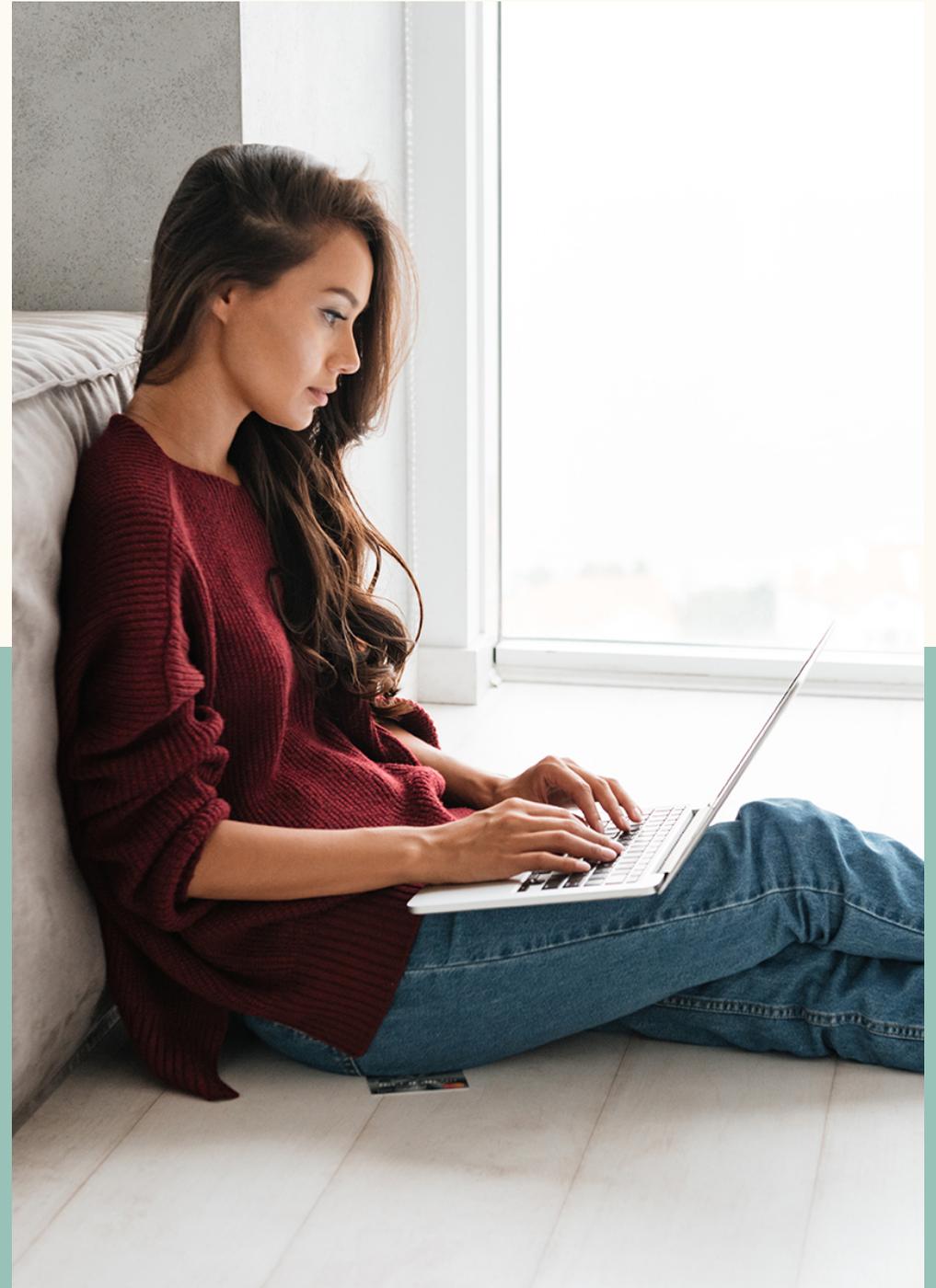
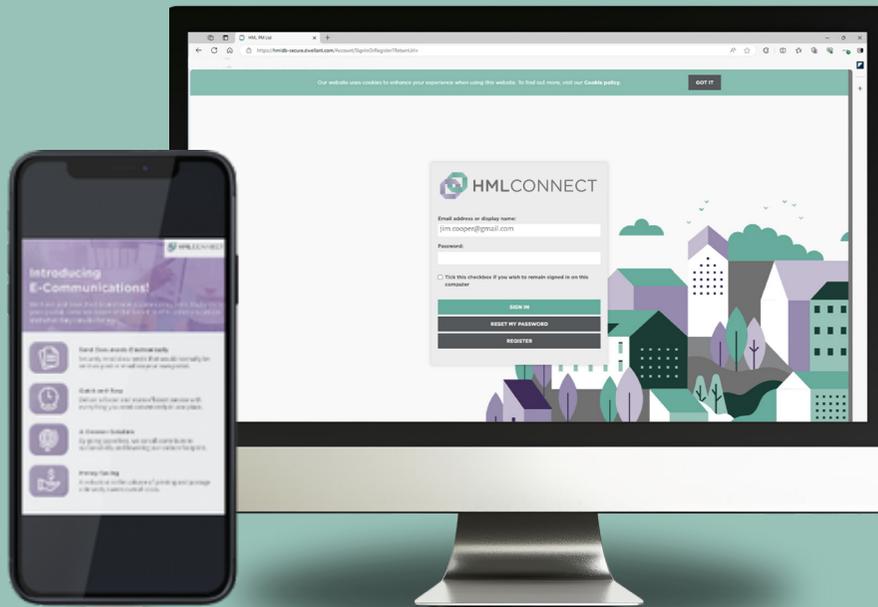




