

The Manor House, Mansfield Woodhouse



Please read this document. It has been put together as general guidance for everyone living in the Manor House community. It is for the benefit of all, and intended to ensure that the Manor House and grounds remain a pleasant and tranquil place.

The Manor House is a Grade II Listed Building, set in a conservation area. The perimeter wall is also listed.

You can find additional information on the Manor House development page at www.compass-bm.com/project/manor-house-mansfield.

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 at Compass Block Management, Jason King.

MANAGEMENT STRUCTURE

Cloudale Management Limited

Cloudale Management Limited is the company that oversees and manages all aspects of The Manor House via a Management Committee. Cloudale Management Limited is the Freeholder owned by the majority of property owners who each have a shareholding in the company.

All funding is via management charges paid by leaseholders. The Management Committee ensures this funding is allocated where required for regular expenditure such as window cleaning, gardening, repairs and maintenance etc. and sets budgets for longer term expenditure.

General Communications

General notices will be circulated to all owners and occupiers as required. Matters relating to specific apartments will be addressed to the apartment owners. Maintenance updates are posted on the Manor House development page at www.compass.com/project/manor-house-mansfield.

You can contact the managing agent as follows:

Jason King (Property Manager): 07969458669

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.
- **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.

Fire

Every property must be fitted with smoke detectors. These are the owner's responsibility and should be tested regularly to make sure they are working. They are an important safety measure and separate from the communal fire alarm system.

Fire alarm sounders are located in all properties. These are sounders only and do not detect fires within properties. Smoke detectors are located in the communal hallways of flats 10, 11 and 12 and in the entrance hall of 3, 7, 13, 15, 16 and 17.

Fire Assembly Points

The fire assembly points are located:

- On the grassed area near the large trees on the Priory Road side of the Manor House
- In the car park outside number 23 Old Manor Road.

Please familiarise yourself with these locations.

Testing of the fire alarm system is carried out regularly. Residents will be advised of tests in advance in writing.

Fire Extinguishers

These are located near entrances to the communal areas of the building and are intended to assist people attempting a rescue. They are not intended for you to use if you discover a fire as this would require you to re-enter a potentially dangerous situation.

Logging a Maintenance Issue

All communal maintenance issues must be reported to us via our online reporting system. This is monitored during our office hours of 9.00am to 5.30pm from Monday to 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-Friday, at weekends and on bank holidays), please contact our emergency service on 0345 606 7660.

In the event of an emergency i.e. fire, please dial the national emergency services 999 and then report to us on 0121 236 5757 option 3

Waste Collection

There are two communal bin stores. Collections are currently on a Wednesday, one week for general household rubbish, the next week for the collection of recycling bags.

All non-recyclable refuse should be placed in black bags or coloured bin bags provided by Mansfield District Council and sealed properly. Due to the potential health hazard with fortnightly collections it is absolutely essential that all food waste, nappies etc. are double-wrapped within bin bags to avoid smelling and attracting rats and flies. Maggots can be a nasty problem in the summer months now that waste is only collected every two weeks so please help us to avoid fly infestations.

Bags must be put into the designated bin stores and **never** left outside properties as this attracts vermin.

As the bins are now emptied at around 6.00 a.m. on Wednesdays bags should be put into bin stores by Tuesday evening. Please make sure they are securely fastened to prevent spillage.

Recycling

It is important that we recycle as much rubbish as possible as this is monitored by the Council.

All recyclable rubbish (excluding glass) should be placed in the sturdy blue plastic bags which have been provided to every property. Cans and plastic bottles should be emptied and rinsed to avoid smelling. Cardboard boxes should be cut down or flattened to reduce space before being put in the recycling bags. Please do not put them into bin bags or leave them in the bin stores as they will not be taken by the refuse collectors and will be returned to the properties they have come from.

Bags need to be deposited in bin stores the evening before the appropriate Wednesday for collection. Please collect your empty bag from the bin store the same day to re-use and also to prevent it from cluttering up the store.

Larger boxes and items should be taken to the council tips along with unwanted furniture, carpets, paint etc. and should never be left in the bin stores.

GLASS IS NOT COLLECTED AND SHOULD BE TAKEN TO LOCAL RECYCLING POINTS – THE NEAREST ONE IS IN MORRISONS CAR PARK

Drains

Do not flush nappies down the toilets as this can block the drains and result in flooding of flats. Any subsequent damage will be your responsibility and charged to you accordingly.

Additionally please do not put cooking fats down drains as the fat congeals and blocks the pipes which can also lead to flooding.

