

OUR CUSTOMER SERVICE CHARTER

The Purpose For Our Service Charter

Our Customer Service Charter states our commitment to provide you with standards by which to measure our performance. It also provides our employees with clear standards to strive for service excellence culture to achieve the values and goals of the Company. This is also to guide you in your dealings with our employees and to know what is acceptable and what is not acceptable.

Service standards you can expect from our employees

In General;

- ⦿ We will respect our customers and treat them with dignity
- ⦿ We will provide prompt, friendly and courteous and efficient customer service and at all times remain professional
- ⦿ Community support: we give back our time, resources and skills to improve our communities.
- ⦿ We will attend to our customers within five (5) minutes of their arrival
- ⦿ Maintaining a clean and professional appearance at all times
- ⦿ To value our clients' time so we don't show up late for appointments
- ⦿ Provide you with clear, accurate and timely information
- ⦿ Discharge our services to you in line with all relevant laws applicable to the real estate industry and observe all ethics
- ⦿ Provide facilities that are properly cleaned and maintained at all times
- ⦿ Charge prices you think offer good value
- ⦿ Acting with honesty and integrity
- ⦿ We will respond to all letters within three (3) working days
- ⦿ Anticipate customer's needs and come up with quality products and services
- ⦿ We will not make promises we cannot keep

Over the phone

- ⦿ Answer the telephone in a polite and courteous manner. It is our aim to answer calls within two (2) rings
- ⦿ We will endeavour to answer your calls promptly or as the case maybe
- ⦿ Phones will not go unanswered. If the person you are contacting is not available, the call will be forwarded to someone who can assist
- ⦿ Where possible, when customer calls are transferred internally, we will introduce your call to the recipient so as to reduce the need for you to explain the purpose of your call multiple times

Via internet or Social Media

- ⦿ We will maintain our website with relevant and up to date information that is easily understood and accessible
- ⦿ We will respond to emails within two (2) working days
- ⦿ We will respond to enquiries and posts on our social media platforms in a timely and professional manner

Service standards we expect from our client in dealing with our employees

- ⦿ Mutual respect for service rendered - respect our employees and treat them with dignity
- ⦿ We will actively seek your feedback on our services to ensure they meet your needs
- ⦿ Helping us to recognize our employees by telling us when you have received excellent customer service.
- ⦿ Abuse of any sort – verbal, sexual advances, physical or emotional will not be acceptable
- ⦿ Ethical dealings - employ all relevant laws applicable to the real estate industry and ethical labour practices or law guiding the customer/service provider relationship.

Measuring and improving the quality of our service

We will measure and improve the quality of our service;

- ⦿ Conducting a bi- annual customer satisfaction survey
- ⦿ Obtaining regular feedback from our clients on our services
- ⦿ Implement quality training and coaching activities for our staff
- ⦿ Using Key Performance Indicators (KPIs) in corporate and business planning
- ⦿ Recognize our staff for customer service excellence