

**Humberstone House, Moreton Road, Leicester**

**Photo**

Welcome to Humberstone RA, a desirable modern resident's association located within easy reach of Leicester city centre.

The aim of this manual is to supply you with information you may need regarding the management, repairs, maintenance, service charges, insurance and lease regulations.

You can find additional information on the Humberstone RA development page at [www.compass-bm.com/project/humberstone-ra-ltd](http://www.compass-bm.com/project/humberstone-ra-ltd).

This manual is intended as a guide and it is possible that not all of your queries will be answered. In this instance, please contact the Property Manager, Jason King.

## MANAGEMENT STRUCTURE

### Humberstone Residents Association Ltd

On purchasing an apartment at Humberstone House the Leaseholder becomes a shareholder in Humberstone Residents Association Ltd registered number: 602257.

The principal objective of the company is to ensure that Humberstone RA is managed to high standards, in accordance with the terms of leases and all other relevant statutes or regulations.

Compass Block Management is appointed to manage the site, the estate and to provide advice on all matters relating to management and administration of the estate.

### General Communications

Maintenance updates are posted on the Humberstone Residents RA development page at [www.compass-bm.com/project/humberstone-ra-ltd](http://www.compass-bm.com/project/humberstone-ra-ltd). From time to time, residents and leaseholders may also receive a circular in the post or through their letter box. You should find all the information you need at [www.compass-bm.com/project/humberstone-ra-ltd](http://www.compass-bm.com/project/humberstone-ra-ltd).

For anything else, the managing agents can be contacted directly:

**Jason King (Property Manager): 07969 458 669**

**Stuart Cooper (Account Manager): 0121-236 5757**

**Head Office: 0121-236 5757**

**Out of Hours (Emergencies Only): 0345-606 7660**

## MANAGING AGENT & STAFF

**The duties of the Managing Agent include:-**

- **FINANCIAL:** Accounting and service charge administration.
- **STAFF:** Recruitment, employment, payroll and administration.
- **INSURANCE:** Liaising with insurance providers.
- **ADMINISTRATION:** Maintaining leaseholder and site records.
- **ESTATE MANAGEMENT:** Monitoring Health and Safety at work, repairs, renewals and maintenance of sub-contracts where appropriate.
- **LEGAL:** Liaise with solicitors regarding the conveyance of apartments.
- **ANNUAL BUDGET:** Preparation of the annual budget, inclusive of reserve provisions.
- **MAINTENANCE:** Maintenance of the communal areas of the estate according to the terms of the lease.

- **INSPECTIONS:** Site inspections to ensure that works are carried out to appropriate standards and that repairs and defects are logged and dealt with in a timely manner.
- **CONTRACTORS:** Liaising with contractors and monitoring their services.

## COMMUNAL FACILITIES

### Apartment Block Overview

Humberstone RA is a 3 floor residential property containing 9 separate living units. The block has one communal entrance and one stairwell providing access and egress to residents' demise on the ground to third floor. The stairwell is the main route to be used in the event of a fire, leading to the final exit point on the ground floor.

The property is constructed in a way that should prevent a fire from spreading. Providing the integrity of the entrance door, to each property, is maintained and not compromised in any way, a fire within a property will be contained.

### Fire Detection & Warning Systems

There is no communal fire detection and warning system within this property.

### Manual Call Points (Break Glass)

There are no manual call points fitted within this property.

### Logging a Maintenance Issue

All communal maintenance issues must be reported to us via our online reporting system. This is monitored between 9.00am and 5.30pm from Monday to Friday.

To access the online reporting system, please go to [www.compass-bm.com](http://www.compass-bm.com) and click 'Report a problem in your development'

For all URGENT block communal maintenance issues occurring out of hours (i.e. after 5.30pm Monday-Friday, at weekends and on bank holidays), please contact our emergency service on 0345 606 7660.

### Waste Collection

Leicester City Council collects your refuse and recycling. The bin store is located in the car park. We kindly request that all residents follow these basic rules: -

- All rubbish must be properly sealed in plastic bags, preferably bin liners.
- Please do not leave waste outside your front door during the day or overnight, but take it straight to the estate refuse bins.
- Rubbish must not be left in communal areas.

- Items such as cardboard boxes should be collapsed before being put in a paladin.

### Arranging for a Collection by the Council

For any bulky waste, such as furniture and appliances, please book a collection with Leicester City Council. Such items will not be collected during the regular collection if left in the bin store or anywhere else on site.

