Feature: Health and Safety / Fire Safety

FlatLiving Magazine

Information, advice & guidance for RMCs and Property Managers

July 2024

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Welcome

Welcome to our July issue of Flat Living Magazine!

This month's issue focusses on Health & Safety and Fire Safety. Our contributors have covered everything from building safety to firefighting lifts.

Don't forget to visit page 8 for more on the Office for Zero Emission Vehicles funding for electric vehicle chargers and page 9 to read more from Cardinus on low-cost Fire Risk Appraisal of the External Walls for low-rise buildings.

Flat Living would like to congratulate this year's ACE Award winners who can be found on page 7!

In news - you can find The Property Institute 2024 Manifesto and read more about Future Group's new division, Future Decarbonise.

As always, we have included training opportunities from TPI and job vacancies from Block Recruit to help you upskill or move on to new pastures.

If you have any questions you would like us to organise an article on, or if you have any interesting articles to add – please send them directly to the team via info@flat-living.co.uk.

Happy reading!

Belinda Bagnall and The Flat Living Team

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News

ACE Awards 2024

The Property Institute (TPI) is pleased to announce the winners of the ACE awards 2024

The 2024 ACE Awards winners were unveiled at a spectacular event held at Old Billingsgate in London on Friday, 21st June.

Set against the stunning backdrop of the River Thames, this year's theme transported attendees back to the roaring 1920s, featuring an evening of live music, exquisite dining, and thrilling entertainment, creating an unforgettable experience.

With over 700 property professionals in attendance—a testament to its growing prominence, the evening also garnered a record-breaking number of entries.



Twenty-one category winners emerged, selected by a panel of 12 independent judges. For a list of winners, see page 7!

A New Chapter for The Housing Sector

As the general election results come to a close, The Property Institute (TPI) extends its congratulations to the Labour Party on their resounding landslide victory.

This pivotal moment marks the beginning of a new chapter for our nation, and we wish our new Government every success. TPI will work with the new Government to advance the property management sector and improve practices and policies for the wider housing market.

The Labour Party's support for key legislation, such as the Building Safety Act 2022 and the Leasehold & Freehold Reform Act 2024, has been instrumental in laying the groundwork for a safer, more transparent, and equitable experience for those living in multi-occupied buildings. However, these legislative endeavours are not without their challenges. Regrettably, important amendments proposed during the opposition were overlooked as the Leasehold & Freehold Reform Act 2024 was hurriedly passed through Parliament just as it was adjourning. Now that our new Government is in power, addressing these issues should be a priority.

Labour's election manifesto pledges reflect an ambitious plan to tackle the critical challenges faced by the housing sector. The headline commitment to deliver 1.5 million new homes over five years is a bold step towards alleviating Britain's housing shortage. Key pledges also include the largest increase of social and affordable housing delivery in a generation, immediate planning reform, enhanced tenant rights, and support for first-time buyers.

As the new Government prepares to introduce an additional 1.5 million homes, it is more critical than ever that the millions of residents in these 'vertical villages', regardless of tenure, reside in safe, secure, and well-managed homes, have access to the right information about their home, and are served by competent, ethical, and regulated property managers. Improving the lives of residents in multi-occupancy buildings must be high on the agenda; and following the aftermath of Grenfell, it is imperative that the new Government prioritises our country's numerous outstanding building safety concerns without delay.

Andrew Bulmer, Chief Executive, TPI said:

"We support many of Labour's election manifesto pledges; however, it is time for the Government to demonstrate firm commitment. The housing market has weathered incessant changes in housing ministers, siloed policymaking, and delayed responses to emerging housing market challenges. There is an urgent need for a comprehensive and consistent approach to policymaking, as well as a robust collaboration framework between industry stakeholders, government departments, and ministers.

We urge the new Government to build on the momentum of recent leasehold legislation and introduce practical and proportionate regulation, including the implementation of regulation of property managers and improving transparency for leaseholders. Residential communities and complex buildings deserve competent, professional management, while leaseholders should be fully informed about their rights and responsibilities. Good quality housing and well-connected communities are the foundation of positive societal outcomes.

The Government needs to urgently fund and fix the thousands of unsafe buildings, ensuring leaseholders and residents are safe in their homes, and protected from excessive costs related to remediation and safety defects."

Click here to read the full statement.

TPI remains dedicated to being the voice of the residential property management sector, and is committed to collaborating closely with the new Government to foster a thriving and secure housing sector that meets the diverse needs of all residents.

TPI's Manifesto, outlines four key asks for the next Government:

1. **Introduce regulation of managing agents**

This will mean leaseholders and private tenants will all benefit from improved standards in the management of their buildings and communities.

