



# Our Communication Policy: 'Helping us to Help You'

We understand, from time to time, we all get frustrated. We understand that frustration sometimes leads to anger. Sometimes, we're on the receiving end of that. We get that and that's ok. We find ourselves feeling the same way. Sometimes, we may get it wrong. We get that too. Everyone is human - and mistakes can be made.

However, just like everyone who goes to work - we just want to help our clients achieve an outcome to any issue they have in the best way possible. What we sometimes find is we face individuals who cannot control their temper, or engage in behaviours that are unacceptable in this modern age. So we have to protect you, and us, from these behaviours.

We haven't written this because all leaseholders are confrontational with us. 99.9% of people are reasonable and communicate in an effective manner. We want to say thank you to those people. It's the 0.1% who can often ruin our day - it's always the minority that ruin it for everyone. Hopefully, by producing this document, we can make that less of a problem for everyone by informing them what we will, and will not, accept when you talk to us, be it by email, telephone or in writing.



If you have been sent this document, chances are you have fallen foul of our acceptable standards of communication. Examples could be any one (or more) of the following:

- *Implying we are dishonest in any way, shape or form. We are many things, but not this.*
- *Shouting at us. We will do our best to cope with angry people or people who are having a bad day! What we won't tolerate are people who are screaming down the phone constantly because they haven't had the response they want.*
- *Swearing at us. This is right out. You swear - we won't talk to you. It's that simple.*
- *Threatening us. Again, this is not on. You wouldn't tolerate it so neither will we.*

What we do accept, and welcome, is feedback, and that feedback might not always be what we want to hear. That's a good thing - it helps us change and look at what we do to see if we can do that task better, and we encourage you to give us constructive feedback.

We also have a complaints procedure which you can follow if things don't go as you want them. Again, we want to help and will do everything we can to put things right if we have got them wrong.

Thank you for helping us to help you.

**Please respect us and we will respect you. To the 99.9% - we say thank you. To the 0.1% - we say break these rules and you can expect static from us.**

**Let's talk it over**

Call 0845 456 4980 or

Email [enquiries@regalty-estates.co.uk](mailto:enquiries@regalty-estates.co.uk)