



L i n k i n g   p e o p l e   a n d   p r o p e r t y

## **TCM STRATA COASTAL SERVICE CHARTER**

- Answer telephone calls promptly during business hours (8.30am - 5.00pm AEST) and announce the company and name of the employee speaking.
- If we are unable to answer your telephone query immediately, take your contact details and ensure that you receive response within two business days.
- Receive and respond to telephone voicemail messages within 24 hours of receipt.
- Reply to correspondence (letters, fax or emails) within two business days, or if we can't answer within that time, send you an acknowledgement and let you know when you can expect a reply.

## **HOW YOU CAN HELP US**

You can help us meet our service standards by:

- Providing your queries to us in writing.
- Giving us sufficient and accurate information for us to understand your request and be able to respond appropriately.
- Recognising that we have a wide range of clients and agreed priorities with government, and we are at times restricted by legislative guidelines and processes.
- Being mindful that an Owners Corporation is democratic, and the decisions and actions of a strata client are not the decisions or opinions of TCM.
- It is part of our duties to keep all parties informed - please don't shoot the messenger!
- Treating our staff courteously.
- Adhering to our 'zero tolerance policy' for bullying and aggressive behaviour.
- Providing feedback and comments on the service we provide.

## **SERVICE CHARTER UPDATES**

- This Charter may change from time to time and is available on our website [www.tcmstratacoastal.com.au](http://www.tcmstratacoastal.com.au)

**PO BOX 1024 - Address: 7/11-13 Pearl Street, Kingscliff NSW 2487**

**Phone: (02) 6678 2400 - Email: [info@tcmstratacoastal.com.au](mailto:info@tcmstratacoastal.com.au)  
Website: [www.tcmstratacoastal.com.au](http://www.tcmstratacoastal.com.au)**