



CITY QUAY
Residents Update
Quarter 4 - Feb 2021



EWS1

Apartment owners/leaseholders will be shortly sent an important update concerning the EWS1 impact on City Quay. This will be sent to your registered preferred correspondence address. If your preferred registered correspondence address is an email address you will receive this by 8 March, so please check your spam folders if you don't see it. Posted updates should arrive by 15 March.

Fire Safety Assessment



We take safety seriously at City Quay and all blocks across the site have now had their latest independent fire safety and compliance assessment. These are undertaken by an independent, qualified fire safety professional and involve physical inspections of all blocks for compliance with Fire safety regulations (separate to EWS1).

In advance required electrical works were undertaken in order to bring City Quay up to the latest standards. With the latest compliance certificates now in place for all blocks.

We are pleased to report the assessments did not highlight any significant works required.

The fire assessor did however find breaches due to residents' non-compliance with previous site notifications in relation to communal hallways. Residents are therefore reminded that;

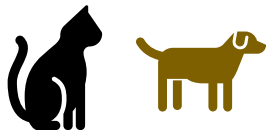


- No personal items may be left in the communal areas
- Any personal items left will be removed without warning and disposed of without recompense.
- No personal electrical items may be plugged in to communal sockets



Fancy Joining the Board?

Are you an owner interested in keeping City Quay a great place to live? Do you have skills you think could add to the effective running of City Quay? There is currently a vacancy on The Board, and we would welcome interest from any owner (only those who own property on City Quay can be Directors). Simply contact us board@cityquay.com



PETS UPDATE

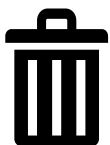
We are pleased that following our reminder of the lease covenants and pet's policy on City Quay that **21** residents subsequently applied for pet permits in line with the site lease requirements. Of these **17** have now been granted with **4** currently under consideration.

We want to thank residents for their support and co-operation.

Below is a reminder of key pet conditions on City Quay;

- Owners may only have pets with the permission of the Board.
- Large dogs are not permitted on City Quay
- All dogs must be on a lead whilst on City Quay grounds
- 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.
- Dogs must not be allowed to urinate/defecate on any grassed areas

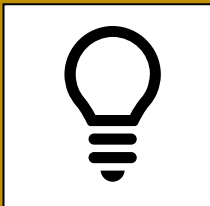
If you wish to apply for a pet permit you can find the application form at <https://www.cityquay.com/pets/>



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

Cost recovery is now in place with a minimum £25 charge for residents who fail to adhere to these site regulations & up to £500 for large item removal.



Re-Decoration / Re-Carpeting

We are pleased that the programme of re-decoration / re-carpeting of blocks is proceeding to plan. A total of xxx blocks out of **53** have now had communal areas re-decorated and re-carpeted. February saw block **38-41** completed and March will see the following blocks completed **56 – 63, 68 – 75, 90 - 95**. The placement of pictures and communal decorative items is also now underway across re-decorated blocks.

The Board is hoping when it sets the budget for next financial year (1 April 21) to bring forward the re-decoration of blocks and for all blocks to be completed by October 2021. We will keep you posted.

Street Lighting Replacement

City Quay street lighting is operated, maintained and financed by the site rather than the City Council unlike most streets in Liverpool. The lighting has been in place for two decades now with increasing issues due to age in some sections.

After a successful trial we are pleased to announce that we will in the coming weeks and months be moving across the site to replace street lighting and improve lighting across the site. We will be doing so in sections over time to manage costs. The work will cause minimum disruption as we will only be replacing the heads not the poles or underground wiring. The first section which covers lighting running from the first front gate right along Ellerman Road to the back by Jaguar Land rover garage has been completed.

Re-Roofing Ellerman Road

Unfortunately, there have been delays to the works on the flat roofs of Ellerman Road. The Board sincerely apologise to residents affected by these delays. Initial delays were caused by materials being held up at UK ports post Brexit. This was out of The Board's and the suppliers' control. Once materials arrived and a number of roofs were completed, we had to pause work pending confirmation of warranty of works from the manufacturer in order to process payments. This process was put in place to protect leaseholders.

We have been working to agree a new schedule with the suppliers and hope to have a new schedule confirmed in the coming days. We will write to affected residents setting out exact schedule once we have it?



Key Contacts and How to Report Issues

Leaseholders are responsible for all maintenance within their property including pipes, fire alarms, electrics etc.

Renters

For tenants who rent, your landlord and letting agent are responsible for all repairs within your apartment. You must contact them with any issues. Should you have any serious issues that don't get resolved within 4 weeks by your landlord such as mould / leaks then please email the Board @

board@cityquay.com

Owners

For issues in communal areas, grounds or the building itself (outside your apartment) such as roof, leaks through external seals etc. then City Quay is responsible and operates an online ticketing system for reporting of buildings / site issues. You need login details to be able to access the City Quay portal. You can receive login details by going to

Cityquay.com and selecting register or
<https://www.cityquay.com/register>

General Queries

For general queries, to request a key for the secure bike store, or to chase responses to maintenance issues reported please email;

Contact@cityquay.com

Complaints

If you have a serious issue which has not been resolved or a complaint about the way an issue has been resolved you can email the board @ board@cityquay.com you must have raised the issue via either ticket or contact@cityquay.com before contacting the Board.

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