



PICA Group customer service charter

At PICA Group we strive for excellence. That is why we have created a customer service charter to ensure we always maintain high levels of customer service.

PICA Group's commitment to our customers include:

1. High standards of guidance, support and delivery

PICA Group is dedicated to providing ethical, quality service that delivers the best level of support you seek.

We conduct customer surveys via third party research agencies, and utilise this information to continually improve our services, through investment in our people, processes and technology.

2. Timely distribution of meeting minutes

We prepare the draft minutes of meetings (where required), within seven business days prior to distribution.

We follow the relevant state legislative time frames regarding the final distribution of all meeting minutes to each property owner.

3. Clear, courteous communications

We address requests with promptness, and respond in a polite, friendly and respectful way.

4. Prompt response to all enquiries

We commit to replying to all voicemails and emails within two working days, and other written correspondence within five working days.

We will reply to all telephone messages by close of business within 2 working days, unless there is an emergency. An emergency is a sudden, urgent, usually unexpected or dangerous occurrence, which requires immediate rectification action.

We will acknowledge all emails by the close of business within 2 working days or 7 working days for more complex matters. We will reply to other, non-email, non-urgent written correspondence within fourteen working days.

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