2. **Deliver transparency of information for leaseholders**

There must be greater transparency for leaseholders at the point of purchase, and throughout their period of ownership, particularly regarding service charges.

3. **Finish the job of fixing unsafe buildings**

The implementation issues and slow progress of the remediation programme and the complex leaseholder protections regime must be addressed to fully fix buildings and make residents feel safe and protected from unnecessary costs.

4. **Enable blocks of flats to decarbonise to help achieve Net Zero**

Leaseholders should be empowered to make energy efficiency improvements to their homes, with support from a government strategy and grant funding options.

Download TPI 2024 Manifesto Here.

Future Group Announces New Division: Future Decarbonise

Future Group is excited to announce the creation of its newest division, Future Decarbonise, dedicated to addressing the urgent need for reducing carbon emissions and providing renewable energy solutions.

The new division represents a strategic initiative designed to tackle the complex energy challenges faced by modern businesses and the property management sector. This move underscores Future Group's ongoing commitment to sustainability and environmental responsibility, marking a significant step towards achieving Net Zero emissions by 2050.

Leadership and Vision

Leading this pioneering division is Alexander Iacovides, a seasoned professional who brings a wealth of experience in electrical and gas systems, smart building controls, and specialised energy assessments. Having grown up in both the UK and Spain, Iacovides developed a strong work ethic from a young age, working in family restaurants and businesses before moving into construction as an electrician. Over the past 15 years, he has held various positions, including directorships in electrical testing and multi-skilled engineering companies.

"I'm very excited to be joining Future Group as the director of its newest division, Future Decarbonise," stated Alex. "I believe that the new division offers significant growth opportunities and will contribute to the company's expansion and market presence. I am keen to collaborate with the many talented and experienced colleagues I'm lucky to be working with at Future Group on new projects and initiatives."

Strategic Objectives and Benefits

The establishment of Future Decarbonise is driven by several key objectives:

1. Responding to Climate Change: The division aims to contribute actively to global efforts to combat climate change by offering sustainable solutions such as solar panel installation, electrical storage batteries, and air source heat pumps.
2. Supporting Regulatory Compliance: With governments setting stringent targets to reduce carbon emissions, Future Decarbonise will help clients navigate these regulatory landscapes, providing expert advice and practical solutions to ensure compliance and avoid potential penalties.
3. Enhancing Client Value: The division will offer solutions that allow clients to forecast energy costs accurately, facilitating better budgeting and operational planning. Electrical energy storage solutions, for example, can offer significant cost savings for residential blocks.
4. Promoting Innovation and Leadership: Future Decarbonise underscores the company's commitment to innovation in the energy sector, exploring cutting-edge technologies and practices to drive sustainable growth and set industry standards.
5. Fostering a Sustainable Future: By supporting the transition to a low-carbon economy, the division aligns with Future Group's mission to create a positive environmental impact, positioning the company as a leader in sustainability.
6. Building Resilience and Competitiveness: The division will help clients reduce dependence on fossil fuels, mitigate risks associated with energy price volatility, and build resilience in an increasingly competitive market.
7. Driving Economic Growth: Investing in decarbonisation and renewable energy technologies can create new business opportunities and jobs, contributing to economic development and positioning Future Group as a key player in the renewable's economy.

A Supportive and Forward-Thinking Environment

Expressing his enthusiasm for joining Future Group, Alex remarked, "Most of all, I'm thrilled to be able to advance my career within a supportive, forward-thinking, and award-winning organisation such as Future Group, where the company's vision, values, and goals align with my own professional aspirations and personal values, making it an ideal environment to achieve mutual success."

Personal Interests

Outside of work, Alex enjoys spending time in the gym, which he considers a form of meditation away from the fast-paced work environment. His other interests include outdoor activities such as archery, rock climbing, and abseiling.

Conclusion

The creation of Future Decarbonise is a strategic move that reflects Future Group's commitment to sustainability, innovation, and leadership in the energy sector. By focusing on decarbonisation and energy solutions, the company is addressing the critical challenges of climate change, supporting clients' needs, and contributing to a more sustainable future. Together, Future Group believes it can make a meaningful impact and work towards achieving a greener, more resilient world.

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Celebrating Excellence in Property Management: The ACE Awards 2024

The Property Institute

https://www.tpi.org.uk/

The 2024 ACE Awards winners were unveiled at a spectacular event held at Old Billingsgate in London on Friday, 21st June.



Twenty-one category winners emerged, selected by a panel of 12 independent judges.

The inaugural event celebrated the exceptional achievements of the UK's leading residential managing agents, suppliers, and their teams, all dedicated to enhancing the lives of millions of leaseholders nationwide.

