



MAISON RESIDENTIAL WELCOME PACK



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Welcome to Maison Residential Property Management. Our role as managing agent is to ensure that your property is maintained to the highest standards possible.

As Managing Agents, we have a unique and important role to play in managing other people's homes and money. Our experience and in-depth knowledge of property management, together with our dedication to professionalism and high standards, is what sets us apart.

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WE ARE MAISON RESIDENTIAL

We are proud to be your new Property Managers.

We always take a personal, customer-focused approach to residential property management, delivering high-quality customer service.

Our Property Management team are supported by Health & Safety Risk Assessors, accountants and specialist support staff.

Our aim is to ensure we deliver you a Property Management service that is second-to-none.

Maison Residential is an ARMA Associate Member.

ARMA are responsible for ensuring managing agents operate to the highest standards and are providing quality services to the residential leasehold management sector.

The standard includes independent oversight, a consumer charter and guaranteed service standards.



A LOCAL COMPANY. LOCAL PEOPLE OFFERING A PERSONAL SERVICE.

At Maison Residential, we provide a personal, local service which is flexible to each development but always focussed on motivating all key stakeholders including developers, freeholders leaseholders and residents to work together for the ultimate benefit of the building and living environment.

At Maison Residential, our property management team will work closely with you, ensuring you receive the best possible service and maximum benefit from the range of services we provide.

Our team are here to ensure the successful management of your home. They focus on building communities and relationships as a priority, as well as looking after the physical maintenance and upkeep of the development.

From financial analysts and surveyors, to legal experts, health and safety professionals and compliance specialists, we have the network of tried and trusted professionals and accredited approved contractors to ensure all work is done expertly.





UNRIVALLED CUSTOMER CARE.

We always take a personal, client-focused approach to residential property management, delivering high-quality customer service

To ensure that all our customers experience a consistent and high level of service we track all telephone calls, emails and letters and monitor the resolution of all enquiries. Our experience is that this transparency provides reassurance to our customers of our sustained commitment to customer service.

At Maison Residential our property management teams role is to ensure the successful management of your home. They have a focus on building communities and relationships as a priority, as well as looking after the physical maintenance and upkeep of the building or development.



DIGITAL CUSTOMER ENVIRONMENT

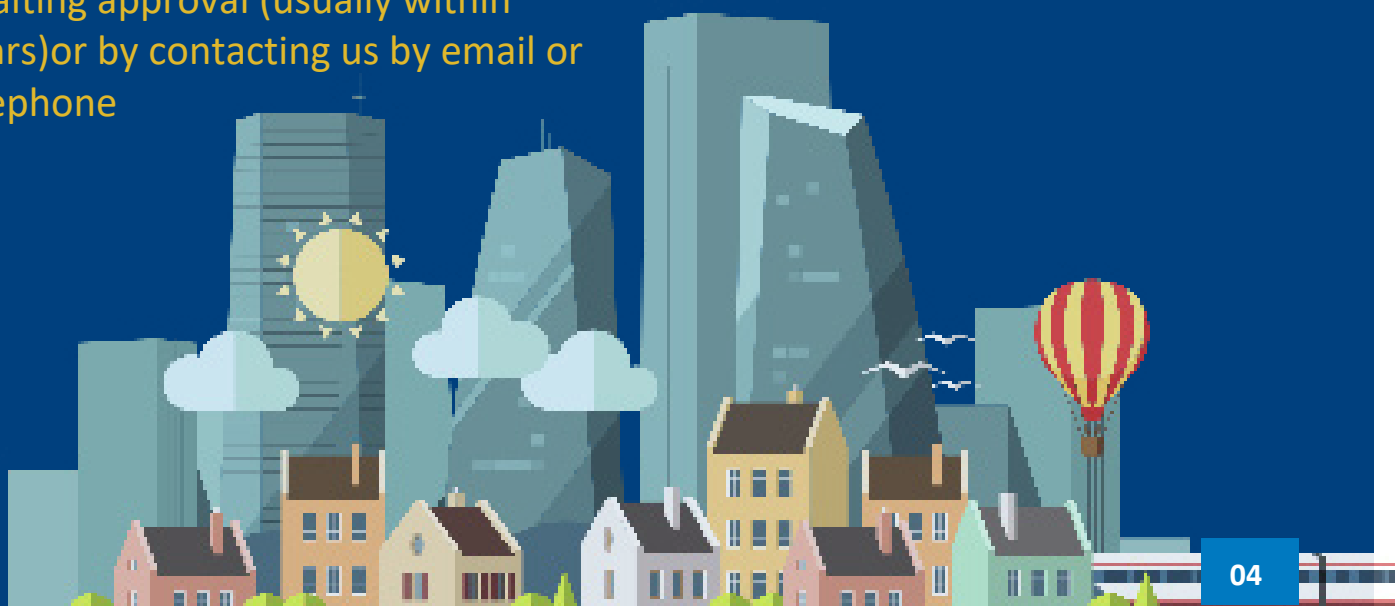
Maison Residential understand that not everyone wants to contact us by traditional means.

That's why our secure customer portal, provides a quick and easy way to keep in contact with us, report an issue, make secure payments, view statements and check your account. Notifications relevant to your home are also posted on the site.

You can request access by registering at the customer portal at www.maison-residential.co.uk and awaiting approval (usually within 48hrs) or by contacting us by email or telephone

We also offer an Online Chat facility via the Maison Residential website www.maison-residential.co.uk Webchat allows you to file share, receive copies of transcripts and contact us from the device of your choice. (please note this is not live chat service as present so responses may not be instant

To set up an account visit the website www.maison-residential.co.uk and follow the onscreen instructions. All the information you require to setup your account is contained within your Welcome Letter.





www.maison-residential.co.uk

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Whitworth St
Manchester
M1 3NR

Liverpool Office

Maison Residential
Main Reception
The Residence
Liverpool
L2 8RA

PAPERLESS COMMUNICATION

Maison Residential is committed to reducing the impact of our business activities on the environment and reducing our carbon footprint. As part of this commitment we have developed our business systems to issue all correspondence to customers via email instead of by post.

This service means that you can store electronic copies of correspondence, as well as receiving correspondence electronically as soon as it is issued.

If you own multiple properties we will consolidate letters into one email to provide a more streamlined and convenient service.

If we already have your email address, we will have signed you up to this service automatically and you need take no further action unless you wish to opt out as you want paper correspondence. If you haven't provided an email address or are not sure we have the correct email address you can provide this via your Maison Residential Portal account once registered.