

# CUSTOMER SERVICE CHARTER

At North Lakes Body Corporate Management, we will always aim for best practice and best possible customer experience. This Customer Service Charter is a reminder to our team and to clients of what we strive to achieve every day and is part of our commitment to our clients.

## **PROFESSIONAL, TIMELY AND CLEAR COMMUNICATION**

We will address all communication in a respectful, professional and timely manner. We believe working closely with the Committee will achieve the best results for the Body Corporate.

## **PROMPTNESS TO YOUR PHONE CALLS**

We will respond to all phone calls by close of business on the next working day. If the manager cannot achieve this due to extenuating circumstances, another team member will return your phone call.

## **YOUR EMAIL ENQUIRIES**

Our aim is to acknowledge your email with three business days and respond with a full response within five business days. Where we require committee approval, please understand the committee have 21 days to consider and provide their vote.

## **WRITTEN CORRESPONDENCE**

We will respond to written and postal correspondence within five business days.

## **CYBER SECURITY**

Our entire team have received cyber security training, and our IT Department have implemented the safest possible back-end systems to protect your data. From deep web monitoring to the constant upgrading of our software, we will constantly strive to protect our company and our client's data.

## **CONFIDENTIALITY**

The Body Corporate records including your private information will be protected. The company have invested in the best software possible to ensure your information is handled as required by applicable legislation.