

## KEEPING YOU INFORMED

We want to keep all our clients informed of key events throughout the marketing, letting and management of their properties.

We will naturally be telephoning and writing to you as necessary but in addition to this we have also developed a suite of communication services, many of them automatic or giving you access to your account with us so you can be fully aware of the latest information we have relating to your property. All you need to do is advise us how you would like us to communicate with you and we will do the rest.

### Our E-Services for you are provided by:

- Text
- E-mail
- Password protected access via the internet to your account with us

### Access to online information is available via hyperlinks, for example:

- Guide to Landlords [www.croftestates.com/images/pdfs/landlord-guide.pdf](http://www.croftestates.com/images/pdfs/landlord-guide.pdf)
- Guide to Tenants [www.croftestates.com/images/pdfs/tenant-guide.pdf](http://www.croftestates.com/images/pdfs/tenant-guide.pdf)

### Viewings feedback

We will text or email the feedback we have received from applicants that have seen your property.

### Web Activity Statements

We will send you statements of the internet activity on our web site for your property weekly.

### Copies of Inspection Reports

Properties under our management are inspected periodically and our inspection department will email the report to you with the links to photographs of your property taken during inspection.

### Notification of Rent Payment

When we collect rent on your behalf, we will tell you by e-mail or text when and with how much your bank account has been credited.

### Account Statements

Just after the end of the month, we send out a statement of account to all our clients. We would like to send yours by email.

### Sign up for access to your account online

At any time, you can see all transactions since your last statement and will be able to view and re-print previous statements.

### Orders

When we instruct a contractor on your behalf, we will send you an email confirmation of the order, you can see what has been ordered and how much it is expected to cost.

### Payment of Orders

When we authorise the payment of the invoice, we will tell you by email.

To receive our E-Services, please e-mail [admin@croftestates.com](mailto:admin@croftestates.com) from your preferred e-mail address, putting the Property Address concerned and your mobile telephone number in the subject line and we will contact you to arrange your secure personal access.