

Our Ref: AN/lg

4 November 2014

All Residents
The Heights

Dear Resident

RE: The Heights, Coventry

I confirm we are the new managing agents for this development on behalf of Taylor Wimpey now that a significant number of apartments have been sold and, therefore, we are responsible for managing the common areas on the development with immediate effect.

This particular development includes yours and the neighbouring apartment blocks with subsequent apartment blocks further along Signals Drive being managed by us in future once completed and handed over by Taylor Wimpey. This includes the shared staircase and landing area within each block providing access to each separate apartment and the external grassed and car parking areas around the apartment blocks.

This does not include any of the extended grassed area at the rear of the development with Taylor Wimpey soon to complete the erection of a boundary fence clearly stating just the very immediate area of land around each apartment block. It also excludes the Signals Drive roadway and pavements which will continue to be Taylor Wimpey's responsibility until eventually becoming adopted highways and, therefore, under the control of the local authority.

We note you purchased your apartment this year and as a result, any ground rent and service charge due to 31 December 2014 were paid upon completion. In terms of future charges we raise charges annually for both ground rent and service charge with the next demands due at the end of each year to take affect from 1 January 2015.

In terms of specific services within these shared areas then a general residents manual for this development will follow later in the year once further blocks are completed and we will endeavour to inform all residents as soon as possible of any updates. This will include noticeboards at the entrance of each apartment block in due course and we should be grateful if you would confirm any further contact details for yourself, for example, telephone/mobile number and email address and any details of actual apartment occupiers if you do not reside at the apartment yourself. In the meantime, below is an update on the main services.

1. We understand the electricity meters for the individual apartments are in the storage cupboard in the ground floor lobby area for which you have a key and the water meters are located in the separate storage cupboard or hatch on your respective floors. Therefore we trust you can arrange your own access for meter reads and emphasise that these cupboards are not to be used for any storage purposes.

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2. We continue with the current fortnightly cleaning arrangements for the shared areas of each apartment block and trust you will immediately advise us if there are any issues in the respect. These shared areas should not be used to store any personal items with clear access being maintained at all times.
3. We hope you are aware of the shared external bin store areas at the development. It is imperative that refuse is only stored in the bins provided and in the specific bin store area allocated to your apartment block. We will be liaising with the local authority to ensure a suitable quantity of bins are provided, including recycling bins, and would confirm that you will need to make your own arrangements to remove any additional rubbish.
4. We shall have a contractor inspecting the apartment blocks monthly to carry out maintenance and checks of the fire and emergency lighting systems which will include the intercom, door entry system and external lighting. Please advise us if you have any queries and please help ensure doors are kept closed and locked and can be accessed by the buzzer for each apartment.
5. We are instructing a new landscaping contractor to carry out the general maintenance of the communal external landscaped area around the apartment blocks and rear car park, which will include general litter picking and tidiness. We trust you are aware of the specific car parking spaces allocated to your apartment which residents and visitors will adhere to and that you are aware of the bicycle store at the rear of the bin store which is only to be used for the purposes of storing bicycles.

We also remind all occupiers of the need to appreciate other residents in the same block and keep any noise to a minimum. We have already received some complaints regarding noise levels at night which we trust will cease with immediate effect.

Please do not hesitate to contact me should you have any queries. Our area building manager, Dane Hopwood, can be contacted on 07734 078 837, email dhopwood@kwboffice.com should there be any emergency issues regarding the communal areas within our remit.

Yours sincerely



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