



The Community Managers Pty Ltd
t/as tcmstrata

Service Charter

Title: Service Charter	Date Adopted: 1st August 2017
File Location: F:\Policies, Procedures & Instructions	Date of Next Review: 1st August 2018
Version No: V1017	Drafted by: Nicki Scrivener (NS)

Service Charter

At Tcmstrata (“TCM”, “We”, “Us”) we understand that excellence in customer service starts and ends with us, and is dependent upon how we operate, the people we employ, the systems we utilise and the behaviours we engender.

We are committed to excel in all aspects of our service to our clients and will make being a lot owner in a Body Corporate managed by us a seamless and enjoyable experience.

What We Do

Tcmstrata is engaged to carry out specific administrative tasks by the Bodies Corporate we manage to ensure that they are administered in accordance with the Body Corporate and Community Management Act 1997 and other applicable legislation.

Tcmstrata was established in 1989 and is committed to delivering a high standard of expertise and service to its clients, backed by its regional knowledge and experience across all aspects of the property industry in North Queensland.

Our Clients

The clients we service consist of:

- Bodies Corporate
- Bodies Corporate Committees
- Lot / Unit Owners
- Real Estate Agents / Property Managers
- Service Contractors
- Trade Contractors
- Government Bodies

Our Service

When we carry out our legislative responsibilities and duties for our clients we will:

- strive to provide management services of the highest quality
- undertake our duties ethically and reliably
- provide accurate, timely and impartial advice to all clients
- be approachable, courteous and helpful in all our dealings

If you contact us we will:

- 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
- retrieve and respond to telephone voicemail messages within 24 hours of receipt
- reply to correspondence (letter, fax or email) within two business days or, if we can't answer within that time, send you an acknowledgment 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 a Body Corporate is democratic, and the decisions and actions of a client Body Corporate 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

How To Give Us Feedback

We welcome feedback on our performance, so we can know to what extent we are meeting your needs.

If you have any comments or suggestions about improving our service, please let us know by contacting our office (refer contact details under 'Complaints & Enquiries' section).

Service Charter Updates

This Charter may change from time to time and is available on our website www.tcmstrata.com.

A current contractual arrangement between TCM and your Body Corporate, resulting in the continued use of our services, will be deemed acceptance of any amended Charter.

Complaints and Enquiries

If you consider that there has been a breach of our Service Charter or have concerns about our day-to-day services, you are entitled to complain to TCM (refer contact details below).

We will acknowledge receipt of a complaint within 2 business days. We will investigate the complaint and attempt to resolve it within 20 business days after the complaint was received.

If you have any further enquiries about our Service Charter, please contact:

Kelly Roberts

Managing Director

TCMStrata

kelly@tcmstrata.com