



# 10 PROMISES TO YOU, OUR CUSTOMER

Nobody's perfect, but that doesn't stop us striving for perfection.  
And if promises are made to be broken, there's no harm in making a few more.  
So here are our ten to you, our customer.

## 1 THE MOST IMPORTANT PERSON AT TYLERS IS YOU.

The customer is not always right. In fact, sometimes it's our job to tell you you're wrong and set you on the right track. Best advice is at the core of what we believe. But that doesn't change the fact that you are the reason we're here.

Everything we do is centred around you and every decision we make is guided by what's best for you and your property transaction – and not what fits in with our current workload or established way of doing things.

## 2 WE WILL STRIVE TO DO MORE, TO PROVIDE A SERVICE BEYOND EXPECTATIONS.

Our aim is not just to do what you ask of us. Our aim is to over-deliver – to constantly surprise, amaze and exceed your expectations.

## 3 WE WILL ALWAYS BE POSITIVE.

Positive, proactive and professional – this is what our job, and our industry, is all about. We want to work in a positive, service-driven and successful way to give you the best experience possible.

## 4 WE WILL NOT BECOME COMPLACENT.

When you have repeat business we will treat each transaction as if it's our first for you. That's how we develop and maintain long-term relationships. We believe complacency leads to apathy and the unwelcome 'that'll do' attitude.

## 5 WE WILL EMPATHISE WITH YOU.

We know that moving home is a stressful event that occurs just a few times in most people's lives. Just because it's a daily occurrence for us we never forget what a huge yet exciting event it is for you. We feel for you in the highs and lows of the transaction: sharing the passion and excitement of moving to a new home, but also experiencing the pain when things just don't quite go according to plan... or worse!

## 6 WE WILL BE BOTH OPINIONATED AND OPEN-MINDED.

We don't do tantrums, strops, big egos or preciousness. What we do is speak up, express our opinions and respect the opinions of others. By working together, with open, honest discussion, we'll ensure the right decisions are made for you.

## 7 WE WILL TREAT OTHERS HOW WE WOULD WANT TO BE TREATED.

We believe in being nice: and it's contagious! We're going to be spending a lot of time together so we value the quality of the relationship we will have with you.

## 8 WE WILL KEEP THINGS TIDY.

Keeping our desks and offices tidy reflects on how we work: with tidy minds and tidy filing. It all means greater efficiency for how we deal with your business and a more professional experience for you overall.

## 9 WE WILL KEEP OUR PROMISES...

If we say we'll do something, we'll do it. We don't commit to things we can't deliver and once we've committed, we won't let you down – ever.

## ...AND TAKE RESPONSIBILITY WHEN WE DON'T.

When circumstances do get the better of us, we'll say so without delay, make a new plan and move on together. Stuff happens, plans change and we all have to roll with it, but if we try and pass the buck or cover it up – then we'll have a problem.

## 10 WE WILL RESPECT THE CLOCK.

Punctuality is all about respect. We will not keep you waiting. We will not waste your time. And we will not believe that our own work and our own time is more important than yours.