

30 CLEMENT STREET & 2 EDWARD STREET, BIRMINGHAM



Welcome to Kingscourt, a contemporary city apartment located opposite the National Indoor Arena and a short walk from Brindley Place.

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 Kingscourt development page at www.compass-bm.com/project/kingscourt.

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.

MANAGEMENT STRUCTURE

Kingscourt Arena Management Company Limited

On purchasing an apartment at Kingscourt the Leaseholder / Freeholder becomes a shareholder in Kingscourt Arena Management Company Limited.

The principal objective of the company is to ensure that Kingscourt 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 apartments and 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 Kingscourt development page at www.compass-bm.com/project/kingscourt. You should find all the information you need at www.compass-bm.com/project/kingscourt. Please ensure you subscribe to the website to receive the latest updates and alerts.

For anything else, the Property Manager and Accounts Manager can be contacted at our head office.

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 the insurance provider for the building.
- **ADMINISTRATION:** Maintaining leaseholder and site records.

- **ESTATE MANAGEMENT:** Health and safety at work; repairs and renewals; maintenance of sub-contracts where appropriate.
- **LEGAL:** Acting as Company Secretary for Kingscourt Arena Management Company Limited, liaising with solicitors regarding the conveyance of apartments.
- **ANNUAL BUDGET:** Preparation of the annual budget, including reserve provisions.
- **MAINTENANCE:** Maintenance of the communal areas of the estate according to the terms of the lease.
- **INSPECTIONS:** Site inspections to ensure that cleaning is 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

Kingscourt is a purpose built residential property that consists of Kingscourt Arena View, Blocks A and B and Kingscourt Plaza, Blocks C and D. The blocks are over five floors and 85 separate living units.

The main entrance of Block A leads into reception areas which contain the fire alarm panels, smoke ventilation control panels and the lift and staircase to the upper floor levels. The reception lobby to Block A is located on Edward Street. Block B has two pedestrians' points of entry/exit into the building; from its frontage on Clement Street and at its rear which leads to the secure car park.

The main entrance of Block C and D leads into reception areas which contain the fire alarm panels, smoke ventilation control panels and the lift and staircase to the upper floor levels. Blocks C and D are accessed via the entrance doors from Townsend Way, as is the secure rear car park. Each block provides a rear pedestrian point of entry/exit into the secure car park.

Fire Detection & Warning Systems

The block is fitted with mains supplied fire detection and warning systems. In the event of a fire, the alarm will sound giving early warning to all tenants. Smoke detection systems should not be covered. The alarm and associated detection units are tested regularly in accordance with the current guidelines. The block is fitted with emergency lighting. Fire extinguishers are positioned in the communal stairwells.

The properties are constructed with brick and block materials. Walls, floors and fire doors should delay the spread of fire and smoke. If there is a fire elsewhere in the buildings, it is usually safer to stay within your property.

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. The fire doors and concrete walls should resist the spread of fire into the common parts of the block for up to 30 minutes.

Manual Call Points (Break Glass)

There are no manual call points required at this property.

Fire Alarm Testing

The fire alarms are tested and maintained to British Standards.

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 Thursday (9.00am and 5.00pm Friday).

To access the online reporting system, please go to 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-Thursday, after 5.00pm Friday, at weekends and on bank holidays), please contact our emergency service on 0345 606 7660.

Waste Collection

Birmingham 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 a Bulky Waste Collection

If you wish to dispose of bulky waste items such as furniture, white goods and garden waste, you must organise this. Birmingham City Council will collect bulky waste. Please contact them for further information.

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 put in a sealed bag; 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.

To book a bulky waste collection with Birmingham City Council, please go to www.birmingham.gov.uk/info/20009/waste_and_recycling. Please do not leave bulky waste items in and around the bins store, or anywhere else on site, as they will not be collected.

Cleaning

The communal areas are cleaned daily. The windows are cleaned quarterly using the Reach & Wash Pole Method. You will receive a leaflet in your letterbox a few days before the clean is carried out.

SECURITY

Front Doors

Access to the apartment block is by using a key code system. If you experience a problem with the door not locking, or the intercom system not working, please report this to us immediately at www.compass-bm.com.

Meter Cupboard Doors

Access to the meter room is by using a combination door key by entering **C0312Y**. (*Please note: some locks you need to turn left or right*). 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 report this to us immediately at www.compass-bm.com.

PARKING

- Please note that there are designated parking spaces for those apartments with parking spaces. Please refer to your lease for details on your parking space.
- 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.

