

Our Service Standards

To support our Customer Commitment, we hold ourselves to the following measurable standards of service



We make it easy for you

Rapid Turnaround

We aim to return all CON29DW search reports within 24 hours.

Proactive Problem Solving

To save you time, we endeavour to resolve queries through our own internal resources first, minimising the need for unnecessary clarification.

Flexible Cancellations

Cancellations for SafeMove CON29DW Residential and Commercial reports are actioned within 24 hours of the order at no additional charge, even if the report is already finished. For products purchased through a third party, we will action cancellation requests within 24 hours of the order and subject to the supplier's discretion.



Specialist Support & Knowledge

Dedicated Team

You will be supported by an allocated Customer Relationship Manager and a team of experienced Search Advisors who understand your specific business needs.

Ongoing Education

We will keep you informed by providing regular industry training opportunities on a wide range of topics relevant to the conveyancing sector.



Accountability & Advocacy

Fair Redress

Should you have a complaint regarding our CON29DW reports, we provide a robust and fair complaints process, further supported by The Property Ombudsman (TPO).

Neutral Mediation

If you encounter an issue with a third-party search provider purchased through us, SafeMove will act as a neutral mediator and facilitator to help resolve the matter on your behalf.



Our Customer Commitment

At **SafeMove**, we recognise that for our customers, precision and efficiency are the foundations of a successful transaction. Our specialist team are dedicated to supporting your work through an expert-led service built on three core principles: **Ease, Care, and Value.**



www.safe-move.co.uk 0333 220 6664 safemove@yorkshirewater.com



We make it easy for you

We believe every interaction should feel effortless, allowing you to focus on your clients without unnecessary friction.

A Simple Experience

We design our platforms and processes to be clear, connected, and straightforward.

Reduced Effort

We proactively offer support tailored to your individual needs, ensuring you don't have to work hard to get the answers you need.

Be Clear

We do what we say we will – including calling back when promised and providing clear guidance on what and when we can deliver.



We show we care in every interaction

Care is about empathy, reliability, and being there when it matters most.

Expert Ownership

Our team take personal ownership of your queries, acting as the trusted experts you rely on for accurate search results.

Proactive Support

We aim to understand your specific challenges and provide meaningful help and attention to detail.

Personal Connection

We are dedicated to making you feel valued and important by responding to your queries quickly and communicating clearly at every stage.



We add value to your business

To us, value means delivering a service that is worth your investment while constantly striving for excellence.

Right First Time

We are committed to getting it right first time, which reduces the cost to serve you and prevents delays for your clients.

Continuous Improvement

We are always listening and learning from your feedback to understand exactly what you need from us.

Consistent Excellence

We provide a reliable service you can trust, ensuring our search results meet the highest standards of accuracy for all your transactions.



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