

Quality Policy

..... supporting the housing sector with sound advice

Founded in 1999, Sharratts (London) LLP is a specialist boutique firm of senior housing Solicitors providing a professional, affordable service specifically for Social Housing providers and their partners.

We provide commercial and practical advice in a helpful and approachable manner.

We are committed to excellence, are recognised affordable housing specialists and are acknowledged within the sector as experts in the field.

We operate a Business Management System to meet the requirements of the ISO9001, the international standard for Quality Management.

Core principles of the Firm include:

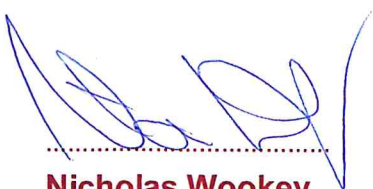
- A level of professionalism that's second to none
- Highly responsive, we're there whenever you need us
- Friendly, approachable, polite and knowledgeable
- A Partner led approach to our clients
- Being open, honest and trustworthy in our dealing with clients

Quality objectives are defined and monitored within the Firm and regularly reviewed to identify opportunities for continual improvement.

Certification to the internationally recognised standard for Quality Management (ISO9001:2015) is central to the way that the Firm does business.

We will work to continually improve our performance and associated management system to deliver and improve customer satisfaction.

The systems defined have our active full support. They are under continual review and improvement, however once defined are mandatory for all personnel.



Nicholas Wookey
Senior Partner



Sarah Jarvis
Senior Partner

Oct 21