



04 May 2022

BDO LLP
55 Baker Street
London
W1U 8EW

Dear Sirs

In connection with your engagement to report on the MAPP (Property Management) Limited (“MAPP” or the “Firm”) description of its internal control environment related to property management services and general operating environment supporting customer service delivery placed in operation throughout the period 1 September 2020 to 31 August 2021 (the description) and the suitability of the design and operating effectiveness of controls to achieve the related control objectives stated in the description, we recognise that obtaining representations from us concerning the information contained in this letter is a significant procedure in enabling you to form an opinion on whether the description fairly presents the system that was designed and implemented throughout the period 1 September 2020 to 31 August 2021 and whether the controls related to the control objectives stated in the description were suitably designed and operating effectively throughout the period to achieve those control objectives, based on the criteria described in our assertion.

We confirm, to the best of our knowledge and belief, the following representations made to you during your examination:

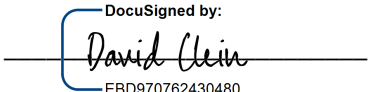
1. We reaffirm our assertion included in the assurance report dated 03 May 2022.
2. We have evaluated the fairness of the presentation of the description and the suitability of the design and operating effectiveness of the controls to achieve the related control objectives stated in the description, and all relevant matters have been considered and reflected in our evaluation and in our assertion. We have provided you with all relevant information and access to all information, such as records and documentation, including service-level agreements, of which the service organisation is aware and that is relevant to the description and our assertion.
3. We have disclosed to you any of the following of which we are aware:
 - a. misstatements including omissions in the description;
 - b. instances in which controls were not suitably designed and implemented;
 - c. instances in which controls did not operate effectively or as described. This includes instances of noncompliance with laws and regulations, fraud or uncorrected deviations attributable to the service organisation’s management or employees that may affect one or more user entities;
 - d. any communication from regulatory agencies, user entities, or others affecting the fairness of the presentation of the description or the suitability of the design or operating effectiveness of controls to achieve the related control objectives stated in the description, including communications received between the end of the period addressed in our assertion and the date of your report;
 - e. all other known matters contradicting the fairness of the presentation of the description, the suitability of the design or operating effectiveness of the controls to achieve the related control objectives stated in the description, or our assertion; and
 - f. any events subsequent to the period covered by the service organisation’s description of its system up to the date of your report that could have a significant effect on our assertion.
4. We have responded fully to all inquiries made to us by you during the examination.
5. We acknowledge responsibility for our assertion and for:



- a. the fairness of the presentation of the description and the suitability of the design and operating effectiveness of the controls to achieve the related control objectives stated in the description; and
 - b. selecting the criteria stated in our assertion and determining that the criteria are appropriate for our purposes.
6. MAPP (Property Management) Limited is financially solvent and we know of no impending financial matters that may cause us to disrupt our service to our users.
 7. We have disclosed to you any significant changes in controls that have occurred since the last examination.
 8. We have disclosed to you any changes in the controls that are likely to be relevant to user entities' internal control over financial reporting occurring through the date of this letter.
 9. We understand that your examination was conducted in accordance with International Standard on Assurance Engagements 3402, "Assurance Reports on Controls at a Service Organization," issued by the International Auditing and Assurance Standards Board, designed for the purpose of expressing an opinion on the fairness of the presentation of the description and on the suitability of the design and operating effectiveness of controls to achieve the related control objectives stated in the description, based on your examination, and that your procedures were limited to those that you considered necessary for this purpose.
 10. We have provided you with all information and access that is relevant to your examination and to our assertion.
 11. We believe the effects of exceptions noted in your report are immaterial, individually and in the aggregate, to the fairness of the presentation of the description or the suitability of the design or operating effectiveness of the controls to achieve the related control objectives stated in the description.
 12. We have disclosed to you any of the following of which we are aware:
 - a. actual, suspected, or alleged fraud or noncompliance with laws or regulations affecting the fairness of the presentation of the description or the suitability of the design or operating effectiveness of the controls to achieve the related control objectives stated in the description;
 - b. instances of noncompliance with laws and regulations or uncorrected misstatements attributable to the service organisation that may affect one or more user entities; and
 - c. knowledge of any actual, suspected or alleged fraud by management or the service organisation's employees that could adversely affect the fairness of the presentation of the description of the service organisation's system or the completeness or achievement of the control objectives stated in the description.

To the best of our knowledge and belief, no changes in MAPP (Property Management) Limited controls that are likely to be relevant to user entities' internal control over financial reporting or other factors that might significantly affect those controls have occurred subsequent to 31 August 2021 and through to the date of this letter.

Yours sincerely,

Name	David Clein	Date	04 May 2022 14:24:11 BST
Signature	 EBD970762430480...	Position	Managing Director