



solitaire property management

Customer Announcement

Membership of the Association of Residential Managing Agents (ARMA) – June 2010

By the end of 2010 it is our intention that the Solitaire name used for our operational management will have been phased out. However Solitaire Property Management Company Limited still remains a legal entity as far as our obligations to customers is concerned.

We will be writing to all Solitaire customers towards the end of this year to let them know of the details of this planned transition as whilst the Solitaire Property Management name continues, we will be gradually introduce communication from OM Property Management Ltd, also a Peverel Group company. Whilst there will be a period of 'dual branding' we seek to make the name change as transparent as possible for our customers.

As part of this process to fully integrate the Solitaire business within OM Property Management, we have also decided not to renew the Solitaire membership of our trade association ARMA (the Association of Residential Managing Agents).

This decision does not affect OM Property Management as it remains an ARMA member and supporter of improved regulation of the Property Management profession and to constantly improve both customer service levels and professional standards in the industry.

During this transition period the Solitaire Customer Complaints procedure is unchanged and available via our website www.solitairepm.co.uk. Solitaire remains a member of the **Ombudsman Service: Property**, a free and independent ombudsman service for residential managing agents.

This service is there to assist customers by giving access to a recognised independent resolution service if they feel that Solitaire Property Management has not resolved their official written complaint to their satisfaction after eight weeks. For further information please visit www.os-property.org.

Customers who have a maintenance or accounts query should continue to contact the Solitaire Property Management Customer Services team as normal on **08450 345 790** (lo-call) or email **customerservices@solitairepm.co.uk**

Yours sincerely

Andrew Billson MIRPM
Managing Director (Operations)
OM Property Management & Solitaire Property Management