

Unreasonable Behaviour Policy

1. This policy applies to all Leaseholders where the manager of their block i.e. Freeholder, Head Lessor, RTM, RTA, RMC or other, has contracted Burlington Estates to manage their property. Burlington Estates reserves the right to moderate correspondence with a Leaseholder when their level of correspondence is deemed excessive, unreasonable, abusive or the evidence contained within is clearly fabricated or the matter is frivolous or vexatious.
2. Burlington Estates is committed to dealing with all customers impartially, professionally and courteously. Our aim is to provide our customers with a high quality of service.
3. Burlington Estates is committed to responding to all correspondence whether by Leaseholder, Freeholder, Tenant or a third party (we will reserve the right to correspond with third parties, where we have no privity of contract with them) in a fair and professional manner within the timescales set out in our service level agreement.
4. We do not expect our staff to tolerate unreasonable behaviour.
5. Unreasonable behaviour can include (but is not limited to):
 - i. Rudeness (for example swearing; persistent interruption; name calling or general discourtesy)
 - ii. Anger (for example shouting)
 - iii. Aggressive behaviour (for example threats of physical harm to person(s) or property)
 - iv. Implied aggressive behaviour (for example threats which indicate physical harm to person(s) or property)
 - v. Manipulative behaviour
 - vi. Repeatedly requesting responses within unreasonable timeframes
 - vii. Requesting the same information repeatedly
 - viii. Insisting on speaking to a particular member of staff
 - ix. Refusal to accept Burlington Estates advice or final position on a matter
 - x. Not accepting Burlington Estates processes
 - xi. Not accepting Burlington Estates timescales
 - xii. Repeated telephone calls
 - xiii. Sending repetitive and / or irrelevant emails or letters
 - xiv. Reiterating the same points in communications despite points being previously addressed
6. In the rare cases where unacceptable behaviour occurs, Burlington Estates will inform the offender why they believe their behaviour is unreasonable and request that their behaviour changes. If the unacceptable behaviour continues then Burlington Estates may take action to limit that person(s) contact with Burlington Estates and inform them of that limitation and the reasons for it.
7. If that person(s) continues to contact Burlington Estates, then we reserve the right to limit or terminate all contact where this is contractually permitted.
8. Where the behaviour is deemed so extreme that it threatens the welfare or safety of one of our staff members or third-party consultants or contractors we are likely to inform the Police or take necessary legal action. In such cases warning of that action may not be given.
9. Where transgressors of this policy do not accept the conditions of this policy, they can progress the matter through our Complaints Handling Procedure, which can be downloaded from our website or requested directly from a member of staff.