



BLACK KATZ

Customer Service Charter

"OUR COMMITMENT TO YOU"
7 PLEDGES FOR EVERY DAY OF THE WEEK.

Before You Know Us.

- 1 To be honest, polite and professional at all times.
- 2 When you call, if we're busy we will call back within 90 minutes.
- 3 When you come in, we will greet you professionally and give you our 100% attention (if the phone keeps ringing we will only take a message)
- 4 Be upfront and clear about all our fees payable.

Once You Know Us.

- 5 To not be late for any appointment (if its unavoidable we will call you first)
- 6 Once a suitable property has been found we will fully vet you to help agree the offer quickly and to ensure the tenancy is a success for all parties.

After You Know Us.

- 7 We will call you within 7 days of the move in and check everything is O.K, if there is a problem we will do all we can to resolve it.

"We will not fail you!"

(but if you are genuinely not satisfied, please give us your comments & you could receive up to £50 for your time)

Email: andrew@blackkatz.com