



solitaire property management

## **Solitaire Property Management – May 2010 Update**

Last year we made a commitment to keep customers fully informed of the changes we have made at Solitaire Property Management as part of our plan to provide a much improved Property Management service.

### **Completion of Property Management Data & IT Systems Integration**

Over the course of the last year we transferred all developments under Solitaire management to a new Property Management IT system that now allows us to estimate, commit and report on expenditure in a more efficient way. In November 2009 we announced the relocation of the Solitaire Customer Services and Accounts functions to our Luton office.

This process is now complete and as a result of this our customers will experience an improved level of service around some of our core processes, e.g. issue of service charge invoices, speedier instruction to contractors and credit control.

### **Changes to Your Property Management team**

The Solitaire property management team have now completed the transition from being mainly office based to spending significantly more time on the developments we manage. This means that most of the week is occupied by a variety of on-site tasks, including site inspections to ensure issues where action is required are identified, planned maintenance and repair works have been successfully completed, and meeting residents.

The property managers are responsible for a number of developments in a more focused area or region so that more time is spent visiting properties. Regular visits are also made to Luton for company training, liaison with members of customer services and other departments in the support centre and to discuss year end accounts with our accountants.

To ensure that improved standards are delivered and maintained we have changed the senior operational management organisation to better support the field based Property Management teams. This senior team is made up of Regional and Divisional property managers whose role is to ensure that a high level of property management standards and service are consistently delivered for all our customers.

We have also made changes to our Accounting and Customer Services support and we are working hard on further improvements in the Luton support centre over the next few months.

### **The next twelve months**

By the end of 2010 it is our intention that the Solitaire name will have been phased out and replaced by OM Property Management. We will write to all Solitaire customers over the coming months to let you know of the planned transition for your development.



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### **Solitaire Customer Service Contact Details**

Until customers receive a formal communication later this year, please note that the Solitaire Customer Service 0845 telephone number, email and web address contact details 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)**

### **OM Property Management**

In the meantime, if Solitaire customers would like to know more about OM Property Management and the services available to all our resident customers, then please visit the OM Property Management website at [www.ompropertymanagement.co.uk](http://www.ompropertymanagement.co.uk)

Kind Regards

Yours sincerely

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