

MANOR MILLS

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

BuildingMaintenances@liv-group.co.uk

Property Manager

Phil Thompson

Philip.Thompson@liv-group.co.uk

Building Safety

BuildingSafety@liv-group.co.uk

Accounts Queries

AccountsEnquiries@liv-group.co.uk

Property Co-Ordinator

Claire Allen

Claire.Allen@liv-group.co.uk

Out-of-Hours Communal Emergency Number

0113 244 2444 or 0113 467 5451



CLADDING REMEDIATION PROJECT

The project is ahead of schedule, and we are in the process of building the scaffolding on phase 2. There have been several meetings and no major issues have been raised.

In terms of the top-up funding from the government, the Grant Funding Agreement was provided to us last week. We approved this in full and await the final signed version back from Homes England.

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 etc.



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 is not a secure area for receipt of parcels. Please ensure your tenants are aware that they must not request delivery of any parcels/food, etc. when they are unable to accept delivery

themselves.

The concierge is unable to be present to take receipt and distribute parcels.

We have been advised of a further theft of some parcels, which can be reduced by tenants managing receipt of their parcels.

We have had coded locks fitted from the foyer to the garage to prevent random access of non-residents from tailgating into the building and accessing the garage via the steps, which will add an additional level of security to the garage area.

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We are sorry to report that the lift in the central lobby area is still not working. We have challenged lift engineers with this multiple times, but they are still not in receipt of the necessary parts ordered (main control panel) which they were promised early February. It is of course impossible to repair the lift without these parts. We understand the inconvenience this causes, appreciate your flexibility and understanding, and can assure you we are constantly chasing and requesting updates so we can get this fixed as quickly as possible.

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. A separate invoice was sent to all leaseholders for buildings insurance, and there has not been the same response to payment of this. It may be assumed it is included in the service charge; however, it is a separate invoice requiring separate payment. If you have not made payment, please do so at your earliest convenience to help us manage cash flow.



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.

We are aware that some of the communal areas are looking tired, especially those which have the main use, central areas accessed from the main foyer where there is damage to corners of walls near lifts. This is despite redecoration being carried out only 18-24 months ago and corner protection strips added to mitigate damage. These areas require some more work to improve the aesthetic and first impressions on entering. However, we have some substantial works to carry out shortly in relation to fire doors and other works which will require contractors working through the building. As such, it would make financial sense to wait for the remediation to be completed before any redecoration is carried out. Given that the cladding works are ongoing and will be for another year, it is suspected we may coordinate internal improvement with completion of cladding.

You may or may not be aware that we are working with some leaseholders, acting on your behalf, to understand the building insurance costs and ways to attempt to mitigate future insurance costs. The process will take time, and we are currently working to arrange meetings with insurers which will include leaseholder representatives. It may take a few months, but we will advise of any progress, or otherwise before renewals of insurance in September.

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