

Doing it the right way.



Investment in Client Communication

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

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Customer Information Hub **My lpm**

Since the launch of our bespoke Client information hub **My lpm**, it has evolved to provide the property management sector with a fresh approach to online customer communication. **My lpm** gives our Clients easy and secure access to current, relevant information regarding the maintenance and management of their property and development, 24 hours a day, 365 days a year.

Key Information

My lpm gives our Clients 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

Viewable Contractor Invoices

My lpm also delivers the ability for Clients to view online Contractor Invoices relative to their latest service charge account. This functionality ensures complete transparency of charges and gives most Clients a full breakdown and understanding of Contractor charges.

Glasgow Office:
Regent Court, 70 West Regent Street,
Glasgow G2 2QZ
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E: enquiries@lpmonline.co.uk

Aberdeen Office:
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Arnhall Business Park, Westhill AB32 6FJ
T: 01224 737 272 | **F:** 01224 766 901
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Online Account Management

At **My lpm** our Clients can manage their account online, in real-time and at a time that is most convenient to themselves, their family and their lifestyle.

- Register for e-billing
- Add and link properties
- Manage account and pay online

My lpm App

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.

My lpm App for Apple and Android accesses most areas of the **lpm** dedicated web portal, anywhere and anytime, directly from the palm of your hand. Functionality includes Online Payment and Account Management as well as Development News and Information.

Continued Investment in Communication

My lpm and the **My lpm App for Apple and Android** are useful communication tools that we will continue to develop in order to give our Clients access to even more information and improve ways of communicating with us.

lpm are committed to continued investment in Client Communication

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