

Complaints Procedure

We pride ourselves on providing the highest standard of service to all property owners and residents, operating in line with the RICS Service Charge Residential Management Code. When something goes wrong, we need you to tell us about it. This will help us to improve our standards. In the interest of good customer service, we have adopted the following procedure for dealing with complaints. This procedure is appropriate to our firm's size and structure.

Locally based office staff will deal with day-to-day problems on a one-to-one basis. In the first instance, you should attempt to resolve any issues with your Estate Manager. We know from experience that sometimes it's just best to talk things through over the phone, as opposed to emailing back and forth, so try to do that if you can. This approach can often lead to a quicker resolution and the action points can always be summarised by email afterwards.

Should your issues remain unresolved, you can ask the Office Manager to take a fresh look at it.

Stage 1 - Written Complaint

Please put your complaint either in writing to: **Office Manager**, Encore Estate Management, 2 Hills Road, Cambridge CB2 1JP, or via email to: info@encoreestates.co.uk. Please include as much detail as possible, reference any related documents (e.g. your lease), quote your customer reference number which appears on any correspondence we send you and include a telephone number for us to contact you on. We will then send you a letter acknowledging receipt of your complaint within 3 working days of receiving it, enclosing a copy of this procedure.

The Office Manager will then work closely with the Estate Manager to gather all the facts and assist with drawing some conclusions. If possible and appropriate, you will receive a call from either the Estate Manager or Office Manager with a view to reach a verbal resolution. If this is successful, then we will summarise the outcome to you in writing.

Should it not be possible to reach a verbal resolution, the Office Manager will send a formal written outcome of our investigation which we will endeavour to send within 15 working days from the date of our acknowledgement letter. If, at this stage, you are still not satisfied, you may contact us again and we will arrange for a separate review to take place by a senior member of staff.

Stage 2 - Further & Final Review

Please send your written request for a further & final review to: **Senior Manager**, Encore Estate Management, 2 Hills Road, Cambridge CB2 1JP, or via email to: info@encoreestates.co.uk. We will send you a letter acknowledging receipt of your request within 3 working days of receiving it. We will write to you again within 15 working days from the date of our acknowledgement letter, confirming our final viewpoint on the matter.

Ombudsman Review

If you remain dissatisfied (or more than 8 weeks has elapsed since the complaint was first made), you can contact The Property Ombudsman within 12 months of receiving our final viewpoint letter to request a free independent review. The Property Ombudsman Ltd, Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP. Tel: 01722 333306. Website: www.tpos.co.uk Email: admin@tpos.co.uk

Please Note: The Property Ombudsman requires that all complaints are addressed through this in-house Complaints Procedure before being submitted to them for an independent review.

Reviewed: September 2024

Building Safety Complaints Procedure

This Building Safety Complaints Procedure sits alongside our existing Complaints Procedure.

The purpose of the Building Safety Complaints Procedure is to satisfy the requirements of the Building Safety Act 2022, allowing residents and other users of the building to raise a relevant complaint. It applies to buildings known as Higher Risk Buildings, which have at least 7 storeys or are 18 metres high. These buildings are registered with the Building Safety Regulator.

What is a relevant complaint?

A 'relevant complaint' involves:

- Structural failure or the spread of fire or smoke in the building (known as a 'reportable incident or risk') or
- The performance of an Accountable Person (including communication and management of risks).

How do I make a relevant building safety complaint?

Prior to making a complaint, if the matter relates to a 'reportable incident or risk' we require you to report it as quickly as possible using the methods below, in accordance with our 'Mandatory Occurrence Reporting' (MOR) system.

Resident App	www.encoreestates.co.uk – go to 'Login'
Email	hrbsafety@encoregroup.co.uk
Website	www.encoreestates.co.uk/help/MOR

What will happen after you report it

After you report the safety incident/risk, the Managing Agent will investigate the issue and, if appropriate, take the following action:

- Undertake relevant repairs to any issues which have led to the risk.
- If the issue qualifies as a reportable safety occurrence, a Mandatory Occurrence Notice (MON) will be formally submitted to the Building Safety Regulator.
- Upon submission of a MON, you will be issued with a tracking number which you can use for updates/outcomes following your report.

If you do not believe the matter has been resolved, you can make a complaint. The Building Safety Complaints Procedure operates in a similar way as any other complaint, with the following stages.

Stage 1 - Written Complaint

Please put your complaint either in writing to: **Office Manager**, Encore Estate Management, 2 Hills Road, Cambridge CB2 1JP, or via email to: info@encoreestates.co.uk. Please include as much detail as possible and a telephone number for us to contact you. If you are a homeowner, please also quote your customer reference number which appears on any correspondence we send you.

We will send you a letter acknowledging receipt of your complaint within 3 working days of receiving it, enclosing a copy of this procedure. If we cannot accept a complaint as a 'relevant complaint', we will explain why this is, and how we will deal with your concerns instead.

If possible and appropriate, you will receive a call from either the Estate Manager or Office Manager with a view to reach a verbal resolution. If this is successful, we will then summarise the outcome to you in writing.

Should it not be possible to reach a verbal resolution, the Office Manager will send a formal written outcome of our internal investigation which we will endeavour to send within 15 working days from the date of our acknowledgement letter. We will let you know what actions, if any, we have taken or will take. If, at this stage, we are unable to conclude our investigations, we will advise you accordingly, with reasons and confirm our anticipated timescale for conclusion.

If, at this stage, you are still not satisfied, you may contact us again and we will arrange for a separate review to take place by a senior member of staff.

