



HOP Customer Complaints Procedure.

At HOP, we strive to provide exceptional customer service, however, sometimes issues will arise and we may not meet expectations. In these instances, we will do our best to put it right and remedy the situation as quickly as possible.

To enable us to deal with any issues in the best possible way, we have outlined our Customer Complaints Procedure for you below.

Should you have an issue to raise with HOP, please direct your enquiry to the right team to ensure the most appropriate and timeliest response.

Raising a Complaint

1) Tenancy Issues

If your complaint is in relation to **outstanding maintenance** or issues relating to a **Tenancy**, please email the Property Management Department. In your email, we ask that you summarise in full any concerns you have that need immediate attention. The team will then look into this and come back to you with a **fast-tracked solution** to resolve the matter. tenancyissues@hop-property.co.uk

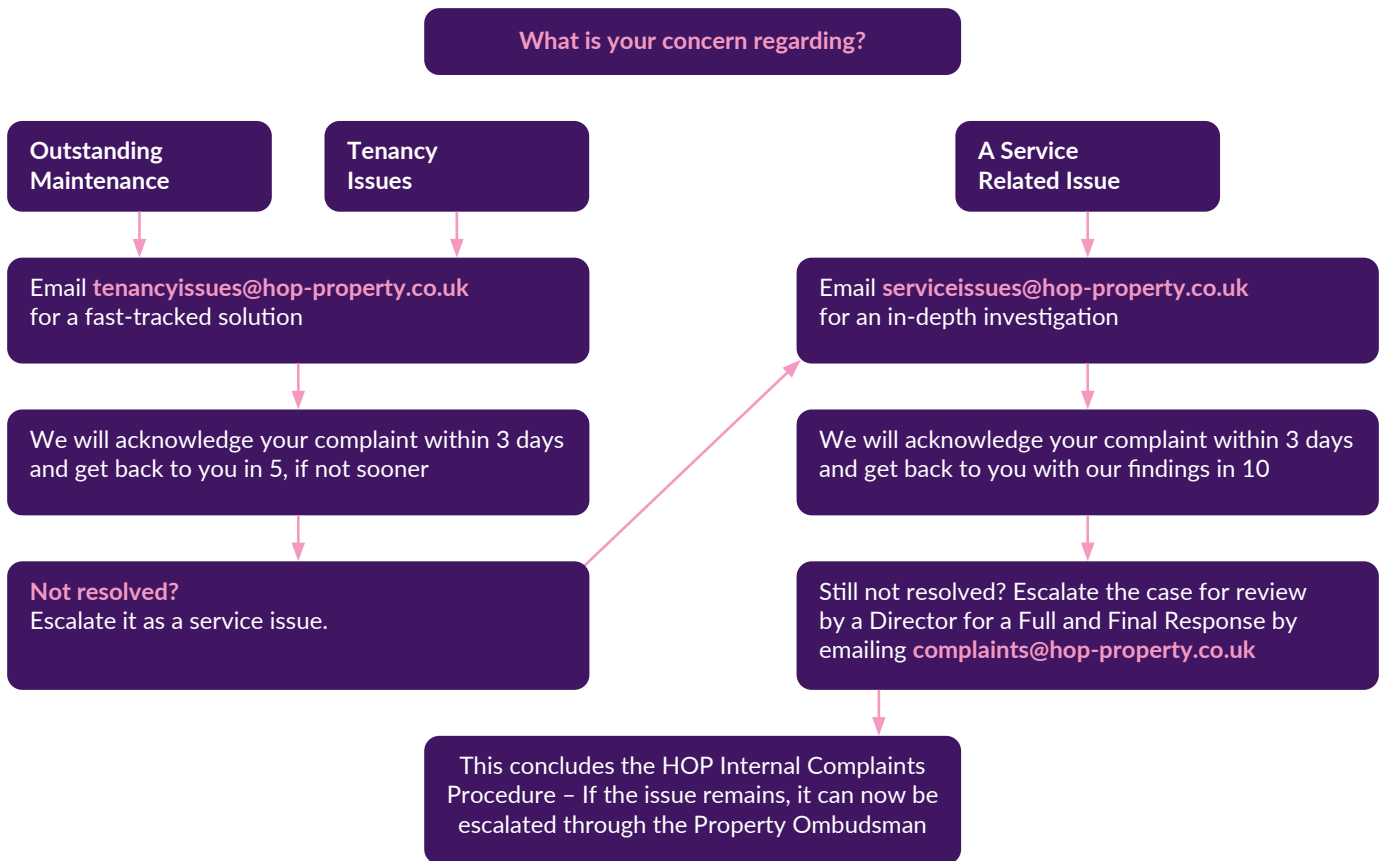
2) Service Issues

If the initial complaint is in relation to our **service**, or you remain dissatisfied with the outcome of a Tenancy Complaint, please contact us via the email address below. You should outline the nature of the complaint and attach any accompanying documents/supporting evidence to allow us to investigate this as a formal complaint. serviceissues@hop-property.co.uk

3) Final Response

If, neither of the above two steps have resolved your issue you remain unhappy with the outcome, you can appeal to one of our Directors, who will look into your concerns and provide HOPs 'Final Response' by emailing complaints@hop-property.co.uk





How we respond

HOP is a member of both ARLA and the Property Ombudsman. As a licenced member of ARLA, the Association of Residential Letting Agents, and the Property Ombudsman for Lettings, HOP adheres to best practice governing the way we operate and carry out our Business.

On all complaints we have **3 working days** to acknowledge your complaint. After investigation we will aim to respond in writing within **10 working days**.

If, after exhausting the HOP Internal Complaints procedure, you are still not satisfied with the outcome from the Director (or 8 weeks have passed since the original complaint was made) you are able to request an independent review from The Property Ombudsman. This can be done at any time within 12 months from receiving our 'Final Response'.

The Property Ombudsman

Milford House, 43-55 Milford Street,
Salisbury, Wiltshire. SP1 2BP
Tel: 01722 333 306
Email: admin@tpos.co.uk
www.tpos.co.uk

