

COMMUNICATIONS POLICY

1. Purpose

The purpose of this Communications Policy is to establish guidelines for effective and professional communication practices for employees in residential properties managed by Johnson Burke and Co Ltd. Clear and transparent communication is essential for maintaining positive relationships with leaseholders, residents, contractors and others

2. Scope

This policy applies to all staff, and contractors involved in residential property management under Johnson Burke and Co Ltd.

3. Communication Channels

3.1 Official Channels:

a. All official communications related to property management must be conducted through authorised channels, including email, official letters, and telephone.

3.2 Emergency Communication:

a. In emergency situations, employees must use designated channels to communicate vital information promptly.

3.3 Residents' Communication:

a. Regularly update residents on relevant information through channels such as newsletters, notice boards, emails and letters.

4. Professionalism and Courtesy

4.1 Respectful Communication:

a. Use professional and respectful language in all communications with residents, leaseholders, contractors, and other vendors.

4.2 Timeliness:

a. Respond to communications promptly, acknowledging receipt and providing an estimated timeline for resolution.

4.3 Conflict Resolution:

a. Handle conflicts diplomatically and professionally, seeking resolution through open communication and collaboration.

5. Confidentiality

5.1 Sensitive Information:

a. Treat all resident and property information as confidential. Avoid sharing sensitive details unless required for business purposes.

5.2 Data Security:

a. Follow established data security protocols to protect resident and property information from unauthorised access.

6. Updates and Notifications

6.1 Regular Updates:

a. Provide regular updates to residents on property-related matters, such as maintenance schedules, upcoming events, and changes in policies.

6.2 Notification of Changes:

a. Inform residents promptly of any changes in property management policies or procedures.

7. Training and Awareness

7.1 Training Programmes:

a. Provide training programmes for employees to enhance their communication skills and keep them informed about the latest communication technologies and platforms.

8. Review and Revision

This Communications Policy will be reviewed annually to ensure its relevance and effectiveness. Any necessary updates will be communicated to all employees.

9. Approval

This Communications Policy is approved by Johnson Burke and Co Ltd and is effective as of January 2024.



Vedia Johnson
Director
Johnson Burke and Co Ltd



FIFTH FLOOR, 167 TO 169 GREAT PORTLAND STREET, LONDON, W1W 5PF
TEL 0333 006 5734 WWW.JOHNSONBURKE.CO.UK
REGISTRATION NO: 09179139