



Customer Service Policy

OPERATIONS

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VERSION

1.0

EFFECTIVE

March 2026

REVIEWED

March 2026

POLICY

Our customer service policy is designed to promote clear communication, timely responses, and proactive management of the condominium's facilities and community needs.

Procedure

- Return email and voicemail messages within 24 business hours, but ideally within the same business day. After hours emergency calls should be responded to within 15 minutes.
- Email and voicemail out of office messages must be set per the Out of Office Email Policy. Ensure that proper coverage is in place, and this has been communicated to the appropriate corporate contacts (Admin, Front Desk, answering service).
- Ensure email signatures are consistent with Barkan standard.
- If using Zoom, use an approved Barkan background.
- Account Executives and/or General Managers should have their Boards appoint a Board liaison. Develop a good working relationship with that person.

Written Correspondence and Record Keeping

- Write professionally in full sentences and use spell check.
- Review the document for proper grammar and accuracy.
- Ask someone else to proofread letters/documents.
- Refrain from using emojis, slang or text acronyms (ie. LOL, TTYL, etc.)
- Keep accurate and organized records per the SharePoint organization policy.
- Save all emails in the appropriate correspondence folder in SharePoint or CINC document library when necessary.
- Communication should be conducted in CINC whenever possible, so owner and association history is saved in one place and available to other employees/new employees. Save important emails in CINC if originated in another software like Outlook.
- Document phone calls in CINC with the "CallLog" as much as possible or when necessary.
- Look for ways to help your owners/residents. When they have a reasonable request tell them that you can do it and set a time frame.



Complaint Resolution

- Listen and Acknowledge - Demonstrate that you take customers' situations seriously and aim to resolve the problem to their satisfaction. The customer may not always be right but deserves to be listened to and receive professional service.
- Identify and Confirm – Restate the issue or complaint to confirm you have an accurate understanding and confirm with the reporter. Offer an apology or understanding if necessary.
- Resolution and Time Frame- Offer means and methods to resolve the complaint and identify a timeline acceptable to the Resident. Always follow through on commitments and try not to overpromise.
- Follow up – Identify the preferred communication method and frequency.
- Escalate – If necessary, notify the Account Supervisor for awareness or assistance.