

JET CENTRO

MONTHLY UPDATE

APRIL 2023 | GENERAL AND CLADDING PROJECT

Welcome to our first newsletter in our 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. Going forward, we will use this newsletter to give you monthly updates on the development and the Cladding Remediation Project.

YOUR LIV MANAGEMENT TEAM

General Enquiries

BuildingMaintenances@liv-group.co.uk

Accounts Queries

AccountsEnquiries@liv-group.co.uk

Property Manager

Dipak Johal

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Property Co-Ordinator

Georgina Anderson

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Building Safety

BuildingSafety@liv-group.co.uk

Out-of-Hours Communal Emergency Number

0113 244 2444 or 0113 467 5451



CLADDING REMEDIATION PROJECT

We are still in the process of completing our Stage 1 submission for our Building Safety Fund application. We anticipate having this completed and submitted before the end of May, so that we can begin Stage 2.

We have also begun to formalize a project team for the works required. It is likely that we will need to undertake further assessments on the building as part of the planning for the remedial works and to satisfy queries that the Building Safety Fund may have.

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We will continue to keep you updated on our application and work undertaken in relation to the remediation project.

GENERAL HOUSEKEEPING



LIV Group would like to remind all leaseholders & residents 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, doormats, and any other similar items are not to be stored in common stairwells or outside apartment doors, as it may invalidate your block building's insurance policy.
- No fixtures (i.e., such as satellite dishes, key safes, etc.) are to be attached to internal stairwells or external walls.
- For Sale signs should not be attached to the fabric of the building.
- At no time should there be any washing hanging in common areas or in windows, etc.
- Don't forget animals are not permitted within the building, including the communal areas and inside the apartments.



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 we can respond and react to your requests more promptly and track the progress.

Within the last 12 months, we have experienced a number of soil stack leaks which have affected several apartments. Unfortunately, soil stack leaks are unavoidable and quite common in developments as large as Jet Centro. Thankfully, as long as any leak, whether large or small, is reported to us immediately, we are able to rectify the issue and prevent extensive damage. Our contractors have worked vigorously to replace damaged pipes along with carrying out remedial works required in the affected apartments.

Update: You will be aware that a new concierge, Nick, has been appointed for your development. We have had amazing feedback from residents complimenting the hard work and efficiency shown by Nick. He has been promptly reporting any issues he has come across in the communal areas, along with keeping the development immaculate. I hope you can join me in welcoming Nick to Jet Centro as he is already showing to be a great asset.

BUDGET & ACCOUNTS UPDATE

The budget for 2023/24 has been released. As you will be aware, there has been a significant increase this year due to the premiums for the building insurance increasing. The numerous soil stack leaks resulted in a number of claims being opened. Taking into account the rise in inflation and the current cost of living crisis, we have worked diligently to set the remaining budget, including a reduction under the maintenance heading. We hope that all residents of Jet Centro continue to take care of their development and report any issues promptly to prevent more severe issues arising.



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

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



It has come to our attention that additional key safes have been attached to the external walls and we believe these are from leaseholders who may be renting their apartments as an AirBnB. The key safes will be removed and discarded by our contractors. 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