Stage 2 - Further & Final Review

Please send your written request for a further & final review to: **Senior Manager**, Encore Estate Management, 2 Hills Road, Cambridge CB2 1JP. We will send you a letter acknowledging receipt of your request within 3 working days of receiving it. We will write to you again within 15 working days from the date of our acknowledgement letter, confirming our final viewpoint on the matter.

Escalation to Building Safety Regulator

If you remain dissatisfied after the last stage of the Building Safety Complaints Procedure, then for an issue relating to structural failure and spread of fire (building safety risks), or the performance of an Accountable Person (AP) or Principal Accountable Person (PAP), the PAP can refer the matter to Building Safety Regulator (BSR) with the complainant's consent when:

- an agreement cannot be reached between the PAP and the AP
- there is no satisfactory outcome after a final response is given
- the complainant is not satisfied with the outcome.

If you want the Principal Accountable Person to refer the matter to the Building Safety Regulator, please send your written request to **Senior Manager**, Encore Estate Management, 2 Hills Road, Cambridge CB2 1JP, or via email to: info@encoreestates.co.uk.

Building Safety Regulator

You can find out more about the Building Safety Regulator on the details below.

Website	https://www.hse.gov.uk/building-safety/regulator.htm
Phone	0300 790 6787

If you have a complaint, it should follow the process outlined above as you must have provided the Principal Accountable Person an opportunity to investigate and resolve your complaint.

Please note that we are obligated to hold your complaint on file for 7 years, as a requirement under the Building Safety Act 2022.

For details of how we process your data, please view the privacy notice on our website www.encoreestates.co.uk/privacy-policy

Reviewed: September 2024

Heat Network Complaints Procedure

This Heat Network Complaints Procedure sits alongside our existing Complaints Procedure.

The purpose of the Heat Network Complaints Procedure is to satisfy the requirements of the Heat Networks (Market Framework) (Great Britain) Regulations 2025, allowing consumers of a building's heat network to raise a relevant complaint. It applies to buildings with a communal or district heat network, the Heat Supplier of which is your Resident Management Company (RMC) or Freeholder. Encore acts as the Managing Agent for its client, the RMC or Freeholder, it is not the Heat Supplier.

What is a relevant complaint?

A 'relevant complaint' involves:

- Heat billing disputes
- Service or supply issues
- Delays, missed appointments or poor communication

The Heat Networks Complaints Procedure operates in a similar way as any other complaint, with the following stages:

Resolving your issue

1. If your heat bills are handled by an external billing agent

If your issue relates to heat billing and your bills are issued by an external billing agent (not Encore), please contact the billing agent first. They hold the metering data and are responsible for correcting bills.

- Their contact details and complaints process will be on your latest bill or on their website.
- We suggest calling them first, then following up by email so you have a written record.
- Please keep any reference numbers and copies of their responses.

If, after the billing agent has completed their complaints process, you still feel the matter is not resolved, please:

- Share the outcome and correspondence with your Estate Manager.
- If the matter remains unresolved at that point, you may raise a complaint with us under Stage 1 of this procedure.

2. If your heat bills are handled by Encore, or your issue is about the heat network or other services

If:

- your heat bills are issued by Encore, or
 - your issue relates to the heat network itself (for example, supply, reliability or performance),
- please contact your Estate Manager in the first instance. They will review the issue, liaise with any relevant contractors or partners, and respond to you.

If you remain dissatisfied after your Estate Manager's response, you may submit a formal complaint under Stage 1 below.

Stage 1 - Written Complaint

Please put your complaint either in writing to: **Office Manager**, Encore Estate Management, 2 Hills Road, Cambridge CB2 1JP, or via email to: info@encoreestates.co.uk. Please include as much detail as possible and a telephone number for us to contact you. If you are a homeowner, please also quote your customer reference number which appears on any correspondence we send you.

We will send you a letter acknowledging receipt of your complaint within 3 working days of receiving it, enclosing a copy of this procedure. If we cannot accept a complaint as a 'relevant complaint', we will explain why this is, and how we will deal with your concerns instead.

If possible and appropriate, you will receive a call from either the Estate Manager or Office Manager with a view to reach a verbal resolution. If this is successful, we will then summarise the outcome to you in writing.

Should it not be possible to reach a verbal resolution, the Office Manager will send a formal written outcome of our internal investigation which we will endeavour to send within 15 working days from the date of our acknowledgement letter. We will let you know what actions, if any, we have taken or will take. If, at this stage, we are unable to conclude our investigations, we will advise you accordingly, with reasons and confirm our anticipated timescale for conclusion.

If, at this stage, you are still not satisfied, you may contact us again and we will arrange for a separate review to take place by a senior member of staff.

Stage 2 - Further & Final Review

Please send your written request for a further & final review to: **Senior Manager**, Encore Estate Management, 2 Hills Road, Cambridge CB2 1JP. We will send you a letter acknowledging receipt of your request within 3 working days of receiving it. We will write to you again within 15 working days from the date of our acknowledgement letter, confirming our final viewpoint on the matter.

Ombudsman Review

If you remain dissatisfied (or more than 8 weeks has elapsed since the complaint was first made), you can contact the Energy Ombudsman within 12 months of receiving our final viewpoint letter to request a free independent review. Post: Energy Ombudsman, P.O. Box 966, Warrington, WA4 9DF.

Tel: 0330 440 1624. Website: www.energyombudsman.org Email: enquiry@energyombudsman.org

Please Note: the Energy Ombudsman requires that all complaints are addressed through this in-house Heat Network Complaints Procedure before being submitted to them for an independent review.

Reviewed: November 2025