

## Customer Care Statement

We aim to provide outstanding levels of service to all of our customers and commit to help you to buy or sell, let or rent your home with integrity and professionalism.

As a member of The Property Ombudsman Scheme we commit to complying with their Code of Practice for Lettings and Estate Agents. Copies of the Code of Practice and consumer guides are available in our branches on request or can be downloaded from [www.tpos.co.uk](http://www.tpos.co.uk).

We observe the regulations of the Estate Agents Act 1979, The Consumer Protection from Unfair Trading Regulations 2008, the Business Protection from Misleading Marketing Regulations 2008, Data Protection Act 1989 and Money Laundering Regulations 2007.

homes4u will ensure no person or group of persons will be treated less favourably by us than any other person or group of persons because of their age, race, colour, ethnicity, religious or national origin, gender, disability, appearance, marital status, sexual orientation or social status.

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## Complaints Procedure

In order to ensure that these standards are maintained, we have introduced a complaints procedure, which provides for any grievances to be handled internally. We commit to taking your grievance seriously. We will listen, investigate and confirm our findings to you in a speedy, impartial and honest way.

If you believe you have a grievance, please write to the Manager of the branch concerned outlining the details. Your complaint will be acknowledged within 3 working days and will then be thoroughly investigated according to our in-house procedures. We will reply with a formal written outcome within 15 working days of receipt of your initial correspondence.

If you are not satisfied with the outcome of our initial investigation, we will offer you the opportunity to have your grievance reviewed by the Managing Directors Office. On conclusion of this review we will send a reply within 15 working days of submission.

Following the conclusion of our investigations we will send a written statement of our final view. In the even that our final view fails to satisfy your complaint, you are at liberty to have the matter referred to The Property Ombudsman. We will co-operate with the Ombudsman and provide all information relating to the matter. In such a case any referral to the Ombudsman must be made within 6 months of our final view.

If we fail to conclude our investigations within 8 weeks from when the complaint was first submitted in writing, it can be referred to the Ombudsman.

We will consider complaints where the act or omission giving rise to it occurred not more than 12 month before it is first made in writing to homes4u.

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## Contact details

### Withington Branch

Withington House, Wilmslow Road  
Manchester M20 3FU  
0161 448 0090  
[hello.withington@homes4u.co.uk](mailto:hello.withington@homes4u.co.uk)

### Property Management

Withington House, Wilmslow Road  
Manchester M20 3FU  
0161 448 4800  
[property.management@homes4u.co.uk](mailto:property.management@homes4u.co.uk)

### City Centre Branch

MTC building, Oxford Road  
Manchester M1 7ED  
0161 236 0202  
[hello.city@homes4u.co.uk](mailto:hello.city@homes4u.co.uk)

### Chesters

414 Wilmslow Road, Withington  
Manchester M20 3BW  
0161 448 4810  
[info@chesters-uk.com](mailto:info@chesters-uk.com)

### Altrincham Branch

10 The Downs  
Altrincham WA14 2PU  
0161 941 2323  
[hello.altrincham@homes4u.co.uk](mailto:hello.altrincham@homes4u.co.uk)

### Managing Directors Office

414 Wilmslow Road, Withington  
Manchester M20 3BW  
0161 448 4810  
[MD@homes4u.co.uk](mailto:MD@homes4u.co.uk)