



solitaire property management

SOLITAIRE PROPERTY MANAGEMENT LAUNCH

OUT OF HOURS CARELINE SERVICE

As we promised following the launch of our new website, we are constantly looking to evolve the Solitaire business and look at ways in which we can improve service levels to our customers and residents - we are pleased to announce the launch of an out of hours' service to provide emergency maintenance cover for Solitaire managed developments across the country.

With immediate effect the emergency service will be provided through Careline, operating from 17.00-09.00 daily, including weekends and bank holidays. The Careline team have been provided with full details of all our developments and maintenance contractors and are happy to respond to any emergency maintenance issues.

Emergency maintenance issues are defined as any assistance required that cannot wait to be dealt with when the office next opens.

Careline will provide full details of the emergency to the Solitaire Customer Service team and Property Managers the following morning.

Residents who have an emergency maintenance issue **out of normal office hours** should contact the Customer Service number for an immediate Careline response **0845 034 5790**.

Customer Services: 08450 345790
Email: customerservices@solitairepm.co.uk

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