

November 2009

**Managing Agents Buck Stereotype to Win
Best Customer Service Award**

Leading residential property management company, Chainbow, has added another industry award to its trophy shelf having received the 2008 Thames Gateway Business Award for Best Customer Service at a gala dinner held at ExCel Docklands on Friday 21 November.

Competing against six companies from industries ranging from shipping logistics and recruitment to beauty, Chainbow scooped the coveted accolade as well as a Commended mention for IT Person of the Year.

The evening, hosted by Saturday Kitchen chef James Martin, saw an estimated 600 business professionals from East London, Essex and Kent attend the 11th annual award ceremony.

Roger Southam, Chairman of Chainbow, commented: "The property management industry has a reputation for poor customer relations and Chainbow strives to change this perception. Winning the Best Customer Services award is a great indication that we are doing all we can to ensure our freeholders, leaseholders and tenants receive the best treatment and service.

"Chainbow prides itself on open communication and one way this is achieved is through our private, customer website which details reports and accounts, expenditures, budgets, news and up to date progress on maintenance for each development we manage. We are proud of our IT specialist who looks after the private and public websites, Neil Livesey, was Commended for his hard work, too. The IT Person of the Year was one of two new categories introduced to the awards so it is a great feat for Chainbow to receive this commendation."

The Customer Service award was judged on the demonstration of established and measurable systems for monitoring service standards incorporating customer care policies, both internally and externally, and testimonials from clients.

Chainbow was founded by Roger Southam in 1989 and specialises in residential property management on behalf of owners, freeholders and developers. Chainbow aims to provide

real value for money for its customers as well as changing their perceptions of property management. Chainbow does this through the provision of a clear charter aimed at setting out its values and promises to leaseholders, as well as an annual customer satisfaction survey intended to benchmark progress and identify areas for improvement.

Chainbow currently manages over 40 sites with 3,800 leaseholders across Greater London and intends to become the provider of choice property management and consultancy services in London. For further information on Chainbow contact Tel: 020 7928 9944, email: ask@chainbow.com or visit www.chainbow.com

The Thames Gateway Business Awards are the annual business awards supported by leading local companies and organisations and are designed to recognise company excellence and achievement during 2007 and 2008. Other award categories included Innovation, Community Involvement, Growth Business, New Business/ Start Up, Retail Business of the Year, Training & Development, Sustainable Business of the Year, Outstanding Young Person, Business Person of the Year, Diversity in Business, Excellence in Marketing, Business of the Year, Best use of Science or technology and Apprentice of the Year.