



## **CODE OF PRACTICE**

### **First Contact**

From your initial contact made to Countrywide Property Solutions (CWP), either to our 24 hour telephone call centre or by e-mail, we will endeavour to contact you immediately to discuss your situation.

Our representatives will discuss your property in greater detail. You will also be asked specific questions about your financial position of which all information given and thereafter held by CWP will be treated in a highly confidential manner and will never be disclosed to a third party.

CWP will always treat your enquiry with fairness and integrity and will remain professional, understanding and at all times do it's utmost to provide a solution tailor-made for you.

### **Offer**

CWP will be able to provide you with an offer for your property within 24 hours. We are able to offer very flexible solutions to any situation and are always on hand to talk through any concerns you may have.

The price offered will be between 75% – 90% of the current market value of your property at the time of the enquiry and will be researched by one of our representatives. This information can also be made available to you if required.

All offers are subject to an internal inspection of your property and are valid for 14 days and are always confirmed in writing.

### **Acceptance of Offer**

If you decide to accept our offer then our representative will arrange a mutually convenient time to meet you at your address to finalise the paperwork.

We will provide you reasonable opportunity to see and study the paperwork and advise you to seek independent legal advice before committing yourself to any contractual agreement.

## **Progress of Sale**

CWP will pay up to £500 + VAT for you to either use a solicitor of your own choice or a recommended organisation which is a member of The Law Society and LAWNET.

Your CWP representative will be available for you to contact throughout the transaction 7 days a week from 9am – 6pm if you feel the need to discuss the current progress or have any concerns.

The timescale of the transaction will be performed on or before the agreed exchange and completion dates on the signed legal agreement which can be as quick as 48 hours in some extreme cases or as long as you wish.

## **Sale and Leaseback**

**CWP are the first property sale & lease back company that offers an insurance backed guarantee to secure all tenants from home eviction, unless your rental payments are in arrears. For more information please contact one of our representatives on the freephone number.**

If you choose to rent your property back from CWP you can be confident that as a registered member of HOS (Housing Ombudsman Service) [www.ihos.org.uk](http://www.ihos.org.uk) we aim to provide the highest standards of service to all tenants and to ensure your interests are safeguarded we offer the following:

## **Our Internal Complaints Procedure**

### **Explaining our Internal Complaints Procedure**

We are committed to providing a high standard of service to our customers and our Internal Complaints Procedure is designed to resolve problems and difficulties quickly and easily.

### **What you need to do**

You can write with details of your complaint to Countrywide Property Solutions, Countrywide House, High Street, Wanstead, London, E11 1QQ or email [enquiry@cwpsolutions.co.uk](mailto:enquiry@cwpsolutions.co.uk) you can raise your complaint by telephone on **020 8530 9788**.

### **How we will handle your complaint**

- **By telephone**  
If you telephone us and the matter can easily be dealt with, we will confirm with you the action we are going to take to resolve the matter.

Where we cannot resolve the problem there and then, we will acknowledge your complaint, confirming the facts as we understand them. This will form the basis of our investigation. We will also give you the name of the person who will be handling the investigation and response. If we have misunderstood your complaint in any way, please tell us as quickly as possible to avoid any potential confusion later. We will then aim to resolve your complaint within 5 working days, keeping you informed of progress. If there is any reason for a delay in responding, we will let you know.

- **In writing**

If you contact us either by letter or e-mail, we will acknowledge receipt either by telephone or in writing. We will also confirm who will be handling the investigation of your complaint. Again, we will aim to resolve your complaint within 5 working days, keeping you informed of progress and any potential delays.

- **Matters of policy**

Where matters of policy might concern you, we will provide you with an explanation that aims to resolve the issue.

**If you remain unhappy we want you to let us know, so that your complaint can be reviewed again.**

**If you remain unhappy**

If you remain dissatisfied, you should contact the person who is handling your complaint to explain why and ask them for a further review. Hopefully this will resolve your complaint.

**If we still cannot reach agreement**

Sometimes it may not be possible to resolve a complaint internally. When this is the case, we will send you a letter confirming that it is our **final response** and the end of our Internal Complaints Procedure. The details of your complaint will always have been considered by a member of our Senior Management Team at this point.

Overall we aim to conclude the process within 8 weeks of receiving your complaint.

**If you are not satisfied with our final response you are then able to take your complaint to the Housing Ombudsman Service. For details of their procedures please see their website [www.ihos.org.uk](http://www.ihos.org.uk)**