Your HML Connect User Guide



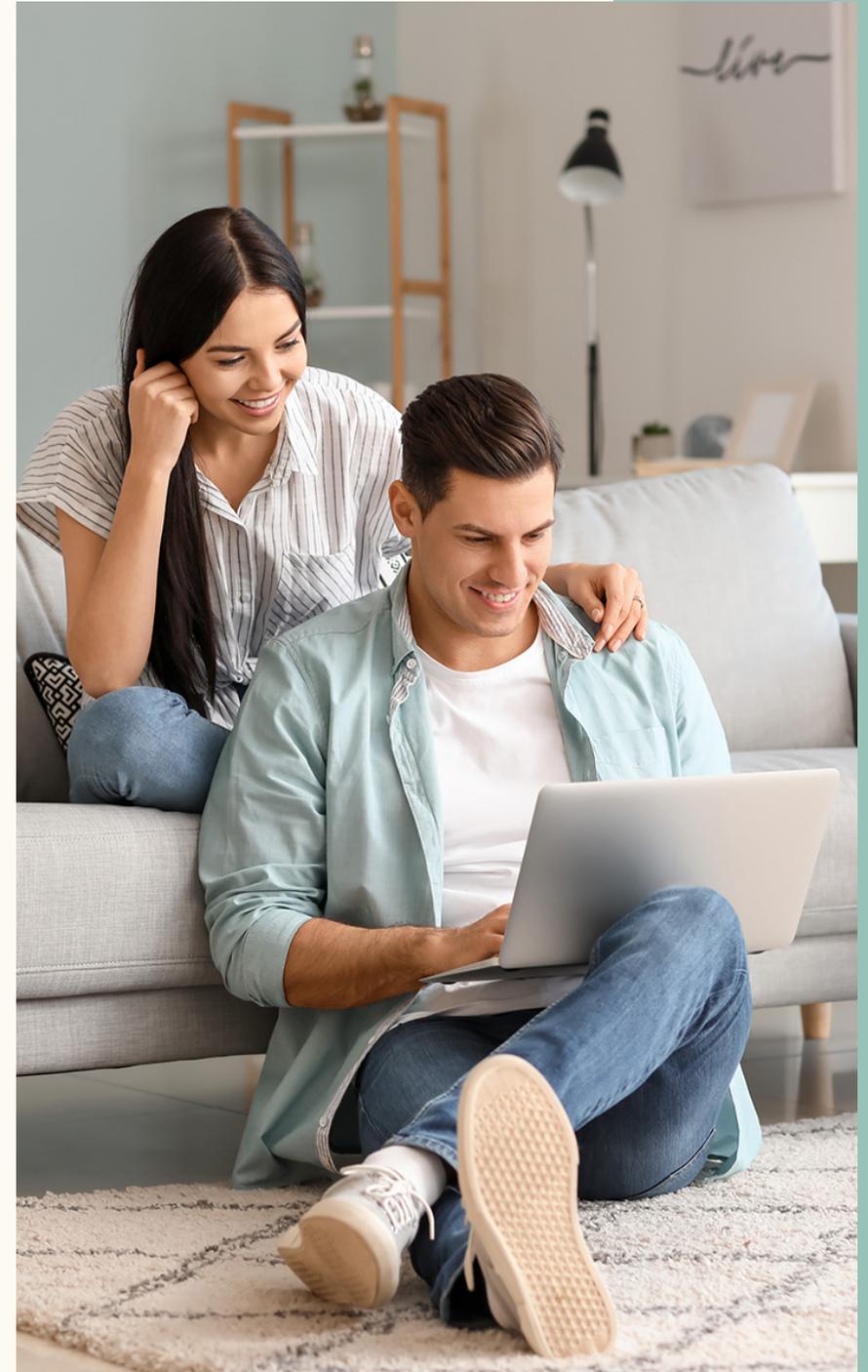
Why use HML Connect?

