



RESIDENTS' AND OWNERS' MANUAL





TOWER 2 THE BANK BIRMINGHAM

RESIDENTS' GUIDE



1. Introduction

This Residents' Guide contains key information about your new home in Tower 2 at The Bank and the communal areas of the development. It is important that this information is fully reviewed by homeowners and tenants, along with the Home Information Pack, as it contains details of servicing arrangements and warranty / validation extensions.

Tower 2 at The Bank is located at 58 Sheepcote Street, Birmingham and is managed on behalf of BRP T2 Birmingham Management Company Limited.

Within Tower 2, there are 216 apartments and a ground floor retail unit, which is expected to be let to a retailer in due course. A range of communal facilities are also available for use by residents of both buildings, including a residents' coffee bar and lounge, a shared dining space, a private gym and communal green spaces.

The communal areas are maintained by KWB Property Management Ltd (KWB Residential) on behalf of the owners. These areas include the lifts and staircase, corridor and service cupboards, reception, refuse and bike store areas and the main building structure. External walkways and grassed areas around the development are also maintained by KWB Residential.

Each apartment, including the main entrance door, conduits exclusively serving, plaster and finishes to the walls, ceilings and flooring throughout, is the responsibility of its owner. This excludes any structural parts.

This document is to be issued to both owners and occupiers of each apartment. If you are an owner who has let the apartment to a tenant, this document should also be sent to the occupier as well.

Each owner has already received a Home Information Pack along with supporting documentation such as warranties and user manuals. This relates to their own apartment which they are responsible for. The Residents' Guide is to be read in conjunction with this to explain how the communal areas of the development are managed.

All of these documents can be found and accessed at all times via our Concierge app, which can be downloaded via the App Store and Google Play. The Bank App is compatible with all mobile and tablet devices. The app is available and free to download on both iOS and Android stores. Simply search for The Bank Concierge within the store to find the app.



2. Contacts & Communication

Your on-site day-to-day contact will be the Concierge Team, which will be available 24 hours a day and will be based at the reception areas in both buildings. If you would like to contact the management company directly, you can;

Address Queries to: KWB Property Management Ltd, Lancaster House, 67 Newhall Street, Birmingham, B3 1NQ

Email: nfagan@kwbresidential.com

Tel: 0121 233 2330

Further information about your apartment can be found at the residents' portal, which can be found at www.bankresidential.com.

If you are the owner of an apartment, you will need to deal with any issues to your apartment yourself, and if you are a tenant you will need to contact your landlord directly.

Further information and notices are available on the reception desk and website **www.kwbresidential.com** - just type in the address of the property. Here you will find information on service charge budgets and insurance cover, the Residents' Guide and Home Information Pack, and regular updates. These documents can also be accessed via our Concierge app.

3. Accounts

All enquiries regarding service charge and ground rent payments must be made to the KWB office via the contact details outlined in section 2. Current contact details of all owners must be confirmed to KWB as soon as possible after moving into your apartment.

4. Sales & Lettings

The handover of apartments, including the issuing of keys, fobs and Home Information Packs, will be arranged by Knight Frank.

For future sales, contact KWB for further information such as Management Packs, etc.



5. Apartment Areas

Each owner is responsible for the services and use of their own apartment areas.

No business or temporary use through intermediaries such as Airbnb are permitted.

If you have pets, you must obtain permission from the building management team beforehand.

6. Vehicle Access

There is no on-site vehicle parking at the development. An arrangement is in place for residents to pay for a parking space at the nearby Q Park at Brindleyplace. More information about this is available via our Concierge app and our Concierge Team.

Occupiers are advised to make their own enquiries regarding parking arrangements at off-site facilities.

Double-yellow line restrictions surrounding the development are enforced by the local authority.

All delivery and access arrangements are at your own risk. However, please contact the Concierge to confirm your proposed timing and delivery details.

7. External Areas

The external pathways and grassed areas around the development are for access only.

Gritting will be undertaken on external areas around the development during winter months. All users must take any necessary precautions as deemed appropriate.





8. Cleaning

The building's corridors, bin and refuse stores and stairs will be cleaned every week. The cleaner attends every weekday morning and rotates between corridors on different floors each day to ensure all areas are covered.

The reception area is cleaned daily, and checks are made of the interior and exterior of the building. All cleaners will be regularly audited.

Care must be taken by occupiers and visitors to keep these areas clean and tidy. If there are any additional cleaning requirements, please contact the Concierge.

External window cleaning is completed every three months and apartment occupiers must ensure their internal faces of the windows are cleaned.

9. Repairs

Any disrepair in the shared areas both inside and outside should be communicated to the Concierge, who will arrange a suitable repair.

Each apartment owner is responsible for their own apartment. KWB may need to contact them to arrange a repair if it affects other areas in the blocks, for example a water leak into apartments below.

