leasehold management policy will ensure that customers are treated as individuals and with fairness and respect.