

Our Ref: AN/sl

22 January 2014

Swansbridge Owners/occupiers

Dear Sir

RE: Swansbridge Court, Nuneaton CV10 7HU

We confirm we are the new managing agent for this development on behalf of Taylor Wimpey now the plots and apartments have been sold and we are responsible for managing the shared areas of the apartment blocks and external areas.

Therefore, we are collecting all service charges for the property and you will have recently received an invoice for 2014 charges which we have kept at the same level as the 2013 budget. We confirm our bank details below in order to help with any bank payments as soon as possible.

Account name	KWB Property Management Limited re Swansbridge Court Nuneaton client account.
Sort code	20-07-74
Account number	60423548

Please contact us should you have any queries regarding the service charge and any budget details required.

We would appreciate it if you would confirm any specific contact details for yourself including telephone numbers and email addresses in order to help provide an update on future matters. We shall also be installing notice boards in the entrance ways to both apartment blocks which shall have notices on regarding any matters which are appropriate.

We also enclose the resident's manual for the development which mainly refers to the management of the two apartment blocks. However, this does refer to external areas and, therefore, is of relevance to house occupiers as well. If you have a different occupier in your premises then we would advise you forward a copy of this to them for their information as well.

Although this resident's manual covers a lot of the day to day issues we confirm a brief update on the following matters:

1. We have installed a digi-lock on the cupboard under the stairs at ground floor level at both apartment blocks, where the code is C1013Z. The electricity meters for each apartment are in this cupboard and therefore you will need access to take any readings. We trust you will ensure that these are kept locked at all times and only yourselves or your utilities company shall use and take the readings.

2. We have contractors inspecting the apartment blocks every month to carry out any maintenance and checks of the fire and emergency light systems, which also includes the intercom and door entry system for the apartment blocks. Please do let us know if you have any queries as we need to ensure that the doors are always kept closed and locked and can be accessible through the buzzer to each apartment. We note that no exterior lighting has been installed to the rear of the premises in the bin and car park area and are looking into an additional external light later on in the year.
3. We have instructed a company called Ice White Ltd to carry out a weekly clean of the shared internal areas of both apartment blocks and trust that you immediately inform us of any issues regarding this. As per the residents manual we reiterate that each resident needs to ensure their own areas are clear and any rubbish and refuse stored outside is only within the allocated bins provided by the local authority. Any additional clearance will need to be arranged direct with the local authority with no items to be left either in or outside the bin store area.
4. We have instructed a local landscape gardener to carry out maintenance of the external shared areas, which is mainly the rear car park at the back of the apartments and the shared grass way leading around to the housing plots. They will be carrying out most landscaping works during the summer months and we will be monitoring the boundary hedge and embankment at the back of the site. We would point out that the access road is outside our remit as this will eventually be an adopted highway under the maintenance of the local authority.

Please contact us should you have any queries.

Yours faithfully

ANDY NUTTALL

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