Any signs of inadequate lighting both inside and outside the property, including light bulbs not working, must be reported. The lights throughout the communal areas stay partly on all the time and increase in brightness once movement is detected.



Fire Safety Procedure

The building supports an escape strategy which is a stay put policy. The building is of substantial construction and all apartments are fully separated from each other.

Each apartment is fitted with an automatic, domestic fire sprinkler system with concealed sprinkler heads behind the white discs on the ceiling in each room within the apartment.

These sprinkler heads operate on an individual basis and false activations are extremely rare. If a sprinkler head operates, this will send an automatic indication to the reception desk and the fire service will be notified immediately.

Each apartment is also fitted with a series of ceiling mounted, mains powered, multi-function automatic fire detectors/alarms. These alarms have 10-year lithium cells as battery back-up to the mains supply. There is no fire alarm system in the common areas, nor is one necessary.

If fire breaks out in your apartment:

- Leave the room where the fire is straight away, then close the door.
- Tell everyone in your apartment and get them to leave.
 Close the front door of your apartment behind you.
- Do not stay behind to put the fire out.
- Call the fire service.
- Make contact with a member of the building management team if they are present and notify them of the location of the fire.
- Wait outside, away from the building.



If you see or hear of a fire in another part of the building:

- The building is designed to contain a fire in the apartment where it starts. This means it will usually be safe for you to stay in your own apartment if the fire is elsewhere.
- You must leave immediately if smoke or heat affects your apartment, or if you are told to by the fire service.
- If in doubt, please leave your apartment.
- Make contact with a member of the building management team if they are present and notify them of the location of the fire.
- Call the fire service.
- Wait outside, away from the building.

To call the fire service:

- Dial 999 or 112.
- When the operator answers, give your telephone number and ask for FIRE.

When the fire service reply give the address with the flat number and floor number, Tower 2, The Left Bank, Sheepcote Street, Birmingham.

Do not end the call until the fire service has repeated the address correctly.

Should your apartment become affected or you feel threatened by fire, heat and smoke at any time, you should leave and make your way down the stairs without using the lifts.

A member of the building management team will also call the fire service when present in the building and out of normal hours an automatic system will notify the fire service.

The corridors on every floor are fitted with an automatic ventilation system. There is an automatic opening vent/window by the lifts and mechanical extraction fans are located at either end of the corridors. This system will keep the corridor free from smoke for evacuation purposes and for the fire service during firefighting operations.



10. Fire Safety Procedure (continued)

Emergency exit route

The emergency exit route is via the stairs down to the ground floor and then through the side escape corridor past the lifts, following the illuminated fire exit signs to the final exit door. This is a protected route.

You can also exit via the front doors – however please note there is an automatic fire shutter installed between the lift lobby and the reception area. This will drop down into position only when an automatic fire detection device has operated in the reception area or refuse room.

This shutter is to separate those areas from the protected route from the residential accommodation on the upper floors.

When leaving the apartment block, press the green button to release the door. In the case of emergency or door failure, use the emergency door release which is located in a green box with a break glass front marked 'Emergency Door Release'.

There is a suitable disabled refuge area located within the stair enclosure on every upper floor of the building. One of the passenger lifts is designated as a firefighting lift, and this can be used as an evacuation lift if necessary during an emergency at the discretion of the fire service incident commander.



ROUTINE MAINTENANCE

Smoke detector maintenance

It is recommended that the smoke detectors in the apartment are tested on a monthly basis to ensure correct operation.

You can test your alarm by pressing and holding in the test button on a smoke detector for up to 10 seconds to ensure the sounder operates. A red indicator light on the cover of the smoke alarm should also flash whilst the smoke alarm is sounding. The alarm will stop when the test button is released.

The smoke detectors are mains powered but also have battery back-up in the event of a mains power failure; the battery has a 10-year life and is non-replaceable. Please note the battery cannot be changed and therefore the entire unit will require replacement at the end of the 10-year period.

Sprinkler head maintenance

Sprinkler heads require very little or no maintenance but it is important to ensure there is a gap around the concealed sprinkler head so that it is not obstructed or damaged in any way.

Apartment front door

Your apartment front door is a self-closing, 30-minute fire-resisting door and is fitted with a self-closing device as well as smoke and heat seals.

This door should be maintained in good condition and not changed in any way as it provides separation between your apartment and the common areas.

Should you wish to change the door, one either meeting or exceeding the current door specification must be installed and certification must be produced and retained for reference in the future. Please consult with the landlord before making any changes.



11. Access & Security

Each apartment owner is issued with two fobs to allow access into the development through the main entrance door, bin and refuse stores, and any internal doors. Additional fobs at a charge of £20+VAT are available to purchase by contacting the Concierge. All fobs are unique to each person and can be individually activated/deactivated as necessary.

All visitors must contact occupiers directly or through the intercom at the main entrance, and must be accompanied throughout the building. Guests will be asked to wait in the reception area until approved by the Concierge.

