

Complaints Procedure – property

Daniel Watney

For all property matters, please contact Daniel Watney LLP, the charity's property managers as follows:

- To raise a maintenance issue, please contact the [Daniel Watney residential management team](#)
- To raise a complaint, please follow Daniel Watney's complaints procedure

Daniel Watney is a member of the [Property Redress Scheme](#) (PRS). If after raising a complaint with Daniel Watney you remain unsatisfied, PRS offers a three-stage process to resolving complaints.

Cloudesley

As the charity's property managers, we expect all property issues to be dealt with by Daniel Watney LLP. However, there may, by exception, be instances when it is appropriate to contact Cloudesley about a property-related matter dealt with by Daniel Watney.

In this instance, please email the charity via admin@cloudesley.org.uk or call us on 0207 832 5802. Please set out the issue as clearly as possible and include important details and dates where you can. Please note that it is possible that, having reviewed this information, we will refer back to Daniel Watney LLP to follow up on this matter.

We aim to acknowledge your email within five working days of receiving it and will indicate when you can expect to receive a response from us. In most cases, if we have access to the necessary information, you will receive a full reply within ten working days.

If you are not satisfied with the outcome, then you can request that the issue is referred to the Charity's Board of Trustees. The Chair of Trustees will aim to provide a full reply within ten working days. If a reply is likely to take longer, we will explain why and tell you when you are likely to receive it.

At Cloudesley we strive to be a professional, accountable and personable organisation dedicated to providing an excellent service to all those we come into contact, including our tenants and leaseholders. If you contact us about a property-related issue, we will treat you with respect, and we expect you to treat our staff in the same way.