

1. Introduction

This is a brief summary of how the 12 residential apartments are managed in both Blocks 1 and 2 for the benefit of all owners and occupiers. These are made up of six apartments in each block with access from the shared front entrance and an extra apartment over the archway in between the blocks (known as a FOG).

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 at the rear and immediately in front of the 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 and in case of emergencies is Dane Hopwood on 0121 233 2330.

The main accounts and general contact is Andy Nuttall on 0121 233 2330 and 07968 771 688.

Full contact details KWB Property Management Ltd 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 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 and split between the rear car park and space immediately in front of each block. These are not labelled. However, the management company may notify each owner/occupier of a specific space if allocation becomes a problem.

There are additional visitor spaces which are only for occasional visitor use and should not be used as a second space.

4. Gritting

A grit bin is provided in the rear car park close to the refuse bin, 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 every two months and includes all windows in the blocks of each apartment and the shared areas.

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 flat 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.

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 there is, contact KWB to resolve or carry out the following procedure in Appendix A to reset these 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 the lift (unless it is a designated evacuation lift).
- 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 flat must be given keys and access codes to each flat 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 the hours 10an – 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 under the stairs. This can be accessed by using the code **C1013Z** on the digi-lock to take meter readings and care must be taken to lock the door afterwards.

The water meter for each flat is located outside the property.

Any issues with the TV connection must be directed to your provider concerning the account and supply for that flat. KWB are to be contacted if there is a connection problem with the communal supply. The second storage cupboard on the ground floor adjacent the one under the stairs, has the aerial points for each flat and equipment relating to the fire systems, smoke ventilation, and door intercom.

No separate TV apparatus such as dishes must be installed in or outside the property.

11. Refuse

Refuse bins are provided through the local council and are located in the bin store area in the rear car park. There are three general waste bins and one blue recycling bin that are collected on alternate Tuesdays.

All rubbish must be kept outside away from the building in the designated bins and areas, with no rubbish left outside the bins. Any signs of misuse must be reported.

All occupiers must make their own arrangements with the council to remove any additional rubbish over and beyond normal use, including when moving in and out of the property. No extra rubbish is to be left outside.

12. 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.

13. 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.

14. Smoking

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

15. Drains & Services

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

16. Grassed Areas

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

APPENDIX A

HOW TO RE-SET THE SMOKE VENTILATION SYSTEM

Apartment Blocks 1 & 2, Rider Close, Swansbridge Court, Nuneaton

WARNING: this is only to be completed after first confirming that it is a false alarm and no smoke/fire, and secondly that KWB have first been notified.

1. Check which smoke-detector has been mistakenly triggered.



2. Unscrew the top off this detector, blow into the piece that has come off, and re-screw back on.



3. Collect the orange plastic key from the bunch of keys on a hook at the side of the cupboard door under the stairs. Unlock to open the cover on the orange box on the wall near the entrance door.



4. The green light will show if all OK. The middle red one ONLY needs pressing to actually open the windows, done monthly checks. Press the right button with the down arrow to re-set.



5. Check that the window now closes, and close/lock the orange box and return keys.
6. Report back to KWB.