



Communications Policy

We are making a change to the way we communicate with our customers please see the below points for assistance.

There are three types of communication we currently receive at Victoria Mills Shipley

No 1 – Site Management Questions;

- Day to day works such as window cleaning, waste collections, gardening (information you may need to be aware of to organise your day)

Please email facilities@victoriamills.co.uk these queries will be answered promptly, however live information can be found on our official Facebook page [Victoria Mills Residents \(Official\) Noticeboard | Facebook](#) and for general information please visit our website www.victoriamills.co.uk – living here page.

No 2 – Private issues;

- Lease enquiries
- Account /billing enquiries
- Sales of an apartment enquiries
- Maintenance work specific to your apartment i.e. when there is a leak from a communal area such as the gutter/roof.

These queries will be answered as quickly as possible i.e. we will endeavour to reply within 7 days

All correspondence should be sent to victoriamillspm@rendallandrittner.co.uk

No 3 – Site Projects;

- Information on Non Section 20, current and future projects will be released to ALL leaseholders via the published accounts and accompanying invoices. No other information will be released.
- S20 projects – R&R will follow the S20 process and leaseholders will be consulted at the appropriate time within the process. Leaseholders can recommend contractors for works, however R&R will manage the tender process.

How to contact us;

SFM, R&R and our agents aim to communicate with leaseholders helpfully and courteously. Most people we deal with, as we deliver our services take a similar approach.

All correspondence should be sent to victoriamillspm@rendallandrittner.co.uk .