

Our Ref: AN/lg

26 January 2016

All flat residents
Bermuda Park
Nuneaton

Dear Resident

RE: Bermuda Park, Nuneaton

We are the managing agent Bermuda Park (Nuneaton) Management Co Ltd and have pleasure in providing the following annual update for the management of the communal areas:

Freehold

We would remind owners that the management company deals with all shared stairs areas of the apartment blocks, the external car parking and landscaped areas and the main structure of the blocks. There are also landscaped areas and car parks around the estate which other none apartment block plots contribute towards.

There is a separate freeholder to whom ground rent is paid. Any formal communication regarding sales should be addressed to both the freeholder and KWB on behalf of the management company.

Service Charge

Please find enclosed a service charge invoice for 2016 for prompt payment, along with appropriate notice. The bank details are shown at the bottom of this invoice or alternatively, cheques can be made payable to KWB Property Management Ltd. This charge is due unless any other terms of payment have been agreed.

There has been a small increase of 5% from last year's charges, mainly from the insurance premium costs. A copy of this budget is included and shows how costs are apportioned to you.

The service charge accounts for 2014 and 2015 year ends will be available shortly.

Services

The expenditure covered by the service charge is:

1. Cleaning. This is the shared communal stairs and landing areas and is carried out on a weekly basis and includes the fire-alarm testing.
2. Window Cleaning. The external windows are cleaned every two months for both apartments and communal areas.
3. Landscaping. Regular grass cutting, litter picking and gardening of external areas is carried out every fortnight in the summer and monthly in winter.
4. Insurance. The freeholder insures the building with the premium cost in the service charge. Each apartment owner needs to arrange their own contents insurance.

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5. Electrical. Monthly testing of the general and emergency lighting and specific equipment such as the fire alarm and door intercom system.

Repairs & Redecoration

We have begun a programme of repairs and redecoration to the apartment blocks on Bermuda Park, with blocks 39 Waterlily Way and 4 Poppy Close now completed. These works include:

1. New LED lighting in the shared stairs and corridors and at the front and rear doors. These are at a reduced dimmed level all the time but increase to full brightness when movement is detected.
2. Repaired or new lighting bollards in the adjacent car park areas.
3. Improved locks and closers on the front and rear doors and internal storage cupboards. Improved signage and noticeboards at the entrances.
4. Redecoration of the internal walls and woodwork and front and rear doorways.
5. Floor coverings cleaned and replaced where necessary.

We are continuing with these over the next few years and shall notify owners of further details on the proposed timing of their particular block nearer the time.

Fire Issues

A full copy of the fire evacuation procedure is available on the KWB Residential website. This is a "Stay Put" policy where you need to remain in your property and call the emergency services, unless the fire is in your own property in which case you should vacate the demise.

Refuse

The bin store adjacent to each block is only for the use of those residents within that apartment block. Please ensure all rubbish is placed within the bins provided as rubbish left on the ground will not be taken away and individual owners will be charged any subsequent removal costs. Arrangements will need to be made separately with the local authority to have large items removed.

Car parking

Please only use your allocated car space. Visitor spaces are provided but should not be used by residents on a regular basis. Please try and keep noise to a minimum, particularly outside day time hours.

Methods of Communication

Our new website has all the important information as per enclosed flyer, go to www.kwbresidential.com and type in your address for information regarding your development.

A residents' manual can be accessed from this website which is a summary of the main development issues for both owners and occupiers. Please issue a copy of this and other updates to any individual occupiers/tenants as necessary.

The notice boards at the entrance to the apartment blocks will also display information and updates.

Our main contact number is 0121 233 2330 where instructions for out-of-hours emergency contact procedures can be found.

A residents meeting is planned for Saturday 5 March 2016 at 4pm at the Bermuda Phoenix Centre, Bermuda Road, Nuneaton CV10 7HU. This will provide an opportunity to raise any issues and discuss further plans for the development. Please confirm your attendance or any issues you would like addressing if you're not able to attend.

Please do not hesitate to contact us should you have any queries.

Yours sincerely

ANDY NUTTALL

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