

Chainbow Charter

- ▶ **Quality of service** - We aim to give a consistently high level of service.
- ▶ **Increasing values** - A well managed estate leads to higher property values.
- ▶ **Creating a community** - Care is taken to foster a community spirit, this encourages neighbourly relations and helps the local community thrive.
- ▶ **Sound planning** - Chainbow produces a realistic programme and budget.
- ▶ **Prompt and accurate accounts** - Accurate management accounts are available promptly on request and adequate reserve funds are maintained to deal with cyclical items of major works.
- ▶ **Regular and full communication** - Clients are provided with information they should know about and promptly get information they ask for.
- ▶ **Transparency in all dealings** - Lessees are fully aware of every source of income that Chainbow derives from their building.
- ▶ **Regular inspections** - Chainbow assigns a proactive Property Manager to each development. Site inspections will take place at least twice a month, the intention being to spot items before they become problems not simply to combat them after they have occurred.
- ▶ **High quality contractors and staff** - Contractors, porters and any other on-site employees are carefully supervised. We deal efficiently and fairly with them, giving them a feeling of being an appreciated part of the management team. All contractors are paid on time which creates better relationships and maintenance happens more efficiently.
- ▶ **Liaising with Agents** - Chainbow believes it is crucial to deal efficiently with lettings agents in order to provide a smooth and effective service to residents and owners. This also ensures values are maximised for all.