When you arrange a collection you will be asked to make sure the items are presented properly, so please make sure that: -

- Small articles are bagged-up, otherwise they may get left behind.
- Sofas, beds and carpets are covered.
- Branches and wood are tied and there are no sharp items (i.e. nails) remaining.
- Glass items are taped (including TV screens).
- The items you would want taken are clearly separated from any other items on your property.

If you would like to book a collection for the removal of bulky items, please go to the Leicester City Council website.

### Cleaning

The internal communal areas are cleaned once a month on Tuesday/Wednesday. Grounds maintenance is carried out once a month from March to November. Window cleaning is carried out once every six months, in June and December.

## SECURITY

### Front Doors

Access to the apartment block is by using a key. If you experience a problem with the door lock, please report this to us immediately at [www.compass-bm.com/project/humberstone-ra-ltd](http://www.compass-bm.com/project/humberstone-ra-ltd).

### Meter Cupboard

Access to the meter room is by using a key and we kindly request that all residents ensure the door is locked closed behind you when leaving this room. If you experience a problem with any meter door not locking, please contact the Property Manager immediately.

## PARKING

- Do not park or allow to be parked any car van or other vehicle on any part of the Open Spaces (other than on the parking space allocated to the Premises and save only to such extent and subject to such conditions as may be permitted by law and

such other regulations as may be imposed by the Landlord or its Managing Agents)  
Only park in your designated car park space.

- Do not use the said parking space allocated to the Premises for any purpose other than the parking of a currently insured and roadworthy private motor vehicle or motor cycle and not to park or allow to be parked any other form of transport on the said parking space nor to work on or service such vehicle so parked and for the avoidance of doubt no commercial vehicle over 30 cwt or caravan shall be parked on the said parking space.
- Please do not obstruct the entrance to the car park.
- Please do not store petrol or other inflammable materials in your parking space or garage (other than the petrol in your vehicle).
- Children must not play in car parking areas.
- Please do not use your parking space or garage for storage and keep it clean and tidy.
- Please do not park or leave your vehicle on any part of the estate not designated as a parking.

## **RULES & REGULATIONS**

### *Common Areas*

Furniture is not permitted in the common areas on safety grounds. These areas should at no time be used for storage of other items such as cycles, shoes, etc. Flammable material must never be placed in common areas.

### *Noise*

Generally the apartments are well insulated for sound. However, slamming doors can cause inconvenience to your neighbours and your consideration is requested in this matter.

In general please avoid high levels of noise which can be disruptive to other residents, particularly at night time.

The volume of TVs and other sound equipment should be controlled to avoid nuisance to your neighbours, particularly at night.

### *Smoking*

In line with legislation, smoking is not permitted within any of the common areas of any building on the estate.

Do not throw cigarette ends out of any windows.

### *Private Works*

You may want to instruct contractors to undertake some type of refurbishment (e.g. fit new kitchen) to your property.

There is the potential for nuisance if you allow your contractors to damage or create a mess in the communal areas, if they impede access, or from excessive noise. Consequently, contractors must be properly supervised to ensure any disruption is kept to an absolute minimum.

Also, as weekend and evening working is particularly anti-social in a residential environment, contractors are required to work only on weekdays and during normal working hours.

Residents are responsible for disposal of any and all waste material generated by themselves and their contractors.

### **Lease Regulations**

These are summarised below as a guide. If you have any queries, you may always contact the Property Manager for further advice.

#### *The Apartments*

- Do not obstruct the entrances, landings, staircases and fire escapes at any time.
- Please close all entrance doors securely after entry/exit.
- Do not grant access to persons not known to you. This includes apartment entrances and external gates.
- Please do not allow children to play in the common parts of the building or grounds.
- Access to meter cupboards to read your electric meter is by using the combination lock.
- Do not to keep any animal in the apartment (other than a guide dog) without the Landlord's prior written approval.
- Do not to allow any noise or music in the apartment so as to be audible outside the apartment between 11.00 pm and 8.00 am or so as to be audible outside the apartment at other times if any of the other residents object.
- Do not to cause a nuisance, damage, annoyance or inconvenience to the landlord, the Management Company or the other residents.

#### *The Estate and Grounds*

For the convenience of your fellow residents, we would respectfully ask you to observe the following guidelines:

- Please accompany children under the age of eight years.
- Please do not obstruct footpaths.
- Please do not cause a nuisance to other residents.
- Do not hang or expose any clothes or washing on the property so as to be visible from outside the property.
- Park only in your designated parking space.

