

1. Introduction

This is a brief summary of how the communal areas of the Bermuda Park are managed by KWB Property Management Ltd on behalf of the management company, Bermuda Park (Nuneaton) Management Co Ltd. This involves the following roads:

- Walsingham Drive
- Mimosa Close
- Waterlily Way
- Poppy Close
- Wisteria Way
- Lupin Walk
- Rosemary Way
- Sunflower Drive
- Marigold Walk
- Carnation Way
- Fuschia Close
- Petunia Close
- Rose Way

There are three types of ownership and involvement with the management company:

1. Apartment blocks, where each owner has a long leasehold interest (schedule 1 of the service charge). The management company maintains the communal internal and external areas and structure through the service charge, including building insurance, with a separate ground rent paid to the freeholder. Each apartment owner is responsible for their own area including the windows and doors and any plaster and finishes to the walls, ceilings and floors.
2. Apartments over garages and archways (known as FOGs or coach houses) (schedules 2, 7, and 8 of the service charge). The management company has varying degrees of involvement for these apartments which includes insurance and communal costs.
3. Plot owners with shared communal car parks (schedules 3, 4, 5, 6, and 10). The management company maintains the communal landscaped and parking areas which each freehold plot is obliged to contribute towards. This excludes the communal car park area at the end of Iris Avenue and rear of Walsingham Drive which is separately owned by each plot owner.

The main roads, roundabouts and pathways are still in the process of becoming adopted Highways. Upon completion of this, the local authority will be responsible for these.

This document is for the benefit of both the owners and occupiers of each flat – the owner may have let their apartment out to a sub tenant in which case this document needs copying to actual occupiers.

2. Contacts & Communication

The main day-to-day contact at KWB is Andy Nuttall on 0121 233 2330 and 07968 771 688. Dane Hopwood can be contacted in emergencies on 07734 078 837.

Full contact details for KWB Property Management Ltd are:

KWB Property Management Ltd, Lancaster House, 67 Newhall Street, Birmingham B3 1NQ anuttall@kwboffice.com

The KWB Residential website has information regarding this development at www.kwbresidential.com.

You need to deal with any issues affecting your own area, or contact your immediate landlord.

There are noticeboards at the entrance of each apartment block which will be regularly updated. These will advise the current contractors and suppliers on the site. However, all queries should be addressed to KWB and not the contractor direct.

3. Car Park

Set communal car parking spaces are allocated to each apartment or plot owner. These are not labelled, however, the management company may notify each owner/occupier of a specific space if allocation becomes a problem.

There are additional visitor spaces which are only for occasional visitor use and should not be used as a second space.

4. Gritting

A grit bin is provided in the rear car park close to the refuse bin, with a shovel inside. All users of the car park are responsible for making their own arrangements for gritting in order to reduce the risk of slipping on ice and snow.

5. Cleaning

The shared stairs and corridors inside the apartment blocks are cleaned every week, currently on a Thursday. The cleaner also carries out a weekly fire-alarm bell test.

Care must be taken to keep these areas clean and tidy. If there are any additional cleaning requirements please contact KWB.

No external window cleaning should be carried out by anyone other than the management company, who arrange this every two months and includes all external windows of each apartment and the shared areas.

6. Repairs

Any disrepair in the shared areas of the apartment blocks, both inside and outside, must be communicated to KWB who will arrange a suitable repair. Each apartment owner is responsible for their own apartment and KWB may need to contact them to arrange a repair if this affects other areas in the blocks, for example a water leak into apartments below.

Any signs of inadequate lighting both inside and outside the apartment blocks, including light bulbs not working, must be immediately reported. This includes communal car parking areas across the estate. Repairs will be planned for the next monthly visit unless more urgent.

7. Fire Equipment

Emergency lighting is provided in the communal areas of the apartment blocks to light the communal areas in the event of an emergency.

There is a communal fire alarm system in each apartment block which the management company maintain. This is not linked to any separate alarms within each apartment, which are the direct responsibility of each owner.

8. Fire Evacuation Procedure

This is applicable for apartment block owners.

These buildings have been built in such a way as to protect the people in it if a fire breaks out. The important thing to remember is that if the fire starts in your home, it is up to you to make sure that you can get out of it.

AT ALL TIMES

- Make sure that the smoke alarms in your home are working.
- Do not store anything in your hall or corridor, especially anything that will burn easily.
- Use the fixed heating system fitted in your home. If this is not possible, only use a convector heater in your hall or corridor. Do not use any form of radiant heater there, especially one with either a flame (gas or paraffin) or a radiant element (electric bar fire).
- Do not store things in the cupboard(s) where your gas and electricity meters are fitted.
- Do not block access roads to the building.

