



The PICA Group customer service charter

At the PICA Group, we strive for excellence at all times. That is why we have created a customer service charter to ensure we always maintain a high level of customer service standards.

We aim to always listen to our customers, and continually improve our processes to better satisfy your needs. We therefore endeavour to offer best practice service standards in strata management guidance and support.

High standards of guidance, support and delivery

The PICA Group is dedicated to providing ethical, quality service that delivers the best level of support you seek, with the intention to exceed expectations whenever possible.

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

Commitment to clear, courteous communications

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

Response promptly to all enquiries

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

We will reply to all telephone messages by close of business on the next working day, 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 on the next working day and prioritize a full response to you within seven days. We will reply to other, non-email, non-urgent written correspondence within fourteen working days.

Distribute meeting minutes in a timely manner

We will prepare draft minutes of meetings, for review by Committee (where required) prior to distribution, within seven business days.

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

