

SILK MILL

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

Accounts Queries

AccountsEnquiries@liv-group.co.uk

Property Manager

Nosheen Dutt

Nosheen.Dutt@liv-group.co.uk

Property Co-Ordinator

Carmel Smith

Carmel.Smith@liv-group.co.uk

Building Safety

BuildingSafety@liv-group.co.uk

Out-of-Hours Communal Emergency Number

0113 244 2444 or 0113 467 5451



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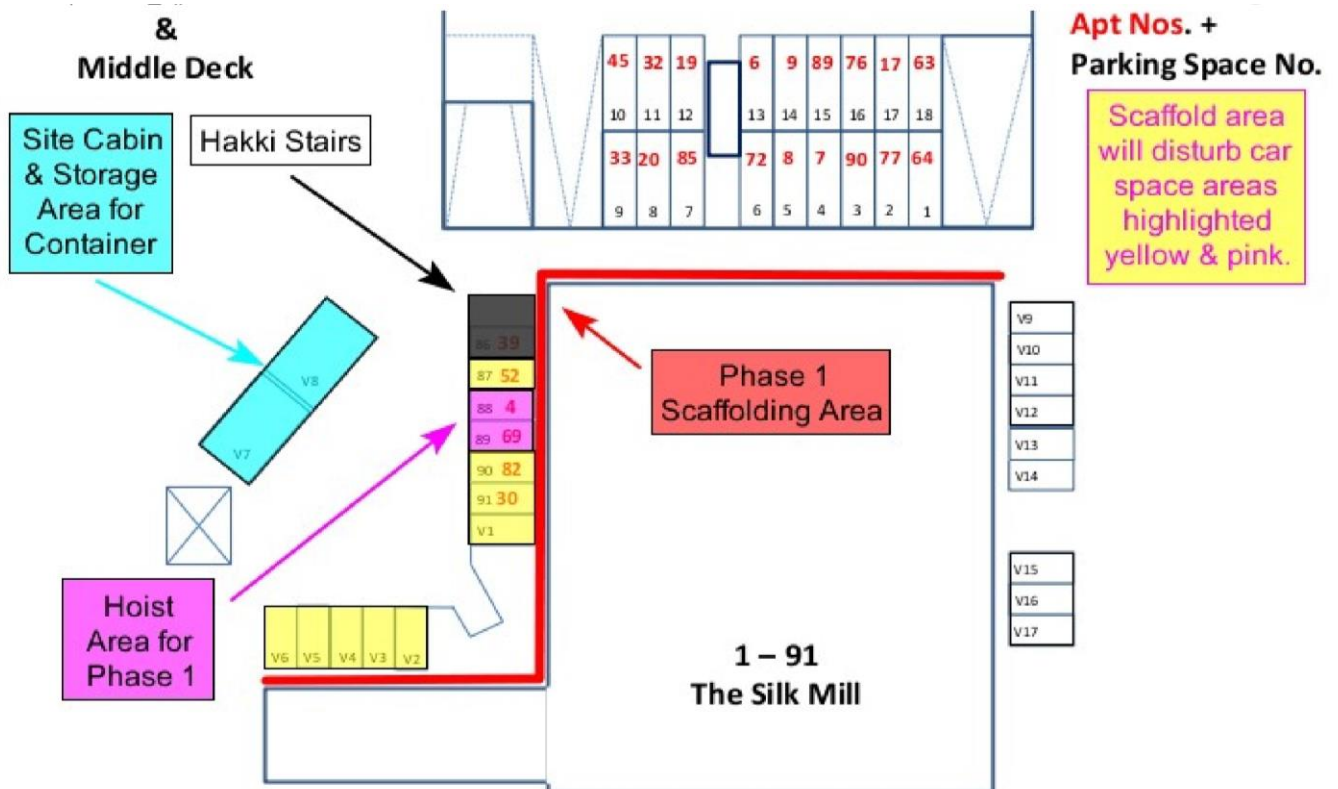
CLADDING REMEDIATION PROJECT

The works are now progressing onsite with the completion of the scaffolding being erected. These works will primarily take place on levels 4-6. During this time, **access to the balconies will be restricted, along with restrictions on how far windows can open.** These restrictions are being put in place for the safety of residents and those working on the project.

