

## Escalation Process

### Property Management Enquiries

E.g. Enquiries relating to;

Service charge balances and payments, Service charge budgets and accounts, Legal matters, Lease covenants, Subletting, Alterations

Enquiries should be acknowledged within 3 working days and a full response issued within a further 10 working days thereafter.

Enquiries should initially be sent to:

Royal Arsenal Property Management Team  
[royalarsenalpm@rendallandrittner.co.uk](mailto:royalarsenalpm@rendallandrittner.co.uk)

If you fail to receive a response within this time frame or are unsatisfied with such you may then escalate accordingly as follows;

Area Director – Jamie O’Loughlin  
[Jamie.oloughlin@rendallandrittner.co.uk](mailto:Jamie.oloughlin@rendallandrittner.co.uk)

Divisional Director – Simon Leech  
[Simon.leech@rendallandrittner.co.uk](mailto:Simon.leech@rendallandrittner.co.uk)

Following this escalation, if you still remain unsatisfied you are able to lodge a formal complaint by emailing:

Customer Feedback  
[CustomerFeedback@rendallandrittner.co.uk](mailto:CustomerFeedback@rendallandrittner.co.uk)

Again, an acknowledgement should be provided within 3 working days and a full response within 15 working days thereafter.

Please refer to our complaints procedure for further information in this regard.

**First Stage**

**Second Stage**

**Third Stage**

**Fourth Stage**

### Estate Management Enquiries

E.g. Enquiries relating to:

Building maintenance, Concierge services, Gym services, Security, Nuisances

For all estate management enquiries, the aim is to provide a full response within 10 working days however, if this is not fulfilled or again you are not satisfied with the response, you can escalate as per the below chain.

Enquiries should initially be sent to:

Royal Arsenal Helpdesk  
[helpdesk@royalarsenal.net](mailto:helpdesk@royalarsenal.net)

Escalation should then be sought as follows;

Duty Manager RoyalArsenal  
[duty.manager@royalarsenal.net](mailto:duty.manager@royalarsenal.net)

Senior General Manager – John Ellis  
[john.ellis@seniorgeneralmanager.net](mailto:john.ellis@seniorgeneralmanager.net)

Royal Arsenal Property Management Team  
[royalarsenalpm@rendallandrittner.co.uk](mailto:royalarsenalpm@rendallandrittner.co.uk)

Customer Feedback  
[CustomerFeedback@rendallandrittner.co.uk](mailto:CustomerFeedback@rendallandrittner.co.uk)

Again, an acknowledgement should be provided within 3 working days and a full response within 15 working days thereafter.

Please refer to our complaints procedure for further information in this regard.

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