

## CLIENT COMMUNICATION & CONDUCT POLICY



We are committed to working with our clients to continually improve their buildings. Each year, we manage thousands of client interactions efficiently and professionally. We understand that clients are invested in their homes and that unexpected issues can be frustrating, especially given the expense of service charges and occasional financial challenges. Our team is here to support through constructive conversations and solutions.

At times, however, we may encounter behaviour that is unreasonable. We have a duty to ensure our staff's well-being at work, providing them with a safe working environment. We expect our staff to treat clients with respect, courtesy, and professionalism, and we kindly ask that clients treat our team with the same respect in return.

### WHY IS THIS IMPORTANT?

The success of property management relies on people. Providing a positive, professional service requires that our team members are treated with respect and feel safe and valued. Industry surveys, such as those by The Property Institute, consistently show the impact of abusive behaviour on employee well-being and retention.

Nearly a quarter of industry practitioners question their long-term future in the sector, with over 90% having experienced verbal abuse at work. To maintain a vibrant, professional workforce, we are committed to supporting industry initiatives to enhance health and well-being and ensure a respectful environment for everyone involved.

### OUR COMMITMENTS TO YOU

- We will treat you with respect and courtesy.
- We will communicate clearly and do our best to help.
- We will give simple, clear explanations.
- We will be polite and professional.
- We will work with you to find solutions.
- You can contact us by phone, electronic communications, or in person.
- We will reply within a reasonable time.

If issues arise, we will work diligently to address them. Resolution often requires coordination with third-party contractors, having the correct parts, and securing sufficient client funds. As such, some problems may take time to resolve.



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## WHAT WE ASK FROM YOU

We ask that you treat our team with respect and politeness through whichever communication means you choose. While we are committed to maintaining professionalism in all situations, we cannot accept unreasonable behaviour.

## WHAT IS UNREASONABLE BEHAVIOUR?

Unreasonable behaviour includes any actions that place undue demands or distress on our staff, especially behaviour that is aggressive, disrespectful, or excessively persistent. We do not consider assertiveness or determination to be unreasonable, but any conduct that overwhelms or harms our team members is unacceptable.

Examples of unreasonable behaviour:

- **Excessive Persistence:** Frequently raising issues already resolved, sending repeated or irrelevant messages, expecting immediate responses for complex queries.
- **Rudeness:** Using offensive language, interrupting constantly, name-calling, or general discourtesy.
- **Anger:** Speaking loudly or shouting.
- **Aggressive Behaviour:** Any form of abuse, intimidation, or threats of harm to people or property.
- **Insulting Remarks:** Making derogatory comments based on personal attributes, including gender, race, religion, or age.
- **Inflammatory or Personal Remarks:** Directing inflammatory comments or personal criticisms at staff.

Such behaviours are not tolerated, and appropriate measures will be taken if they occur.

## OUR APPROACH TO MANAGING UNREASONABLE BEHAVIOUR

In response to unreasonable behaviour, we will take one (or more) of the following actions:

- **Recording Calls:** If a caller starts to behave unreasonably, we will advise them that we will commence recording the call in the interests of both parties so that there is a record of the conversation. A record of the conversation will be made, and management will be notified.
- **Ending Calls:** If a caller behaves unreasonably, we will ask them to change their behaviour. If the behaviour continues, we will give a warning, followed by terminating the call if necessary. A record of the conversation will be made, and management will be notified.
- **Limiting Contact:** If a person is excessively persistent, such as calling multiple times in a short period or sending high volumes of communication, we will ask them to reduce contact to essential matters only. If this is not respected, we may restrict contact to certain formats, such as letters, specific contact times, or designated team members only.
- **Ending Contact:** In extreme cases, we may refuse further contact with individuals who persistently display unreasonable or abusive behaviour. Such actions will be approved by senior management.
- **Reporting to Authorities:** If we receive any threats against staff, we will involve the police or other emergency services.

These measures are designed to protect our team from unreasonable conduct while maintaining a professional and supportive service.