

MY BASE 1 RTM Company Limited
2 Eastbourne Terrace
London W2 6LG

The Directors
Cityview.

1st March 2021

Dear Sirs

Subject : Building Management by MIH Property Management

MIH were appointed to manage our building in December 2018 after a number of years of unsatisfactory management by one of the much larger and renowned companies in the field. We had experienced much difficulty with our previous Agent who seemed to be rather "weighed down" by their large corporate structure leading to poor responsiveness, and much inefficiency.

From the outset MIH demonstrated a desire to provide us with a first class service. This included prompt action in dealing with issues, good communication with tenants, careful financial management and a readiness to take responsibility for their performance.

It seems to us that the smaller scale of MIH and the absence of multi-layered management are an advantage in providing the service we now enjoy.

I would also like to mention that whereas previously the Directors only received complaints about our Agent, since MIH were appointed, residents have sought me out in order to specifically commend them – something quite new in our experience.

Should you want me to comment on any particular aspect of the management please let me know.

Yours sincerely



Paul Shotton
My Base 1 RTM Company Limited