"Andrew Bulmer, CEO of The Property Institute, said, **'This year's overwhelming number of entries and attendees underscores the significance of the ACE Awards within our sector. The introduction of new categories has allowed us to celebrate the diverse talents in residential property management, highlighting the continued growth of the event.**

I would like to extend my sincere thanks to the judges for their time and for selecting such outstanding winners. I also thank our sponsors and everyone who participated—your contributions have all contributed to making this year's ACE Awards the best yet.'"



Ensure compliance with statutory regulations

This year's charity partner for the event was The Hollie Gazzard Trust, a Gloucestershire-based charity with a nationwide impact. The Trust was established in memory of Hollie Gazzard, whose life was tragically ended by her boyfriend following months of obsessive behaviour and harassment.

Hollie's story has deeply resonated with many, prompting her family to establish the charity to turn tragedy into positive change and advocate for a safer future for all. The donation page will remain open briefly for those who were unable to contribute during the event. Contributions can still be made here.

The ACE Awards are open to members, associates, and partners of The Property Institute, as well as their suppliers. Out of over 135 entries received, 83 finalists were selected, among whom judges awarded 25 with Highly Commended status and 21 as ACE Award winners.



The Winners of 2024

- **Managing Agent of the Year (under 500 units) –** Blue Crystal Property Management
- **Managing Agent of the Year (501 – 1,000 units) –** Griffin Residential Block Management Limited
- **Managing Agent of the Year (1,001 – 2,000 units) –** Aspire Block and Estate Management Limited
- **Managing Agent of the Year (2,001 – 5,000 units)** – Strangford Residence Management
- **Managing Agent of the Year (5,001 – 15,000 units)** – POD Management
- **Managing Agent of the Year (15,001+ units)** – Rendall & Rittner Ltd
- **Business Environmental & Sustainability Impact Award –** McCarthy Stone
- **Resident Engagement Initiative of the Year –** Rendall & Rittner Ltd
- **Rising Star Award** – Rebecca Hallett – Premier Property Management & Maintenance Ltd
- **On-site Staff Member of the Year** – Nick Smith, Cannon Jones Estate Management Ltd
- **Honorary Industry Award –** Samantha Massey
- **Legal Services Provider of the Year** – Brady Solicitors
- **Outstanding Customer Service (Individual)** – Rachael Wright – Hegarty Property Management Ltd
- **Outstanding Customer Service (Company)** – Encore
- **Wellbeing Champion Award –** Prime Property Management & pbm Property Management
- **Service Charge Accountant of the Year** – Jonathan Walton – Whitley Stimpson Ltd
- **Health & Safety Partner of the Year –** Tetra Consulting Ltd
- **Partner of the Year** – Adiuvo
- **Proptech Solution of the Year** – 4site Consulting Ltd
- **Insurance Broker of the Year** – Bridge Insurance / trading as FlatGuard



To view the full list of winners, highly commended, and finalists, please click here.

The Property Institute

Formed by the merger of ARMA and IRPM, we stand as a trusted and credible voice, committed to driving standards in the sector to make a positive difference for our members, clients, and residents.

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Ozev Funding for EV Chargers to End the 31st of March 2025: Act Now Before Time Runs Out

www.future-group.uk

The UK Government has announced that the Office for Zero Emission Vehicles (Ozev) funding for electric vehicle (EV) chargers will end the 31st of March 2025. This funding has been instrumental in promoting the installation of EV charge points across residential and commercial properties, playing a critical role in the nation's transition to a greener, more sustainable future.

Urgent Call to Action: Apply Now

With the funding set to expire, property owners and managers must act swiftly to take advantage of the grants available. The application process can be time-consuming, and delays could result in missing out on this crucial financial support. Interested parties are urged to begin their applications immediately to ensure they complete the necessary steps before the March 2025 deadline.

Who Can Apply for Ozev Funding?

Eligible applicants for the Ozev grant include:

Owners or Managers of Flats, Houses, Apartment Blocks, or Business Premises: Applicants must own or manage properties in the UK, excluding the Channel Islands and the Isle of Man. Applications can be made on behalf of companies, charities, or public sector organizations, provided they are registered in the UK. The grant is only applicable to existing properties, not buildings under construction.