IF A FIRE BREAKS OUT IN YOUR HOME

- If you are in the room where the fire is, leave straight away, together with anybody else, then close the door.
- Do not stay behind to try to put the fire out.
- Do not use any fire extinguishers in the shared areas unless trained to do so and unless any fire is blocking your evacuation route.

- Tell everybody else in your home about the fire and get everybody to leave. Close the front door and leave the building.
- Do not use any flat roofs as an escape route or through any open smoke ventilation windows in the corridors.
- There is no need to activate the communal call points for the fire alarm system unless smoke or flames are affecting the communal areas.
- CALL THE FIRE BRIGADE.
- Wait at the designated Fire Assembly Points at the rear car parks.

IF YOU SEE OR HEAR OF A FIRE IN ANOTHER PART OF THE BUILDING

- If you are in the shared corridor and stair areas then press the nearest call-points to sound the fire alarm then proceed to leave the building as above.
- It will usually be safe for you to stay in your own home, even if hear the communal fire alarm system activated.
- CALL THE FIRE BRIGADE.
- You must leave your home if smoke or heat affects it. Close all doors and windows.

CALLING THE FIRE BRIGADE

The fire brigade should always be called to a fire, even if it only seems a small fire, and even if you just hear the communal fire alarm activated. This should be done straight away.

The way to call the fire brigade is by telephone as follows.

1. Dial 999 from a land-line or 112 from a mobile phone.
2. When the operator answers give the telephone number you are ringing from and ask for FIRE.
3. When the fire brigade reply tell them clearly the address where the fire is.
4. Do not end the call until the fire brigade have repeated the address to you and you are sure they have got it right. The fire brigade cannot help if they do not have the full address.

9. Access & Security

All apartment block external doors must be closed and locked at all times. Only the agreed occupiers of each apartment must be given keys and access codes to each apartment and building – all other guests and visitors must be shown in and out of the property.

Any problems with the door entry system to each apartment block must be immediately reported to KWB. The door access system has a 'tradesman' buzzer that will automatically open the door during the hours 10am – 4pm each weekday in case contractors or postmen need access to the building.

All shared corridors and stairways in the apartment blocks must be kept clear and be clutter free. This includes items such as bikes being kept in the shared areas.

All fire doors within these shared areas must be kept closed and not be wedged open.

All windows and doors must be kept closed and any signs of suspicious behaviour reported to KWB.

10. Apartment Utilities

The electricity meter for each apartment is in a storage cupboard at ground floor level under the stairs. This can be accessed by the key issued to each owner to take meter readings and care must be taken to lock the door afterwards.

The water meter for each apartment is located outside the property.

Any issues with the TV connection to each apartment must be directed to your provider concerning the account and supply for that apartment.

No separate TV apparatus such as dishes must be installed in or outside the apartments.

11. Refuse

Refuse bins are provided through the local council and are located in the bin store area in the rear car park to each apartment block.

All rubbish must be kept away from the building in the designated bins areas, with no rubbish left outside the bins. Any signs of misuse must be reported.

All occupiers must make their own arrangements with the council to remove any additional rubbish over and beyond normal use, including when moving in and out of the property. Individual owners will be charged any subsequent cost of removal. No extra rubbish is to be left outside.

12. Post

All post must be collected on a regular basis by each apartment occupier from the allocated post box near the entrance to each block. Any junk mail will be removed.

13. Insurance

KWB deal with any insurance concerning the main apartment block and is to be immediately notified of any potential or actual risks or claims. This includes the majority of coach houses and GOGS and public liability for the communal parking areas.

Each occupier needs to arrange their own insurance cover for personal contents and items.

14. Smoking

No smoking is permitted inside the internal common areas of the apartment blocks or outside the premises immediately near the buildings or under the arch.

15. Drains & Services

All owners are responsible for drains and services like cables and water pipes within their apartment. The management company deal with the shared systems and may need to liaise with and charge individual apartment owners for problems caused from within their areas.

16. Grassed Areas

The outside grassed areas at the front, rear and side of each apartment block and around communal areas of the estate, are for the benefit of the residents. However reasonable behaviour is expected concerning issues such as rubbish and items being left, sun bathing and guests also using.

The management company are not responsible for the area around the lake, the electricity pylon or the public roads and associated roundabouts and pathways.

No items such as children's play equipment, washing lines or patio chairs and tables must be left without prior permission from the management company.

There is a landscaper who attends site at least every month and more often during the summer, to cut grass, trim hedges and plants, litter picks and any treatments such as weed killing.