



Charles White Ltd (CWL) aims to ensure that you receive a high quality of service. This Charter describes the standards that we deliver.

Who we are

CWL has established and sustained its reputation as being one of the most reputable property management firms within the industry. The business is client centred and has built its foundation on the principles of integrity, reliability and commitment to quality. This format allows the business to manage properties from a wide range of sizes and types, whilst keeping the client requirements at the centre of our business practice.

What we do

The business provides residential property management throughout Scotland and Northern Ireland. The business endeavours to create a bespoke service that fulfils the requirements of each client, as we appreciate that requirements differ from one case to another.

Our team

CWL prides itself on possessing a team of experienced business people. Through the development of strong business relationships, these industry specialists can offer a bespoke and personal service that is continuous. Our team of Client Relationship Managers have been empowered to deal with every aspect of the management of your property and are best placed to assist you with the management of it.

What you can expect from CWL

Efficient Service

We will:

- Return telephone messages within one working day
- Acknowledge both electronic and paper correspondence within forty-eight hours
- Respond in full to both electronic and paper correspondence within five working days
- Ensure that when you visit our offices that you are welcomed within a short time of your arrival
- Ensure that you are referred to the appropriate person who will be able to answer your enquiries or at the very least put you in touch with a person who can
- Record compliments, comments and constructive criticism, and use accordingly to review and improve our services

Client Service

We will:

- When you contact us by telephone, greet you in a polite and courteous fashion, directing your call to the appropriate department/person as swiftly as possible
- Keep the use of the voicemail/recorded phone message, during office hours, to a minimum
- When responding to all correspondence use plain language and avoid using jargon
- Be on time for appointments or let you know in advance if we need to make alternative arrangements
- Ensure that you are treated politely and courteously by all our employees and contractors

Business Commitment

We will:

- Ensure that our staff, are trained appropriately so as to give you the help and specialist advice that you require
- Ensure that our reception areas are clean, tidy and safe
- Apologise when we are at fault and do our best to put things right
- Endeavour to improve the service that we provide to all our clients wherever possible
- Treat you politely and not discriminate against you because of your race, religion, age, sex, sexuality or disability
- Arrange at your request, a time and a place for you to discuss issues in private, should you require

Final comment:

CWL would like to assure you that your business is important to us, that we do care about you and your property, and that we will endeavour to keep your requirements at the heart of everything that we do.