

Doing it the right way.



The My Ipm App

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www.lpmonline.co.uk

The My lpm App

Life Property Management - Innovation

Leading the way in the Scottish property management and factoring industry, Life Property Management, in partnership with CPL Software, market leaders in Residential Property Management Software, have developed their customised **My lpm** App for Apple and Android. We recognise the need for clients to be able to manage their account and access up to date news regarding their property and development, at a time and place that suits their even busier lifestyles.


The **My lpm** App for Apple and Android accesses most areas of Life Property Management's dedicated web portal, anywhere and anytime, directly from the palm of your hand. Functionality includes Online Payment and Account Management, Development News and Information and much more.

Life Property Management truly believe in pushing the boundaries within the property management and factoring industry in Scotland and continue to find new and innovative ways to deliver against client needs to ensure achievement of the highest level of service, with the utmost level of transparency.

My lpm App for Apple and Android is available to download at the App Store and Google Play.

Read on to find out more about downloading and using the **My lpm** App.

Downloading the My lpm App is simple

If you have an iPhone visit the Apple Store. If your phone is Android, visit Google Play. Search **My lpm**, click the icon and click install. When the **My lpm** App is downloaded, a shortcut icon  is saved to your screen. Alternatively, visit our website www.lpmonline.co.uk and click on the App Store or Google Play icon on the homepage which will take you directly to the download screen.

Glasgow Office:
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T: 0333 240 8325 | **F:** 0141 333 1116
E: enquiries@lpmonline.co.uk

Aberdeen Office:
Westpoint House, Prospect Road
Arnhall Business Park, Westhill AB32 6FJ
T: 01224 737 272 | **F:** 01224 766 901
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Logging on at My lpm

Click the **My lpm** icon on your screen to access your account. Log on using your personal **My lpm** web portal username and password. If you have not yet registered at **My lpm**, visit www.lpmonline.co.uk and follow the **My lpm** link.

Making a Payment

Select the Make a Payment option on the main screen. Your details will be automatically populated, along with the outstanding balance on your account. Please ensure the details are correct.

- Click on Continue to Sage Pay link to be redirected to Sage Pay Europe Ltd.
- Follow the Sage Pay transaction instructions through to completion.

Viewing Account and Invoices

Select the View Statement option on the main screen to view all transactions on your account, including all invoices raised and all payments made, for the past 24 months.

- Select the appropriate Invoice to see all charges included within that Invoice.
- To download a complete Invoice – Click Download Invoice at bottom of the screen.
- Contractor invoices are also viewable on the **My lpm** App. Please see the Viewable Contractor Invoices guide for more information.

Viewing Development News

Select the Development News option on the main screen to access and view all news articles and up to date information published for your development.

Viewing Development Information

Select the Development Info option on the main screen to access contact details for your dedicated Estates Manager and Life Property Management offices.

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Viewing Documents

My lpm gives you the opportunity to view and download development specific information such as:

- Key Development Information - Deed of Conditions, Estates Manager Site Visit Dates
- Financial Information - Estimated Service Charge Budget, Schedule of Fees and Costs
- Contracts and Specifications - Grounds Maintenance and Cleaning Specifications
- Contractor Reports - Grounds Maintenance, Cleaning, Lift and Electrical Reports
- Insurance Documentation - Policy Schedule and Wording
- Client Notices - Information sent from **lpm** relating to your development
- Site Plans - Layout plans of the development

Personal Notifications

By saving your login details, you will receive Personal Notifications when Development News has been updated and when an Invoice has been generated on your account, keeping you fully up to date with what's happening on your development and your account.

In the unlikely event that you experience any difficulty downloading the **My lpm** App, please contact clientservices@lpmonline.co.uk.

lpm are committed to continued investment in Client Communication

lpm Doing it the right way

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