

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](http://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. Although this is aimed at the apartment block it does refer to other external areas under our management. Please issue a copy of this and other updates to any individual occupiers/tenants as necessary. There are also copies of the minutes from meetings with residents and Taylor Wimpey.

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

**Service charge**

The areas of grass and vegetation around the entrance to the Penns Croft development are maintained by ourselves which all plot and apartment holders contribute towards. Only apartment owners contribute towards costs related to the apartment blocks. A plan of these areas is available at the KWB Residential website.

Please find enclosed a service charge invoice for 2016 for payment as soon as possible. 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.

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

Yours faithfully

A handwritten signature in blue ink, appearing to read 'Andy Nuttall', with a large, stylized flourish at the end.

**ANDY NUTTALL**

Tel Direct Line: 0121 212 5986

Email: [anuttall@kwboffice.com](mailto:anuttall@kwboffice.com)