

Doing it the right way.



Out of Hours Emergency Control Centre

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

Out of Hours Emergency Control Centre

A different approach to Customer Care in times of emergency

24 hour emergency support is critical in the provision of property maintenance and repair services and it is vital that homeowners have immediate access to help and information 24 hours a day 365 days a year.

It is well known that other property managers, at this critical time, simply provide a list of contractors to homeowners, who then have to manage their own emergency situation, potentially wasting time and incurring greater costs than are necessary. **lpm** are very different from other property managers.

Our different approach to handling emergency situations

lpm have set a new standard in Emergency Customer Care, operating an Out of Hours Emergency Control Centre providing 24 hour, 365 days customer service helpdesk and emergency call out services.

Ownership and Responsibility

Unlike other property managers **lpm** take ownership and responsibility of every out of hours emergency situation, identifying and locating the most appropriate Tradesperson for the job. Each emergency is immediately routed to the appropriate Engineer, Maintenance Team or Specialist via access to a nationwide network of 24 hour emergency call out services.

Our fully trained operators are supported by duty Estates Managers and follow a clear Emergency Protocol that includes seeing the contractor 'call out' process through to completion. This keenly managed process guarantees the most appropriate contractor at the most economic rate is engaged and most importantly, ensures that our Client is completely satisfied with the work done.

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

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lpm are committed to providing a more responsible approach to emergency help

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