

# THE GATEWAY

## 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](mailto:BuildingMaintenances@liv-group.co.uk)

Property Manager

Connor Scherer

[Connor.Scherer@liv-group.co.uk](mailto:Connor.Scherer@liv-group.co.uk)

Building Safety

[BuildingSafety@liv-group.co.uk](mailto:BuildingSafety@liv-group.co.uk)

Accounts Queries

[AccountsEnquiries@liv-group.co.uk](mailto:AccountsEnquiries@liv-group.co.uk)

Property Co-Ordinator

Georgina Anderson

[Georgina.Anderson@liv-group.co.uk](mailto:Georgina.Anderson@liv-group.co.uk)

Out-of-Hours Communal Emergency Number

0113 244 2444 or 0113 467 5451



### CLADDING REMEDIATION PROJECT

Thank you to everyone who attended the session last week to show how our main contractor, Caddick, will be working on site.

We hope the session was beneficial to all who attended and especially to residents on site.

Since the meeting, I wanted to provide you with some more information.

As you know, the contractor is due to start on site on the 20<sup>th</sup> February, and between then, our team are working extremely hard on final details with the contractor and wider project team. In the near future, a further update will be sent once all key areas are finalised. Copies of the presentation conducted will be stored on the LIVengage account.

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### Parking Spaces

As we mentioned, there will be a requirement to move certain resident spaces. The freeholder, who owns several spaces within the parking garage for commercial use, has kindly allowed us to move cars into their spaces for free. Residents effected will be contacted directly.

### Issues on Site

The contractor is due to provide a liaison for any concerns with the work on site, and this will be communicated in due course.

### Closing of Balconies and Windows

An update will be sent in due course regarding how this will operate.

As always, please contact our team on [BuildingSafety@liv-group.co.uk](mailto: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.



### **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.

The onsite management team oversees daily walk arounds and all maintenance requests. The team are working hard to ensure the development remains a clean and safe place to live.

### **BUDGET & ACCOUNTS UPDATE**

Your new budget / service charge has recently been reviewed internally at LIV by the Property Manager, and we are due to share this with the client imminently. This means we can get the budget issued out to leaseholders in advance of the start of the year.

While costs have increased, there has been no dramatic cost change as expected, and most areas have increased inline with current inflation.

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