

# SILK MILL

# MONTHLY UPDATE

APRIL 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](mailto:BuildingMaintenances@liv-group.co.uk)

Accounts Queries

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

Property Manager

Nosheen Dutt

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

Property Co-Ordinator

Carmel Smith

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

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



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### CLADDING REMEDIATION PROJECT

Following on from our last update, we are still waiting for the Grant Funding Agreement to be issued by Homes England. Our case worker has advised that this should be issued imminently.

Once this is signed we will be able to progress the project to get it to site and begin the remediation works.

We will keep you updated on the progress in relation to the signing of the documents and hopefully have further good news to share with you in our next newsletter.



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### 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.





### **Car park fire**

We would like to thank all the residents for their patience and understanding in the aftermath of the incident in January this year. For those who have been directly affected please rest assured that we are working as quickly as possible to bring this issue to a swift conclusion. At the time of writing most of the costs for the damage are with the loss adjustor, we are just waiting to receive a final report on the extent of the remedial works necessary to reinstate the fire alarm system. We expect to receive this imminently.

### **BUDGET & ACCOUNTS UPDATE**

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 June will be six months into the current financial year/budget, which is a good point to review where we are Actual vs Budget for the 2023 financial year. 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

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

LIV GROUP