



Penny Lane Homes - Complaints Procedure

We are committed to providing a high-quality service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint about our service, or about the service of a contractor or third party who we have instructed to provide goods or services in relation to a property owned by or occupied by you, please write down the details of your complaint and send it to:

Penny Lane Homes In Johnstone
36 High Street, Johnstone, PA5 8AH
Johnstone@pennylanehomes.com
01505 331114

Penny Lane Homes In Renfrew
10-12 High Street, Renfrew, PA4 8QR
Renfrew@pennylanehomes.com
0141 251 0350

On receipt of your complaint we will adhere to the following procedure: -

Stage 1

We will acknowledge receipt of your complaint in writing within 2 working days of receiving it, giving you a named contact who will be dealing with the complaint.

Stage 2

Your named contact will then investigate your complaint and will send you a detailed written reply, including their suggestions for resolving the matter, within 5 working days of us receiving your complaint.

There may occasionally be circumstances outwith our control which prevent us from adhering to this timeframe. These include: -

- when the office is closed for public holidays;
- where adverse weather or sickness has led to staff shortages;
- where we cannot respond in full without the input of a third party (e.g. contractor, landlord, tenant) who is not available;
- where we cannot respond in full without visiting the rental property and the tenant is restricting access;
- where we cannot respond in full without the input of a key member of staff who is not available.

We will contact you if we are unable to respond within this timeframe and let you know when we aim to respond by.

Stage 3

Upon receipt of our response under Stage 2 above, if you are still not satisfied, you can contact us again in writing and we will arrange for a senior manager to review the decision.

Stage 4

Our senior manager will write to you within 5 working days of us receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

Stage 5

You may apply to the First-tier Tribunal for Scotland (Housing & Property Chamber) if we have breached the Scottish Letting Agent Code of Practice and you remain dissatisfied once the above stages have been exhausted, or if we do not process your complaint within a reasonable timescale.

You can contact the Housing & Property Chamber at: -

4th floor, 1 Atlantic Quay
45 Robertson Street
Glasgow, G2 8JB
0141 3025900

<https://www.housingandpropertychamber.scot>

Penny Lane Homes are in the process of being registered with the Scottish Letting Agent Register and is required to adhere to the Scottish Letting Agent Code of Practice which can be found at <http://www.legislation.gov.uk/ssi/2016/133/schedule/made>.

In accordance with the code we will retain (in electronic or paper form) all correspondence about a complaint for five years.

Other complaints procedures

Penny Lane Homes are also members of the Council of Letting Agents (www.counciloflettingagents.com) and you may invoke their complaints procedure if you remain dissatisfied once stages 1-5 above have been exhausted, or if we do not process your complaint within a reasonable timescale.

If you remain dissatisfied, you can then contact The Property Ombudsman to request an independent review:

The Property Ombudsman Ltd
Milford House, 43-55 Milford Street
Salisbury, Wiltshire
SP1 2BP
01722 333 306
www.tpos.co.uk

Please note the following: You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case. The Property Ombudsman requires that all complaints are addressed through this in-house complaint procedure, before being submitted for an independent review.