#### *Sub-Letting of Apartments*

- For fuller details of the lease restrictions related to sub-letting, please refer to your lease.
- Please inform the Property Manager of any new letting.

- You are reminded that a valid gas safety certificate is required by law for rented properties with gas.

Remember, as the property owner you are responsible for your tenant's actions, so careful selection is highly recommended to minimise the risk of potential liability.

### *Vacant Apartments*

If your apartment is likely to be left empty for more than seven days, please make arrangements for the property to be monitored for security and maintenance purposes.

You may well find that this is a requirement of your contents insurance.

### *Modification to Apartments*

To ensure that no modifications to the plumbing or internal alteration to apartments are implemented that may compromise other apartments, such modifications or alterations may only be undertaken with the prior written consent of the Managing Agent.

Please note that no work should be done to the balcony, doors or windows without consulting the Managing Agent in order to maintain the architectural integrity of the buildings.

No reasonable request will be refused, but failure to comply with any requirements may require that the property be reinstated to its original condition.

### *Digital TV*

Owners have a choice of Sky TV (**NOT** including SKY Plus and HDTV), Freeview Digital TV or equivalent via an owners personal Sky or Digital TV box.

## **FIRE SAFETY**

**Please note:** Fire procedures differ between properties, please take the time to familiarise yourself with the procedures for your individual property. The following information is a guide to general fire safety but may not be pertinent to your situation.

### **IF FIRE BREAKS OUT IN YOUR PROPERTY**

Inform others present.

If possible close doors and windows to contain the fire.

**DO NOT** attempt to try to put out the fire.

All occupants of the property where the fire started should make their way out of the building in an orderly fashion, via the nearest emergency escape route.

Where there are disabled or elderly persons in the property, they may need help to escape.

**DO NOT** use a balcony, unless it is a designated escape route from the building.

Call Fire Services: dial **999** and ask for the Fire Service.

Give the operator the telephone number you are calling from and state clearly that a fire exists at **Humberstone RA, Moreton Road, Leicester, LE5 0BL**

**DO NOT** end the call until the address has been repeated by the Fire Service.

Once safely out of the building, **DO NOT** re-enter.

#### **IF FIRE BREAKS OUT IN THE COMMUNAL AREAS**

**DO NOT** attempt to try to put out the fire.

Call the Fire Services: dial 999 and ask for the Fire Service.

Give the operator the telephone number you are calling from and state clearly that a fire exists at: **Humberstone RA, Moreton Road, Leicester, LE5 0BL**

**DO NOT** end the call until the address has been repeated by the Fire Service

Stay in your apartment, unless it is affected by smoke or heat, or until the Fire Services have instructed you to evacuate.

If possible, close all doors and windows to limit the spread of fire.

If the Fire Services have instructed you to evacuate leave the building via the nearest emergency escape route.

**DO NOT** use a balcony, unless it is a designated escape route from the building.

Once safely out **DO NOT** re-enter the building

#### **IF YOU ARE CUT OFF BY FIRE**

Try to remain calm.



Close the door nearest to the fire and use towel sheets, or other suitable material to block any gaps around the door. This will help stop smoke from entering the room. If possible, go to the window, open it and shout for help. If the room becomes smoke filled, go down to floor level. It will be easier to breathe as the smoke will rise upwards.

If you are in immediate danger from fire and are not higher than the first floor of a building, it may be possible to drop to the ground without injury provided you get out of the window feet first and lower yourself to the full extent of your arms before dropping. Soft furnishings dropped first from the window will break your fall and limit the danger of injury.

### **Fire Alarm Faults**

If you notice any fault relating to the fire alarm, please report this to us using the online reporting system which can be accessed at [www.compass-bm.com](http://www.compass-bm.com).

To report a fault out of hours, please contact our emergency service on 0345 606 7660.

### **ABOUT THE MANAGING AGENT**

Compass Block Management is a division of York Laurent Ltd, dealing specifically with residential block management.

York Laurent was established in 1997 as a wholly independent residential management, lettings and sales consultancy.

Our principal aim is to offer a professional service to meet the challenges and day-to-day needs of landlords, tenants and developers.

Compass Block Management has a strong reputation for proactive management of residential apartment schemes and currently manages schemes in Birmingham, Coventry, Leicester, Derby, Nottingham, Mansfield and Bristol. We principally act for Residential Management Companies, but we also act, or have acted for clients such as Bellway Homes, Kings Oak, Miller Homes, Taylor Woodrow, Hammersons and KPMG.

