



About SDL Property Management

We are your managing agent, responsible for looking after the communal areas of your development. We look after a range of homes these include residential apartment blocks, new build housing estates, and mixed-use complexes.

What we do

This varies depending on the type of property, but typically includes:

Relationship management

with residents through attending residents' meetings, we are your point of contact for property management queries. We also liaise with external contacts such as contractors, insurers and accountants.

Repairs and maintenance

of communal areas such as lifts, car parks and shared green spaces. We look after compliance, health and safety including risk assessments, inspections and placing insurance if needed.

Financial management

of the service charge or estate charge, including setting the budget and end of year accounts.

If you have any questions email:  sdl360@sdlpm.co.uk

Getting the most out of SDL 360

We want SDL 360 to make it much easier for you to work with us and look after your property. Please keep your personal and contact details up to date, and please tell us how we are doing by rating requests or sending feedback.

Your property management team will use SDL 360 to keep you informed about residents' meetings, dates and times of contractor visits and general updates. You can choose your own settings, so you can receive frequent update emails from SDL 360 or only be contacted in emergencies.

We hope you enjoy using SDL 360, and please get in touch with your property manager or your local office if you have any questions!

About SDL 360



SDL 360 is your brand new portal from SDL Property Management which connects you with your property manager, the contractors doing repairs and maintenance, and other residents in your development.

How does it work?

SDL 360 is a portal which you can access any time at www.sdl360.co.uk. You just need an internet connection to get up and running, it works on a phone, tablet, laptop or PC.

Once you are logged into SDL 360, everything you can access is unique to your development and your management agreement with us. It's designed to give you more control and transparency about your development, help with your financial planning, and let you see exactly what's happening at any time.

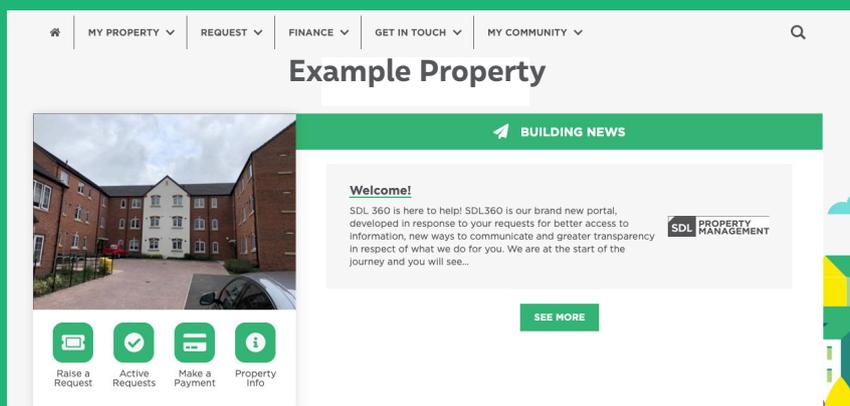
Logging in for the first time

Go to www.sdl360.co.uk and enter the unique invitation key on your invitation letter or email. Once you are logged on, you will need to confirm your details and then you are good to go!

The screenshot shows the SDL 360 login and registration interface. At the top is the SDL 360 logo. Below it are two input fields: 'Email address or display name:' and 'Password:'. There is a checkbox for 'Remember me' and a link for 'Forgotten Password?'. At the bottom are two buttons: 'SIGN IN' and 'REGISTER HERE'. At the very bottom, there is a small link for 'Technical Support / Help / Privacy Policy / Terms & Conditions'.



What does **SDL 360** do?



Property information and documents

Access policies about your development such as parking, deliveries, refuse and recycling.

View documents such as insurance certificates and fire safety procedures.

Raise and track requests

Raise requests at any time for maintenance or repairs.

Track it through every step of the way to completion.

Community

All residents have access to an ideas hub, forum and virtual noticeboard

Directors have access to a secure area for discussion.

Service charge accounts and pay online

View the latest service charge budget and when payments are due.

You can pay online securely at any time.

Contact us

Check who your property manager is at any time plus get out of hours information.

Send the property management team a message through SDL 360.

If you have any questions email:

 **sdl360@sdlpm.co.uk**

