

# HAMILTON HOUSE

## MONTHLY UPDATE

**JUNE 2023 | GENERAL AND CLADDING PROJECT**

**Welcome** to our monthly newsletter in the new format! As we mentioned last time, we have expanded our monthly updates to you, so this newsletter now covers 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](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

Pamela Mpofu

[Pamel.Mpofu@liv-group.co.uk](mailto:Pamel.Mpofu@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



**CLADDING REMEDIATION PROJECT**

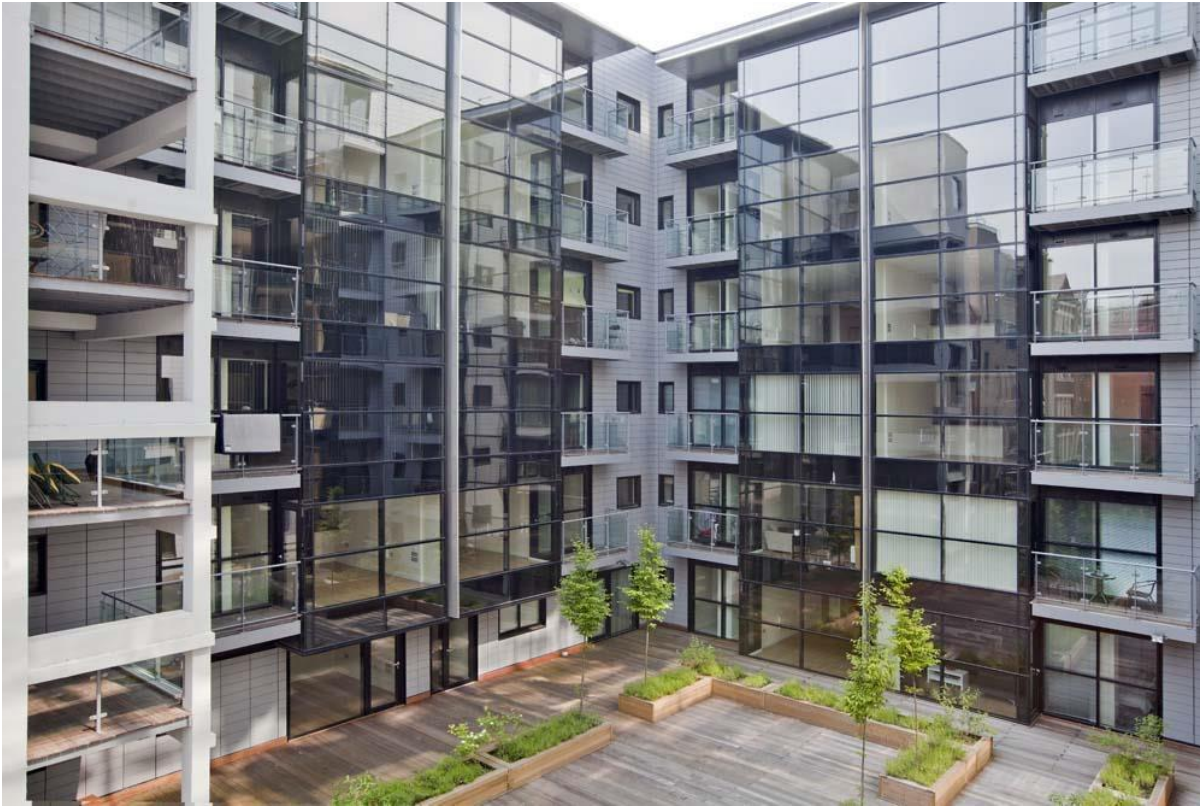
We are pleased to share that we have received the results of the PAS 9980 report from the fire risk consultant, FRC.

This has been submitted straight to the Building Safety Fund as part of our application to secure the full funding for all the works that are required.

It will be several weeks before we hear back with an outcome due to the detail of the report that needs to be assessed.

We will keep you updated and inform you of the outcome from Building Safety Fund once we hear anything.

## 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 residents.

- 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.
- BBQ's cannot be stored on decks or patios.
- Bicycles, prams, and any other similar items are not to be stored in common stairwells, as it may invalidate your block building's insurance policy.
- No fixtures (i.e., satellite dishes, etc.) are to be added 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.
- Out of consideration for your fellow neighbours, please make sure to use only your allocated parking space.

## 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.



### **BUDGET & ACCOUNTS UPDATE**

Please note you can view any relevant letters and information via the ENGAGE portal, which also provides 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 in the Actual vs Budget for the 2023 financial year. In the next newsletter, we will provide a brief synopsis of where we stand to keep you appraised 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