Residential Landlords

You qualify as a residential landlord if you own or manage:

- A property leased for residential purposes (e.g., a flat)
- A property with multiple residential units (e.g., a block of flats)
- Common or communal spaces in a property with multiple residential units (e.g., an apartment block or housing estate)



Eligible residential landlords can apply for an EV ChargePoint grant or an infrastructure grant if they are:

- An individual with property to let
- A Right to Manage (RTM) company
- A Residents' Management Company (RMC)
- A company or person owning the freehold of a property
- A company owning a building's common areas, including shareholders who are leaseholders
- A property factor in Scotland
- A private registered provider of social housing (PRP)
- A public sector organization (e.g., government departments, local councils, armed forces, NHS, or emergency services)
- A charity managing or owning residential property

Ineligible Applicants:

- Residents of the property
- Landlords renting properties solely as holiday rentals
- Applicants without a company registration number or VAT registration number
- Those installing charge points for new builds or due to other mandatory requirements

Additional Requirements for EV Infrastructure Grant:

Applicants must:

- Use the grant for properties with multiple homes (e.g., apartment blocks or estates with shared car parks)
- Install at least one ChargePoint socket as part of the work
- Conduct work on at least five parking spaces, ensuring they either have ChargePoint sockets or are prepared for future installations

Commercial Landlords

You qualify as a commercial landlord if you own or manage properties leased to businesses paying business rates. Eligible commercial landlords can apply for an EV ChargePoint grant if they are:

- An individual with commercial property to let
- A company owning the freehold of a commercial property
- A company owning a commercial property's common areas, with shareholders as leaseholders

Ineligible Applications:

- Installing charge points for new builds with more than 10 car parking spaces
- Installing charge points due to other mandatory requirements
- Applying for the infrastructure grant as a commercial landlord

Parking Space Requirements:

Each parking space must be:

- Off-street, private, and clearly defined (does not have to be part of the property)
- Accessible to tenants
- Owned by the applicant or legally rightfully used (may require Land Registry title register as evidence)

Some installations might need cables or parts to be placed across private or public land, requiring proof of all legal rights and permissions before work begins. Installers will ensure the EV can charge safely in the parking space.

Final Push for EV Infrastructure Enhancement

The end of Ozev funding marks a significant milestone in the UK's journey toward widespread EV adoption. With the deadline fast approaching, stakeholders are encouraged to act without delay to leverage this opportunity for enhancing EV infrastructure. Begin your application process now to secure funding before it's too late.

For more from Future Group, click here.

The award-winning Future Group collaborates with the property management industry to provide top-tier, energy-efficient, and fully compliant solutions. Our commitment lies in addressing the genuine requirements of the property and estate managers. We take pride in delivering innovative and competitive turnkey services across our five divisions.

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Feature: Health and Safety / Fire Safety

Cardinus Releases Low-Cost FRAEW for Low-Rise Buildings

Cardinus Risk Management
www.cardinus.com

Leading property management services provider announces a low-cost, alternative route to a compliant Fire Risk Appraisal of the External Walls (FRAEW) for low-rise buildings.

Cardinus Risk Management, a leading provider of property risk management software and services, announces a low-cost, alternative route to a compliant Fire Risk Appraisal of the External Walls (FRAEW) for low-rise buildings.

The service has been introduced in response to the new requirements of The Regulatory Reform (Fire Safety) Order 2005. This legislation requires that where a building contains two or more sets of domestic premises, the external walls, including cladding and balconies, are assessed to ensure that they do not pose a significant life safety risk to the occupants of the building.

This is a pressing problem for low-rise and smaller buildings, as the cost of a full FRAEW can be disproportionate to the available funds.

Ensure compliance with statutory regulations



The new service is available to Cardinus clients will assist with compliance to statutory regulations.

Cardinus gathers relevant information (including video commentary etc.) about the FRAEW as part of our fire risk assessment service. Using this material, the client can directly employ a Cardinus contracted, or other Competent Person/company to conduct the analysis and give a formal opinion. This will frequently negate the requirement and cost of a full on-site FRAEW.

Cardinus is offering the FRAEW service free of charge, to its clients. It is anticipated that a Competent Person report costs could cost up to £500 plus VAT.

Jamie Truscott, Managing Director Property and Insurance, Cardinus Risk Management, explains why this service has been introduced to customers;

“At Cardinus, our mission is to continuously enhance the value we provide to our customers. By introducing the FRAEW reporting solution for low-rise buildings at no additional cost, we are demonstrating our commitment to helping our clients stay ahead in compliance and safety. This service is perfectly aligned with Building Safety Case and Golden Thread requirements, ensuring comprehensive reporting, secure storage and interactive features for all users.”

How to access the FRAEW reporting service

The FRAEW reporting service is only accessible to Cardinus clients, through the cutting-edge INDIGO risk management platform. INDIGO is meticulously designed to meet regulatory standards, providing clear insights, reliable data storage and user-friendly interactive features for surveyors, assessors and clients.

If you have any questions or would like to know more about the FRAEW reporting service, email property@cardinus.com or call 0207 469 0262.

For media inquiries, please email chris.hedges@cardinus.com.

