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Ternwick Properties

Office policy handbook, version 3

1 Purpose and scope

Effective 1 September 2026.

1.1 This handbook applies to staff who arrange property viewings, hold keys, handle deposits, deal with complaints or keep the office records.

1.2 Ternwick Properties operates from Jumeirah Lake Towers, Dubai. Office number SAMPLE-ORN.

Staff and responsibilities

Name	Role
Sara Tavrani	Senior Property Consultant
Tariq M.	Property Consultant
Priya N.	Property Consultant
Rana K.	Office Manager
Idris F.	Managing Director

1.3 The consultant handling a property file keeps the appointment and transaction records current. When a colleague takes over the file, the consultant records which actions remain open.

1.4 The Office Manager keeps the current handbook available to staff and records amendments. Staff refer questions about applying a procedure to the Office Manager.

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2 Viewings

Booking an appointment

2.1 Viewings are by appointment, Saturday to Thursday, 09:00 to 19:00. A consultant accompanies every viewing. The booking record names the consultant responsible for the appointment.

2.2 For an occupied property, give the occupant 24 hours' notice before the viewing. Record when notice was given and confirm the appointment with the occupant before attending.

2.3 Tell the client about any cancelled viewing at least 2 hours before the appointment. Record the cancellation and the time the client was told.

Entry and attendance

2.4 See each visitor's identity document before entry. Do not copy it. The consultant records that the identity check took place.

2.5 Admit no more than six visitors at one viewing. Arrange another appointment if the party exceeds that limit.

2.6 Stay with the visitors until they leave the property. Before leaving, check the doors the group used and return any key signed out for the appointment.

2.7 Complete the viewing log the same day. Enter the property reference, appointment time, consultant, attendance and anything that needs follow-up.

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3 Keys

Tags and register

3.1 Give every key a code tag. The tag never carries the property address. Use the register to match the code to the property.

3.2 Keep keys in the cabinet between issues. When a key is added to the cabinet, enter its code and check it against the property record.

Staff issue and return

3.3 Sign the key out in the key register to a named consultant. The consultant keeps it for at most 4 hours and returns it by 18:30 the same day. Enter the issue and return times in the register.

3.4 A key may be kept overnight only with the Office Manager's written approval. Keep that approval with the register entry and record when the key is due back.

3.5 Never leave a key with a client. A consultant who collects a key for a viewing remains responsible for it until the return is recorded.

3.6 At return, match the tag to the register entry. Record any damage or missing item before closing the entry.

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3 Keys (continued)

Contractor issue

3.7 Give a contractor a key only with the landlord's written authorisation and for at most one working day.

3.8 Keep the authorisation with the issue record. Record the contractor's name, the key code and the expected return. On return, enter the time and check the code against the issue record.

Loss and cabinet checks

3.9 Report a lost key to the Office Manager within 1 hour. Give the key code, the last known location and the name of the person who had it.

3.10 The office pays for the lock change when its staff lost the key. The Office Manager records the incident and files the record of the lock change with it.

3.11 Audit the key cabinet every Monday. Match each key in the cabinet to its register entry and check that each empty position has an open issue record.

3.12 Record any discrepancy and refer it to the Office Manager. Close the audit entry when the register and the contents of the cabinet have been reconciled.

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4 Deposits and client money

Rental holding deposits

4.1 The office does not accept cash. Record the person paying, the property reference and the purpose of any payment received into the office's client money process.

4.2 A rental holding deposit is 5% of the annual rent. It becomes the security deposit when the tenancy contract is signed. Link the deposit record to the offer and to the signed contract when it is filed.

Receipt and client account

4.3 Issue a receipt the same working day. Record the amount, payer and property reference on the receipt, and keep a copy with the property file.

4.4 Pay client money into the client account by the next working day. Match the account entry to the receipt and record the date the payment went into the account.

4.5 If a receipt and account entry cannot be matched, refer the discrepancy to the Office Manager. Keep the correction with the original record so that the payment can be traced.

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4 Deposits and client money (continued)

Rental offers that do not proceed

4.6 If the landlord declines the offer, refund the holding deposit within 7 working days. Keep the landlord's decision and the refund record with the offer.

4.7 If the applicant withdraws after the landlord has accepted the offer, pass the holding deposit to the landlord. File the acceptance, the withdrawal and the transfer record together.

4.8 Enter the outcome against the receipt so the property file shows whether the holding deposit was applied to the contract, refunded or passed to the landlord.

Sale booking deposits

4.9 Sale booking deposits go to the escrow account named on the current price list's booking form, never to the office.

4.10 Check that the booking form corresponds to the current price list before giving it to the buyer. Record the unit and the list reference in the sales file.

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5 Complaints

Receipt and acknowledgement

5.1 Accept complaints in person, by email at complaints@ternwick.example or in writing. Enter each complaint in the complaints register.

5.2 Acknowledge the complaint within 1 working day. The register records when it arrived, the contact used for the acknowledgement and when the acknowledgement was sent.

Investigation and reply

5.3 The Office Manager investigates the complaint. The consultant concerned never investigates it. The Office Manager may ask that consultant for the records needed to establish what happened.

5.4 Send a written reply within 10 working days. The reply records the findings and any action the office has agreed to take. Keep a copy with the complaint record.

5.5 If the complaint remains unresolved, refer it to the Managing Director, who replies within 5 working days of the escalation. Record the escalation date and keep the reply with the earlier correspondence.

5.6 Keep the complaints register for 5 years. Record the date each complaint is closed and the outcome.

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6 Records and review

Retention

6.1 Keep viewing logs for 2 years and the key register for 3 years. Keep approval and issue records with the register entries to which they relate.

6.2 The Office Manager keeps the office copy of the records. Staff file corrections with the original entry and record who made the correction and when.

6.3 When a property file changes hands, the incoming consultant checks that the records it refers to can be found. Report missing records to the Office Manager.

Handbook review

6.4 Review the handbook every 12 months. The next review is in September 2027.

6.5 The Office Manager collects procedure changes and records the paragraphs affected. The Managing Director approves the wording of amendments before staff use the new issue.

6.6 Keep an earlier issue with the office records so staff can identify the procedure that applied when an older entry was made.