

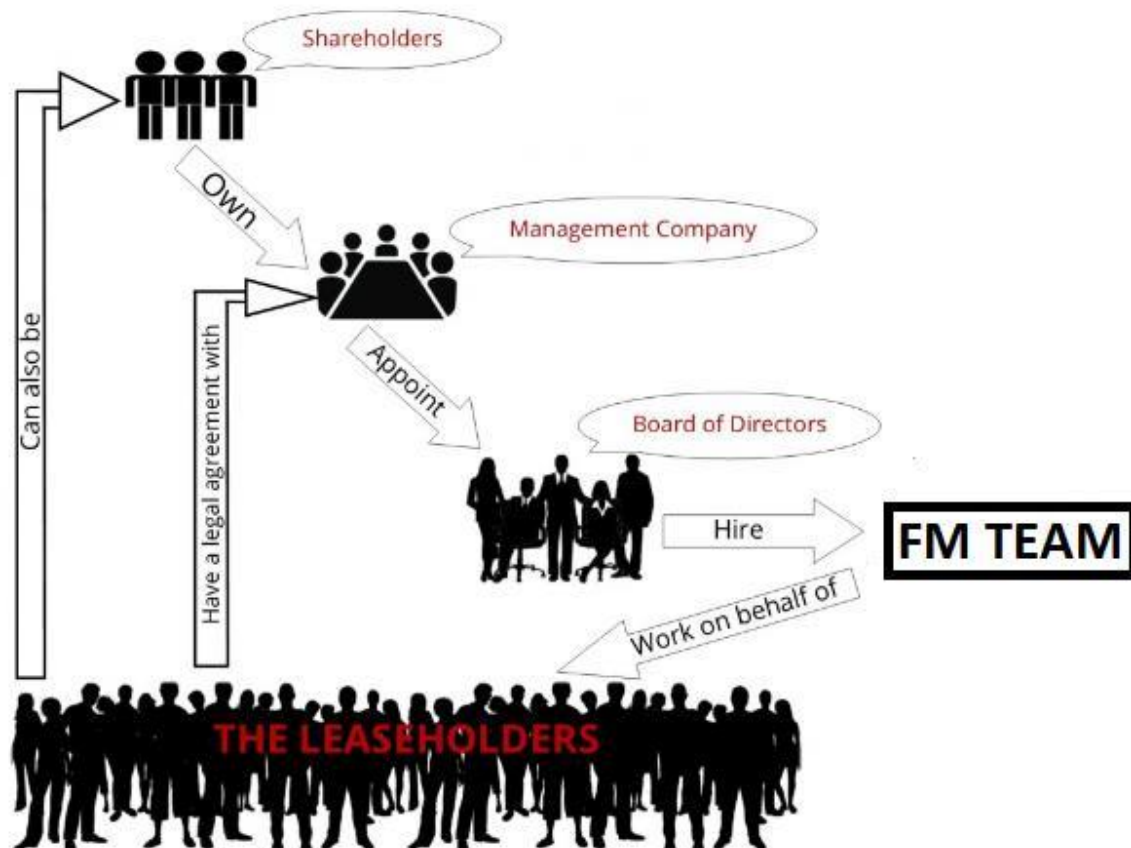
Nether Edge Management Company Complaints Policy and Procedure 2019

Background

On 28 November 2007, control of the Nether Edge Management Company Limited (NEMC) passed from Gleasons (the developer) to the leaseholders.

All leaseholders/freeholders have a share in the NEMC on the basis of one per property. The Board of NEMC is made up of leaseholders/freeholders who serve as directors on a voluntary, unpaid basis, accepting responsibility for the management of the development.

All decisions and activities relating to the control and management of the development are handled by the NEMC Board. NEMC devolves the day to day management and running of the site to the on-site Facilities Management team.



How does NEMC define complaints?

NEMC defines a complaint as an expression of dissatisfaction by a resident to a responsible party, the NEMC Board directly or the Estates team.

Aims of the Policy

The primary aim of the Complaints Policy is to enable effective communication between the Board/Facilities team and the shareholders of the Company in respect of any disputes to ensure they are attended to accordingly and satisfactorily for all parties concerned.

NEMC feels that two-way communication is a key step in resolving/attending to complaints made.