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Cardinus Risk Management

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Feature: Health and Safety / Fire Safety

Ensuring Safety: A Property Manager's Guide

Fraser Allen
Estate Management
www.fraserallenem.co.uk

Property managers play a crucial role in overseeing and maintaining the safety of the properties under their care. From residential complexes to commercial buildings, the safety of tenants, visitors, and staff is of paramount importance. Here, we will explore the key aspects of property manager safety and how the Hollie Guard App can help.



In today's world, personal safety is a top concern for individuals of all ages. Thankfully, advancements in technology have provided us with innovative tools to enhance our security and peace of mind. One such tool is the Hollie Guard mobile app—an exceptional personal safety app designed to empower users and provide a sense of security wherever they go.

From the perspective of a property manager, working alone and at times, walking into situations where clients can be angry or upset, this app is the perfect solution.

What is Hollie Guard?

Hollie Guard is a mobile safety app developed by the Hollie Gazzard Trust, a charity established in memory of Hollie Gazzard, a young woman tragically killed in 2014. The app aims to provide individuals with a reliable and discreet way to call for help in emergency situations. Available for both iOS and Android devices, Hollie Guard utilizes the smartphone's capabilities to offer an array of safety features.

Key Features of Hollie Guard

Personal Safety Alarm: The core feature of Hollie Guard is the personal safety alarm. By simply shaking or tapping the phone, the app triggers a loud alarm and starts recording audio and video. This serves as a deterrent to potential attackers and provides evidence for authorities.

Journey Safety: Hollie Guard offers a Journey Safety feature that allows users to set a timer when they embark on a journey alone. If the timer expires before it is manually deactivated, the app automatically alerts emergency contacts with the user's GPS location. This feature is particularly useful for individuals traveling alone or in potentially risky situations.

Man Down Feature: The Man Down feature is designed to detect sudden falls or impacts. If the app senses a fall or sudden impact, it triggers an alert, enabling emergency contacts to be notified immediately.

Location Sharing: Hollie Guard allows users to share their real-time location with trusted contacts. This feature is particularly beneficial for those going on dates, meeting new people, or engaging in activities where an added layer of security is desired.

In-App Messaging: The app also includes an in-app messaging feature that allows users to send messages to their emergency contacts, providing them with updates and ensuring seamless communication during emergencies.

Benefits of Hollie Guard

Discreet and Effective: Hollie Guard operates discreetly, ensuring that users can seek help without drawing attention to themselves.

The app's silent mode enables users to activate the alarm discreetly, giving them a sense of control over their personal safety.

Easy to Use: Hollie Guard has an intuitive user interface, making it accessible for individuals of all ages. The simplicity of its design ensures that users can quickly and efficiently activate safety features when needed.

Peace of Mind: With Hollie Guard, users gain a heightened sense of personal security. Knowing that they have a reliable tool to call for help in emergency situations provides peace of mind and empowers individuals to navigate their daily lives with confidence.

Community Safety: Hollie Guard fosters a sense of community safety by enabling users to share their locations and communicate with emergency contacts. This feature encourages support networks and enhances overall safety within communities.

Conclusion

Hollie Guard is a powerful mobile safety app that has revolutionised personal security. With its comprehensive range of features, including personal safety alarms, journey safety timers, fall detection, location sharing, and in-app messaging, the app equips users with the tools they need to feel safe and protected in various situations.

By leveraging technology to empower individuals, Hollie Guard has made significant strides in promoting personal safety and creating a more secure society and is a perfect solution to the safety needs within the property management industry.

For more from Fraser Allen, click here.

Fraser Allen Estate Management specialise in Residential Block Management and are committed to ensuring your needs are put first. We bring an innovative, organised and reputable approach to the industry with a friendly team who are on hand to assist you.

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Feature: Health and Safety / Fire Safety

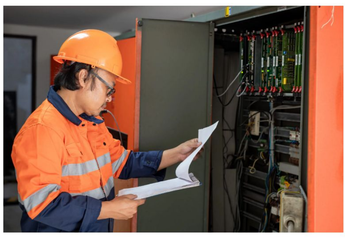
Ensuring Fire Safety in High-Rise Buildings: The Critical Role of Firefighting Lifts

ARDENT LIFT CONSULTANCY

www.ardentlc.co.uk

This month's edition of Flat Living is focused on Health and Safety matters including fire safety, which is an increasingly hot topic.

Regulatory Requirements



The onus for ensuring firefighting equipment (including lift systems) shifted on to responsible persons (building owners and operators) following changes in the Fire Safety (England) Regulations 2022 (which took effect from 23 January 2023).

These changes made it the obligation of the responsible persons in high rise (the highest inhabited floor above 18m) buildings to undertake monthly checks on this equipment, to ensure that it works correctly within the requirements of the fire-fighters, in the event of emergency. A very sensible step in terms of ensuring critical safety equipment is in place when required.

