



## **Proactive engagement**

SHOPLAND NYÍREGYHÁZA

2025

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## Complaints & Community Engagement Procedure

**Building:** Shopland Nyíregyháza

**Address:** 4400. Nyíregyháza, Pazonyi út 36.

**Date:** 27.08.2025.

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### Introduction

This document sets out how **Shopland Nyíregyháza** will manage **complaints** and engage proactively with **occupants, neighbours, and the local community**. The goal is to ensure **effective two-way communication**, quick and impartial resolution of issues, and a positive relationship with stakeholders in line with **BREEAM In-Use MAN 02**.

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### Internal Communication and Issue Reporting System Overview

The Nyíregyháza site uses a dedicated internal helpdesk platform (AHD – apfm-helpdesk.com) to manage tenant interactions, maintenance needs, and operational feedback. This system is not public-facing; it is designed specifically for tenants, subcontractors, and facility management staff. Its primary functions include:

- Receiving and processing fault reports
- Managing planned and unplanned maintenance
- Supporting transparent and traceable communication
- Ensuring timely resolution of technical and service-related issues

This structure plays a key role in ensuring compliance with BREEAM In-Use MAN 02 criteria, particularly regarding responsiveness, transparency, and structured complaint management.

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### System Features and Workflows

#### Fault Reporting (Hibabejelentés)

- Tenants and facility users can submit fault reports through a web-based form accessible via desktop or mobile.
- Faults can also be reported by scanning QR codes placed in common areas (reception, washrooms, kitchen).

- Submitted reports are instantly visible to facility managers and can include attachments (photos, files).

### **Complaint and Task Handling**

- Each report is logged and assigned based on type, urgency, and location.
- Status tracking is transparent: users see who is assigned, what the next steps are, and when tasks are completed.
- Reports can be filtered, exported to Excel, or grouped for deeper operational reporting.

### **Recurring Maintenance (TMK)**

- The system manages repeating tasks, including scheduling and subcontractor delegation.
- Vendors get task-specific access and receive email updates for assignment and progress.

### **Reporting & SLA Monitoring**

- KPIs and Service Level Agreements (SLAs) are tracked in real-time.
- Users receive automated email feedback at key stages of the process.
- Reports include statistics about task closure times, response delays, and resource usage.

### **Mobile Optimization**

- The platform is browser-based, with no app installation required.
- It functions fully on Android/iOS with responsive layout and QR-based workflows.

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## **Complaints Procedure**

### **Submission Channels**

Complaints may be submitted via

- Email: [retail-pm@eston.hu](mailto:retail-pm@eston.hu)
- reporting an issue via the Shopland website:  
<https://www.shopland.hu/nyiregyhaza/>

Building users and neighbours can report complaints, feedback, or operational issues directly through the Shopland contact interface, as shown in the image. The online form

provides a simple and accessible communication channel for stakeholders to engage with building management.

To submit a complaint or inquiry, users must complete the following fields:

- Name
- Email address
- Company name
- Topic selection (from a predefined list)
- Message text field to describe the issue

Additionally, users must acknowledge the data protection policy by ticking the checkbox before submitting the form.

The form is operated by **ESTON International Kft.**, the facility management company, and all submissions are directed to the email address: **retail-pm@eston.hu**. Once submitted, the user receives an acknowledgment, and the issue is logged and addressed according to the internal complaints handling procedure.

### **Acknowledgement**

- All complaints acknowledged within 48 hours
- Initial assessment made to determine urgency and complexity

### **Investigation**

- Complaints logged in the Complaints Register (date, name, contact, description, priority)
- “Easy fix” complaints (e.g., noise adjustment) actioned immediately

- More complex cases escalated to the Technical Services Team

### **Resolution Timeline**

- Standard resolution target: within 14 working days
- Complainant updated if resolution requires more time

### **Impartiality**

- All complaints handled objectively, without bias
- If complaint concerns building management staff, the case is reviewed by an **independent senior manager**
- Investigation records kept for transparency

### **Communication of Outcome**

- Complainant informed of resolution in writing
  - Summary of actions taken included in the annual Community Engagement Report
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### **Preventive & Corrective Actions**

- Daily inspections of operational systems to prevent issues (noise, emissions, waste handling)
  - Corrective works carried out by internal technical staff or approved contractors
  - Follow-up inspections to confirm resolution
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### **Record Keeping**

- Maintain Complaints Register and Community Engagement Log for at least three years
  - Annual reporting of complaint statistics, resolution rates, and engagement activities
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### **Review & Improvement**

- Annual review of complaints trends and engagement effectiveness
- Update procedures and targets based on feedback from surveys, committee meetings, and public events

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## Responsibilities

- **Facility Manager:** András Géro [andras.gero@eston.hu](mailto:andras.gero@eston.hu) – responsible for implementation of this procedure
- **Technical Services Lead:** András Géro [andras.gero@eston.hu](mailto:andras.gero@eston.hu) – responsible for technical investigations and corrective actions

## Senior Management Approval:

*(This policy has been approved by the undersigned representative of the senior management.)*

**Name:** Hajnalka Farkas

**Title:** Senior Asset Manager

**Company:** Adventum

**Signature:**

