



Our Zero Tolerance Policy on Abuse and Harassment

At Strangford Management Ltd, our mission is to deliver exceptional service across the leasehold communities we manage. We recognise that homes are deeply personal but we also expect all interactions with our team to remain respectful, constructive, and professional.

Our Standards

We commit to:

- Responding professionally, clearly, and in good time
- Listening and helping wherever we can
- Treating all residents equally and respectfully
- In return, we expect the same from you.

Unacceptable Behaviour

We will not tolerate:

- Verbal abuse (shouting, swearing, insults)
- Personal attacks or derogatory remarks
- Discriminatory or inflammatory comments
- Aggressive behaviour or threats (verbal or physical)
- Excessive or repeated contact that causes distress or disrupts service delivery

What Happens If These Boundaries Are Crossed?

We operate a zero-tolerance policy to protect the welfare of our staff. If unacceptable behaviour occurs, we may:

1. Ask you to change your approach
2. Restrict your communication to written channels only
3. Appoint a senior contact or board member to handle future communications
4. Refer the matter to legal authorities if threats or harassment continue

Our Promise

We take your concerns seriously and will always aim to resolve issues constructively. But we will never allow our staff to be abused, harassed, or mistreated.

Thank you for helping us foster a respectful environment for everyone.