

A helpful guide to
owning a property at

St Martins Place

WELCOME TO ST MARTINS PLACE

Congratulations on your purchase at St Martins Place, Centrick would like to welcome you to the development. Our aim is to ensure owning your apartment is a hassle free and enjoyable experience.

We have put this guide together to help you understand what we, as your Managing Agent, are here to do, how to contact us, and how we can help you get the best out of your apartment.

Centrick – What we are all about

Centrick is a Midlands-based property group, managing client assets across the country with offices in Central Birmingham, Nottingham, Solihull, and London.

Established in 2005 and ARMA (Association of Residential Managing Agents) regulated, our clients trust us to look after their interests and more importantly their homes. We hope to build excellent long-term relationships with all our clients.

Our headquarters are in Birmingham City Centre where a dedicated team will be on hand to assist with any queries. Plus, while the core office-based support is here, your Property Manager will regularly visit your development. We have mobile property inspectors out on the road every day of the week to ensure that our developments are always well maintained, as we take a proactive approach to your property management.

Our goal is to provide you with great service because we are passionate about what we do and promise to always give you honest and helpful advice. We do this by finding out what you expect from us and working long and hard to deliver results. We will also respond quickly to all your enquiries and will really listen to what you want, we value your feedback and take it on board.

We tailor our service programs to suit the individual requirements of each client and property, taking a proactive approach to asset management in every development. Our goal is to not only maintain but enhance property value wherever possible.

Who to contact

- **Maintenance & General queries** – For any maintenance issues regarding the communal areas please raise a request using **mycentrick** or visit the Resident Support Assistants on the front desk, who will be more than happy to help with any query.
- **Service Charge queries** – If you wish to discuss your service charge account you can raise a request via **mycentrick** or speak to our accounts team on 03330 124 125 (option 2) or by emailing accounts@centrick.co.uk.

Please note we cannot take payments over the phone – if you wish to make a payment for service charge, please do so via bank transfer or **mycentrick**.



Join your building's community with **mycentrick!**



With mycentrick, you'll truly feel part of the neighbourhood and be able to do all the below, directly from your laptop, phone, or tablet

- **Report** maintenance issues
- Receive **instant** notifications
- Receive important building **updates**
- **Communicate** easily with your building management team
- **View and pay** your service charge (leaseholders)
- **Update** your contact and address details

Don't miss out and ensure you sign up to **mycentrick** today! If you can't scan the code, simply visit centrick.co.uk/mycentrick-portal and follow the instructions on screen

General Information for your property at St Martins Place

Refuse Stores

The bin store is located within the car park. Large bulky items will not be collected from the bin store as part of the normal daily collection; it is the resident's responsibility to make arrangements for their removal. Please call the Birmingham City Council to discuss collection on 0121 303 1112.

Cycle Storage

There are 4 cycle storage areas all located in the car park, please speak with the Resident Service Assistants for access arrangements.

Parking

The car park at St Martins Place operates by a permit system. If you would like to enquire into purchasing a permit, please visit the front desk and speak to one of the Resident Services Assistants. Once a permit has been purchased you will be allocated a parking bay to use, and your registration plate will be added to the automatic number plate recognition system (ANPR). The car park will be managed using ANPR cameras, which will recognise your vehicle registration as an authorised permit holder upon entry. Should you park your vehicle in the car park without a valid permit, a fine will be issued by the car park management company to the registered owner of the vehicle. Please note there is no visitor parking at the development.

Fire Safety Procedures

You will note that we have displayed fire action notices in the communal areas of the development, and this clearly states what to do in the event of a fire. If you require further clarification on the fire safety procedures, please speak to the front desk or contact Centrick's office's via **mycentrick**, or by calling 03330 124 125 (opt 1).

Meter Readings

Your electric and water meters are located inside the apartment and can be found in the hallway utility cupboard. Please be advised these are smart meters and will not require you to submit readings to your supplier, although we do strongly recommend that meter readings are taken on move in/out to ensure a smooth billing transition.

Service charge – What you pay for

The service charge you pay covers your share of the cost of maintaining the building and development in which your property is situated. Specific details of your service charges can be found in your lease; your solicitor may have explained these to you in more detail. However, if you need any clarification, your Property Manager will be happy to answer any queries that you have.

The service charge budget covers all the costs associated with looking after the communal areas of the building e.g., maintenance, electricity, cleaning, gardening, plant and machinery, buildings insurance, contribution to sinking fund (subject to the lease allowing to do so).

Service charge amounts can vary from year to year, based on predicted expenditure. Most leases allow for the service charge to be collected in advance, repaying any surplus, or collecting any shortfall from the Leaseholders at the end of the financial year.

Our Responsibilities – What Centrick do at St Martins Place

As the nominated Managing Agent, Centrick is obliged to adhere to the terms prescribed in the lease document signed by all lessees when purchasing their property.