However, at Ardent Lift Consultancy, we survey many lift installations for our clients', and it is becoming increasingly clear that some elements of this responsibility are not being undertaken, with the responsible person often unaware of their duties, and/or unsure on how firefighting/evacuation lift systems should be performing in test mode. This means that often, faulty equipment is not being reinstated or notified to the local fire and rescue service.

- The behaviour of lifts should be ascertained in the event of a fire alarm activation, with lifts recalling to the rescue floor via fire alarm signalisation, or the manual operation of a recall switch. This is recommended for weekly testing.
- According to the requirements of BS 9999, the lift's operation under fire control, (when designated as a firefighting lift), or evacuation control should also be tested weekly, with the landing interface switch operated, and the functionality of the lift tested accordingly. This requirement is also identified within the Fire Safety Regulations, but the frequency is denoted as monthly, (which seems more achievable/pragmatic, albeit with the exception of within high-risk properties).
- Another monthly inspection is the operation of the automated changeover power supply and back-up facility. This should take the form of a simulated power cut to the primary supply, which should see the secondary supply automatically engage in a seamless manner. Where a generator, (rather than alternative sub-station) is used, the lift must operate for at least 1 hour under secondary supply.

These checks on the surface, (particularly for non-technical persons), appear daunting, but with assistance from the appointed service provider, requisite training and information can be provided.

Within these routine checks and inspections, it is always advised to refer to the owner's operation and maintenance manual, (also known as O&M manuals, for new and modernised lift systems). These documents should offer details on how the lift should operate under firefighting or evacuation control.

The firefighting lift has become a very common component in high rise properties, and as we continue to build upwards within city centres, they will only become more prevalent. So, we wanted to offer an overview on this type of essential safety equipment.

Firefighting Lifts: An Essential Component of High-Rise Building Safety

Firefighting lifts are a critical feature in high-rise buildings, where fire safety regulations mandate their inclusion in buildings above a certain height, (18m from entry floor level – typically 7 floors). These lifts are designed to aid firefighters in safely and efficiently navigating buildings during emergencies.

Regulatory Framework

1. **Building Regulations:**The Building Regulations 2010, specifically Approved Document B (Fire Safety), set out the requirements for firefighting lifts. These regulations apply to new buildings and significant refurbishments/change of use of existing buildings.
   Buildings over 18 meters in height must have at least one firefighting lift. This requirement ensures that firefighters have a reliable means of access to upper floors during emergencies.
2. **British Standards (BS):** BS EN 81-72: This standard specifies the requirements for the construction and installation of firefighting lifts, ensuring they can operate safely under fire conditions.
   BS 9999: This standard provides guidance on fire safety in the design, management, and use of buildings, including specific provisions for firefighting lifts.

Design and Construction

1. **Fire-Resistant Materials**:Firefighting lifts must be constructed using materials that can withstand high temperatures and prevent the spread of fire. The lift shaft, doors, and (where applicable), machine room, must all be made from fire-resistant materials.
   The lift car itself should also have fire-resistant properties to protect firefighters and any evacuees using the lift during an emergency.

2. **Water Resistance**:Firefighting lifts are designed to be water-resistant, as firefighting operations often involve significant amounts of water. Electrical components and machinery are protected to ensure the lift remains operational even in wet conditions.
   The lifts are designed to divert water from the lift shaft, to prevent ingress into switches and electrical contacts, which could compromise reliable performance in an emergency.

3. **Emergency Power Supply**:A reliable secondary power supply is essential for firefighting lifts. This power supply must be independent of the building's main power, and capable of operating the lift for a sufficient duration to allow firefighting operations.
   Typically, separate sub-stations or backup generators are used.

4. **Enhanced Safety Features**:Firefighting lifts are equipped with features that enhance their safety and functionality during emergencies. These include:

Override Controls: Allow firefighters to take control of the lift, overriding normal operations.
Priority Recall: Automatically returns the lift to a designated floor when a fire alarm is activated.
Communication Systems: Robust intercom systems that allow communication between the lift car, the lift machine room, and the fire control centre.

Operational Protocols

1. **Firefighter Training**:Firefighters receive specialised training on how to operate firefighting lifts. This includes familiarisation with the override controls, understanding the lift's emergency power system, and practicing scenarios involving the use of these lifts.
   Regular drills and simulations are conducted to ensure firefighters are proficient in using firefighting lifts under various emergency conditions.

2. **Building Management Responsibilities**:Building managers must ensure that firefighting lifts are maintained in accordance with regulatory standards. This includes regular inspections, testing of emergency power supplies, and ensuring that all safety features are functional.
   Maintenance records should be kept up to date, and any issues identified during inspections must be promptly addressed.

