

Napier Management Services

Zero Tolerance Policy

We would remind all leaseholders that our staff must be treated with courtesy and respect at all times.

It is not acceptable to use bad language, raise your voice, or any other form of intimidation which is verbal or written.

Equally, we will endeavour to treat you with courtesy and respect and to answer your query to the best of our ability.

If a lessee is unable to do adhere to this policy, then we reserve the right to refuse to communicate with that person except in writing.