Communications Approach:

(See also the Nether Edge Living Communications Policy update - June 2018 on the website)

1.0 The website provides information for the general public, together with a wide range of content for leaseholders and tenants via secure login, including: Estate Office updates and Advance Notices, Key Documents and Forms, Frequently asked Questions; Marketplace; Leisure Suite information; The Facilities Team; NEMC Board; Recommended Tradesmen and Useful Information.

2.0 Estate Circulars are a valued means of communicating information quickly, acting as prompts to check on the website for further details. Paper copies are displayed on the Notice Board in the Estate Office.

3.0 The Board posts quarterly newsletters on the website. They are emailed as an Estate Circular and copies are displayed on the Notice Board.

4.0 The Notice Board is used to signpost residents to the website, and to provide information such as exercise timetables and important notices. The website is the appropriate vehicle for all other items.

5.0 Drop-in sessions are held quarterly to allow leaseholders/freeholders to attend and discuss any aspect of the site with NEMC.

6.0 There is an Annual General Meeting each year (usually in June) and additional meetings may be arranged if required.

7.0 The company is required to maintain a Decision Log and this is posted on the website quarterly.

8.0 The company is legally required to maintain archive records. Access to these records by individual leaseholders will be at the discretion of the Board on receipt of a written request. Where a request is made, the leaseholder must state:

- Their name and address
- The purpose for which the information is to be used
- Whether the information is to be disclosed to any other person and if so, the same details as above for that person.

What should you do if you wish to make a complaint?

Please note all complaints should contain:

Times and dates, full information surrounding the nature of the complaint, information from witnesses if applicable, proof to back up the nature of the complaint and any actions you wish NEMC to take to resolve the nature of the complaint.

Option 1 - Report the nature of your complaint to the Estates Team

Following a timeframe of 2 weeks, if you feel your complaint has not been dealt with in a satisfactory manner please move onto option 2:

Option 2 - Write a written complaint to the Facilities Manager

Following a timeframe of 2 weeks, if you feel your complaint has not been dealt with in a satisfactory manner please move onto option 3:

Option 3 - Contact the Nether Edge Management Company if your complaint is in relation to:

- Lack of communication
- Failure to respond to reasonable requests for information •
- Not delivering promised action or services
- Accounting matters
- Clear and proven breaches of the RICS Service Charge Residential Management Code
- Building defects
- Health and Safety
- Conduct of a member of the Facilities Management Team

Option 4 - Submit a complaint to the ombudsman services if the matter has been reported to NEMC, hasn't been resolved within an 8 week timeframe and is related to: breach of obligations, unfair treatment, avoidable delays or failure to follow proper procedures. (Currently access to the ombudsman is not available to freeholders)

- Submit the complaint online at: info@housing-ombudsman.org.uk
Phone: 0300 111 3000

Contact information:

Estates office: estatesoffice@netheredgeliving.co.uk

Tracey Baker, Facilities Manager: tracey.baker@netheredgeliving.co.uk

NEMC Board: nemcboard@outlook.com

The Housing Ombudsman: Tel 0300 111 3000/ www.housing-ombudsman.org.uk

Advice when making a complaint:

1. Follow the options above and contact the necessary person at your earliest convenience.
2. Think about what you want to say before you make the complaint. Have this complaints handling procedure document in front of you and explain the problem. Write down the name of the person you speak to, the time, the date and take a note of what they say they will do.
3. Hopefully we will be able to resolve the problem at this stage. Listen carefully to what is proposed and decide if you are happy with this. If you are not, stay calm and let the person know that you are not happy.
4. Follow each stage of the complaints procedure until the problem is resolved.
5. If you need to write to NEMC/FM, keep a copy of the letters you send. If you receive any letters from the company, keep them along with a record of any other phone calls you make or receive.
6. Work with the company to fix the problem. If access to your property is needed, arrange an appointment and make sure you keep to it.
7. If you are uncomfortable resolving the matter out for yourself, ask a trusted friend or a family member to help. You can give them your authority to speak to the company for you.
8. If the problem is not resolved within eight weeks from the date that you first told the company about the problem, or you are unhappy with what the company has done to resolve it, move onto option 4; contact the Housing Ombudsman.

Nether Edge Management Company Limited Estates Office and Leisure Suite
Osborne Mews, Osborne Road, Sheffield, S11 9EG. Company Number: 4218253

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Email: estatesoffice@netheredgeliving.co.uk Website: www.netheredgeliving.co.uk
