

Green Park Court Residents Information Leaflet



Green Park Court in Barrow, Clitheroe, is an over 55's development. Refurbished in 1989 it comprises of 28 apartments. The aim of the development is to encourage residents to make friends as good neighbours and share common facilities.

At Complete, we act as Managing Agents for your development. In addition to the Management Company, we work with the Residents Committee and Board Members to manage your development in accordance with government legislation and your lease. Many Residents get confused with the organization of a company such as your own.

As your Managing Agent, we deal with all aspects of running your Company on behalf of the shareholders. The service charges you pay are not our fees or profit. Your money is held in trust in a dedicated bank account. These funds are used to pay for expenditure and cyclical maintenance for your development. If you reside in an apartment, it will also include buildings insurance.

Our daily and weekly tasks include:

- Payment of invoices
- Receipt of service charges
- Pursuing arrears
- Supplier and contractor communication/access facilitation
- Resident queries, complaints & advice
- Updates to the Company Directors regarding the running of your development
- Lease queries & enforcement

In addition, we manage the administration of your Company, its accounts and cyclical/general maintenance. Working closely with accountants, we help prepare the annual service charge accounts, providing accurate financial figures used to compile the required information. From our account management, we are able to create an accurate annual budget that dictates how much you pay in service charges. It's quite simple really, the more expense your development has or requires, the higher your fees rise.

Each year, we are required to provide you with a Service Charge Budget. This budget is devised by the Management Company Directors and Agent to allow the development to demand reasonable Service Charges. The budgets are devised by comparing actual expenditure and estimated future expenditure. This budget would normally include a provision for future reserve funds to allow the Management Company to deal with the obligations as set out within the lease. This may include external decoration, internal decoration, roof refurbishment and other costly expenses likely to be incurred by your development. The appointed Board are then in a position to approve such budgets so timely service charge demands can be issued. If the budget varies significantly, a covering letter to outline any major changes will accompany the demand and budget and as such, any matters arising can be discussed at the company's AGM.

