

Arun District Council
Arun Civic Centre
Maltravers Road
Littlehampton
West Sussex
BN17 5LF

3 - JUN 2026

Our Ref: EC/GW/DOWW066

Date: 2nd June 2026

Dear Sir/Madam

Avisford Grange - Welcome to the Gateway family.

We are delighted to inform you that we have been appointed as managing agents by the Developer, Vistry South East, to commence management of the second phase of Avisford Grange from 1st June 2026.

The development is now managed by professional, highly qualified and experienced members of the Gateway Team.

Your Reference Number

You will find your new Gateway reference(s) below. Please ensure you quote this reference when contacting us.

Our Ref	Unit Address
DOWW066	66 DOWLING WAY, WALBERTON
DOWW068	68 DOWLING WAY, WALBERTON
DOWW070	70 DOWLING WAY, WALBERTON

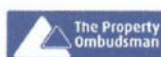
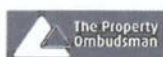
Contacting Us

In the instances where you need to contact us, please see our details below where a friendly member of the Gateway team will be happy to assist further:

Contact Number: [REDACTED]
Customer Services Team: [REDACTED]
Website: gatewayplc.co.uk/contact-us
Office Hours: 8.30am – 5.30pm

GATEWAY PROPERTY MANAGEMENT LTD Gateway House 10 Coopers Way Southend-on-Sea Essex SS2 5TE
[REDACTED] @ gatewaygroupuk

Registered Office: Gateway House 10 Coopers Way Southend-on-Sea Essex SS2 5TE Company Registered in the UK No: 04371782
A proud member of the Gateway Group Family of Companies.



Welcome Meeting

An integral part of our introductory process is getting to know the residents from developments under our care, as well as making sure you have all the information you need about Gateway and what our management entails, by way of an informal **Welcome Meeting**.

This is a great opportunity for you to discuss any queries you have with us about your development and our role as managing agent.

If you would be interested in attending a Welcome Meeting, please RSVP by 15th June. You can do so by using the QR code provided, or alternatively please email RSVP@gatewayplc.co.uk. Please ensure that you include your name and Gateway reference when confirming your interest.



There will then be a follow up letter sent after **15th June** confirming the details of when and where the Welcome Meeting will take place.

Online Presentation

As well as a Welcome Meeting, we will also provide you with a **'Welcome to Gateway' Online Presentation**. This in-depth video provides all the information you need on Gateway, the management setup for your development, details on the areas we manage, and much more! We will write to you as soon as it's available to view at your leisure on YouTube.

Service Charge Budget

As Gateway are now actively managing your development, we will be issuing Service Charge budgets and invoices going forward. You can expect to receive the first invoice for the next financial year period shortly.

The budget is an estimation of costs which we anticipate will be incurred within the financial period, therefore actual costs can differ to what has been budgeted. We have worked extensively on the Service Charge budget to ensure the estimated forecast is as accurate and fair as possible.

The actual Service Charge expenditure will be set out in a comprehensive set of year end accounts, which we will endeavour to provide residents between 3-6 months after the financial year end.

Payments

Service Charge payments can be made via cheque or bank transfer, the details of which will be shown on future invoices. **When making Service Charge payments, please ensure you quote your Gateway reference. This can be found at the top of this letter and on any future Service Charge invoices.**

Please note that these details will never change, therefore please do ensure that payments are only made using the payment details shown on your invoice. Any updates to your payment details will be formally issued in writing, by post.

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@ gatewaygroupuk

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Contact Details

So that we have your most up-to-date contact details, please kindly complete and return the enclosed 'Customer Contact Questionnaire'. You can also provide this information via our website.

We trust you will find the contents of this letter to be in order, however please do not hesitate to contact us if you have any queries.

Yours sincerely

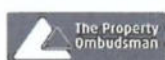


Grace Whitehouse
Chief Business Development Officer
Gateway – Everything Property
For and on behalf of Avisford Grange (Walberton) MCL

Enc: Customer Contact Questionnaire, Site Plan, Gateway Brochure

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LMS240-5202



Customer Contact Questionnaire

Gateway

Property Reference:

Homeowner Details

Property Address:

Postcode:

Full Names of Homeowners:

Correspondence Address for Owner (if different to Property Address):

Postcode:

Home Telephone Number:

Mobile Telephone Number:

Email Address:

Return Online

To return this form online, please visit www.gatewayplc.co.uk/contact-us, input your details and attach this form.

Return by Post

Gateway Property Management Limited
Gateway House
10 Coopers Way
Southend-on-Sea
Essex
SS2 5TE

NOTE: Completion of this form gives consent to Gateway Group Services Ltd collecting and storing the above data.