

THE GATEWAY

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

General Enquiries

GatewayGeneralManager@liv-group.co.uk

Accounts Queries

AccountsEnquiries@liv-group.co.uk

Property Manager

Connor Scherer

Connor.Scherer@liv-group.co.uk

Property Co-Ordinator

Carmel Smith

Carmel.Smith@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

Those onsite will be aware that works to the façade near the Ibis hotel are well underway.

Site set-up has taken place over the last few weeks, and the site is now prepared for the major works to take place.

We do not yet have an update in relation to the ZINC systems and are in the process of awaiting feedback from Homes England regarding the recent application we made.

We are hopeful that we will be able to share a more substantial update to you in the next newsletter as we continue to hold weekly meetings with Homes England on the Zinc Cladding.

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 like to remind all leaseholders & tenants of the following points. Please note that adherence to these guidelines are 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.

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.

The onsite management team oversee 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 fiscal year.

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



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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