

**Re: Milton House, 75 Little Britain, London, EC1A 7BT**

We are delighted to have been appointed by the new Right to Manage Company – Milton House (Little Britain) RTM Company Ltd, to manage your development, replacing Firstport. We officially took over management on 23 August 2024.

**Our Service**

We assume responsibility for managing and maintaining your building's shared facilities and common areas, including all mechanical and electrical equipment. We will be working closely with the board to manage and maintain the development as per our agreed aims.

**HAUS Property Portal**

With HAUS, you can create an account on our secure web portal to carry out day-to-day actions that relate to the property:

- View your outstanding balance and make secure online payments against it.
- Download essential documents relating to your building (e.g., Fire Risk Assessment, Insurance Policies)
- Report non-emergency maintenance items and review the progress of tasks that have been reported or are already underway.

Within ten days of us taking over the management, you will receive an email with a link to register for the portal. If you haven't received a link within ten working days, please contact your Property Manager or their assistant (details below). If you rent your property out, we strongly advise that you register your tenants so they can receive direct updates on essential items.

We have found that many of our clients have expressed how pleased they are with our portal which they use as their main source for updates and reminders. However, some clients prefer to use emails which of course will be monitored and receive a response.

However, it is worth noting that portal updates are directly connected to the Property Manager's work process and raising issues through this process is highly recommended for very prompt resolution.



### Service Level Timeframes

After submitting an issue through the portal, you will receive an acknowledgement indicating that it has been logged, and updates on the progress will be provided in real-time. While emails to the property manager or their assistant are also monitored, raising issues through the portal is highly recommended for prompt resolution. Additionally, the portal lets residents check if someone else has reported the issue, preventing duplication.

Please take note of your contacts at HAUS:

### Property Manager

Chloe Heffer

[chloe@h-bm.co.uk](mailto:chloe@h-bm.co.uk)

### Property Manager's Assistant

Tinotenda Gweshe

[tinotenda@h-bm.co.uk](mailto:tinotenda@h-bm.co.uk)

### Opening Hours

Our office is open between 9 am and 6 pm, Monday to Friday.

Emergency out-of-hours number: **0207 046 6226**

### Paying your service charges

The relevant account reference will always be included when you receive a service charge demand. It is vitally important that you quote your reference on all transfers. You can also advise us that a payment has been made by emailing [receipts@h-bm.co.uk](mailto:receipts@h-bm.co.uk)

Our Bank Details:

**ACCOUNT NAME:** Managed Exit Ltd t/a Haus Block Management

**BANK:** Barclays Bank UK

**ACCOUNT NUMBER:** 00 87 14 35

**SORT CODE:** 20-44-86

**IBAN:** GB19BUKB20448600871435

**BIC/SWIFT CODE:** BARCGB21

**Please remember to cancel any existing direct debits you have with the current agent.**

If you wish to set up a Direct Debit, please contact [accountsdept@h-bm.co.uk](mailto:accountsdept@h-bm.co.uk).

If you wish to receive budgets and invoices by post only, please email us at [accountsdept@h-bm.co.uk](mailto:accountsdept@h-bm.co.uk)





Service charges are demanded by email but will be sent by post if we do not have an email address for you. Demands will be sent out 30 days before they are due, demanded over 12 months against a set budget and billed in accordance with your lease.

**Your contact details.**

It is vitally important that we have up-to-date correspondence and contact details for all owners. We do not always get these from the previous agent.

Can you please email your most up-to-date contact details, including correspondence address, to [tinotenda@h-bm.co.uk](mailto:tinotenda@h-bm.co.uk)

Please remember to keep us updated on any changes to your contact details.

We are delighted to have been appointed and have the opportunity to work with you. We aim to provide a robust platform for future management with a high-quality and cost-effective service. Therefore, we welcome any comments, suggestions, and information that will help us achieve this.

If you have any questions about this letter or anything else related to property management, please contact your Property Manager or their assistant.

Yours Sincerely,

**HAUS** Block Management



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