

# MACKENZIE 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

General Enquiries

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Accounts Queries

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Property Manager

Phil Thompson

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

Property Co-Ordinator

Claire Allen

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Building Safety

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

Out-of-Hours Communal Emergency Number

0113 244 2444 or 0113 467 5451



### CLADDING REMEDIATION PROJECT

We can confirm that our client has now signed the Grant Funding Agreement, which has been provide to Homes England.

The client is keen and pushing for the Building Contract to be signed and works to get underway as soon as possible.

We continue to await the agreement of a license with the Superior Landlord. LIV, RBA and Homes England have held positive discussions with the

Superior Landlord, and we recently met with their leadership team, including their Chief Operating Officer. Since this meeting, we have been in regular communication, and we feel we are nearing the end of these difficult discussions.

This final hurdle is taking much longer and is increasing the workload, but there is ambition from the client, project team, and superior landlord in agreeing a path forward collaboratively.

The estate owner rightfully wants to protect its position as the Superior Freeholder; however, this comes at a cost to the project as we work to protect the position of our client and leaseholders.

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We understand and share the frustration that this final hurdle has not yet come to completion.

We should add that while no agreement has yet been made, the discussions are beginning to head in a positive manner, and LIV are pushing for a final agreement within the next three weeks. This will enable us to start onsite as planned in early this year.

### GENERAL HOUSEKEEPING

LIV 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.





### **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.

Following recent surveys undertaken by cladding contractors, it was noted that an additional area of the render to Chadwick Street elevation had worked loose. Once this

reported, we mobilised a team immediately to rectify this issue and make the area safe. The day after it was reported, huge access equipment and a team of contractors made the repairs at height to ensure the area below was safe. The cost of these works, as the similar issue found six weeks ago were not budgeted and may have an impact on total expenditure at yearend.

**Update:** We reported there were a number of intercoms not working, however investigation by engineers have qualified that although some issues relate to the old handsets within apartments (which are demised to the apartment and not a management issue), we received a report that an intercoms panel was not working correctly. Therefore, we have replaced the panel in Core 2 with a new GSM panel which uses a SIM. We considered alternative options and have replaced with GSM. This works by mobile SIM and the tenant's phone number is called from the intercom panel. Once the tenant has answered the call and verified who is calling, they can press a button on their phone then to release the main door. This no longer requires an intercom handset in the flat. Instructions have been sent out, and tenants were advised of the change as it happened. We will make similar changes to Cores 2, 3, and 4 in coming months where funds are available. It was not a planned expense, so it does need to be phased. At the moment, we are not experiencing major access issues with Core 2, 3 and 4.

### **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.

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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