

1. Introduction

This is a brief summary of how the residential apartment block is managed for the benefit of all owners and occupiers. There are six apartments across three stories sharing a central stairs and corridor with front and rear doors.

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 planted and paved areas around the block and the car parking area at the rear.

This document is for the benefit of both the owners and occupiers of each apartment – 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.

The management company's contact details are:

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

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

There is a notice board at the entrance of the apartment block which shall be regularly updated. This will advise when contractors and suppliers attend 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. These include one in the rear parking area and three to the left of the access way adjacent to the canal.

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

The houses on the right of the entrance way to the apartment block are allowed to occasionally use some of the three visitor spaces on the left. They have separate allocated spaces at the rear.

The access road is the responsibility of the local authority and under usual parking restrictions as notified.

4. Gritting

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

It has been agreed on an ongoing basis that the management company will not be responsible for the cleaning of the common areas. Residents must NOT clean these individually or collectively with prior written approval from the management company.

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

No window cleaning of communal areas should be carried out by anyone without prior approval from the management company who currently do not carry this out.

6. Repairs

Any disrepair in the shared areas 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 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.

Monthly emergency light testing is carried out by specific residents as previously agreed and recorded, on an ongoing basis until further notice.

A contractor attends site every six months 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 a window 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 there is, contact KWB to resolve or press the “reset” button in the ground floor control box but only if it is certain that this is a false alarm.

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.

The door-access system has a 'tradesman' buzzer that will automatically open the door during working hours each weekday in case contractors or the 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 securely locked afterwards.

The water stop-tap for each apartment is located in one of the shared cupboards on the relevant floor of the block, which has the same access key arrangements as above.

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 area, and collected on a weekly basis.

All rubbish must be kept outside away from the building in the designated bin area, with no rubbish left outside the bins. 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.

12. Heating

There are electric heaters in the internal communal areas which may at times be disconnected to reduce costs and must not be tampered with.

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. It is arranged by the freeholder and then payment issued by the management company through the service charge.

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.

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. External Areas

The outside 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.

It is being agreed on an ongoing basis the role of the management company in carrying out any landscaping works on the external areas. Any resident must only clean these themselves or collectively with prior written approval from the management company.

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