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## EGi News BPF-Backed Customer Service Club

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Property owners including LandSec, Prudential, the Crown Estate, Grosvenor, The Portman Estate, Slough Estates and Brixton are forming the Real Estate Customer Service Group, a club to encourage best practice in customer service.

Backed by the BPF, the club will measure members' progress in delivering good customer service to occupiers and will assess the impact of customer service on members' corporate results

The group will be run by consultancy Kingsley Lipsey Morgan (KLM). KLM managing director Howard Morgan said: "One of the first priorities will be to enable members to benchmark how far they have advanced in service delivery.

"We then plan to develop a common basis for comparing customer service performance."

He claimed: "The ultimate benefit of this work will be the customers of the industry, who will receive better service and value for money for their rents and service charges."

Welcoming the formation of the club, BPF chief executive Liz Peace commented: "If Property Investment Funds are introduced in the UK, it will bring returns under even sharper scrutiny and I believe will illustrate that what differentiates the best from the rest is the experiences they provide."

The Crown Estate's urban estate director, Anthony Bickmore said: "The establishment of an industry wide club will help us and the whole industry improve our service delivery to our customers, alongside adopting things like the Lease Code.

"Having a benchmarking club will also encourage members to share new ideas and good practice in an open and constructive way."

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