RULES & REGULATIONS

Common Areas

Communal areas should be kept clean and clear with nothing stored in stairwells or outside including the bin areas. Any damage to walls or paintwork should be reported to the Property Manager via www.compass-bm.com. Always collect and dispose of your own unwanted mail.

Noise

This is a very old building and was converted at a time when the guidance on noise insulation was not as strict as it is now. Residents should avoid excessive noise at all times. Close doors quietly, keep TV and music volumes low and respect neighbouring flat owners. If laminate or wooden floors have been installed these should be protected with rugs and runners as noise from these can easily carry through to neighbouring flats. Visitors should also be reminded to behave appropriately at all times.

Smoking

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

If smoking outside, please do so well away from the building and take cigarette ends with you. Do not throw cigarette ends out of any windows.

Gardens

When using the gardens it is important to respect the privacy of other flat owners. Music should not be played outside and the gardens should not be used for ball games.

Outside Lights

Some of the outside lights are operated from inside individual properties. If you have one of these it would help if you could leave it on after dark to illuminate the outside of the building and help with safety and security. We can help with the cost of this by providing long life, low energy bulbs.

Overflows

Dripping overflows should be fixed quickly as they can cause damage either through penetrating damp or by freezing and cracking of the external rendering. Residents are responsible for their own overflows. PLEASE NOTE: damage caused to any property by a dripping overflow will not be covered by the management charge or the buildings insurance and the cost of repairs will be charged to the flat owner responsible.

Insurance

The communal policy under the management charge covers buildings only. In the event of a problem which may result in a claim please inform the Property Manager.

The Property Manager must also be informed if a property is to be left empty for any length of time.

All residents should have their own appropriate contents insurance.

Pets

Pets are not allowed at the Manor House under any circumstances.

For Sale/To Let

If property owners are planning to sell their property they should initially inform Property Manager who will advise on the transfer of shares and leases. Only one advertising board per estate agent is allowed, and this must not be fixed to any wall because of the damage this causes.

If property owners are planning to sublet their property they should liaise with the Property Manager and complete a tenancy agreement form which informs tenants of the terms of the lease and requires them to agree to abide by them. Names of tenants should be supplied to the Property Manager for legal and insurance reasons.

Alterations and Additions

Under the terms of the lease no alterations or additions can be made to the structure of the Manor House or the grounds. Please contact the Property Manager for further advice.

Satellite Dishes

Satellite dishes cannot be fitted to the outside of the building.

Multiple Occupancy

Properties cannot be used as houses of multiple occupancy.

Parking

There is **one designated parking space** (please refer to the car parking plan towards the rear of this booklet) allocated to each property. Residents should advise visitors that they must not park in another resident's allocated parking space but use the visitors parking spaces located at the front of the property x 2 spaces, 2 x spaces at the back and the spare spaces on the tarmac strip at the rear of the property. We kindly request you indicate to them where they should park.

Additional road parking is available on Old Manor Road and on Priory Road. Please do not park on the main access roads into the car park and please do not drive or park on the lawn or any grassed areas, as this causes damage.

Please park with consideration at all times, but especially at night. Turn car lights off to avoid them shining into ground floor rooms, avoid keeping your engine running unnecessarily and don't slam doors. Please remind your visitors to behave in the same way.

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 YOU DISCOVER A FIRE

Inform others present.

Leave the building, closing doors and windows behind you and switching off electrical appliances if safe to do so.

Operate the nearest fire alarm point by breaking the glass – this will activate the communal fire alarm system to alert other residents.

Call for the fire brigade by dialling **999** giving a clear description of the location of the fire.

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

Go to your nearest Fire Assembly Point and wait for further instructions from the fire brigade.

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

IF YOU HEAR THE FIRE ALARM

Leave the building immediately and make your way to your allocated Fire Assembly Point.

DO NOT stay in the property

DO NOT assume it is a false alarm.

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: at The Manor House, Mansfield Woodhouse, Mansfield, NG19 9LU

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 contact the Property Manager during working hours Monday to Friday, quoting your contact address at The Manor House. During evening and weekends please contact Out of Hours (Emergencies Only): 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 Limited 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

ADMINISTRATION

Service Charges

The Service charge year runs from 1st April – 31st March. Your interim service charge contribution is payable in two equal instalments due on 1st April and 1st October.

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 any 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 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.

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

NHS helpline for urgent medical concerns: 111

Kings Mill Hospital – Casualty: 01623 622515

Severn Trent: 0800 783 4444

Out of Hours

Out of Hours and weekend call out details for Emergency:

0345 606 7660

When calling you will need to identify the development which is:-

The Manor House, Mansfield Woodhouse

Mansfield, NG19 9LU

