

MACKENZIE 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

General Enquiries

BuildingMaintenances@liv-group.co.uk

Accounts Queries

AccountsEnquiries@liv-group.co.uk

Property Manager

Phil Thompson

Phil.Thompson@liv-group.co.uk

Property Co-Ordinator

Claire Allen

Claire.Allen@liv-group.co.uk

Building Safety

BuildingSafety@liv-group.co.uk

Out-of-Hours Communal Emergency Number

0113 244 2444 or 0113 467 5451



CLADDING REMEDIATION PROJECT

I can confirm that our client has now signed the Grant Funding Agreement and this has been provide to Homes England.

The client is keen and pushing for the Building Contract to be signed and works to get underway as soon as possible.

Unfortunately, we are unable to enter the Building Contract at this time due to the requirement to gain a license from the Superior Freeholder and estate owner.

Talks have been ongoing for a long period of time, and all parties understand the urgency to complete such discussions. In the last four weeks, over 15 meetings have been held with attendees such as the project team, clients, and superior landlord in an attempt to resolve. There are some detailed and technical aspects of the license that require changes to the project team appointments as well as to the building contract, meaning the solicitors are required to reword already agreed appointments – that in itself is a secondary set of negotiations with each supplier.

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The estate owner rightfully wants to protect its position as the Superior Freeholder; however, this comes at a cost to the project as we work to protect the position of our client and leaseholders.

We understand and share the frustration that this final hurdle has not yet come to completion.

We should add that while no agreement has yet been made, the discussions are beginning to head in a positive manner and LIV are pushing for a final agreement within the next three weeks. This will enable us to start on site as planned in early 2023.

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.



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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.

Current Maintenance Issues: There were some major cladding repair works required to an elevation of Mackenzie House recently on Chadwick Street

which required Council approval for road closure. Due to the urgency of the works, to ensure cladding render did not impact on passers by, the works had to be carried at 5am to reduce the impact on local traffic. The works were completed successfully.

There are a number of intercoms not working, however, investigation by engineers have qualified that the issues relate to the old handsets within apartments. The handsets are demised to the apartment and not a management issue. Please note that should you replace your handset, the video will no longer work, so a video handset is not required. If there are future issues with the main intercom panels/wiring, it is likely to be replaced with a GSM system which uses mobile phones/landlines rather than intercom handsets.

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

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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 born 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