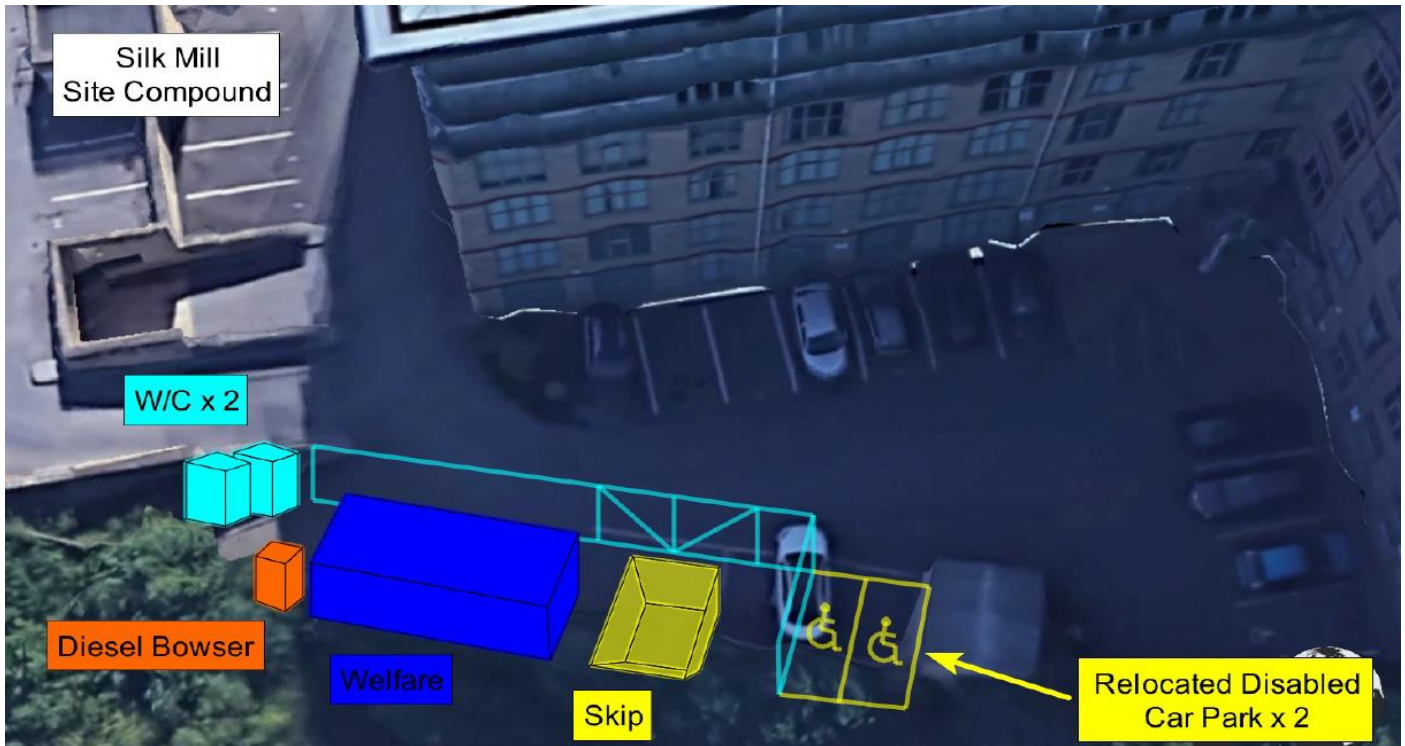
The onsite working hours are 08:00 - 17:00 and the contractor will minimize noisy works from 08:00 - 09:00. A CCTV security system will also be in place for the safety of all Residents, contractors, and the public. Please be assured that this is only going to cover the areas affected by the works and will not intrude on residents' privacy.

As a reminder, **the highlighted car parking spaces in the below image will be out of use for Phase 1 of the works, which is set to complete in November 2023.** Once the scaffolding has been dismantled, these spaces will become available again.

During this time, it is imperative that only those who require the use of a Disabled space use them. The onsite team will be monitoring these spaces as we have had reports of their improper use. The spaces are reserved for those residents who hold a Blue Badge.



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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.
- 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.
- 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.
- 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.



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, and we are currently 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 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