

# Choose To Go Paperless

Would you prefer to receive information via email instead of by post?

## Benefits of choosing paperless

- More convenient - the documents you receive from us will be easier to read, file and retrieve
- More direct - you will receive relevant information, even if you are not at home to pick up your post
- Quicker - you will receive information within hours of it being issued
- Cheaper - savings will be made on the cost of postage in your service charge
- Greener – it will use less paper, materials and transport

**To choose to go paperless, please carefully read the terms and conditions on the next page then complete and return the attached form.**



## Why do I need to complete a consent form to go paperless?

As you are probably already aware your landlord/management company and their agents are required, either by the terms of your lease/transfer agreement or by statutory rules, to serve documents, including demands, notices and correspondence, on you by use of the postal system.

Instead of sending documents to you in hard copy by post we would like to provide them to you in a 'pdf' format attached to an email sent to an email address that you nominate. In order to put this service in place for you we require you to 'opt in' by completing and signing the form attached and returning it to us.

By opting in you are requesting that all future demands, notices and correspondence be sent you by email only and thus no paper copies of the relevant documents will be sent to you by post. You will only receive electronic pdf copies attached to emails sent to your nominated email address.

You do not have to opt in to this service. If you would prefer to receive the above documents by post only then we are very happy to continue with that arrangement.

**You are entitled to opt out of this service at any time and revert to receiving only hard-copy notices and documents sent by post to your property address. Should you wish to opt out you need merely provide that request in writing to us and we will amend our records.**

**If you have any questions, then please do not hesitate to contact us on 01296 429055 (option 2) or by sending an email to [block@neildouglas.co.uk](mailto:block@neildouglas.co.uk)**

**Please retain the terms of the agreement below for future reference.**

1. I will accept as served upon me by Neil Douglas Block Management Limited on behalf of my landlord/management company any and all demands, notices or other documents of any kind sent by email to my nominated email address shown above.
2. I accept that all demands, notices and documents of any kind that are emailed to my nominated email address shall be deemed served upon me 24 hours after they are emailed provided that Neil Douglas Block Management Limited has not, by then, received a notification that, for some reason, the email and/or attachments have not been safely delivered to my nominated email address.
3. I accept that I am responsible for checking, and will regularly check, my "spam" and "junk" email folders to ensure that emails found therein come to my attention.
4. Provided demands, notices and other documents are emailed by Neil Douglas Block Management Limited to my nominated email address and provided also that Neil Douglas Block Management Limited does not receive notification that, for some reason, the email and/or attachments have not been safely delivered to my nominated email address within 24 hours of the sending of the email, I will not subsequently be able to complain that I did not, in fact, receive notice(s), demand(s) or other document(s) so emailed to me or that, for some other reason, they did not come to my attention.
5. I am content that if, within 24 hours of the sending of an email, Neil Douglas Block Management Limited receives a notification that, for some reason, the email and/or any attachments have not been safely delivered to my nominated email address, then Neil Douglas Block Management Limited will serve a copy of the demand, notice or other document by delivering or posting the same to me at the property to which the demand, notice or other document relates or any other such address that I have previously nominated and that such sending to that address by post will amount to good service whether or not the hard copy document comes to my attention.
6. I am aware that I can opt out of this facility at any time and revert to receiving by usual hard-copy demands, notices and other documents by usual postal service. I am further aware that if I wish to opt out I must email or send by post, and retain proof of delivery, to Neil Douglas Block Management Limited at [block@neildouglas.co.uk](mailto:block@neildouglas.co.uk) or The Dutch Barn, Manor Farm Courtyard, Manor Road, Rowsham, Aylesbury HP22 4QP confirming my request to immediately opt out of this facility and for the request to be valid my notice to you must provide a postal address in the United Kingdom to which future documents relating to the managed property address are to be served.
7. I understand that both Neil Douglas Block Management Limited and my landlord and/or management company, for whom Neil Douglas Block Management Limited acts as agent, will be relying on my agreement to these terms for so long as I have not opted out of this facility as set out above and reverted back to receiving hard copy demands, notices and other documents.



# Electronic Delivery Consent Form

Please review and complete this form before signing it and returning it to us at:

**Neil Douglas Block Management**

The Dutch Barn  
Manor Farm Courtyard  
Manor Road  
Rowsham  
Aylesbury HP22 4QP

**Email:** block@neildouglas.co.uk



## Your Details

I would like to receive all communication relating to my property including demands, correspondence and notices electronically.

Full name of the owner/s: .....

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Managed property address/es\*: .....

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**Nominated email address:** .....

Alternative postal address: .....

(if applicable to you)

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Primary telephone number: .....

Alternative telephone number: .....

Please ensure you read and sign the declaration overleaf

\* If you own more than one property managed by us please list all of the properties you would like to receive electronic documents for.

# Declaration

I understand and agree with Neil Douglas Block Management Limited as follows.

Please note that in order to opt in to this agreement you are confirming your agreement to each and every one of the following:

1. I will accept as served upon me by Neil Douglas Block Management Limited on behalf of my landlord/management company any and all demands, notices or other documents of any kind sent by email to my nominated email address shown overleaf.
2. I accept that all demands, notices and documents of any kind that are emailed to my nominated email address shall be deemed served upon me 24 hours after they are emailed provided that Neil Douglas Block Management Limited has not, by then, received a notification that, for some reason, the email and/or attachments have not been safely delivered to my nominated email address.
3. I accept that I am responsible for checking, and will regularly check, my "spam" and "junk" email folders to ensure that emails found therein come to my attention.
4. Provided demands, notices and other documents are emailed by Neil Douglas Block Management Limited to my nominated email address and provided also that Neil Douglas Block Management Limited does not receive notification that, for some reason, the email and/or attachments have not been safely delivered to my nominated email address within 24 hours of the sending of the email, I will not subsequently be able to complain that I did not, in fact, receive notice(s), demand(s) or other document(s) so emailed to me or that, for some other reason, they did not come to my attention.
5. I am content that if, within 24 hours of the sending of an email, Neil Douglas Block Management Limited receives a notification that, for some reason, the email and/or any attachments have not been safely delivered to my nominated email address, then Neil Douglas Block Management Limited will serve a copy of the demand, notice or other document by delivering or posting the same to me at the property to which the demand, notice or other document relates or any other such address that I have previously nominated and that such sending to that address by post will amount to good service whether or not the hard copy document comes to my attention.
6. I am aware that I can opt out of this facility at any time and revert to receiving by usual hard-copy demands, notices and other documents by usual postal service. I am further aware that if I wish to opt out I must email or send by post, and retain proof of delivery, to Neil Douglas Block Management Limited at [block@neildouglas.co.uk](mailto:block@neildouglas.co.uk) or The Dutch Barn, Manor Farm Courtyard, Manor Road, Rowsham, Aylesbury HP22 4QP confirming my request to immediately opt out of this facility and for the request to be valid my notice to you must provide a postal address in the United Kingdom to which future documents relating to the managed property address are to be served.
7. I understand that both Neil Douglas Block Management Limited and my landlord and/or management company, for whom Neil Douglas Block Management Limited acts as agent, will be relying on my agreement to these terms for so long as I have not opted out of this facility as set out above and reverted back to receiving hard copy demands, notices and other documents.

**I have read and understood all of the above and wish to opt into this service so that all future demands, notices and correspondence relating to my property shown above will be sent by email only unless and until I opt out of this agreement by notifying Neil Douglas Block Management Limited in writing to that effect.**

Signed: .....

Print Name: .....

Date: .....

You will receive an email into your nominated email address to confirm that you have successfully opted into this facility.