

## 1. Introduction

This is a brief summary of how the various residential apartment blocks on 'The Heights' development on Signals Drive Coventry are managed for the benefit of all owners and occupiers. Each block has either 10 or 12 apartments within it, blocks 4-8 having two separate communal staircases and lobby areas.

Each apartment owner is responsible for their own apartment areas including the windows and doors and any plaster and finishes to the walls and ceilings and floors – it excludes the structural parts.

The shared communal areas are maintained by KWB Property Management Ltd and include the internal stairs and corridors, external grassed areas around the blocks and the car parking areas between the apartment blocks.

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

## 2. Contacts & Communication

The main day-to-day contact at KWB Property Management Ltd (KWB) is Andy Nuttall on 0121 233 2330/ 07968 771 688, and with Dane Hopwood being a point of contact for emergencies on 0121 233 2330.

Our full contact details are:

**KWB Property Management Ltd, Lancaster House, 67 Newhall Street, Birmingham B3 1NQ; [anuttall@kwboffice.com](mailto:anuttall@kwboffice.com)**

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

There are notice boards at the entrance of each apartment block which shall 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

One car parking space is allocated to each apartment in the shared car parking areas as per appropriate labelling. However, KWB may need to notify each owners/occupier of any re-allocations if there are any problems or emergencies. There are additional visitor spaces which are only for occasional visitor use and should not be used as a second space.

**It is imperative that these visitor spaces are not used on a regular basis.**

Signals Drive road is the responsibility of the local authority and under usual parking restrictions as notified.

#### **4. Gritting**

Grit bins are provided in the car parks 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 residential blocks are cleaned every fortnight, currently on a Thursday.

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 and includes all windows in the blocks of each apartment and the shared areas. This is every 3 months at the start of the year, after Easter, late summer, and end of the year.

The extent of being able to clean the outside of the windows for those with balcony areas will obviously be limited due to the ability of window cleaners to reach these areas from ground floor level. These residents need to contact KWB to arrange any internal access for the window cleaner if necessary and possible.

#### **6. Repairs**

Any disrepair in the shared areas both inside and outside must be communicated to KWB who will arrange a suitable repair. Each flat 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 flats below.

Any signs of inadequate lighting both inside and outside the property, including light bulbs not working, must be immediately reported.

#### **7. Fire Equipment**

Emergency lighting is provided and will light the communal areas in the event of an emergency.

A contractor attends site every month to help check other items such as lighting and fire systems – these must not be tampered with and any issues or suspected faults reported to KWB.

There are individual fire alarms and smoke detectors in each apartment, not linked to each other, with no provision in the communal areas. The smoke detectors in the communal area activate a smoke ventilation system instead which automatically opens windows at the top of the stairs to remove smoke as soon as possible. No sprays should be used around these parts in case of accidental activation. If windows are left open from the smoke ventilation activation, both an incident or fake alarm, immediately contact KWB who will arrange for there to be correctly re-set..

## 8. Fire Evacuation Procedure

This building has been constructed 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 you can get out.

### AT ALL TIMES:

- Ensure 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 heating in your hall or corridor. Do not use any form of radiant heater in these areas, especially ones with either flame (gas or paraffin) or a radiant element (electric bar fire).
- Do not store anything 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.
- Tell everybody else in your home of the fire and get them to leave. Close the front door and leave the building.
- DO NOT USE a balcony unless it is part of the escape route from the building.
- **CALL THE FIRE BRIGADE.**

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

- It will usually be safe for you to stay in your own home.
- You must leave your home if smoke or heat affects it. Close all doors and windows.
- **CALL THE FIRE BRIGADE.**

### CALLING THE FIRE BRIGADE

The fire brigade should always be called to a fire, even if it only seems a small fire. 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 the 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 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 must be immediately reported to KWB. It may only be possible to repair this when a suitable time can be agreed for the resident and contractor to meet and address.

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 to access the building.

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

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

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

## **10. Utilities**

The electricity meter for each apartment is in a storage cupboard at ground floor level near one of the entrance points. This can be accessed via the key provided to you. If you don't have a key please contact KWB who will arrange to provide you with one for a small administration charge. Care must be taken when accessing these areas to ensure no areas are tampered with or any items stored within this cupboard and these must be security locked afterwards.

The water meter for each apartment is located in one of the shared cupboards on the relevant floor of the block. For ground floor apartments these are near the electricity cupboard using the same key, for upper floors there are smaller cupboard doors on each floor's landing with a separate key.

Any issues with the TV connection must be directed to your provider concerning the account and supply for that apartment. KWB are to be contacted if there is a connection problem with the communal supply. This equipment is in one of the ground floor storage areas with other equipment such as fire systems, smoke ventilation, and door intercom, which must not be tampered with.

## **11. Refuse**

Refuse bins are provided through the local council and are located in the designated bin store areas every week.

All rubbish must be kept outside away from the building in the designated bins areas, with no rubbish left outside the bins or the separate bicycle stores. Any signs of misuse must be reported and any rubbish directly attributable to individuals must be removed immediately otherwise KWB will arrange to have removed and recharge the individual accordingly.

Blocks 1 and 2 (265-303 Signals Drive)

The refuse areas for these two blocks are internal areas with access through digi codes and are to only be used by the residents of these two blocks.

Blocks 3-8 (125-263 Signals Drive)

These blocks have external refuse areas between apartment blocks.

## **12. Bicycle Stores**

There are separate bicycle stores around the scheme and must only be used for this purpose. No other storage or refuse items are to be left in these areas. We advise that bicycles are locked as other persons have access into these areas.

Blocks 1 and 2 have internal bicycle store areas with a digi code and are only to be used by the residents of these two blocks.

Blocks 3-8 have separate external areas between apartment block 5 adjacent to the refuse areas.

## **13. Post**

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

Residents must make their own arrangements with delivery companies to receive and send any separate post and parcels.

## **14. Insurance**

KWB deal with any insurance concerning the main building and is to be immediately notified of any potential or actual risks or claims.

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

## **15. Smoking**

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

## **16. Drains & Services**

All owners are responsible for drains and services like sewerage 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 within their areas.

## **17. Grassed Areas**

The outside grassed areas at the front, rear and side of the apartment blocks 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.

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.

The large adjacent grassed area behind the metal fence is managed by the local authority and not KWB. No items such as washing are to be left on the boundary fence or access to this by climbing or jumping over the fence rather than set points of walkways.