

# HAMILTON HOUSE

## MONTHLY UPDATE

JULY 2023 | GENERAL AND CLADDING PROJECT

**Welcome** to our July newsletter! We hope you and your families are enjoying the summer months. As we mentioned, this expanded 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 still awaiting an outcome from the Building Safety Fund on the PAS9980 assessment that we have submitted. Whilst we await this, the project team have been working to produce a tender pack to issue out, so that we can begin the process of retrieving costs for the required works.

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.
- Dropping & dumping litter and/or 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.
- BBQs 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.
- No furniture items are to be left in the bin store area.
- There are potential fire risks concerning the charging of e-scooters, e-bikes, please see below the link which explains the hazards in more detail.

[Charging e-scooters, electric bikes, segways and hoverboards | Risk Management | Ecclesiastical](#)

## **REPORTING MAINTENANCE CONCERNS**

The new customer ENGAGE 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 charge invoices for your convenience.

A Section20B notice has been issued to leaseholders due to slight delay in the yearend accounts being issued. Please be assured there is nothing untoward in this. Once completed and audited they will be shared with all the leaseholders.



### 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**

**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