

Contact Us

Lenwell has branches in Luton, Dunstable, Northampton and Bedford.

Luton

8 Wellington Street
Luton
Bedfordshire
LU1 2QH

T: 01582 616263
F: 0870 0941773
E: luton@lenwell.com



Dunstable

2 West Street
Dunstable
Bedfordshire
LU6 1SX

T: 01582 543680
F: 0870 0941774
E: dunstable@lenwell.com

Bedford

103 High Street
Bedford
Bedfordshire
MK40 1NE

T: 01234 272662
F: 0870 1623902
E: bedford@lenwell.com



Northampton

168 Wellingborough Road,
Northampton
Northamptonshire
NN1 4DU

T: 01604 620330
F: 0870 0941775
E: northampton@lenwell.com



www.lenwell.com

Head office: Lenwell Limited, 8 Wellington Street, Luton, Bedfordshire LU1 2QH
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Lenwell
Property Services

Customer Service Guarantees

At Lenwell we offer a simple guarantee.

If we ever fail to live up to any of our promises, we will put the problem right, apologise and give you £15.

As far as we are aware we are the only local agent to make such a promise to all of its customers. Our customer service is constantly monitored and we welcome feedback from you.

If we have failed in our service to you please let us know by writing to:

Andrew Shröder - Customer Service Manager
Lenwell Property Services
8 Wellington Street
Luton LU1 2QH
Email: a.shroder@lenwell.com

Providing you are entitled to payment this will be sent to you by first class post within ten working days of finding in your favour.

"Please let me know what you think of our service, good or bad"



Andrew Shröder - Customer Service Manager



Customer Service Guarantees

1. **Responding to your queries and complaints.**
We will respond in writing to all written complaints/enquiries within 10 working days of receipt.
2. **Paying rents received across to landlords.**
Rent received from tenants will be paid to the landlords enquiries within 10 working days of receipt
2. **Inspecting your property.**
On behalf of the landlord we will carry out an inspection of the property in accordance with our terms and conditions of business (subject to the tenant not obstructing access and we are in possession of the keys).
4. **Advertising**
We will advertise your property in a local newspaper and on our website within ten working days of instruction.
5. **Refunding Deposits**
Where no dilapidations are found by us (or raised by the landlord) we will refund the deposit held to the tenant within 10 working days of inspecting the property.