

Making a complaint - Lettings

Beecroft Estates is a voluntary member of The Property Ombudsman Scheme (TPOS) for lettings and we aim to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded we have the following complaints procedure in place for lettings.

The aim of this process is to resolve all customer issues or concerns as quickly as possible. In the majority of cases we hope that any issues can be resolved quickly and amicably to customers' satisfaction at Manager level.

Stage One – Property Manager

Complaints should, in the first instance, be directed to the Property Manager you have been dealing with. They will endeavour to liaise with you quickly and resolve your complaint immediately, no later than 5 working days from first notification.

Stage Two – Lettings Manager

Should the Property Manager not be able to resolve your complaint to your satisfaction, you can refer the matter to the Lettings Manager who will respond within 7 working days from receipt.

Stage Three – Company Director

If, after your response from the Lettings Manager, you remain dissatisfied, you may address your concerns, in writing, to the Company Director. Once received your letter will be acknowledged within 24 hours, (excluding weekends and public holidays), and you will receive a response within 15 working days from receipt of your letter. If longer is required the complainant will be notified in writing with an explanation and indication of timescale.

The address to write to is:

Company Director
Beecroft Estates Ltd
4 - 8 Park Street
Wombwell
Barnsley
S73 0DJ

Or email: jo@beecroftestates.co.uk

Stage Four – The Property Ombudsman

Once the internal Beecroft Estates complaints procedure is exhausted, which includes receiving a Final Viewpoint letter from the Company Director, you may approach the Ombudsman.

Contact details for the Ombudsman will be included in the Final Viewpoint letter.

For your information:

- You must make your complaint to the Property Ombudsman within 6 months of the date of our Final Viewpoint letter.
- The Ombudsman will not consider your complaint until our internal complaints procedure has been exhausted and you have received our Final Viewpoint letter.