

## our commitment to you...

Our charter sets out our commitment and the standards of service we aim to provide to all our clients.

**We will:**

1. be courteous, professional, honest and trustworthy in everything that we do.
2. provide all services efficiently and in accordance with relevant legislation and industry codes of best practise.
3. endeavour to answer all telephone calls within 30 seconds
4. return all telephone messages within the next working day
5. attend appointments and meetings promptly as arranged
6. respond to emails within 2 working days
7. respond to letters within 10 working days of receipt
8. listen to our customers and do what it takes to meet and exceed expectations
9. regularly update information on our website [www.andrewlouis.co.uk](http://www.andrewlouis.co.uk)
10. correctly classify repair requests and prioritise them in accordance with the urgency of the repair.
11. provide an out of hours repair line for emergency repairs
12. deal with any valid complaints in accordance with our [complaints procedure](#) as detailed on our website