

**RETIREMENT**  
**HOMESARCH**

Our Commitment To You

# Our Customer Charter



# Welcome to our Charter

Our biggest priority is to deliver great customer service. Following the launch of our Customer Charter, we make five key promises to our customers.

To show you how we will begin to deliver those promises, our charter has individual ‘milestones’ with details of the service improvements we’re making over the coming months and when we plan to deliver them.

We will measure our progress and publish this on our website every six months in an open and transparent way, so you know how we are doing. If we’re falling short against any of our commitments, we’ll explain why and tell you what we’re doing to fix it.

We will continue to listen to what you have to say and will develop our Customer Charter every year based on what you tell us.

You can always share your ideas and suggestions about how we can improve by getting in touch with us using the contact details at the back of this leaflet.



## Our customer charter

## Our promises

1.

**We will give you excellent customer service.**

Everything we do needs to be designed to help you be safe, secure and enjoy your home.

### Commitment

We will equip our people to be able to deliver the best customer service.

### Milestone

We will roll out a new customer service training programme for our Development Managers. This will enable them to give prospective buyers real insight into life at the development and answer a full range of questions.

### When will it happen?

Ongoing

### Commitment

We will make sure you can get in touch with us when you need to.

### Milestone

We will always try and answer your call there and then, but if you have to leave a message in office hours we will phone you back no later than the end of the next working day.

Our office hours are:

England and Wales – 8.30am to 6pm, Monday to Friday  
10am to 2pm, Saturday

Scotland – 9am to 5pm, Monday to Friday

### When will it happen?

Ongoing

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Our promises

# 2.

## We will be open and transparent.

We recognise you have the right to see how we run our business.

### Commitment

We will publish details of our income and explain what we do to earn it.

### Milestone

We will be open with you on the fees/commissions that will apply when we take instructions from you.

### When will it happen?

From 2013

### Commitment

If it's appropriate to use one of our group companies we will be open about it and explain why.

### Milestone

When selling retirement properties, we will typically use onsite staff to conduct the viewing and they get a commission if the property is sold. So, if it's a FirstPort Retirement Property Services site, this would normally go to the Development Manager.

### When will it happen?

Ongoing



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# 3.

## We will demonstrate value for money.

We must take our responsibilities seriously whenever we spend your money.

### Commitment

We will spend your money wisely and continue to look for opportunities to use our buying power to save you money.

### Milestone

If you choose to sell your property through us, we will give you a fair and realistic price and share how we arrived at that with you.

### When will it happen?

Ongoing

# 4.

## We will be easy to deal with.

Dealing with us should always be easy and straightforward.

### Commitment

We will be clear about what you can expect from us and show you how to find the right person to help you.

### Milestone

We will make sure that each customer is allocated a dedicated sales negotiator to deal with throughout your buying or selling process.

### When will it happen?

Ongoing

### Commitment

We will communicate with you in a courteous manner, using clear language that is easy to understand.

### Milestone

We will improve our written communications to make them clearer and easier to understand. Our staff will be given training and guidance to make this happen.

### When will it happen?

Ongoing

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5.

**We will consult with you.**

We're here to serve people as well as their properties.

**Commitment**

We will ask for your views and listen to what you say, so we can learn and improve.

**Milestone**

We will use our independent annual customer survey to collect your suggestions and feedback. We will publish what you tell us on [retirementhomesearch.co.uk](http://retirementhomesearch.co.uk) and use this information to improve our service.

**When will it happen?**

Annually



# In summary

## Our promises

- 1 We will give you excellent customer service.
- 2 We will be open and transparent.
- 3 We will demonstrate value for money.
- 4 We will be easy to deal with.
- 5 We will consult with you.

Our promises and commitments are supported by individual 'milestones'. These have details of the service improvements we're making over the coming months and when we plan to deliver them. We will publish a progress report on our website every six months, so you know how we are doing. Get in touch with us using the details below if you would like a copy.



# Get in touch

If you'd like to know more about our Customer Charter please get in touch with your Development Manager or contact us using the details below.

## How to contact us (England & Wales)



[enquiries@retirementhomesearch.co.uk](mailto:enquiries@retirementhomesearch.co.uk)



0333 321 4060



Retirement Homesearch, Wylie House, 740 Ampress Lane, Lymington, Hampshire SO41 8LW

## How to contact us (Scotland)



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