

CUSTOMER SERVICE POLICY & SERVICE-LEVEL AGREEMENTS (SLAs)

1. Policy Statement

Chullu Properties is committed to providing reliable, professional, and timely real estate and property management services. This policy establishes service standards and measurable timelines to ensure accountability, transparency, and client satisfaction.

2. Purpose of this policy is to:

- Define minimum service delivery timelines
- Set clear expectations for clients and tenants
- Improve operational efficiency and accountability
- Support compliance with professional and legal standards

3. Scope

This policy applies to all services provided by Chullu Properties, including:

- Property management
- Sales and letting
- Client communication and support
- Maintenance coordination
- Financial reporting and remittances

4. Customer Service Principles

Chullu Properties upholds:

- Professionalism
- Transparency
- Responsiveness
- Confidentiality
- Accountability

5. Service-Level Agreements (SLAs)

5.1 General Communication SLAs

Service Item	SLA Timeline
Phone calls & WhatsApp messages	Response within 24 hours
Emails & written correspondence	Response within 24 hours

Service Item	SLA Timeline
Walk-in inquiries (office hours)	Attended to immediately or within 30 minutes
Acknowledgment of complaints	Within 24 hours

5.2 Property Management SLAs

Service Item	SLA Timeline
Tenant onboarding after lease signing	Within 3 working days
Rent collection follow-up	By 10 th day of the month
Rent remittance to landlord	Within 5 working days after collection
Monthly landlord statement	By 15 th day of the following month
Lease renewals notification	At least 60 days before expiry
Property inspections (routine)	Once every 6 months
Tenant exit inspection	Within 48 hours of vacancy

5.3 Maintenance & Repairs SLAs

Maintenance Category	SLA Response
Emergency repairs (fire, flooding, electrical hazard)	Acknowledgment within 2 hours, action within 24 hours
Urgent repairs (plumbing leaks, power failure)	Acknowledgment within 24 hours, action within 48–72 hours
Routine maintenance	Logged within 48 hours, scheduled within 7 working days
Contractor engagement	Within 2–5 working days after approval
Maintenance update to landlord	Within 48 hours after completion

5.4 Sales & Letting SLAs

Service Item	SLA Timeline
Property listing after instruction	Within 3 working days
Viewing arrangement	Within 24–48 hours of request
Feedback after viewing	Within 48 hours
Offer presentation to client	Within 24 hours of receipt
Transaction progress updates	At least once weekly
Handover after completion	Within 2 working days

5.5 Financial & Reporting SLAs

Service Item	SLA Timeline
Monthly financial reports	By 15th day of the following month
Expense approvals	Within 3 working days
Invoice processing	Within 5 working days
Deposit reconciliation	Within 3 working days
Year-end summary reports	Within 5 days of request

5.6 Complaints Handling SLAs

Stage	SLA Timeline
Complaint acknowledgment	Within 48 hours
Investigation & response	Within 5 working days
Resolution implementation	Within 10 working days
Escalated complaints	Reviewed by management within 5 working days

6. Client Responsibilities

Clients are expected to:

- Provide accurate documentation and instructions
- Approve expenses and quotations promptly
- Honour contractual obligations
- Communicate concerns respectfully and in a timely manner

7. Exceptions to SLAs

SLAs may be affected by:

- Force majeure events (natural disasters, strikes, system outages)
- Delayed approvals or information from clients
- Third-party contractor delays beyond reasonable control

Clients shall be informed promptly in such cases.

8. Monitoring & Performance Review

SLA performance shall be monitored regularly

Feedback and complaints shall inform service improvements

Repeated SLA breaches shall trigger internal corrective measures.

9. Compliance

This policy aligns with:

- Kenyan real estate and tenancy laws
- Ethical business and professional conduct standards
- Data protection and confidentiality requirements

10. Policy Review

This policy shall be reviewed periodically and updated as necessary to reflect operational, legal, or regulatory changes.

11. Approval

This Customer Service Policy and Service-Level Agreement is approved by management and is effective from 1st May 2026