

Customer Bill of Rights

We established this Customer Bill of Rights to memorialize what every customer can expect from every Management Trust employee owner every day.

As a customer of The Management Trust you have the right to:

Feel like **you are the most important** person to us.

First person resolution when possible.

That is, our employee owners will own your need until it is resolved or properly handed off to a team member for resolution.

Be treated with **respect and with the highest level of integrity** because we are professionals.

Be treated with **warmth and hospitality** because we care.

Know you have been heard. We will not end any interaction until we have demonstrated that we understand your needs and have communicated to you our agreed upon next steps.

Value demonstrated through delivered results. When possible, we will offer alternative means of resolution so that you may choose the path that best fits for you.

Timely response. Voicemails and/or written communications will be responded to by the end of the next business day. Emergencies will receive an immediate response.

Leadership Management. We will work towards anticipating the needs of your community and offer guidance to the board and homeowners as appropriate.

Well-trained professionals.

We are experts in the field of community management, and knowledgeable of the needs of your community.

Quick resolution to breakdowns.

We own our mistakes and work tirelessly to correct them.

Fidelity. We know that we are in a position of trust with your community. Accordingly, we will always protect your best interests.