In today's fast-paced digital world, staying connected and informed is not just important – it's essential. That's why we're excited to introduce HML Connect, your all-in-one customer portal designed to transform how you engage with your community and property management. With HML Connect, communication is easier, processes are smoother, and a true sense of community is fostered within your living environment.

Taking convenience to the next level, we're thrilled to announce the launch of the HML Connect app! This powerful new tool puts everything at your fingertips, making it easier than ever to stay connected with your property management team – anytime, anywhere, on any mobile device.

Your security is our top priority, which is why the Connect app features advanced account protection to ensure your personal information stays safe, giving you the peace of mind you deserve. Whether you're managing maintenance requests, paying bills, or simply keeping up with community updates, the HML Connect app enhances your overall experience.

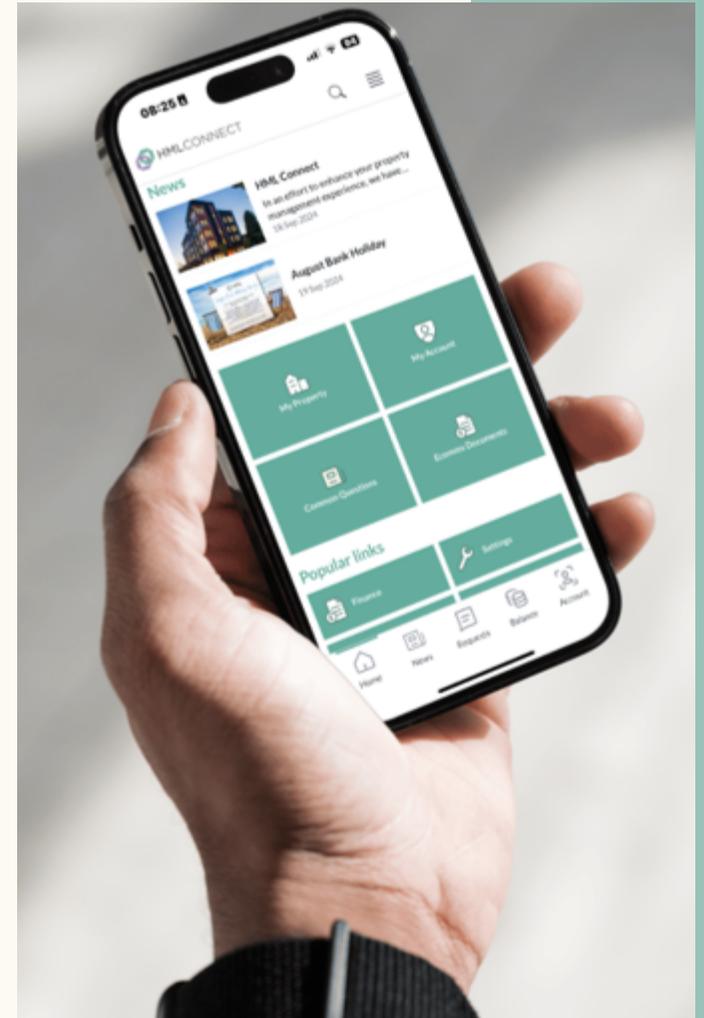
Prefer using a desktop? No problem! You can still access the HML Connect portal the way you always have. But now, you have the freedom to choose how you stay connected – all in line with our commitment to delivering service excellence.



HML Connect features

Using HML Connect is easy and intuitive. Use the navigation tiles to access the information you need. Alternatively, to see everything available to you, click on the menu option in the top right-hand corner to view the entire menu.

Use the quick action buttons to raise a request, view your eCommunication documents or view information about your property by clicking on the **'My Property'** tile.

