



# 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 [victoriamills@Premierestates.co.uk](mailto:victoriamills@Premierestates.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](http://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](mailto: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 – Premier Estates will follow the S20 process and leaseholders will be consulted at the appropriate time within the process. Leaseholders can recommend contractors for works, however Premier Estates will manage the tender process.

## **How to contact us;**

SFM, Priemer Estates 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](mailto:victoriamillspm@rendallandrittner.co.uk) .