

Dispute Resolution

Where disputes arise with tenants, Megaclose will ensure that:

- We will accept contact from tenants (or their authorised representatives) by any appropriate method including telephone calls, e-mail or face-to-face discussions
- We will respond reasonably and promptly to all such contact within a maximum of 3 weeks.
- Our response will confirm the actions we propose to take and the overall timetable we aim to achieve.
- Any settlements, or agreements, reached are recorded and honoured within a defined period of the settlement
- The closure of disputes will be recorded to provide a clear audit trail of the actions taken to resolve the dispute.
- We will maintain courteous, professional relations with tenants at all times during any dispute.