PARK LANE BLOCK MANAGEMENT
ZERO TOLERANCE POLICY

In recent years, we have seen a significant increase in the number of aggressive and rude emails received by our employees. Our governing body, ARMA, are concerned by this trend and looking at ways to alleviate the stress on people who work in this industry. Being concerned for our staff wellbeing, we have taken advice from employment lawyers as to what we can do to protect employees mental health and wellbeing.

Our employees are held to high standards in their roles and responsibilities and are expected to adhere to those. Their wellbeing is important to us as a business, and we have a duty of care to ensure their working environment is one where they are treated with respect. We are therefore adopting a zero-tolerance policy when it comes to the content of emails received by our employees. If voicemail, phone call or email sent to our business is deemed to be aggressive, rude, offensive, abusive, or factually inaccurate our employees will no longer be responding to the sender but will hold the voicemail recording / email on file as evidence in support of that decision. If you are receiving a copy of our zero-tolerance policy in response to communication sent to us, it is because we believe it falls into one of the categories above.

As a business, we must ensure that we have a written record of communication with Leaseholders which is why we ask for issues to be raised by email or via the Report a Problem section of our website. We respond by email for the same reason, to ensure there is a record that can always be referred to by both parties, should the need arise. Whilst this may cause a degree of frustration for some Leaseholders, it is necessary.

We would ask that you please be mindful of the fact that there is a human being receiving the emails that you send.

Karen Bowditch Director

Park Lane Block Management