

January Update

Fire Regulations

As residents will know as an apartment complex we are subject to strict fire regulations. As you would expect following the Grenfell fire and the horrific loss of life formal inspections by fire authorities have increased to ensure fire regulation compliance.

We undertake regular compliance work onsite and have independent assessments undertaken at regular intervals to ensure the safety of residents. We will be writing to residents shortly on actions required following recent compliance checks. Please keep an eye out for this notice in your mail boxes.

Covid19

As residents are aware following the identification of a new Covid19 variant which is much more transmissible and with infection rates/deaths increasing significantly Her Majesty's Government have again placed England under full lockdown restrictions to prevent the spread of Covid19.

Residents are asked to please ensure that they comply with all current legal restrictions in place to **combat the spread of Covid19, protect the NHS and save lives**. We appreciate it's a difficult time for everyone but by complying with the law we are doing our bit. Please ensure you do not have any visitors onsite other than your support bubble during the current restrictions.

Please be mindful of your neighbours during this time and utilise the antibacterial sprays and tissue paper provided. Please also ensure you properly dispose of all waste so others are not put at risk having to handle your waste, bin bags, recycling (more on this later in the update).

Please also bear in mind it may also take longer to source supplies, secure quotes or have work delivered whilst under full lockdown. We will continue to provide services at a normal level as possible but ask you to be mindful when raising tickets of the impact of lockdown. The site team will not enter apartments during this time unless in an emergency such as live water leak.

CCTV

We are pleased to update you that CCTV installation has progressed on time as per our previous communication. We now have coverage across the majority of the site with full coverage being achieved by the middle of February. This greatly enhances our security on-site as well as supporting the upholding of lease covenants on-site. We will communicate more on CCTV usage and access shortly.



Main Gate

Residents will have noticed the main gate (2nd gate on right) directly leading to the rear of the site has been in the open position for a number of days now. Unfortunately a resident accidentally hit the gate whilst exiting the site causing significant damage. The new CCTV enabled us to identify the accident and vehicle owner and a claim is now underway with the insurer protecting site funds. We have had the gate inspected and will commence work as soon as possible following delivery of parts. We will keep residents updated.

Scaffolding

Two sets of scaffolding have now been removed from the Ellerman Road apartments with flat roof replacement underway. AAC have apologised to the Board for the failure to remove scaffolding before Christmas due to staffing issues with their provider. We are currently working with AAC to finalise outstanding work on the remaining roofs and will update residents shortly. We know this work has taken longer than initially planned due to Covid, supply issues and our approach to ensure the work was delivered to warranty and residents expected standards. We fully understand residents frustration at these delays, please be assured we are and will continue to do all we can to progress and conclude this important work as quickly as possible.

Residents will also have noticed that a further 3 scaffolds went up on 11 January, 2 on buildings by the lake and one on the meadow. These are to repair tiles, render/concrete the key channels on the roofs of those buildings. These scaffolds will be taken down by Monday 25 January.

Bin Sheds / Refuse

City Quay is a great place to live and as has been shown during Covid, a community where neighbours support each other. So this is a disappointing message to have to write and thankfully is only aimed at a very small number of residents.



The recent state of the refuse areas/bin sheds is completely unacceptable. The City Council have now been in touch and have warned the site that should the issues with bins persist then collections will cease.

Given ;

- CCTV is now in place across the site,
- the risk of refuse collection being ceased
- and the risk to City Quay staff having to handle waste during a global pandemic

the Board have under the powers granted in the lease decided to implement an immediate regulation. **Failure to comply with the regulation will result in any resident in breach having to pay costs and for repeated breach of the regulation legal action will be taken.**

Regulation 010121

All residents **must only** use City Quay bin sheds for the disposal of regular, standard, household waste, **not** for furniture disposal or any other items other than general household waste and;

- **must** place all waste into the correct bin
- **must** flatten and compact all recyclable waste including boxes placing them in the correct bin
- **must** where recycling bins are full either utilise a recycling bin in another bin shed or place the waste items in a regular bin within the shed
- **must not** leave any items on the floor or any place onsite other than in a bin
- **must** if bulky bobs collection arranged notify the site team in advance of any furniture or items being placed for collection in a bin shed along with the collection date and bulky bob reference number by emailing contact@cityquay.com . Items for collection by bulky bobs must not be placed in bin sheds more than 48 hours prior to collection date.

Failure to comply with this regulation will result in a **£25** cost recovery charge being issued to the resident to cover costs of making good failure to correctly and safely dispose of waste. For furniture or other items illegally fly tipped by residents in bin sheds a full cost recovery of a minimum **£150** will be charged to the resident plus a **£50** admin cost recovery charge. Please be aware some items will cost more than the minimum £150 dependent upon the disposal licence required and costs of removal.

For those residents unfamiliar with Liverpool – there is a **city council refuse tip a 5 minute drive** from City Quay for all furniture or other items. Simply turn left when leaving the site and you will reach the tip which is the first exit at the Otterspool Promenade roundabout.

Liverpool city council also operate a **free collection service for furniture items**. You can pre-book this service by calling **0151 233 3001** or by googling Bulk Bobs Liverpool and clicking on the “book collection” option.

Pets

As per the lease covenants in place for City Quay Apartments residents are **not allowed pets** unless they have the prior written approval of the Board of City Quay. Apartment owners/landlords cannot give permission to those who rent. The Board have received increasing numbers of complaints concerning animals on-site and there does appear to be an increase in dogs on-site without there having been an increase in approved pets.

We will therefore be enforcing the lease covenants on pets in the coming weeks. If you do not have written permission from the Board for your pet you should immediately contact the Board @ board@cityquay.com to request the permission forms for a pet. The site team and Board will be asking those exercising pets onsite to produce their permission forms in the coming weeks and where owners fail to produce permits will take enforcement action to have the pet removed from site which from recent experience will cost owners several hundred pounds. We of course want to avoid having to take enforcement action so please do ensure if you haven't got a permit you apply for one immediately.

In the meantime as a reminder for those with permits for pets the key regulations which must be complied with are;

- All dogs must be on a lead whilst on City Quay
- All pet fouling must be immediately cleaned up by owners
- All dogs when wet must be carried in communal areas
- Dogs must not be left on balconies unaccompanied at any time.
- Female dogs must not be allowed to urinate on any grassed areas

Re-Decoration of Blocks

This is progressing well and we're pleased to let residents know ahead of plan. We've been able to pull forward 3 blocks due to be done in 2021 which were completed in November / December, 9 – 15, 314-319, 30 – 37. We will continue to pull forward decoration when possible to have all blocks completed as quickly as possible.

Gardening Provision

Shaun Books Gardening has decided to move on from providing gardening services to City Quay. We wish them well in their future business. We will be going to tender for new gardening providers in the coming weeks and will update you further once this process concludes.