

Dear Resident,

Re: Penns Croft, Nuneaton

We are the Management Company for this Taylor Wimpey development and provide the following annual update regarding the management of the communal areas:

Methods of Communication

Our new website has all the important pieces of information for your property as per enclosed flyer – go to www.kwbresidential.com and type in your address to find 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 to be aware of. Please issue a copy of this and other updates to any individual occupiers/tenants.

The notice boards at the entrance to the apartment blocks will have important information and updates on.

Our main contact number is 0121 233 2330 with instructions of out-of-hours emergency contact procedures.

Freehold

The freehold recently sold from Taylor Wimpey to Sanhall GR Ltd with their managing agent being Estates & Maintenance (E&M). All future ground rent payments are due to themselves direct, with KWB Property Management Ltd continuing as the Management Company to receive Service Charge payments and day-to-day matters regarding the communal areas. Please contact us regarding any current ground rent arrears and how these are apportioned between ourselves and E&M. Any formal communication regarding sales should be addressed to both the freeholder and ourselves the Management Company.

Service charge

Please find enclosed a service charge invoice for 2016 for payment as soon as possible, along with appropriate Notice. Bank details are at the bottom of this invoice or cheques can be made payable to “KWB Property Management Ltd”. This whole charge is due on 1 January 2016 unless any other terms of payment have been agreed.

The budget remains the same as last year, available at the KWB Residential website.

Service charge accounts for 2015 and any previous years will be available in 2016 and issued accordingly.

Services

The expenditure items covered by the service charge are:

1. Cleaning. This is the shared communal stairs and landing areas on a fortnightly basis.

2. Window Cleaning. For external surfaces of all windows every two months, for apartments as well as communal areas.
3. Gardening. Regular grass cutting, litter picking, and gardening of shared outside areas, every fortnight in the summer and month in the winter. As well as the areas around both apartment blocks, this is to include the landscaped areas at the entrance to Penns Croft.
4. Insurance. The freeholder insures the building. Each apartment owner needs to arrange their own contents insurance.
5. Electrical. Monthly testing of the general and emergency lighting, and specific equipment like the smoke ventilation and door intercom system.

General Issues

A full copy of the Fire Evacuation Procedure is available at the KWB Residential website. This is a Stay Put policy where you need to remain in your property and immediately call the emergency services, unless the fire is in your own property in which case you should vacate the building.

The areas being managed are the shared stairs and landings of the apartment blocks, external car parking and landscaped areas, and the main structure of the apartment blocks. There are also areas of grassed landscaped areas around the development which other non-apartment-block plots also contribute towards. A plan of these areas is available at the KWB Residential website.

We have been involved with Taylor Wimpey and the local authority regarding various issues at the site, with minutes of the last meeting available on the KWB Residential website. Details of the next Residents Meeting later in this year after these issues have been involved will be confirmed in due course.

Refuse

The bin store is shared with other apartment blocks residents. Please make sure all rubbish is placed within the bins provided as rubbish left on the floor will not be taken away. Arrangements will need to be made separately with the local authority to have large items taken away.

Car parking

Please use your allocated car space. Visitor spaces are provided but should not be used by the residents.

Please try and keep noise to a minimum particularly outside of day time hours.

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

Yours faithfully



ANDY NUTTALL

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