Residents Information

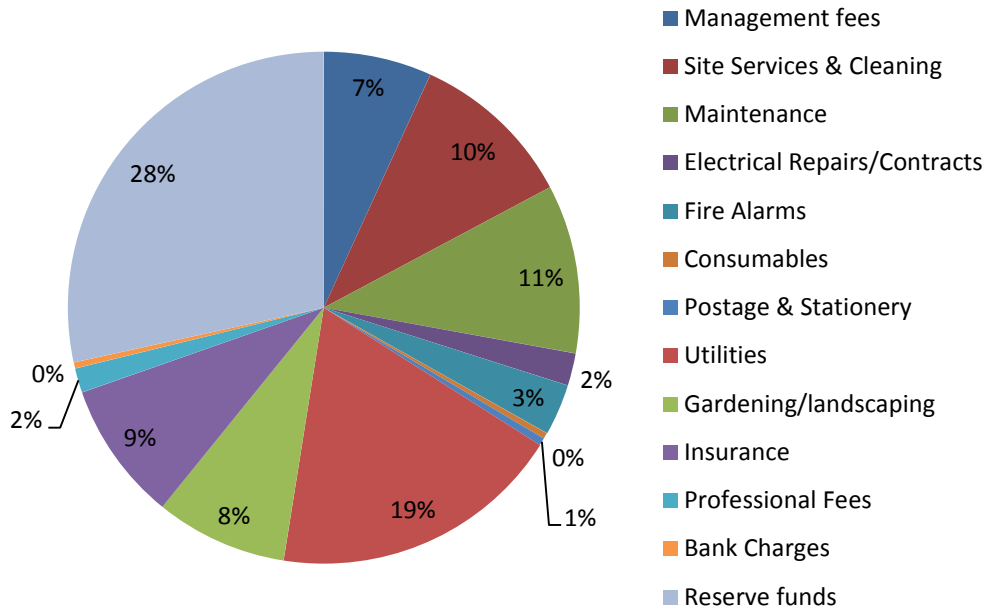
- Individual responsibilities – the managing agents will do their utmost to create a helpful, thoughtful, good-neighbourly, efficiently run environment. They will at all times, if required, advise any resident on resolving personal problems. As Green Park Court is comprised of privately owned dwellings you or your family are responsible for your own day to day health, care and safety. The management's liability extends only to the running of the communal areas of the complex and the areas of the apartments deemed to be the landlord's responsibility. The development is not designed as a sheltered or warden occupied property, therefore residents must be capable of taking care of themselves, either independently or with the help of family or their own carers.
 - Security and safety - for security reasons please ensure workmen/contractors are accompanied on and off the premises. Only allow entry with identification if the person is unknown to you. The health and safety and fire risk assessment is located at the main communal entrance in a red site file. Please ensure all external gates and doors are locked after use.
 - Entry to apartments - a master key is available from the director's for management and emergency service entry only.
 - Office - Please notify the director's office if you will be absent from your apartment for health and safety reasons and common courtesy.
 - Communal facilities - you have shared use of the communal laundry and drying rooms – please be aware the running cost is high so use the facilities with careful consideration and please observe the rules displayed. You also have the use of a shared communal non-smoking and no pet area lounge.
 - Guest suite - the guest suite is available at a reasonable charge for the use of relatives and friends. It is a no smoking and no pet area. Bookings can be made via a director and the calendar in the foyer. It is your responsibility to vacate the suite in readiness for the next booking.
 - Refuse/recycling – wheelie bins have been provided by the council at their instruction, they are situated on the lower car park. The burgundy bin is for normal non-recyclable household waste and the blue bin is for recycling items only on the specified council leaflet. Please always ensure the bins are securely closed to prevent pests and vermin from accessing. The two original bin stores situated in the back of each block are used for recycling wastepaper and cardboard.
- Please place in the white sacks inside the dustbins. These areas may also be used for storing small tools, garden equipment, brushes etc.
- Repairs and decoration - the management are responsible for both internal and external repairs and decoration of communal areas.
 - Insurance – the buildings and communal facilities are insured by the management and paid through the service charge. You are responsible for insuring your own contents insurance unless they are deemed the Landlord's property.
 - Cleaning – cleaning of the communal areas take place once a week. Window cleaning takes place once a month, with sills cleaned twice a year. If you wish the window cleaner to clean the inside of your window's please arrange this directly with the window cleaner.
 - Grounds – the land, courtyards and gardens are for the use and benefit of all residents. Gardening visits take place monthly in Winter and every two weeks in the Summer. The outfielders are mowed every three weeks in the Summer months. More active residents have a choice to participate with gardening at their own pace.
 - Building maintenance – this is reviewed on a regular basis by the managing agents who visit the site to assess the necessary work. Major decisions are made by the Directors with guidance from the managing agent.
 - Visitors – you are responsible for your visitors at all times. Please encourage your visitors to be security conscious and considerate when parking.
 - Pets – Pets are not allowed. Visiting pets must be kept on a lead or carried at all times. Exercising or fouling by animals is not permitted inside or outside the premises or in the grounds.
 - Service charge – is due annually in advance on 1st April but can be paid by monthly standing order.
 - Meters/fuse box - The water is metered via one communal meter and paid through your service charge, however there is a charge for surface water/highway draining for which each apartment is invoiced individually. The electric meter cupboards are situated outside the laundry and opposite the guest suite. You have two rates – one for low and one for normal usage. For health and safety reasons these cupboards must be kept locked, a means of access for meter reading is available by contacting a director. Your fuse box is located in your apartment; any override will fuse electricity in the communal areas. If this occurs report it to the management immediately.

