

Dear Residents,

As we are committed to ensuring an efficient complaint and grievance process and responding effectively to reported problems, and in order to improve the comfort of life in our building and maintain your satisfaction with the services we provide, the following is the procedure for filing complaints and grievances.

Communication channels:

We have 3 communication channels for you to report any comments or problems:

- Submission through the SON platform,
- Direct email to the Property Manager or admin@lett.pl,
- A phone call to the Manager.

Complaint or grievance form: Please complete the following information in the application:

- Notifier's personal information,
- Address of the apartment,
- Description of the problem,
- Proposed solution or expected action.

Complaint collection time:

We are available to receive your reports daily.

Analysis of reports:

After collecting your complaints and grievances, we will carefully analyze them, assess their urgency and identify recurring problems or areas that require immediate intervention.

Problem solving:

After analysis, we will take appropriate action to resolve reported problems, which may include:

- Repairing faults or failures,
- Contacting service providers (e.g. electricity, water, gas, cleaning services),
- Organizing meetings with residents to discuss problems and find solutions.

Informing Residents:

Once the problem is resolved, we will keep you informed of the actions taken and the results.

Monitoring the situation:

We regularly monitor the situation and respond to new complaints and grievances to ensure that problems are continuously resolved and living conditions are improved.

Long-term corrective actions:

In case of structural or recurring problems, we will take long-term corrective or modernization measures, keeping you informed of progress.

Thank you in advance for your cooperation and commitment to improving our common space!

Property Manager Lett