

CARTIER HOUSE

MONTHLY UPDATE

MARCH 2023 | GENERAL AND CLADDING PROJECT

Welcome to our first newsletter in the new format! We wanted to expand our monthly updates to you, so this newsletter will now cover all areas of the development beyond the Cladding Remediation Project. We will continue to use this newsletter to give you monthly updates.

YOUR LIV MANAGEMENT TEAM

Property Manager

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Building Safety

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Out-of-Hours Communal Emergency Number

0113 244 2444 or 0113 467 5451



CLADDING REMEDIATION PROJECT

We continue to negotiate with the Superior Landlord for a license to utilise the estate, and talks are at an advanced stage. LIV and RBA (Project Managers) met with the Superior Landlords chief operating officer and leadership team last week with the outcome being a series of actions toward an outcome.

We can confirm that the freeholder has provided its intention to enter the Short

Form Funding Agreement, following a series of negotiations that were conducted within the last week with the Department for Levelling UP, Housing, and Communities (DHLUC). The freeholder had strong reservations regarding how the funding agreement could affect the development in line with the Building Safety Act, and therefore changes have been made.

Further, the freeholder has recently engaged for a PAS9980 report to be completed in line with the recommend guidance. We are confident we will be able to move forward with this project in the coming weeks and continue to await the ability to instruct the building contract, which has already been negotiated.

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CURRENT MAINTENANCE ISSUES

The new customer portal is now running and is your easiest way to report maintenance issues, review documents, or pay your service charge. Reporting your maintenance issues in the portal helps ensure they can be reacted to more promptly and tracked.

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

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

GENERAL HOUSEKEEPING

IV Group would like to remind all leaseholders & tenants of the following points. Please note that adherence to these guidelines 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, and any other items are not to be stored in common stairwells, as it may invalidate your block building's insurance policy.
- No fixtures (i.e., such as satellite dishes etc.) are to be added to internal stairwells or external walls.
- 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.

BUDGET & ACCOUNTS UPDATE

We are currently working on the service charge account statement for the yearend 30th September 2022. Due to a mix of costs which will be highlighted on Landlord certificates, we have had to review these in much more detail than normal. As such, we will not have the final accounts ready by the end of March as we were planning to do. We will ensure a s20b notice is sent to all leaseholders with an explanation and advice on an Actual vs Budget for the year in draft form. The final draft will



change and will be forwarded to all leaseholders within a few weeks. This is an unusual year for reporting, and the additional accounting works as a result of leasehold/Landlord certificates has put substantial pressure on departments working on these details.

Please note you can view the letters and all relevant information via the ENGAGE portal, which also provides you an opportunity to pay service charges for your convenience.

The end of March is six months into the current financial year/budget, which is a good point to review where we are Actual vs Budget for October 2022-September 2023. We will provide you a brief synopsis in the next newsletter to keep you apprised of how the budget is performing to "real expenditure".

Service charge funds are the only income received to manage the building services and maintenance, so please make sure your service charge is paid on time. Any shortfall due to lateness or non-payment impacts services and maintenance, so we 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 will be borne by those in breach.

AirBnB-type lets put your building's 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 the safety of residents and 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 and will provide you with strategic advice for your investment, but they are also pragmatic and provide a hands-on approach.

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

LIV GROUP