- Location of watercocks – each apartment has a stopcock located either in the kitchen or bathroom. Any major plumbing problems must be reported to the management. Stopcocks are also located at varying points around the development.
- Lifts – there are two lifts – one in each block, these are inspected and serviced regularly.
- Noise/disturbance – the lease states that no noise should be audible outside your apartment between the hours of 11pm and 7am. The design of the complex and the materials used allow noise to travel in various directions through the cavities. Please be responsible and consider your neighbours at all times-
 - Keep radios, television and other sound appliances to a minimum level.
 - Be aware of the apartments below when you are moving around.
 - Try to avoid allowing doors throughout the development to slam.
 - Try to avoid banging car doors, especially late at night.
 - Please try to think quiet whenever possible.
- Council tax – you are responsible for the payment of your own council tax.
- Heating – is supplied by electricity, the directors will regulate the heaters in the communal areas and ask everyone to be considerate of the rising costs. Gas is not permitted in the building.
- Parking of vehicles – you are only permitted to park within the indicated parking spaces and only allow your visitors to do the same. Once workmen/contractors have unloaded they must move their vehicles to the designated area in the lower car park. To the north side of the complex, adjacent to the Pendleton block, parking is only allowed for loading and unloading since this area must be free and available for emergency services. Residents with garages should house their vehicles overnight.
- Complaints procedure – where a difficulty arises for whatever reason with another resident or individual on site, wherever possible it is always more satisfactory to resolve it yourself. If things cannot be resolved a written complaint with documentary evidence to the managing agents will ensure the problem is addressed.

Summary of the main points of the lease (for full details please refer to your copy of the lease)

- The lease states that all residents (shareholders or not) remain as tenants and leaseholders and must keep to the terms of the lease as outlined below. The terms are legally binding and have to be taken seriously, especially as severe breaches of the lease can in certain circumstances lead to repossession by the landlord.
- Who pays for what? – one way or another, either collectively or individually you pay for everything. In certain instances the lease states that the landlord will pay for certain services or repairs. However any repair that is deemed to be the landlord's responsibility is actually paid by you all sharing the service charge. The first schedule of the lease gives a list of restrictions imposed in respect of your apartment – this is what has been outlined for you as follows. These restrictions have been imposed to prevent nuisances that may cause disputes between tenants or damage or downgrade the buildings.
- You are responsible for keeping your premises in a good state of repair and condition.
- You should allow the landlord or management company access to your property for repairs or inspection at reasonable times.
- You are not allowed to make any structural alterations to your property.
- You will be responsible if you do anything which causes the insurance to become void.
- The property can only be used as a private dwelling and not for any other purpose such as illegal or immoral acts.
- You cannot play any musical instruments, radio, music or television if it is audible from outside the flat between the hours of 11pm and 7am.
- No signboards can be placed on the exterior of the flat or in the windows.
- You are not permitted to hang clothes or articles outside the flat except in the areas provided.
- You cannot place any flower pots or other like objects outside the flat.
- You cannot decorate the exterior of the flat. You are responsible for decorating the interior of your flat.
- You cannot erect to the exterior of the property any external radio, television aerial or dish.
- If you wish to alter any electrical wiring, gas or water supplies you must first obtain consent from the lessor.
- You cannot keep any animal or bird in the property or in the grounds.
- You are only permitted to park in your designated parking space.
- There are details within the lease regarding subletting your property which you must comply with.

Budget 2012 (Produced by Complete Property Management)



Building element life span

The detail below is produced from standard building lifespan data to act as a guide to the life span of building elements at Green Park Court. A professional site audit can be arranged to establish the estimated cost to replace each building element in the future to enable accurate reserve fund planning.

Building Element	Details	Life span (years)
External		
Roof	Slate tile	64-74
Gutters and pipes	Plastic	30
External brickwork	Brick	86
External render	Yes	20-53
Windows	UPVC	37
Entrance	Sliding door - metal	25-30
External lighting	Lamp posts	15
Car park surfaces	Tarmac	24
Internal		
Flooring	Carpets	13
Wiring	Yes	30
Intercom	1 panel	10
Lights/emergency lights	Yes	20-30
Fire safety services	Fire alarm, MCP's	25-42
Doors	Timber, Glazed fire doors	42
Lift	Two – alpha 375 kg and Fairfield 400kg	28