

Doing it the right way.



Viewable Contractor Invoices on **My lpm** App

0333 240 8325
enquiries@lpmonline.co.uk
www.lpmonline.co.uk

Viewable Contractor Invoices on My lpm App

Transparent and informative property management

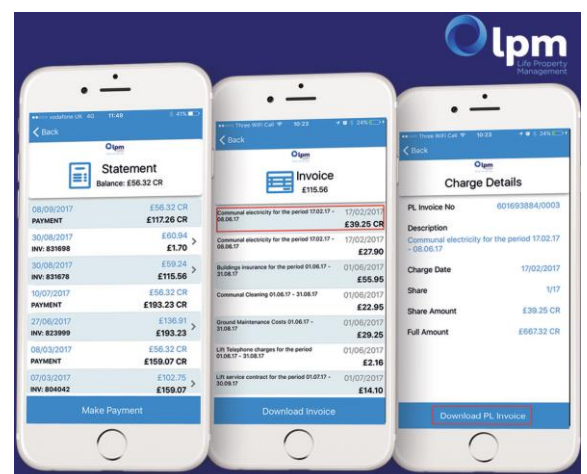
Life Property Management continue to sustain high levels of business growth and are working even harder to deliver improved communication and transparency to our clients.

Our aim is to ensure we are transparent and informative on all matters related to the property management of client developments.

My lpm gives clients the ability to access, review and download the most important information specifically pertaining to their development and delivers the ability for clients to view online the Contractor Invoices relative to their latest service charge account. This functionality ensures complete transparency of charges and gives clients a full breakdown and understanding of Contractor charges.

Life Property Management lead the way within the Scottish property management and factoring industry and it remains our commitment to deliver exceptional customer service to our clients.

Accessing Contractor Invoices on **My lpm** App could not be easier.



Glasgow Office:
Regent Court, 70 West Regent Street,
Glasgow G2 2QZ
T: 0333 240 8325 | F: 0141 333 1116
E: enquiries@lpmonline.co.uk

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Accessing Contractor Invoices on My lpm App

To access the Contractor Invoices on the App for your latest service charge account:

- Open the App.
- Input your username and password.
- Click on the 'View Statements' button. You will now see a page detailing all your service charge invoices and payments.
- Tap the service charge invoice that you want to view.
- The 'Invoice' screen will detail the itemised charges. Tap the entry you want to view.
- The 'Charge Details' screen details the contractor invoice information. Tap 'Download PL Invoice' to view the invoice received from the contractor.

Exceptions

Due to data protection laws there are some invoices that will not be viewable for homeowners. For example, invoices received from our solicitor in relation to the pursuit of debt of individual homeowners.

If no link exists for View PL Invoice, no document is available.

Please note, contractor invoices are not viewable for developments billed in advance of the charge period. This information is available when the Year End Accounts are produced. For further information, please see 'Viewing Year End Account on **My lpm**'.

lpm are committed to continued investment in Client Communication

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