

HANDBOOK
NUN'S RETREAT, 61 BOROUGH WAY, NUNEATON



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 Nun's Retreat development page at www.compass-bm.com/project/nuns-retreat

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

Nun's Retreat Management Limited

On purchasing an apartment at Nun's Retreat the new Leaseholder automatically becomes a Member of Nun's Retreat Management Limited.

The principal objective of the company is to ensure that Nun's Retreat 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 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 Nun's Retreat development page at www.compass-bm.com/project/nuns-retreat. 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/nuns-retreat.

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 insurance providers.
- **ADMINISTRATION:** Maintaining leaseholder and site records.
- **ESTATE MANAGEMENT:** Monitoring Health and safety at work, repairs and renewals, and maintenance of sub-contracts where appropriate.

- **LEGAL:** To 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 properties and the estate.
- **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 Detection & Warning Systems / Manual Call Points (Break Glass)

All block meter rooms are covered with a 240V battery back up detector with light strobe. In addition, all social housing blocks have conventional fire detection systems. The three private blocks have 240V interlinked detectors and the larger of the (3) located in the corner has a conventional system.

Logging a Maintenance Issue

All communal maintenance issues must be reported to us via our online reporting system. This is monitored between 9.00am-5.00pm Monday-Thursday 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 and 5.00pm Friday, at weekends and on bank holidays), please contact our emergency service on 0345 606 7660.

Waste Collection

Nuneaton & Bedworth Borough Council collects your refuse and recycling.

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 place it in estate refuse bins.

- Rubbish must not be left in communal areas. In particular, the electricity store cupboard should not be used to dispose of rubbish.
- Items such as cardboard boxes should be collapsed.

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. The Council will collect bulky waste for a small fee.

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 the Council, please go to

http://www.nuneatonandbedworth.gov.uk/info/rubbish_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.

SECURITY

Front Doors

Access for the front door is by key only. To request a replacement key or report an issue with access, please report this to us immediately at www.compass-bm.com/projects/nuns-retreat.

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

Noise

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 Properties

- Do not obstruct communal pathways or entrances.
- Please close the communal gates securely on entering and exiting.
- Do not grant access to persons not known to you.
- Please do not allow children to play in the common grounds.
- Do not keep any animal in the property (other than a guide dog) without the Landlord's prior written approval.
- Do not allow any noise or music in the property so as to be audible outside the property between 11.00 pm and 8.00 am or so as to be audible outside the property 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 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 Properties

- 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 Properties

If your property 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 Properties

To ensure that no modifications to the plumbing, or internal alteration to properties are implemented that may compromise other properties, 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 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 & Sky Q), 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 disabled or elderly persons are 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 **Nun's Retreat, 61 Borough Way, Nuneaton, CV11 5JD**

DO NOT replace the receiver 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 **Nun's Retreat, 61 Borough Way, Nuneaton, CV11 5JD**

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

Stay in your property, 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.

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 the 30th September.

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

University Hospital Coventry & Warwickshire: 024 7696 4000

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: Nun's Retreat

Postcode: CV11 5JD