The corridor from the disabled toilet to the side of the development is for emergency use only. Please arrange access for deliveries or large items through the Concierge.

The entrance/exit doors will be automatically unlocked upon activation of the building's fire systems. Please be aware and report any unauthorised access back into the property.

All issues with the access control and fobs to the property must be reported to the Concierge.

A CCTV system covers key areas of the communal areas internally and externally and is monitored 24/7 via an external monitoring company.

All shared corridors and stairways must be kept clear and clutter free for health and safety purposes. This includes items such as bikes being kept in the shared areas.

All fire doors within the shared areas must be kept closed and not wedged open.

All windows must be kept closed and any signs of suspicious behaviour must be reported to the Concierge.



12. Lifts & Stairs

Two lifts are provided for regular use for all residents. In the event of an emergency, press and hold the alarm button and this will be connected to the lift contractor who will attend site as soon as possible.

Temporary padded-protection is on the lifts during the initial period of the development to ensure no damage is caused during residents moving in.

13. Disabled Toilet

There is a disabled toilet on the ground floor from the reception area. Please speak to the Concierge for access – however this is only for the use of disabled persons.

14. Utilities

The electricity meter for each apartment is in the communal riser cupboard on each floor, which can only be accessed by the Concierge who will conduct a monthly meter reading for all meters. These readings will be posted on the notice board in reception.

If you require meter readings more regularly, this can be arranged via the Concierge who will take the reading for you.

The water meter is accessed from an individual hatch near each apartment on each floor.

Each owner is responsible for the internet, TV and telephone services within their apartment. Please contact the Concierge if you have any connection issues.

Each owner is responsible for all utilities within their own area, including Council Tax.

Our Concierge app will also be able to give you further information regarding utilities and WiFi packages.





15. Refuse

Refuse bins are provided by Birmingham City Council and stored in the designated refuse store at the side of the reception area. All refuse must be taken to these bins in pre-tied bin bags.

All rubbish must be kept in the designated area. No rubbish is to be left outside the bins or the bike store. Any sign of misuse must be reported and any rubbish directly attributable to individuals is to be removed immediately, otherwise the Concierge will arrange to have it removed. This will then be charged to the individual responsible accordingly.

Bulky items such as unwanted furniture and white goods are not to be left within the bin stores as they will not be removed by refuse crews. It is the responsibility of the individual tenant or homeowner to arrange the removal of these items.

We would also remind you that any non-domestic refuse such as empty boxes etc. must be removed by you directly and not left in the bin store. Again, any dumping of such items will incur charges to the individual concerned.

16. Bicycle Store

All bicycles must be kept, at the owner's risk, in the allocated bike stores at the development. This can be accessed via the Concierge.



17. Post

All post must be collected on a daily basis from the allocated mailboxes at the reception area. Any junk mail and flyers that are not addressed to an individual will be removed.

A parcel room has been created in Tower 1 which will be available to use for residents of both buildings.

Residents must make their own arrangements with delivery companies to receive and send any separate post and parcels. These can be received by the Concierge with prior notice and will be stored for up to 7 days.

If the parcel is not collected, the Concierge will arrange with the courier company for it to be returned.

If there is any misuse of this service, it will cease immediately, and the Concierge will be instructed not to receive any further deliveries.

18. Insurance

KWB deal with any insurance concerning the main building and are to be notified of any potential or actual risks or claims.

Each occupier needs to arrange their own insurance cover for personal contents and items. Home contents insurance can be organised via our Concierge app.

19. Smoking/alcohol/ substances

Smoking is not permitted inside the internal common areas or anywhere within the perimeter of the development including under the arch.

The drinking of alcohol and use of substances is also not permitted anywhere on the communal areas.

20. Drains & Services

All owners are responsible for drains and services like sewerage and water pipes within their own apartment. The management company deal with the shared systems and may need to liaise with and charge individual apartment owners for problems caused within their areas.



21. Communal Facilities

A range of communal facilities will be available to use for both residents of Tower 1 and Tower 2.

Gym

The gym is for sole use of residents at The Bank. Friends and visitors are not permitted to enter the gym for health and safety reasons.

Before using the gym facilities, all residents must complete an induction session, which can be arranged via the Concierge.

Anyone found to be misusing the facilities will have access to the gym withdrawn. Please remember to take any of your own towels or other equipment with you once you have finished using the facilities.

Residents' Kitchen

The residents' kitchen and dining facilities must be pre-booked via the Concierge app, and only the number pre-booked within the party are permitted in the room at any one time.

Users are respectfully asked to ensure they leave the kitchen and equipment clean and tidy for the next booking.

The kitchen will be locked outside of its working hours. Any items which are damaged will need to be reported to the Concierge as soon as possible, and any damages will be chargeable.

Residents' Coffee Lounge

The residents' coffee bar, including the coffee, is available to use for free for all residents.









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