



Newsletter

Site Update

Your Liberty Place Team

We are aware that residents at Liberty Place can change so wanted to take the opportunity to re-introduce you to the team at Liberty Place, to ensure that should have any queries or issues, you know who to contact:

Your Concierge Team

The Concierge Office is located between the main vehicular gated entrance and the arched pedestrian entrance to Sheepcote Street, and the team are available 24 hours a day to assist you with any day to day management queries.

The Concierge Team are also able to assist with meter readings, parcel collection, communal maintenance queries and any questions about the local area. If you have any suggestions for additional services that you feel would be beneficial to you and the development, please let the Concierge Team know as they are always working on ways to improve and innovate the services available across the development.



Saf Hussain

Liberty Place - Site Manager
safarathussain@libertyplace.org.uk
0121 643 6793

Saf manages the site concierge team as well as dealing with all day to day queries as well as contractor management.



Courtney

Day Concierge
Friday, Saturday & Sunday



Roy

Night Concierge



Ian

Night Concierge

Your Management Team

The Management Agent for Liberty Place is Integrated Property Management (IPM). IPM were appointed by LPMC on behalf of the Leaseholders in April 2016 after an intensive tendering process. The Management Agent is responsible for all the management and maintenance of the site. They manage contracts such as the gardeners, cleaners, lift maintenance etc. and ensure that the complex is maintained effectively.



Thomas Tracy

Property Services Manager

thomastracy@libertyplace.org.uk

07764 346439

Daily management including inspections, resident meetings and budgeting.



Jonathan Bloor

Associate Director - Midlands IPM

jonathanbloor@libertyplace.org.uk

07815 002794

Leads the team in providing exemplary customer service.



Lauren Sampson

Senior Property Services Advisor

laurensampson@libertyplace.org.uk

0121 630 2330

Supports Tom, the Concierge and the wider on-site team with all management queries.

Regular inspections are carried out around the property to identify general maintenance issues. However, if you notice anything that needs to be addressed, please report this to us by emailing buildingcommunities@libertyplace.org.uk, contacting a member of the IPM team, or reporting to the concierge concierge@libertyplace.org.uk.

IPM's Objectives

We understand that for all of our customers, their home is invariably their biggest financial and emotional investment. The appearance and presentation of a scheme is generally the first impression of a Managing Agent and is essentially where the customer's perception starts. By aligning the values of IPM and LPMC, we are creating a joined up and consistent approach to management. This will develop a brand where all involved work together towards one common goal – creating a high-end living environment that sets the benchmark for premier apartment living!

To find out more about the approach being taken by IPM, please visit www.libertyplace.org.uk. The website features information relating to your development, including everything from who your RMC Directors are to how to deal with damp and condensation.

Your Feedback

Your feedback is crucial to ensure that residents are represented in the decisions being made by LPMC and IPM. If you have a couple of spare minutes, can we ask you complete our Customer Satisfaction Survey, which can be assessed via the below link. If you would rather complete a paper copy, please speak to a member of the concierge team.

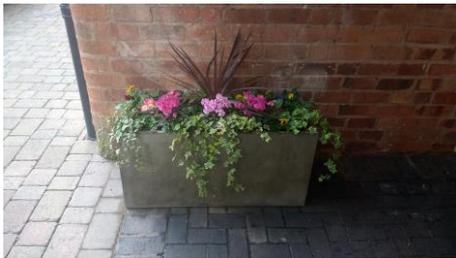
<https://www.surveymonkey.co.uk/r/buildingcommunitiesatlibertyplace>

Maintenance Update

Door Entry System

As you will now be aware, the new door entry system has been installed for a couple of months. We have provided a recap of how the system works below for any new residents or anybody who is still unsure, however if you require further clarification please speak with a member of the concierge team.

For anybody not familiar with the new system, it now links up with a phone number of your choice instead of utilising the handset located within the apartment. Essentially you provide a couple of phone numbers to the concierge team and when somebody calls your apartment this will call through to the number you have provided. If the first number does not answer, it will default to the secondary number (if provided). When answering the call you will be put through to the intercom panel you are being called from, and if you want to allow access, you simply press the number 3 which will open the door. Each panel also allows you to call through to the concierge, who can also allow access.



Grounds Maintenance

The focus over the last 12 months has been on several areas of ground work across the development, which included resolving drainage issues on the ramp down to the lower level of the car park, the crossing from concierge to B block as well water ingress into blocks F & G. With this work completed, some of the focus over the next 12 months is being turned towards the grounds themselves, with focus on the gardening. We currently have a grounds maintenance contract in place which involves pruning, weeding and maintaining the beds located in the entrance on Sheepcote Street, however we are looking to expand on this service by involving the residents. Interest has been expressed by some residents to form a gardening forum, which would involve meeting with the grounds contractors to discuss what they would like to see at Liberty Place to make their visions a reality. Initial involvement would be simply discussing what you'd like to see, however if you want to get your hands dirty, there will be plenty of opportunities to do so in the Spring 2018. If you are interested in getting involved, please email buildingcommunitites@libertyplace.org.uk or call us on 0121 630 2330.



Service Contracts

Over the last couple of months we have seen several of the service contracts completed which include the following:

Window Cleaning - This was completed in the first week of October. We have seen an increase in the number of residents coming forward to get their windows clean. If you do need your balcony cleaning, please keep an eye out for notices in the lifts and notice boards which will let you know when the cleaners are coming. In order to get the balconies cleaned you will either need to present or leave keys with the concierge as access is needed via your apartment.

Dry Risers - The dry risers were serviced in September and we are happy to confirm no remedial actions are required.

Maintenance Update

Roof Repairs

Following reports of water ingress into some apartments in F block, roof repairs were completed in September which have been deemed successful and we are in the process of arranging the repairs to the apartments that have suffered from water ingress.

Further repairs are also required on K block. For residents of K block, you may have noticed a section of plaster has been removed from the communal area. This is required to allow us to monitor the repairs that have been completed to date - we have recently had the roof electronically tested and some further defects have been discovered. We will be carrying out these repairs in the coming weeks however the repairs require a dry day. Once the repairs have been completed, the communal areas will be returned to their original state.

Other News

Joining Us...



The Residents Surgery - Wed 25th October from 5pm – 7pm

We will be holding the next Resident's Surgery on Wednesday 25th October between 5pm – 7pm. Leaseholders and tenants are welcome from Liberty Place. Should you wish to discuss anything, Tom and Saf will be available on this day to hear your views and provide you with an update. If the above times do not suit you, please contact either Tom or Saf to schedule a private appointment.

Liberty Place Social

Moving to a new home is an exciting time, however communal living can also provide challenges if it's something you have experienced before. To help get to you know your neighbours, residents have set up an initiative called 'Liberty Place Social' which is set up by the residents, for the residents. The aim of 'Liberty Place Social' is give residents an opportunity to meet their neighbours and build a sense of community at Liberty Place. To find out more information about any upcoming social events that are being arranged, join the Facebook group 'Liberty Place Social (LPS)'.

The next event is planned to take place at The Distillery on Friday 3rd November at 8pm.