Client Portal

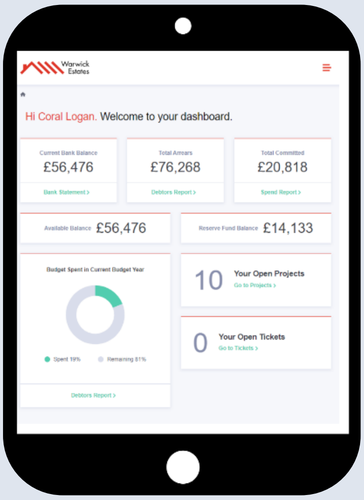
Details of our electronic management information suite

The Warwick Estates Portal is a system, unique to Warwick Estates, delivering real time management information directly to our clients. Service charge information, works order details, project updates and documents are easily accessible by clients through the Warwick Estates Portal providing transparency in all areas of our service delivery.

Client Portal

Clients receive their own unique login into our portal system, which is available 24 hours a day, all year round. Via this login clients can track expenditure, review budget vs actual report, keep an eye on arrears, approve invoices, and interact with the Property Management Team on ongoing projects and tasks.

Muse will be provided a unique log in also so they can monitor the financials and operations of the development. This will also be available to Directors of the Management Companies when it is handed over.



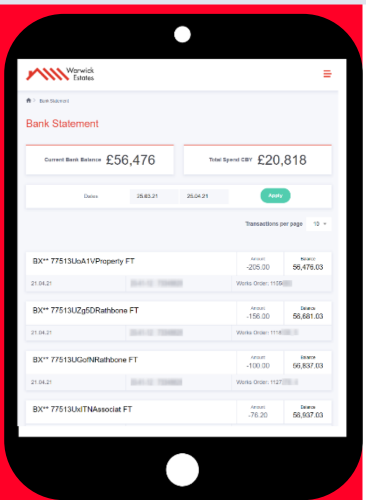
Dashboard

The Client dashboard summarises all the key site information:

- current bank balance
- total arrears
- total committed funds
- available balance
- reserve fund balance
- budget spent in the current budget year
- open projects
- open tickets

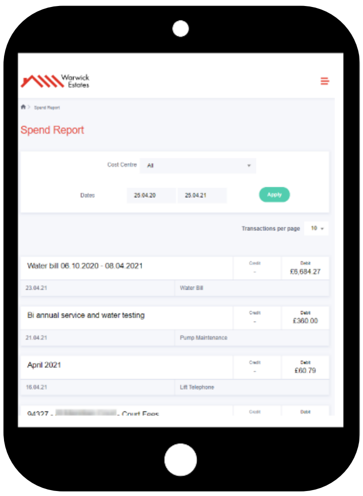
Bank Statement

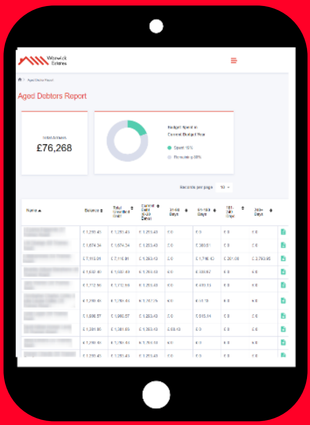
Clients can review bank statements via our online portal including income as well as all expenditure on paid invoices.



Spend Report

For any client, fiscal control is critical. Our portal fives clients live financial positions including current expenditure to date. It also means clients can make decisions without needing to request a report for analysis before doing so.



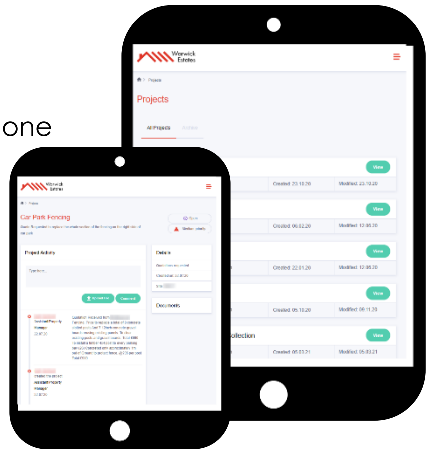


Aged Debtors Report

Collecting Service charge funds is key to ensuring seamless running of a development. That's why we offer full visibility of those in arrears so we can seek instructions to exercise our debt recovery process.

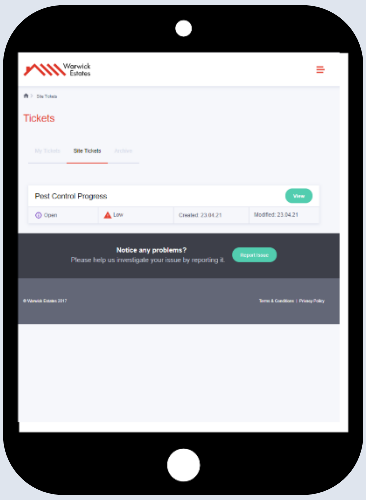
This screen also allows clients to view how much of the current has been spent in the current budget year.

Projects



This section allows our clients to create an item which they would like their property management team to address. Our clients (sometimes more than one person) can have discussions with the manager, attach multiple documents and have a vote on the desired outcome. This provides Clients with a more streamlined communication tool, easy access to the information and associated documents and dispenses with the need for multiple meetings.

Clients can also 'view' each project, add a comment, upload documents, review notes from the property management team and view any quotes that have been attached.



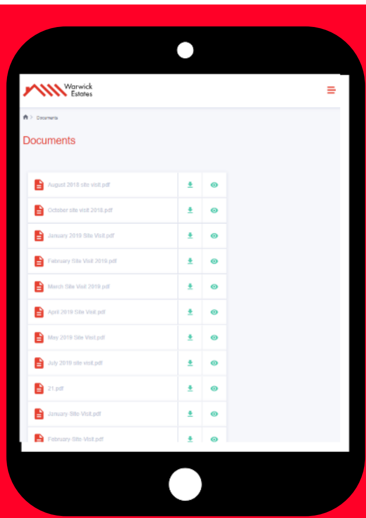
Tickets

Our ticketing system tracks all customer requests to ensure queries are dealt with efficiently. Our team can interact on each ticket providing live updates of how the matter is progressing. When the issue is resolved the ticket is closed. Clients can view personal, site-wide and closed tickets.

Documents

Clients can access documents to all the documents linked to the sites, for example, buildings insurance, site visit reports, customer charter etc.

These can be viewed or downloaded.



Customer Portal

Much like our Client Portal, customers also receive their own unique login into our portal system. Via this login customers can view their account balance and the individual charges, open and view tickets and view and download documents.