



Y&Y MANAGEMENT

2 Timberwharf Road
London, N16 6DB
DX 37650 Stamford Hill

T: 020 8211 1550

F: 020 8211 1567

E: enquiries@yymanagement.co.uk

YYMANAGEMENT.CO.UK

Complaints Procedure

Y&Y Management Ltd. Is a member of Property Ombudsman and aims to provide the highest standard of service to all customers. To ensure your interests are safeguarded a complaints procedure has been introduced. This provides for the matter to be dealt with internally by the firm and in the event that we are not able to deal with the issue to our mutual satisfaction by reference to the Property Ombudsman.

If you believe you have a complaint, please follow the procedure below:

Stage 1: Try and resolve with your assigned property manager. Please place your complaint in writing to our office address by post or e mail and in one document making it clear it is a complaint under stage 1 of the complaint procedure , for the attention of your property manager. If you are not sure who your property manager is then please call 02082111550 . The complaint should be acknowledged within 3 working days and a formal response should be sent to you within 15 working days.

Stage 2: If you are not satisfied with the outcome you are provided with a further opportunity to have the complaint reviewed by our Managing director / senior partner Mr. Joe Gurvits. The complaint should be addressed to us C/O Managing Director. Please enclose the stage 1 complaint together with the response given by the Property Manager and explain why you feel the response was not adequate.

In the event that this final review still fails to satisfy your complaint then you are at liberty to have the matter referred to the Property Ombudsman. We will submit our file to the Ombudsman on request. You are also entitled to have your complaint refereed to the Ombudsman on request. You are also entitled to have your complaints refereed to the Ombudsman should we fail to deal with matters promptly or do not comply with our in house procedures within 8 weeks from the date we receive your written notification





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The Property Ombudsman

Milford House
43-45 Milford Street
Salisbury
Wiltshire, SP1 2BP
Tel: 01722 333 306
Email: admin@tpos.co.uk
Web: www.tpos.co.uk



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How to Raise a Building Safety Complaint

1. Identify the Issue

- Is it a structural concern, like cracks or instability?
- Is it a fire safety risk, such as blocked fire exits or faulty alarms?



- Is it about the performance of the Accountable Person (AP) or Principal Accountable Person (PAP)

2. Report the Issue to the Building Manager or AP

- Contact your building's Accountable Person (the managing agent).
- Submit your concern in writing (email or letter) and include:
- A clear description of the issue
- Photos or videos if possible
- The date the issue was noticed

3. Escalate to the Principal Accountable Person (PAP)

- If the AP doesn't respond or resolve the issue, you can escalate it to the PAP, who has legal responsibility for building safety in high-rise buildings.

4. Use the Building's Complaints System as outlined above

5. Challenge the Outcome (if needed)

- If you're not satisfied, you can challenge the decision and request a review.

6. Refer to the Building Safety Regulator (BSR)

Our address and telephone numbers appear on the top of this letter.

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