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Our promises to you.

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LETTINGS
CUSTOMER
CHARTER

THIS CUSTOMER CHARTER SETS OUT WHAT YOU CAN EXPECT FROM US. IT SUMS UP HOW WE AIM TO MEET THE HIGHEST POSSIBLE STANDARDS IN EVERYTHING WE DO AND HOW WE WILL WORK WITH YOU TO MEET YOUR NEEDS AS A CUSTOMER OF KNIGHT FRANK LETTINGS.

OUR CHARTER IS BASED ON EIGHT PROMISES



**BUILD LONG-LASTING AND
MEANINGFUL RELATIONSHIPS**

DELIVER EXCEPTIONAL CUSTOMER SERVICE

OFFER VALUE FOR MONEY

SAFEGUARD OUR CUSTOMERS

PROVIDE ACCESS TO PEOPLE AND INFORMATION

RESPECT EQUALITY, DIVERSITY AND INCLUSION

ENCOURAGE AND WELCOME FEEDBACK

MAKE THE MOST OF OUR NETWORK

IF YOU HAVE ANY COMMENTS ON THIS CHARTER OR OUR PERFORMANCE, PLEASE LET US KNOW BY EMAILING HERETOHELP@KNIGHTFRANK.COM

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BUILDING LONG LASTING AND MEANINGFUL RELATIONSHIPS



Make the effort to get to know you personally in order to understand your needs and what is important to you

Speak frankly, be approachable and share our knowledge and expertise

Go beyond expectations and work hard to earn your long-term trust

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DELIVERING EXCEPTIONAL CUSTOMER SERVICE



Do what we say we will do,
when we say we will do it

Stay in touch however suits you best – whether
by email, phone, post or in person

Clearly explain our processes and avoid jargon

Go the extra mile to meet and
exceed your expectations

Be responsive, always letting you know who
is handling things and keeping you updated

OUR COMMUNICATION PLEDGE

Respond to
enquiries
Within 2 hours

Contact customers
looking for properties
Every 3 days

Landlords will receive
marketing feedback
Once a week

After move in we will
contact our customers
Within 1 week

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OFFERING VALUE FOR MONEY



Be upfront about all costs and
clearly explain them to you

Charge fair fees that are based on the work
we are doing and services we are providing

Benchmark our prices regularly to
ensure that we remain competitive

Draw on all our resources and experience to provide
a service that always adds extra value

As one of 1,300 agents offering Zero Deposit
Guarantees, allow tenants to move in with
as little as one week's rent as deposit

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SAFEGUARDING
OUR
CUSTOMERS



Take our duty of care to you seriously

Use your personal data only in
the way that you have asked us to

Maintain your confidentiality at all times

Maintain our team's professional
training and qualifications

Through our dedicated compliance team, ensure you are
following all legal requirements and best practices

Keep you informed of the latest changes
and any action required

Follow our 72-point checklist that includes:
gas, electrical, blinds, curtains, smoke
and carbon monoxide alarms and solid fuel

Only use accredited, insured contractors

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PROVIDING ACCESS TO PEOPLE AND INFORMATION



Be open and welcoming, making
it easy to approach us for help

Give you access to accurate, relevant and
up-to-date market insight and clearly explain
all information we provide

Allow you to set alerts that immediately
notify you of new properties

Try to find someone to speak
with you in your first language

Make sure our website is easy to use and search –
including accessibility in multiple languages

Through My Knight Frank online,
allow you to save your favourite properties,
rate, share and add notes

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RESPECTING EQUALITY, DIVERSITY AND INCLUSION



Value and respect every individual, regardless of their sex, gender, sexual orientation, age, race, ethnic origin, colour, nationality, disability, religion, belief, gender identity, marital or civil partner status or pregnancy, maternity and paternity

Make sure everyone can access
our services equally

Continue to recognise and celebrate the value that
diversity adds to our organisation and the work we do

Follow all equality legislation to the
letter and spirit of the law

Only work with contractors and suppliers
who share our values

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ENCOURAGING AND WELCOMING FEEDBACK



Regularly ask for your feedback, whether directly
or through surveys and public review sites

Value and welcome your comments,
no matter how small

Listen to and learn from customer
feedback to constantly improve our service

Take due responsibility when things go wrong
and work with you to resolve any issues

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MAKING THE MOST OF OUR NETWORK



Give you a clear picture of the scope of our business
and what we can do for you

Make it simple and seamless to tap into the expertise
and resources in our worldwide network, and be
transparent about our referral fees

Personally introduce you to the colleagues
best placed to help you - whether
they are based locally or internationally

Always be looking for ways that we
can add value to our relationship

Continually give you more reasons
to choose Knight Frank and recommend
us to your family and friends