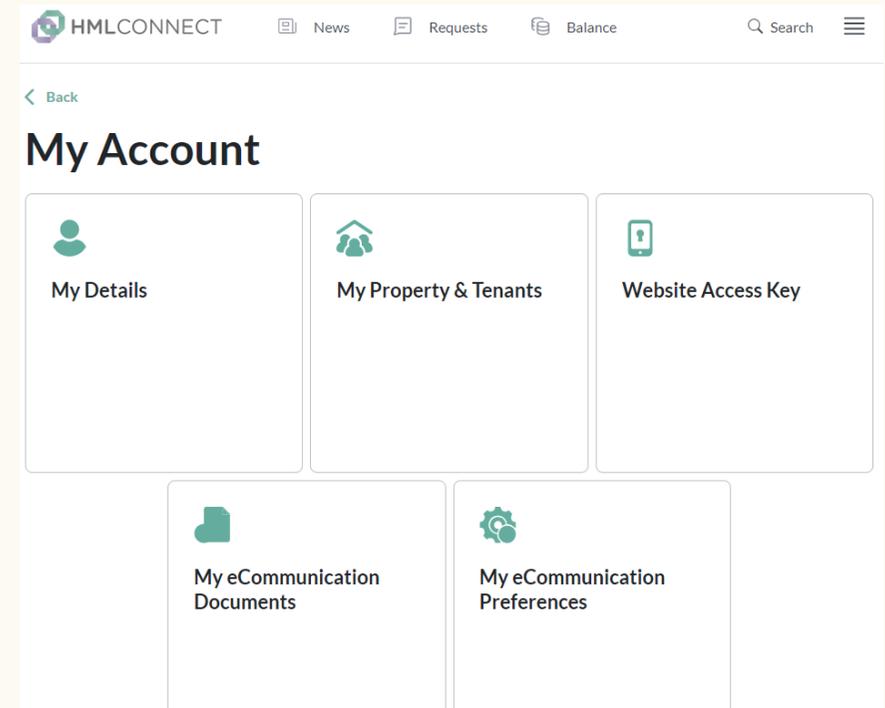


Dive in and discover more

Keep your account details up to date and in your control. Update your contact number, email address, or correspondence address whenever you need to. Simply click on your name in the top right-hand corner of the page and select **'Account Settings'**.

If you own another property managed by HML, you can access it easily via the **'Switch Building'** button. If your tenants and letting agents' details are not showing up under your account settings, please raise a request with us.

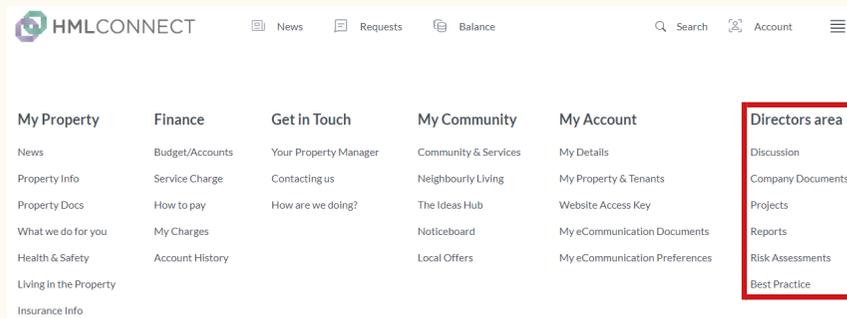
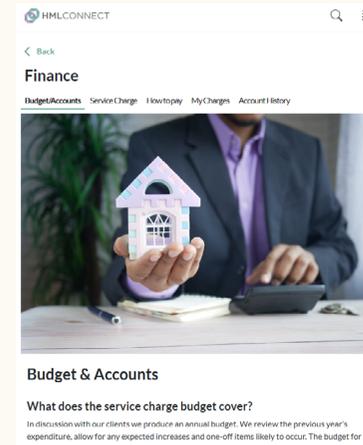
Popular links



As an owner you can adjust your preferences and add additional Tenants and Letting Agents to your account through the **'Popular links'** section.

Additional features

View information about finances, such as service charges, methods of payment, budget / accounts, charges and your account history through the 'Finance' section.



Directors have a designated area with enhanced access to information and quick communication with your Property Manager to efficiently agree on solutions.

Notifications

Keep in touch with what's going on in your building. You can receive email notifications for:

- Building Newsletters
- Updates on requests you've sent to us
- Any emergency message
- If you have registered a mobile phone, we can also communicate with you via text message

e-Communications

Within HML Connect we have launched e-Communications - a system that sends you correspondence directly to your portal account. Every time we do this, you will also receive an email notification advising you that there are documents waiting for you to view. Simply click on the link in the mail notification and log into your HML Connect account. If you have not registered yet, you will find your Invitation Key and link details on the first page of your Welcome Letter.



Useful e-Communication feature in your account: A 'Go Paperless' button

The '**Go Paperless!**' button is located on the '**My Account**' tile and then '**My eCommunication Preferences**'.

Email notifications: We will email you when you select '**Go Paperless!**'

1. Sign into your HML Connect account
2. Click the '**My Account**' tile
3. Select the '**eCommunications**' tile to review your current preferences
4. Select the '**e-Communications**' tab to review your current preferences
5. Select the '**Go Paperless!**' button or set your individual preferences
6. Check you have received an email confirming your email address has been updated. If you have any question or need additional assistance, please contact your Property Manager or raise a request on the app