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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 2020 from Fifield Glyn



### Office opening times

Our offices are open, appointments can be made. Most staff continue to work remotely Monday to Friday 9.00am to 5.30pm. We are 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 offers ease when it comes to checking your account, seeing your charges, making payments and reporting faults.

We are aware that some Leaseholders may be experiencing payment difficulties due to the current pandemic and ask that you contact our accounts department to discuss in detail **CLICK HERE**.

The portal can be accessed by going to [www.fifieldglyn.com](http://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.

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](mailto:beth.whittaker@fifieldglyn.com) in our Accounts department and she will be more than happy to assist you.

## Service Charge Payments

During these difficult times, it is tempting to think that your service charge payments are one of the things that you can simply think of not paying. In fact, the very opposite is true. There is no profit margin in a service charge – a budget is set that represents what we, as managing agents, expect to spend during the year and at the end of the year, a balancing charge is made to recover any shortfall or under-spend.

The service charge is spent on the vital task of keeping your building safe – if you don't pay it, then we cannot maintain the building and everyone living in it will be affected. It pays for items such as building insurance (which keeps your mortgage valid), electricity to keep the lights on, water to your taps, security and cleaning – all critical services in the Covid-19 environment we find ourselves in today.

So please do not think that paying the service charge is an option that won't affect anyone – it really isn't.

If your circumstances have changed and you will have great difficulty in paying, please talk to us about your options first, rather than simply not paying. It's in everyone's interest that we work together through this period to keep your building safe and clean.



Agency, Asset Management, Building Services, Dispute Resolution,  
Leasehold Enfranchisement, Property Management & Valuations

Email: [all@fifieldglyn.com](mailto:all@fifieldglyn.com)

[www.fifieldglyn.com](http://www.fifieldglyn.com)

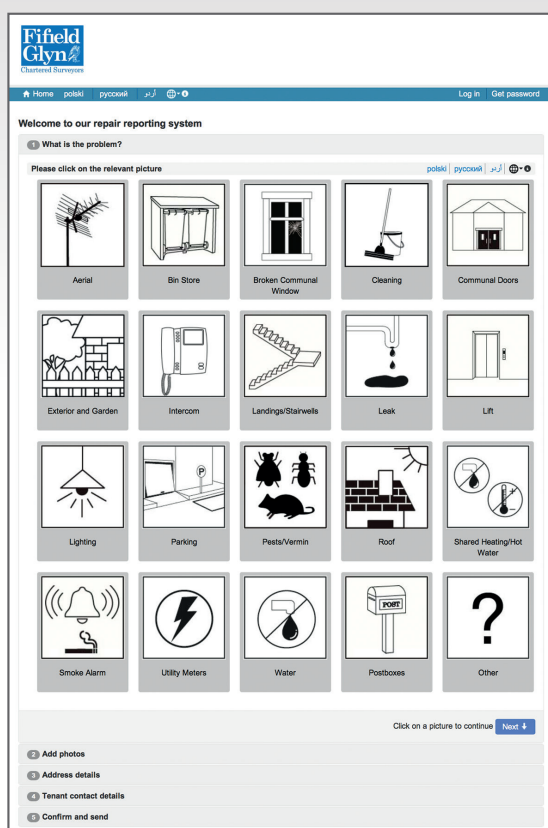
## Covid 19 Update

We are continuing to correspond with all leaseholders during the current situation, we hope you are doing well and remaining positive during such a difficult time. We are all anticipating additional news from the Government this week which will allow ourselves as a company to further plan towards the end goal of returning to a form of normality. We are hopeful this will include a return to the office in which we can assist our leaseholders even further.

We would like to thank everyone who has got in contact with us following our last communication. Please continue to contact us if any situations change in relation to people who are isolating, confirmed cases of COVID 19 or, any concerns you have. If your property is rented, please pass this to your tenant.

Whilst we appreciate not all of the information in this email is relevant to everyone, we are trying to ensure our correspondence is as inclusive as possible to cover the wide range of facilities and services on the developments we manage.

[Read more...](#)



## 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 ON 0345 600 7875**



## 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@fiffeldglyn.com](mailto:beth.whittaker@fiffeldglyn.com)



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