

CARTIER HOUSE

MONTHLY UPDATE

JANUARY 2023 | GENERAL AND CLADDING PROJECT

Welcome to our first new format newsletter! We wanted to start 2023 with a new format and expand our monthly updates to you. This newsletter will now cover all areas of the development and not just the Cladding Remediation Project. We will continue to use this newsletter to give you monthly updates.

YOUR LIV MANAGEMENT TEAM

Property Manager
Phil Thompson
Phil.Thompson@liv-group.co.uk

General Enquiries
BuildingMaintenances@liv-group.co.uk

Building Safety
BuildingSafety@liv-group.co.uk

Property Co-Ordinator
Claire Allen
Claire.Allen@liv-group.co.uk

Accounts Queries
AccountsEnquiries@liv-group.co.uk

Out-of-Hours Communal Emergency Number
0113 244 2444 or 0113 467 5451



CLADDING REMEDIATION PROJECT

The Cladding Remediation Project is at an advanced stage. Benchmarking has been achieved and the Project Team is ready and able to mobilize at the earliest opportunity.

We continue to negotiate with the Superior Landlord for a license to utilize the estate and talks are at an advanced stage.

The Project was escalated both within Homes England

and our clients' organizations due to the requirement to enter the final funding agreement. As many leaseholders will know, several freeholders and freehold managers including Home Ground (HG) have been negotiating a revised Grant Funding Agreement (GFA) and Short Form Funding Agreement (SFFA) with Department for Levelling Up, Housing and Communities (DLUHC).

We anticipate having a further, positive update shortly.

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On 14th February 2022, significant amendments to the Building Safety Bill were made and published by the Government, including entirely new provisions changing the ability of landlords to recover building safety related costs as service charge and transferring liability to landlords which conflicted with the terms of the Template GFA and Template SFFA.

On 21st February 2022, HG met with DLUHC officials involved in negotiating the Template GFA and set out a series of fundamental concerns about the conflict between the new proposed legislation and the terms of the Template GFA, and why it was now unworkable.

Despite further exchanges of communication between HG and various DLUHC officials, the DLUHC's position remained that no changes were required or would be made to the Template GFA until June 2022.

Home Ground and its client have written to both DLUHC and Homes England requesting complete clarity specifically on Cartier House.

Until this situation changes, the project team remain awaiting instruction on beginning the works on site.

GENERAL HOUSEKEEPING

LIV Group would also like to remind all leaseholders & tenants of the following points and note that if these guidelines are adhered to, it will not only aid but also enhance the existing neighbourly environment between all leaseholders and tenants.

- Please be conscious of security when entering and leaving the building, ensuring that communal doors are closed.
- The dropping & dumping of litter/ cigarette ends is strictly prohibited and will result in additional charges being applied to future budgets should LIV have to instruct its removal.
- Smoking is prohibited in all internal communal areas.
- Bicycles, prams, or any other items are not to be stored in common stairwells as it may invalidate your block buildings insurance policy.
- No fixtures to be added to internal stair or external walls (e.g. satellite dishes).
- For Sale signs should not be erected to the fabric of the building.
- At no time should there be any washing hanging in common areas or in windows etc.





CURRENT MAINTENANCE ISSUES

The portal is now running and is your easiest way in reporting maintenance issues, reviewing documents, and paying service charge. It has been set up so communication can be monitored, measured, and most importantly, maintenance issues can be reacted to more promptly and tracked.

There are some issues around residents leaving waste outside of the bin store. The bin store is cleaned regularly and has lighting. It is important that all waste is disposed of correctly and not left on

the ground either inside or outside the bin store as it attracts vermin. There has been a substantial amount of work to manage this area, but even though clear signage is provided, some residents still leave waste on the ground outside the store. Please manage this effectively and it will benefit all.

BUDGET & ACCOUNTS UPDATE

We are currently working on the service charge account statement for the year end 30th September 2022 and will have drafts ready in the next couple of weeks. These will be forwarded to all leaseholders on completion along with any balancing charge invoices. Where leaseholders have requested invoicing by email, we are unable to attach a statement or letter of explanation. This always follows in the post, albeit a few days later (Royal Mail). It would be helpful if you will kindly await receipt of the letter/advice before raising questions on receipt of the emailed invoice. The letter usually covers most questions raised. You can of course view the letters the same day as the invoice via the ENGAGE portal. On the next newsletter, we will provide a brief overview on budget levels compared to actual expenditure. Some good news in the meantime is we have managed to take advantage of reducing electricity rates for communal areas and entered a fixed contract to mitigate the high-value, out-of-contract rates which have been the norm in the last year or so as fixed rates were previously offered at a higher cost than the out-of-contract rates.



Service charge funds are the only income received to manage the building services and maintenance which makes it extremely important that service charge is paid on time. Where funds are received late, it strongly affects cashflow, as we only invoice for funds which we estimate is required for the year. Any shortfall by late or non-payment impacts services and maintenance. Thank you in advance for your prompt payments.



AIRBNB AND SHORT TERM LETS

We are increasingly advised of Airbnb type short-term lets at some apartments. Short-term lets are a breach of your lease, and where there is such a confirmed breach, the issue will be passed to legal and costs borne by those in breach. Airbnb type lets put your building insurance at risk as insurers do not provide cover for what they may deem as serviced apartments. Such lets are detrimental to the building security and safety of residents, and they result in additional service charges through wear and tear, damage etc.



LIV GROUP, WHO WE ARE...

LIV is a leading residential block management company, delivering services nationwide.
Longstanding members of ARMA and ARMA-Q accredited

We support thousands of Leaseholders in properties from smaller suburban blocks to flagship city centre buildings.

We are trusted by Developers, Freeholders and Resident Management Company Directors and deliver the highest level of service to our buildings and the people who live in them. We have an experienced and capable team providing block management services throughout the UK and our Property Managers all study for their Institute of Residential Property Management qualifications. Each building has a dedicated Property Manager supported by an office based Coordinator so you can always speak to someone who knows you and your development. Our Directors and senior team are experts in the field of residential property, they will provide you with strategic advice for your investment but are also pragmatic and provide a hands-on approach.

Thank you for taking the time to read this month's newsletter.

LIV GROUP