The list below shows you the main services carried out by Centrick at St Martins Place.

Cleaning – Cleaning is completed by an external contractor, who will attend to clean all the communal areas of the development daily, working from a site specification.

Caretaker Maintenance – Caretaker maintenance is completed by an external contractor, who will complete routine checks of the emergency lighting, smoke vents and grounds.

Window Cleaning – All windows at the development will be cleaned outside on a quarterly basis throughout the year.

Passenger Lift – We provide a service contract to maintain the passenger lifts in the building.

Electricity – We will ensure all electricity bills for the communal areas are received and paid on time. Our electricity brokers will find the best tariff available to the estate and ensure the contract is renewed when required to avoid any out of contract charges.

Insurance – This covers the total building insurance cover for the entire development, as per the terms of your lease. Please note this will not cover the contents inside your specific property.

Pest Control – Centrick will set up service contracts to ensure the effective treatment for any pest related issues within the communal areas.

Fire Alarm Testing – We will organise statutory testing on the fire alarm system, automatically operating smoke vents systems (AOV), emergency lighting and dry risers.

Sinking Fund – This is a provision to be set aside for future replacement of mechanical equipment, major repairs to the communal areas and other major items of expenditure, such as internal and external redecorations of the common parts.

Duty Manager – The front desk, which is located within the main entrance of the building is manned 24/7 by our experienced team of Resident Services Assistants, who are happy to assist with any queries during or out of hours.

Audit Fees – Centrick ensure that all our finances are in order and are accounted for to show clarity and transparency. The accounts are externally certified.

Apartment Sprinkler System – Centrick will organise statutory testing of the sprinkler system, which will include an annual test of the sprinklers within your apartments. Access to your apartment will be required and will be arranged directly with residents via the Resident Support Assistants.

St Martins Place – Resident Building Services

There are several exciting amenities spaces which have been designed specifically for residents use which offer a great place for residents to meet their neighbours and helps build your very own community here at St Martins Place. For more information on how to book and access these areas please speak to the Resident Support Assistants on the front desk.

GYMNASIUM



The Gym is located on the ground floor next to the reception. As part of the resident's induction, you will be asked to sign a gym disclaimer form. Once complete, this will then allow your fob to access the gym.

CINEMA



The Cinema is located on the ground floor past the reception. To use this facility, you must book a time slot at the front desk. Whereby they will programme your fob to grant you access for your allocated time.

WI-FI LOUNGE



The Wi-fi Lounge is located on the ground floor next to the reception. This area acts as both a collaborative working space and meeting area with a relaxing atmosphere and a great social space to engage with all residents.

RESIDENT SERVICE ASSISTANTS



The Resident Service Assistants are based at the main reception and will be more than happy to assist with any queries you may have about the building.

Accessing the building and your apartment

The Salto access control system in place at St Martins Place is a state-of-the-art wire-free and keyless electronic access solution.

The fobs provided will grant residents access to the building and any communal amenity spaces, it even provides access to the resident's apartment. Each fob is programmed specifically for each resident based on their needs and requirements; the programming for which will be undertaken during the resident introduction sessions held on site.

Should residents have any issues accessing any part of the building with their fob please speak to the Resident Support Assistants on the front desk.

Please also note access to the gym and cinema will only be granted once the necessary forms have been completed with the front desk team.



Professional Bodies

Centrick is registered with and/or regulated by the following professional bodies:

1. ARMA (Association of Residential Managing Agents)



2. ARLA (Association of Residential Letting Agents)



3. NAEA (National Association of Estate Agents)



4. NALS (National Approved Letting Scheme)



5. The Property Ombudsman



6. SAFE Agent



ARMA

We follow the ARMA guidelines and are constantly updated by ARMA of new regulations.

ARMA's Standards

All members endorse, accept, and undertake to comply with the RICS code of practice "Service Charge Residential Management Code".



Sales & Lettings

2nd Floor, The Exchange
19 Newhall Street, Birmingham, B3 3PJ
03330 124 125

Solihull

158 High Street
Solihull, B91 3SX
0121 705 3242

Nottingham

42 Queens Rd
Nottingham NG2 3DT
0115 855 9720

Asset Management

2nd Floor, The Exchange
19 Newhall Street, Birmingham, B3 3PJ
03330 124 134

London

1 Alfred Place
London WC1E 7EB
0203 478 9620

Tenancy Services & Group Finance

2nd Floor, The Exchange
19 Newhall Street, Birmingham, B3 3PJ
03333 208 333

Estate Management

2ND Floor, The Exchange
19 Newhall Street, Birmingham, B3 3PJ
03330 124 125

Commercial

2ND Floor, The Exchange
19 Newhall Street, Birmingham, B3 3PJ
0121 289 5009