3. **Evacuation Procedures**:During an emergency, the use of firefighting lifts is prioritised for firefighters to access the building and conduct rescue operations. However, they can also be used to evacuate people with mobility impairments if it is safe to do so, (the standards are undergoing changes to now provide a separate evacuation lift to complement the fire strategy).
   Clear signage and instructions should be provided in the building to inform occupants about the location and use of firefighting lifts during emergencies.

Conclusion

Firefighting lifts are an indispensable component of fire safety in high-rise buildings. Their design and operation are intended to provide reliable and safe access for firefighters during emergencies. By adhering to these standards and leveraging modern innovations, the safety of building occupants and the efficiency of firefighting operations can be significantly improved.

We are available to support you with any queries you may have relating to lifts of varying ages within your property.

You can contact the ARDENT team via their website or by emailing info@ardentlc.co.uk.

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info@ardentlc.co.uk

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Feature: Health and Safety / Fire Safety

Developing & Monitoring Your Asbestos Management Plan

www.4siteconsulting.co.uk

Since the Control of Asbestos Regulations 2012 came into force, Duty Holders of multi-occupancy buildings have been responsible for reducing the risks of exposure. This responsibility usually falls to the Property Manager or Landlord of the building.

Here we'll be explaining the fire door responsibilities outlined in the regulations, and exploring whether a specialist inspection is required to ensure compliance.

What is an Asbestos Management Plan?

An asbestos management plan is an off-shoot of your annual maintenance plan for the building. It lays out the necessary steps you need to take throughout the year to ensure compliance with current regulations.

A solid management plan ensures proper management of any Asbestos-Containing Materials (ACMs) within the building. This ensures the safety of your residents and any staff or visitors that spend time in the block.

What Should the Plan Include?

Your plan should include comprehensive documentation and written details, all organised for effective ACM management. We would recommend keeping everything online, but physical records are also compliant. Preferably using cloud-based software for ease of accessibility by all staff and future managers of the building.

When you're putting your plan together, keep in mind that it should be site-specific and you should state who is responsible for each element throughout. It doesn't need to be overly complex. In fact, the ideal plan is very easy to read and accessible to all.



Your plan should include:

- The names of those responsible for managing asbestos within the building including any deputies
- The asbestos register for the building, including your site plan (which clearly indicates where the ACM is already located as well as areas yet to be inspected)
- A detailed schedule for monitoring the condition of known ACMs
- A plan for how you will share your asbestos register with any staff (temporary or otherwise) who will be working on site
- Explain the control arrangements you have in place to ensure the ACMs aren't disturbed.
- Describe the emergency procedures you will follow if the ACMs are disturbed in any way.

Prioritising Your Actions

In terms of prioritising your plan, you will need to set clear, time-based actions that are continuously reviewed as plans evolve.

Any damaged ACMs or areas that are likely to be disturbed (either by day-to-day use of the site or due to upcoming works) should obviously come first. These will be highlighted in your risk assessment report.

If you are aware of damaged ACMs, these must be seen to immediately.



Your options for this are to:

For the sake of peace of mind for you and your residents, as well as saving you time, we would recommend asking a specialist to carry out your quarterly and annual checks. A specialist will know exactly what to look for, and their input will speed up any remedial works deemed necessary.

A specialist should certainly be instructed if any issues are found during your own checks- the Government notes suggest that

"if any issues are identified from these checks, it might be appropriate to undertake more detailed checks of doors (or the self-closing device)...This could include engaging a specialist."

If you, as the responsible person, feel that an expert eye is needed to ensure your compliance and to uphold resident safety, then asking your fire risk inspector to complete the basic quarterly and annual checks alongside the usual assessments may be best. This can also help to ensure a trail of paperwork that will ensure you can evidence your compliance with the regulations.

As fire safety specialists, we're more than happy to support you with general fire risk assessments as well as the annual and quarterly fire door inspections you need to undertake. Feel free to get in touch with our friendly team if you have any questions or would like further information

Your options for this are to:

Repair

- Protect
- Seal
- Remove

The best option for you will depend on the extent of the damage. Your risk assessor will be able to advise on this.

ACMs that are in good condition and that aren't likely to be disturbed are best left in place. They should be inspected on a regular basis to ensure they stay in good condition and are undisturbed. Any upcoming works that may impact the ACMs identified in your survey will need to be carefully considered.

Your options for this are to:

- Repair
- Protect
- Seal
- Remove

The best option for you will depend on the extent of the damage. Your risk assessor will be able to advise on this.

ACMs that are in good condition and that aren't likely to be disturbed are best left in place. They should be inspected on a regular basis to ensure they stay in good condition and are undisturbed. Any upcoming works that may impact the ACMs identified in your survey will need to be carefully considered.

