

Management plan covering internal and external communal areas

313 Basingstoke Road, Reading, RG2 0JA

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1. INTRODUCTION

This is the Management Plan for occupants of 313 Basingstoke Road, Reading. The property consists of two flats in a detached freehold building owned in whole by the landlord. The landlord has no intention of splitting the units and will manage the property via our own lettings agency Redbrick Property Services.

This management plan covers the following areas:

- Responsibilities and standards for the management of the internal communal areas including the kitchen, dining area, living room and shared bathrooms;
- Responsibilities and standards for the management of common parts, fixtures, fittings and appliances;
- Responsibilities and standards for the management of external areas in terms of landscaping, maintenance and tidiness, especially where visible from the street;
- Responsibilities and standards for the use and tidiness of bins, bin stores, and the management of refuse;
- Responsibilities and standards for the parking of cycles.
- New tenants - A copy of this Management Plan will be kept in the Tenants Information File at the property. Each tenant is given a personal tour when they first move in, during which they are shown the contents of the

Tenants Information File which includes, in addition to this Management Plan and their AST (Assured Shorthold Contract) contract:

- Useful contact numbers and addresses (landlord, property manager, utility companies, nearest doctors' surgery, nearest pharmacy)
- What action to take in an emergency including emergency phone numbers (fire, gas leak, water leak or power cut)
- A copy of the Rules & Guidelines of the building, which includes:
 - Consideration towards neighbours;
 - Hygiene & cleanliness;
 - Safety & security;
 - Heating & plumbing.
- Advice for avoiding condensation & mould
- Copies of the council recycling guidelines
- Parking arrangements
- How to use the cycle store
- A map of local amenities
- Cooking & oven instructions
- Washing machine instructions

2. Who manages the building?

It is the tenants' responsibility to ensure that each flat, their respective gardens and driveway are kept tidy and treated well on a day-to-day basis.

In accordance with the regulations, the landlord has overall responsibility for ensuring that the building is being well managed and any communal areas.

Therefore, he must raise any concerns with the tenants. He is also responsible for managing any maintenance issues.

The landlord is assisted on a day-to-day basis by their lettings manager at Redbrick Property Services which is the landlords own property lettings and management company in Reading which also manages over 100+ units in Reading and is highly competent. Contact details for both can be found at the front of the Tenants Information File. The landlord's details will also be displayed on a wall in the entrance hall.

3. Responsibilities for internal communal areas

The internal communal area is just the small entrance lobby on the ground floor.

As set out in the tenancy agreement, it is the tenant of each flat's responsibility to keep the communal area clean, tidy and free of obstructions for the benefit of the neighbouring flat and to ensure safe passage in the event of an emergency.

A weekly clean of the communal area will also be provided by the landlord.

The communal areas will also be inspected during our formal quarterly inspections to ensure the upkeep and cleanliness is kept to an acceptable standard. Ad hoc checks will also be carried out during cleaning and during maintenance visits.

We have made every effort to be thoughtful and considerate when planning the

layout and use of the property and we have endeavoured to put in good quality fixtures and fittings. We expect these to be treated with care so that they are in perfect order for the flats use and will remain so for future tenants.

4. Responsibilities for external communal areas

External communal areas include the fences/walls, patio, driveway, cycle store and bin storage area. The outbuilding and garage are to be kept as a landlord service area and are not for tenant's use. The landlord is responsible for the maintenance of the external communal areas noted above.

It is each tenant's responsibility to keep their respective external garden area (including any garden furniture and clothes line) clean, tidy and free of obstructions.

As set out in the tenancy agreement, tenants are not allowed to alter the gardens or grounds, nor is it allowed to install a satellite dish or aerial without the landlord's permission.

5. Maintenance

Any damage or maintenance issues must be reported as soon as possible to the lettings manager, whereupon we will use our best endeavours to resolve them as quickly as possible.

The landlord will also perform the following regular tests (where equipment is present):

- Smoke/heat alarm single button test – weekly
- Smoke/heat alarm whole house test – quarterly
- Emergency light function test – monthly (short duration) and quarterly (long duration)
- CO alarm test - monthly

We engage certified contractors to perform the following checks and maintenance:

- PAT testing – annually
- Boiler service and renewal of the Landlord Gas Safety Certificate – annually
- Full testing and certification of fire/heat/CO alarms and emergency lights – annually
- Electrical Installation Condition Report – 5-yearly

6. Noise and anti-social behaviour

We expect the tenants to respect their neighbours with consideration concerning noise both inside and outside of the building. Any complaints from neighbours or tenants regarding noise levels or anti-social behaviour will be taken very seriously. Details of this can also be found in the AST which each flat's tenant will have.

7. Refuse and recycling

The following facilities are provided for you:

- Grey wheelie bin(s) for general waste
- Red wheelie bin(s) for recycling
- A green wheelie bin(s) for garden waste only
- A copy of the current Waste Collection Calendar displayed in each flat

The wheelie bins are stored in a dedicated area at the side of the driveway on the right. All applications and payments relating to the wheelie bins are managed by the landlord.

The Reading Borough Council website contains useful advice and information for tenants to help them use the facilities responsibly, including the use of sealed bags to ensure that food waste doesn't attract rodents or insects.

Should a collection be missed, or an issue arise with infestation of the bins, it is the tenants' responsibility to deal with any excess rubbish or infestation (either themselves or by engaging an outside contractor).

The landlord's managing agent will remain responsible for ensuring the bins are placed curb side on collection day and replaced once collected

8. Bicycles store

A secure, covered cycle store has been provided by the landlord at the rear of the building. This is the only place where bicycles may be stored. Tenants must not take a bicycle into or through the communal areas without first obtaining the landlord's permission as damage can often occur. It is the tenant's responsibility to secure their cycles effectively to the provided cycle store area. The landlord is responsible for the upkeep of the secured cycle store.

9. Parking area

The flats are allocated parking and the landlord is responsible for managing the parking and maintenance of the tarmac area at the front of the property used for parking.