### **COMPLAINT HANDLING**

#### **Customer Complaints Handling Procedure**

York Laurent Ltd is a member of The Association of Residential Managing Agents (ARMA) and accordingly adheres to their code of practice.

We endeavour to provide the highest standards of service to all our Leaseholders and to ensure your interests are safeguarded, we offer the following complaints procedure: -

- If you believe you have a complaint, please put your complaint in writing and write in the first instance to the “The Office Manager” at the address below with your corresponding return address: -

**Compass Block Management****12/13 Frederick Street****Birmingham****B1 3HE**

- ARMA members have 8 weeks to resolve the complaint.
- The complaint will be acknowledged in writing within 5 working days of date stamp receipt.
- If we require further clarification of any point of your written complaint we will request this from you by telephone and confirm in writing.
- The complaint will be investigated by a designated individual in the Management Department in accordance with established in-house procedures.
- The Property Manager responsible will write a formal written outcome of the investigation and this will be sent to you within 28 days of our written acknowledgement.
- If you feel the outcome of the investigation has failed to address or resolve part or all of your complaint, you may request a further review, which will be dealt with in writing by the Director in charge of the Management Department.
- If you remain dissatisfied by the end of the 8 week period you then have the opportunity to refer the complaint to our member’s ombudsman at the following address: -

**The Property Ombudsman Limited****Milford House****43-55 Milford Street****Salisbury****SP1 2BP**

Before you submit your complaint please check out the complaint guidance notes in the regulation area of the ARMA website [www.arma.org.uk](http://www.arma.org.uk)

## ADMINISTRATION

### Service Charges

The Service charge year runs to the 31<sup>st</sup> December. Your interim service charge contribution is payable in two equal instalments due on the 1<sup>st</sup> January and 1<sup>st</sup> July.

The Service Charge comprises the costs and expenses incurred by the Management Company in providing services to the general estate including the buildings, grounds and staff.

An estimate of this expenditure is prepared prior to the start of each service charge year, from which your interim charge is calculated. Owners & Leaseholders then pay a percentage contribution of the estimate on account, half-yearly in advance.

A Sinking Fund has been established to contribute to future expenditure on major items.

### Payments

Applications for payment are issued by the Managing Agent, usually slightly in advance of due dates to enable prompt payment. Interest and charges may be incurred if payments are not received within 14 days of the due date.

The applications will show the available methods of payment.

**We would request that if possible, all shareholders please pay their service charge by electronic transfer to help minimise costs.**

### Insurance

**Important:** Please remember that your furnishings, carpets and personal belongings are not covered by any buildings insurance policy and we would recommend that you arrange personal contents cover. Vehicles and other personal property left on the estate are not covered.

In the event you need to make a claim, please contact your Property Manager who will provide advice and guidance for each claim.

### Rights as a Lessee

Please refer to the provided 6 page advisory leaflet which will explain the following: -

- Right to challenge the reasonableness of service charges.
- To be consulted prior to major works and long term agreements.
- To be sent Annual Statement of Accounts for service charges within 6 months of the Year End.
- Service charge demands to be accompanied by a summary of rights and obligations.
- Entitlement to know who the freeholder is.
- Entitlement to “quiet enjoyment” – see Lease.

### Responsibilities as a Lessee

As a Leaseholders and Freeholders under the terms of your Lease/Deed you are required to take responsibility and abide to certain conditions such as:

- To abide by the terms of the Lease e.g. alterations, subletting, assignments, etc.
- To take a responsible attitude towards security, health and safety, etc.
- To be a considerate neighbour.
- To take responsibility for repairs, maintenance, contents insurance, etc. in your property.
- To report any other problems to the managing agent.
- If there is any doubt as to who is responsible for any particular matter, to check the lease and then if still not sure, consult the managing agent for guidance.

### Useful Numbers

Emergency Services (Fire/Ambulance/Police): 999 Emergencies Only

Police - ALL non-emergency calls: 101

Leicester General Hospital: 0300 303 1573

Transco Gas Emergency Service: 0800 111 999

Severn Trent: 0800 783 4444

### Out of Hours

Out of Hours and weekend call out details for Emergency:

**0345 606 7660**

Please provide name and the following details:

Development Name: **Humberstone RA, Moreton Road, Leicester**

Postcode: **LE5 0BL**