

58 Grosvenor Street
Mayfair
London W1K 3JB
Tel: 020 7629 6457

20/22 Station Road
Edgware
London HA8 7AB
Tel: 020 8731 5880

7/9 Oxford Court
Bishopsgate
Manchester M2 3WQ
Tel: 0161 839 2444

No 1. Royal Mews
Gadbrook Park
Cheshire CW9 7UD
Tel: 01606 351 351



Summer Newsletter 2019 from Fifield Glyn



Office opening times

Our offices are open Monday to Friday 9.00am to 5.30pm. Closed at weekends and Bank Holidays.

Out of hours Emergency Contact Number

If you have a genuine emergency outside
our opening hours, please telephone

0345 600 7875

Please note work to individual
flats will be chargeable.

Portal – Check your account any time of the day or night

Fifield Glyn's Portal system allows more accessible information to our leaseholders and offer ease when it comes to checking your account, seeing your charges, making payments and reporting faults.

The portal can be accessed by going to www.fifieldglyn.com and following the link at the top of the page. Each leaseholder can have access to the Portal, providing you have access to the internet and an email address.

Portal Login

Make sure you have a dry summer

Prevention is better than cure when it comes to burst pipes

If you are going away here are some simple points to check:

Find out where the stop tap is located as this is the first thing needed to stop water escaping if a pipe bursts. Check insulation and lagging on any water pipes and tanks. Don't forget any pipes outside or in a loft. If you are away does anyone locally have a key in case of emergency and, if so, please let us know the details.

Water leaks from Residential flats make up the largest proportion of insurance claims. Help us to try and keep claims and disruption to a minimum and assist in keeping premiums competitive.



**Chartered Surveyors, Residential Block Management Specialists,
Commercial Property Consultants & Real Estate Valuers**

Email: all@fifieldglyn.com

www.fifieldglyn.com

Portal – Check your account any time of the day or night

If you haven't registered already, creating your account is very easy to do and shouldn't take more than 5 minutes. To do this, follow the link from our website to the Portal and then click "Registration" which can be found underneath the "log in" button. You will need the following information to be entered exactly, as this links to our internal system and allows us to give your information. Please choose a username you will remember.

Tenant Reference: On your invoice from Fifield Glyn

Your Email: Your e-mail address which you receive Invoices from Fifield Glyn

Following this, you will then receive an email confirming your registration, along with your username and password. Once received, you are then ready to use the Portal. We think you will find our Portal easy to use, however there is a guide which has been loaded onto the portal which can be downloaded at any time.

If you do have any issues with setting up your account, please contact beth.whittaker@fifieldglyn.com in our Accounts department and she will be more than happy to assist you.

Please use our Online Fault Reporting



We have a commitment to resolve issues quickly and reliably. This online system helps us to receive the information in order to understand and resolve the fault. It allows you to upload photographs which may assist contractors with repairs.

For further information on our Online Fault Reporting tool please **CLICK HERE** to view our website.

Below are the 5 easy steps to report your fault:

- 1 - Select the fault from the various categories
- 2 - Add any photographic evidence of fault
- 3 - Complete the property address details
- 4 - Fill out your contact details
- 5 - Confirm and send

Once we receive the fault report we will deploy the relevant contractor, who will endeavour to resolve the issue as quickly as possible.

All EMERGENCIES must continue to be reported to us by telephone – 0345 600 7875



Residential Lettings – Airbnb

In the last few years there has been a boom in social travel sites such as Airbnb which link travellers with people willing to rent out their spare room or entire home. Airbnb may breach insurance terms and therefore invalidate insurance cover for the block should there be an incident. It may also be in breach of mortgage terms, planning use and Block Rules and Regulations not to mention compromising Security. Contact your property manager before contemplating.

Change of Contact details

Have you changed your land line, mobile number, correspondence address or email?

If so, please could you notify our office of these changes to beth.whittaker@fifieldglyn.com



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