

## **North Lanarkshire Properties Customer Charter**

**North Lanarkshire Properties is the local expert for commercial properties in North Lanarkshire. With experience of letting hundreds of commercial properties across one of the most accessible and connected parts of Scotland, we offer a range of properties at competitive rates. If you want to do business in Central Scotland, we want to do business with you.**

### **Our commitment:**

- Professional – our team of RICS-accredited commercial specialists strive to provide an excellent, professional service consistently. We listen to our customers and aim to give them accurate and honest information promptly to achieve the best property solution.
- Affordable – we offer a wide range of properties at competitive market rates.
- Local – we can provide some of the most competitive and uniquely located commercial premises in North Lanarkshire. We are the local experts of choice.

### **What you can expect:**

- Prompt - respond to enquiries quickly with accurate information
- Solution-focused – get you the right property, at the right cost at the right time
- Accessible – be contactable by phone, e-mail, social media and face-to-face
- Accurate – give you the right information first time, every time
- Fair – treat you fairly, politely and in a friendly manner
- Responsive – should your property needs change we will be responsive to these
- Partnership – work together with you to support your business needs over time