

## Solitaire Property Management - Update

As part of our commitment to keep customers fully informed we are writing to update you on the latest changes at Solitaire as part of our plan to provide an improved Property Management service.

### **New Dedicated Customer Website - 'Your Property Online'**

We wanted to let you know of a new service that we are launching this month, which we are able to offer at no extra cost. **Your Property Online** is our new customer website service which you can access and obtain development news and information 24 hours a day, 7 days a week.

It's safe, simple and secure and available to both Lessees and tenants of sublet/rented flats, although there is limited access for tenants. Customers can review their statements, see historic accounts, service charge estimates and insurance details as well as make payments online. It also allows maintenance information alerts to be sent to your mobile via SMS text or email.

The enclosed card gives further information on how to register via our website [www.solitairepm.co.uk](http://www.solitairepm.co.uk). The service has been extremely successful since its launch in Peverel OM over two years ago. We hope you will find it as equally useful.

### **New Property Management IT System**

Over the course of this year we have been transferring all developments under Solitaire management to a new Property Management IT system. It will allow us to estimate, commit and report on expenditure in a more efficient way.

The data transfer process is now complete and we are now carrying out an intensive period of review and audit for every development. It has also allowed us to centralise into our Peverel OM offices in Luton those back office processes which include the issue of service charge applications for payment to residents, dealing with contractor payments and credit control. An external auditor of Property Management standards has also been appointed to review all that we do in this area to ensure that we continue to improve our service standards. The audit results will be available in a few months time and we look forward to sharing these results with you.

### **New CarelineUK 'Out of Hours' service**

Our new 'out of hours' service provides emergency maintenance cover for all Solitaire managed developments across the country.

This emergency service is provided by CarelineUK Monitoring Ltd. It is the largest social alarm and out of hours monitoring and response centre in the UK and operates nationally. It was established in 1988 and although part of the Peverel Group of companies has an entirely separate management team and also provides services to many other organisations such as Liftserv, Southern Cross, East North Hants District Council and Osprey.

The CarelineUK service operates from 5.00pm in the evening through to 9.00am daily for Solitaire developments. When the Solitaire offices are closed over weekends and bank holidays the service will operate 24 hours a day. The cost of the service will be less than £5 per property owner per year.

### *How is an 'Emergency maintenance issue - Out of hours' defined?*

Basically it's any emergency that cannot wait to be dealt with until the Solitaire office next opens. Some emergencies will require the appointment of contractors to attend site immediately; whilst

other situations may be covered by our insurers, in which case your call may be referred directly to the insurers for their action.

The number to call if you have an emergency maintenance issue is the usual Customer Services number 08450 345 790 (lo-call) where out of normal office hours you will given a special lo-call number to dial to get you through direct to the CarelineUK service.

**Closure of Barnet Office in November**

We have now completed the transfer of many of the support functions to Luton, and considering that our managers are now field based, it has become clear that the office space at Barnet is now too large for the remaining Solitaire staff.

We have taken the decision to close the Barnet office and to move the Solitaire Customer Service team to Luton, where we have suitable office space to host this department.

**Customer Service Contact Details**

Although the Barnet office will close in November, **please note that all Customer Service 0845 telephone number, email and web address contact details will remain the same.**

Telephone: **08450 345 790 (lo-call)**

Email: [customerservices@solitairepm.co.uk](mailto:customerservices@solitairepm.co.uk)

Website: [www.solitairepm.co.uk](http://www.solitairepm.co.uk)

We are confident that all the changes we are making will ultimately deliver further improvements to our customer service standards.

Kind Regards

Yours sincerely

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