

Doing it the right way.



Customer Care Promise

0333 240 8325
enquiries@lpmonline.co.uk
www.lpmonline.co.uk

Customer Care Promise

Our Customer Care Promise explains that we will give you the right information when you contact us and makes it clear what customers can expect from us at all times.

Our customer approach

Life Property Management promise to:

- Do what we say we will do and when we say we will do it
- Be helpful, polite, and treat you fairly and with respect
- Try to understand and empathise with your circumstances
- Follow processes and procedures correctly
- Tell you what to do next if you're not satisfied with how you've been treated
- Protect your personal information in line with our Data Protection Policy

Doing it well

Life Property Management promise to:

- Provide you with the correct information on all matters
- Explain things clearly if the outcome of your enquiry is not what you'd hoped for
- Apologise if we make a mistake and put the matter right
- Regularly ask for your feedback and use it to improve our performance

Keeping you informed

Life Property Management promise to:

- Deal with your request the first time you contact us, or as soon as we can
- Keep you informed as to what will happen next, and by when
- Continue to keep you updated on progress

Glasgow Office:
Regent Court, 70 West Regent Street,
Glasgow G2 2QZ
T: 0333 240 8325 | **F:** 0141 333 1116
E: enquiries@lpmonline.co.uk

Aberdeen Office:
Westpoint House, Prospect Road
Arnhall Business Park, Westhill AB32 6FJ
T: 01224 737 272 | **F:** 01224 766 901
E: enquiries@lpmonline.co.uk

www.lpmonline.co.uk


Communication made easy

Life Property Management promise to:

- Make our services available online, to use at a time that suits you
- Publish information about Life Property Management online at www.lpmonline.co.uk
- Give you the opportunity to contact us in other ways such as email, telephone, post etc.

lpm are committed to continued investment in Client Communication

lpm Doing it the right way



Glasgow Office:
Regent Court, 70 West Regent Street,
Glasgow G2 2QZ
T: 0333 240 8325 | **F:** 0141 333 1116
E: enquiries@lpmonline.co.uk

Aberdeen Office:
Westpoint House, Prospect Road
Arnhall Business Park, Westhill AB32 6FJ
T: 01224 737 272 | **F:** 01224 766 901
E: enquiries@lpmonline.co.uk

www.lpmonline.co.uk