

CUSTOMER SERVICE GUARANTEES

At Lenwell we offer a simple guarantee...

If we ever fail to live up to any of our guarantees, 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 to help us provide our clients with the best possible service.

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

**Andrew Schroder –
Customer Service Manager**

Lenwell Property Services
8 Wellington Street
Luton
LU1 2QH

Or Email:

a.schroder@lenwell.com



Lenwell
Property Services

OUR GUARANTEES

1. Responding to your queries and complaints.

We will respond in writing to all written enquiries including emails within 10 working days of receipt.

2. Paying rents received to Landlords.

Rent received from tenants will be paid into the landlord's account within 10 working days of receipt.

3. Inspecting your property.

On behalf of the Landlord we will carry out bi-annual inspections of the property. The first inspection will take place 3 months into the tenancy and then every 6 months thereafter. (subject to the tenant not obstructing access and that we are in possession of keys).

4. Advertising.

We will advertise your property on Rightmove and on our website within 10 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.

