



**Ringley** offer a range of solutions to complement our estate management services to the many growing developers that don't have an established Customer Care Department.

### **Defects and snagging service & why outsourcing can help**

- without time & leadership customer care will fail
- reduce your brand risk, distance yourself from snagging
- buy in capacity and skills outside your build skills-sets
- get 'emotionally intelligent' trained decision makers
- get decision makers on call for emergencies 24/7
- your customers get 1 point of contact for home and common parts issues.

### **Ringley's solutions fall into 4 categories:**

**1. Quality Assurance:** so that units are accepted from build defect free and with a reasonable number of snags; Independent inspection at unit handover assures quality. Ringley are ISO9000 accredited and can put together a formal dwelling acceptance process to start your quality management system.

**2. Residents Handbooks:** information collated from your contractors and handbooks written in plain English to follow NHBC standards.



**3. Introduction to your home:** the introduction to your home can take 3 forms:

- residents handbook
- personal introduction and handover of keys
- a DVD tour.

Attending dwelling handover and/or a professionally cut video demonstrating how to use heating and appliances etc. to deliver a brand experience.



#### 4. Developer Helpdesk:

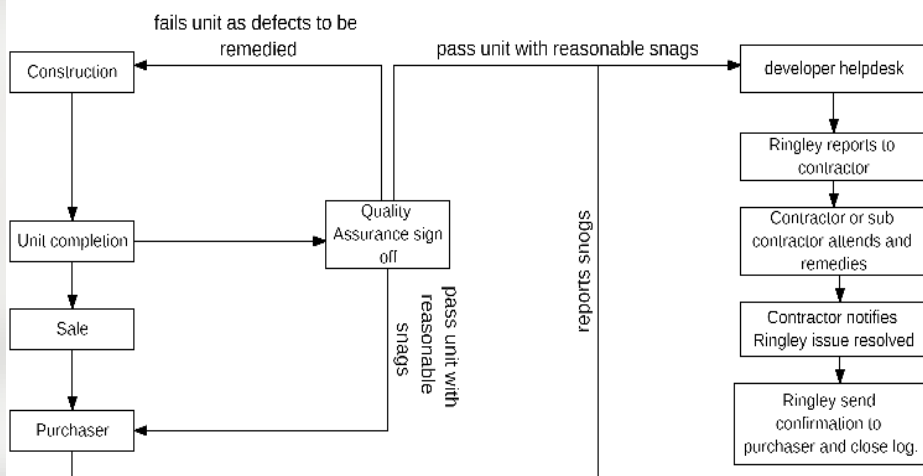
Your out-sourced Customer Care team to whom defects and snagging can be reported. You choose from 2 options:

- Log and feed all issues back to your main contractor, or;
- Empower us to book appointments with sub-contractors.

#### Few Examples:

Shrinkage cracks	Not developer issue unless > 5mm
Faulty appliance	Swap with appliance for unsold unit & take up with manufacturer
Chip on ..... Broken .....	Benchmark to QA inspection and snag sheet, inspect and assess likelihood of move in damage
Extractor fan not connected	Call on contractor to connect as per 'as built drawings'
TV no reception	Technician to test with set top aerial, test in alternative sockets to deduce wiring issue
Door binding	Technician to attend and adjust

#### Ringley's quality check framework



#### Initial set up

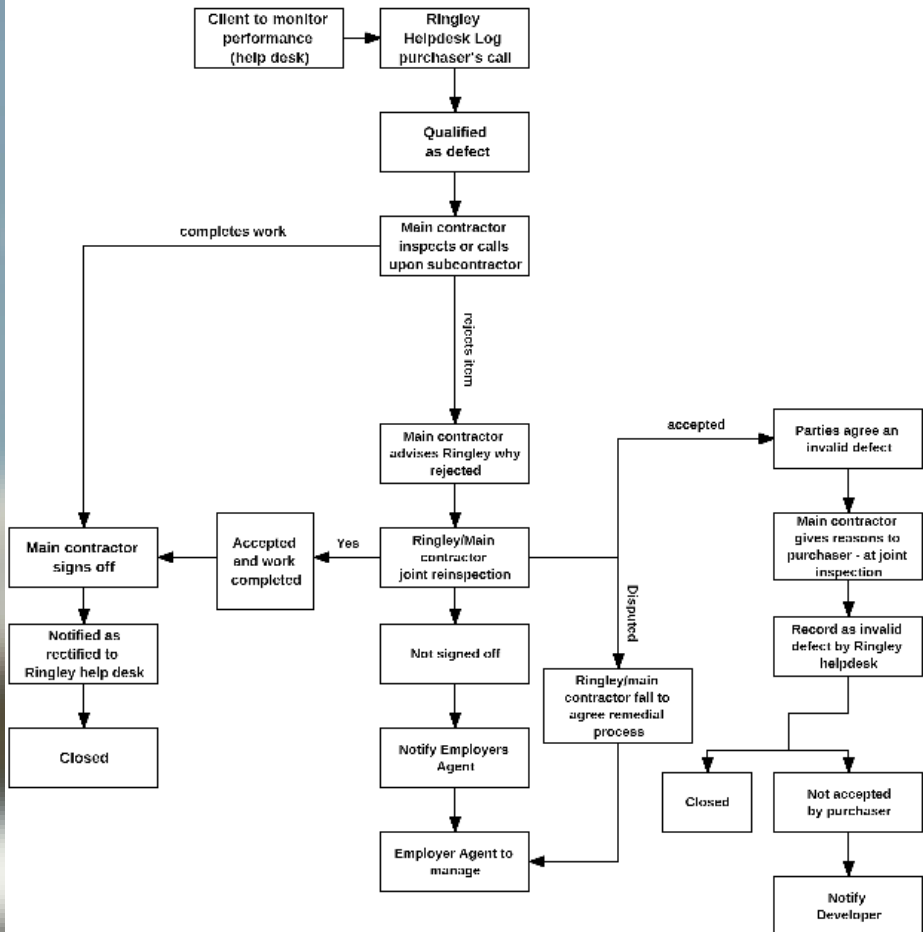
To provide any of our developer helpdesk services we will need to be provided with CDM packs, 'as built' drawings and appliance manuals. Where these are not available then you may need to talk to our Building Engineering Team about acting as Planning Supervisor or to liaise with any Planning Supervisor appointed to get base information.

## Disputes and mediation:

Every service needs a pre-agreed appeals process

- to share decision making parameters with residents
- to benchmark defects against contact documentation
- that shows independence
- to protect you as developer from reputational risk.

## Ringley's core resolution process



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