

MANOR MILLS

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

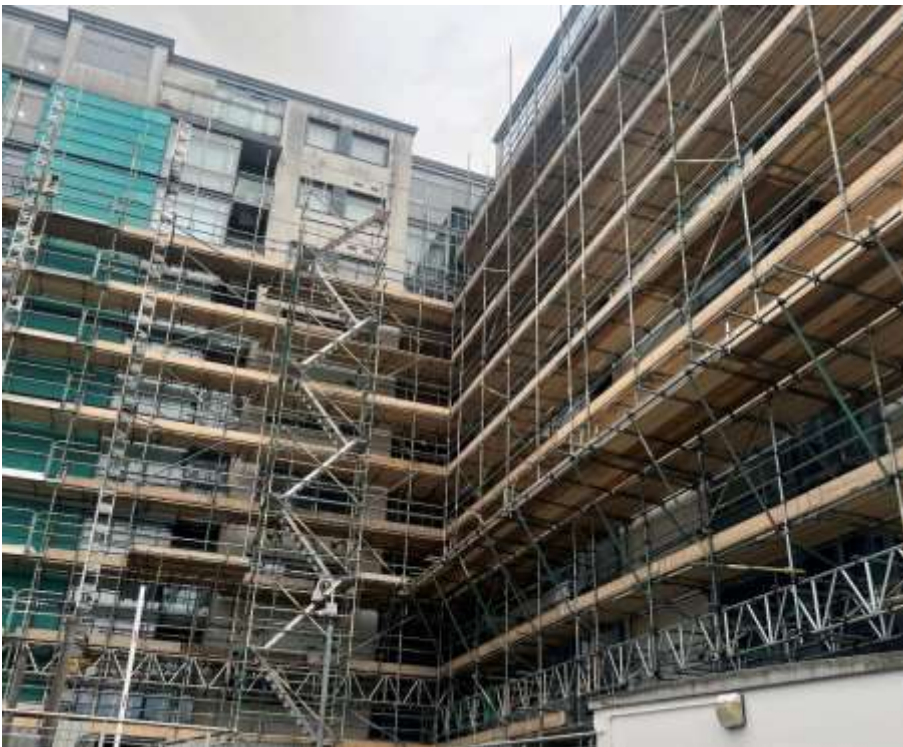
Claire.Allen@liv-group.co.uk

Building Safety

BuildingSafety@liv-group.co.uk

Out-of-Hours Communal Emergency Number

0113 244 2444 or 0113 467 5451



CLADDING REMEDIATION PROJECT

As those who live on site will know, the project is well underway, and the scaffolding has reached new levels.

I can confirm that all documentation has been submitted for the top-up of the funding due to be received from the government, and we expect this to be confirmed in the immediate future.

Works are currently ahead of schedule, and the contractor is expected to begin phase two several weeks prior to the original planned time.

We must ask you to remind residents to report any issues online at www.liv-group.co.uk/blockmanagement/manor-mills/ - Unfortunately, there have been several residents who have taken any complaints into their own hands via antisocial and unacceptable behavior.

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As always, please contact our team on BuildingSafety@liv-group.co.uk with any queries, and our team will respond as required.

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.

Parcel delivery is an issue at Manor Mills as it is with all larger apartment buildings.

Although a concierge is in place 7.30am-3.00pm, they are not instructed to receive and deliver parcels. The concierge, if available, will receive a parcel and store it, supplying a ticket notice in the relevant mailbox and lock the parcel away. However, as cover is not 24/7, the parcel can only be collected when the concierge is on site and importantly not attending to the very many duties he has in managing the common areas, safety, and enquiries. Please do not arrange deliveries of parcels if you are not able to take personal receipt. Any items left in the mail room that will not fit in your mailbox or left in the foyer becomes an invitation to theft.

BUDGET & ACCOUNTS UPDATE

Your new budget / service charge for the first half year of 2023 was issued before January 1st and is due on receipt. The vast majority of leaseholders do pay promptly and debtors are not substantial. This said, it is important to understand that we manage the funds and as such, cash flow is very important to maintain all the services. The 2023 service charge cost has increased, as have all areas of expenditure, especially related to Electricity and Buildings Insurance. We have just this last week entered into a fixed contract for electricity taking advantage of the rates dropping recently.



This is in contrast to the last 12-18 months where fixed-price offers were at a higher rate than out-of-contract rates. Although we are hopeful the service charge will benefit from this reduction, we have had to initiate an order for some major and expensive control panels for the main lift – Core B. This has been failing frequently in the last couple of months, so we have had senior engineers from the lift contractors attend and work to diagnose a more permanent repair to this lift. Parts are ordered and we are advised the repair should be carried out on receipt, w/c 6th February. We will be working just now on the 2022 service charge statement of account and aim to have this ready for leaseholders sooner than usual by early April. Besides receiving your accounts in the post and invoices by email, where requested, they will also be placed on the Engage portal so you can view them at any time.

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