Visitor Parking

Please ensure that your guests are aware that there are no visitor parking areas within the estate and that all parking spaces on the estate are the private property of other residents and not to be used.

If you have contractor or trade visitors then, for the purpose of loading and unloading only, short term parking at the entrance to your block or house is permitted.

RULES & REGULATIONS

Common Parts of the Apartment Blocks

Furniture is not permitted in the common parts on safety grounds. These areas should at no time be used for storage of other items such as cycles and 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 also 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

From time to time 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 or bird 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 safety reasons we would particularly ask that children be accompanied in the vicinity of the car park areas within the estate.

Also, 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.
- Do not park on the Paving Slabs and only Park 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.

Apartments Empty for More Than a Week

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 Q, Sky Plus and HDTV), Freeview Digital TV or equivalent via an owner's personal Sky or Digital TV box.

FIRE - EMERGENCY PROCEDURES

IF FIRE BREAKS OUT IN YOUR APARTMENT

Inform any other apartment occupants that a fire has broken out, if possible close all doors and windows that may contain the fire and everyone exit the apartment.

DO NOT attempt to try and put out the fire.

All occupants of the apartment where the fire started should make their way out of the building in an orderly fashion, via the nearest emergency escape route and assemble on the opposite side of the road from the building. Occupants of the apartment should then carry out a form of "roll call" to ensure that everybody is accounted for.

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

DO NOT use any lifts.

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

Call the Fire Services.

Dial **999** and ask for the Fire Service.

Give the operator the telephone number you are calling from.

State clearly that a fire exists at Kingscourt Plaza & Arena View.

DO NOT replace the receiver until the address has been repeated by the Fire Service.

Once safely out **DO NOT** re-enter the property.

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 materials 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, duck go down to floor level. It will be easier to breathe there 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 providing you can get out of the window feet first and lower yourself to the full extent of your arms before dropping. Soft furnishings or a mattress dropped first from the window will break your fall and limit the danger of injury.

FIRE - EMERGENCY PROCEDURES

IF FIRE BREAKS OUT IN THE COMMUNAL AREAS

Any Person Discovering a Fire or Hearing the Fire Alarm

Make your way out of the building via the nearest emergency escape route and assemble on the opposite side of the road from the building. Only return to or stay in your apartment if your access to a building exit is impeded due to smoke or fire, or if the Fire Services have instructed you to do so.

If possible, close any doors and windows that may limit the spread of fire while exiting the building.

DO NOT use any lifts.

DO NOT attempt to try and 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.

State clearly that a fire exists at Kingscourt Plaza & Arena View.

DO NOT replace the receiver until the address has been repeated by the Fire Service.

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

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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.

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, dealing specifically with residential and commercial block management.

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

The principal aim of Compass Block Management 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

Compass Block Management as a division of York Laurent Limited is a member of ARMA, Association of Residential Managing Agents and accordingly adheres to their code of practice. We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to

tell us about it. This will help us to improve our standards. If you have a complaint, please put it in writing, including as much detail as possible to: -

The Office Manager
Compass Block Management
13 Frederick Street, Jewellery Quarter
Birmingham, B1 3HE

We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within 8 weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter). What will happen next?

- We will send you a letter acknowledging receipt of your complaint within 3 working days of date stamp receipt, enclosing a copy of this procedure.
- If we require further clarification of any point of your written complaint, we will request this from you by telephone and confirm in writing.
- We will then investigate your complaint. This will normally be dealt with by a designated individual in the Management Department who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by the Director in charge of the Management Department.
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.
- If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was

first made) you can request an independent review from The Property Ombudsman without charge. Their address is as follows: -

The Property Ombudsman
Milford House
43-55 Milford Street, Salisbury
Wiltshire, SP1 2BP
Tel: 01722 333 306 / [Email: admin@tpos.co.uk](mailto:admin@tpos.co.uk) /
[Website: www.tpos.co.uk](http://www.tpos.co.uk)

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case. The Property Ombudsman requires that all complaints are addressed through this in-house complaints' procedure, before being submitted for an independent review.

ADMINISTRATION

Service Charges

The Service charge year runs to 31st December. Your interim service charge contribution is payable in two equal instalments due 1st January and 1st 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. Also, 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

City Hospital – Casualty: 0121 554 3801

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: **Kingscourt Arena View**

Postcode: **B1 2RX**

OR

Development Name: **Kingscourt Plaza**

Postcode: **B1 2SL**