Resident Management
Directors & Leaseholders

At Zone PM we provide all our Resident Director clients their own unique account. Utilising our state-of-the art online portal and mobile app, to access up to date information about their portfolio.

Resident Directors can benefit from having full control and transparency of the service charge funds through our app and portal.

▶ **A single unique login that will give you complete control of your entire portfolio.**

▶ **Communicate directly with your dedicated Zone Account Manager.**

▶ **Real time access to all financial information in a clear and logical way.**

▶ **Track all expenditure, arrears, invoices, outstanding projects, and major works.**

▶ **Access to all property documents including site visits and fire risk assessments.**

▶ **If some of the properties in your property are let out to tenants, we can give them partial access to the property portal. This way, they can stay abreast of relevant events in the building and report issues in common areas in the same way as owners.**

Innovative Leaseholder Services

Each of the properties in your portfolio will be managed by an experienced Property Manager and Property Managers Assistant.

All leaseholders will have the manager's name, contact details and the name, and contact details of their office-based assistant to ensure where possible that someone with detailed site knowledge will always be available.

We provide all leaseholders with their own unique logins to our resident app and portal, allowing them to manage every aspect of their account, including:

▶ Making payments.
▶ Viewing statements.
▶ Viewing important announcements about their property.
▶ Raising issues.
▶ Direct communication with Property Manager.

ADDED VALUE

Our customers can communicate to us in numerous ways:

▶ Email.
▶ WhatsApp - we have a member of the team in charge of the work phone 24/7 for emergencies and general enquiries.
▶ Phone call, we are always responsive on mobiles or office.
▶ Directly on the website - we have an online chat.
▶ Resident portal and app.