A magnificent title

Continually review your plan as you progress, but take special care when:

- Works take place that affect ACMs
- Staff members or their responsibilities change
- ACMs have been accidentally disturbed or have depreciated on inspection
- You have carried out your planned condition checks.

Your asbestos management plan really should be a 'living' document that evolves throughout the year. It shouldn't be seen as a plan set in stone from the outset. Instead, it should be a go-to guide for staff. This ensures they consider any ACMs in the building during construction or maintenance. Additionally, conduct regular inspections on stable materials.

If you would like further advice and guidance on managing the asbestos in your building, please get in touch. We'd be more than happy to discuss your needs.

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Lant V Lehner Case Review Implications

www.jbleitch.co.uk

An Important Building Safety Case Which Provides a New Process for Determining Service Charges Payable Under Leaseholder Protections

Recently the Upper Tribunal provided a notable decision relating to leaseholder protections in Schedule 8 of the Building Safety Act 2022 (BSA 2022) in Lant Street Management Company v Lehner, and notably suggests a sequence of questions which a decision maker should address when determining whether service charges are payable in respect of work to which the leaseholder protections may apply. The Building Safety team at JB Leitch once again provide a detailed analysis and comment on the implications...

In Context

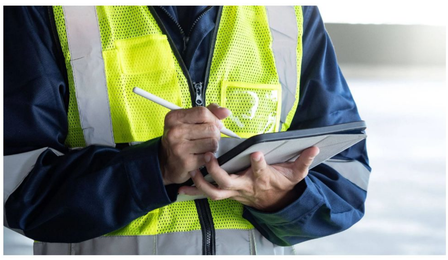
Section 122 and Schedule 8 of the 2022 Act contain provisions designed to protect leaseholders under "qualifying leases" from liability to pay some or all of the service charges which would otherwise be due from them as their contribution towards costs connected with "relevant defects". The most comprehensive of these protections protects all leaseholders from liability to contribute towards the cost of "relevant measures" if their landlord was "responsible for" the relevant defect.

Where the landlord satisfies a "contribution condition", "qualifying" leaseholders are protected from all liability to contribute towards the cost of relevant measures. Where the contribution condition is not satisfied, the qualifying leaseholder's liability is nevertheless limited to a permitted maximum. Qualifying leaseholders also have protection from any liability to contribute towards "cladding remediation" costs, and in respect of the cost of certain legal or other professional services.

The Case

In this case, the appeal concerned the appellant leaseholder's contribution towards the cost of removing and replacing combustible insulation and installing additional fire stopping in the cavities between the interior and exterior surfaces of the walls of certain parts of the building.

This followed a decision given in the First-tier Tribunal ("the FTT") on for a determination under section 27A, Landlord and Tenant Act 1985, of the leaseholder's liability to contribute towards the costs of the proposed works on 12 April 2023, which had determined that the leaseholder was liable to pay £1,244.85 – demanded on 8 February 2021 as a service charge contribution towards the cost of the insulation and fire-stopping work intended to be undertaken to the walls of the building.



The Decision

Following close review, it was concluded that the service charge demanded on 8 February 2021, was not payable by the appellant, and will not be payable even if a proper demand is made for it in future. Two main reasons were given, firstly, because the 2021 demand failed to state the correct name and address of the landlord so that section 47 of the Landlord and Tenant Act 1987 meant that the amount demanded was not due. Second, because the work in respect of which the demand was made was "cladding remediation" and, as the owner of a qualifying lease, the leaseholder had the benefit of the paragraph 8 protection and is not liable to pay such a charge.

Implications: A New Methodology

Notably, in this case the UTT suggests a sequence of questions which a decision maker should address when determining whether service charges are payable in respect of work to which the leaseholder protections may apply and addressed the issues in this appeal – and provides additional questions which may need to be considered in other cases.

Importantly, these seven steps provide an important point of reference and framework for property managers, building owners and their legal representatives to consider. Section 45 of the decision details these as follows:

Step 1 – preliminary conditions

- *Is the building a relevant building (section 117)?*
- *Does the disputed service charge relate to a relevant defect (section 120)?*
- *Is the disputed service charge a charge in respect of a relevant measure relating to the relevant defect (paragraph 1(1), Schedule 8)?*

Step 2 – paragraph 2 protection

- *Did the disputed service charge become payable after 20 July 2022?*
- *If so, did any of the circumstances listed in regulation 6(1), Leaseholder Protections Regulations occur between 20 July 2022 and the date the disputed service charge became payable?*
- *If so, did the current landlord provide a landlord's certificate which complied with regulation 6? If not, regulation 6(7) applies, the paragraph 2(2) condition is taken to be satisfied and the service charge is not payable.*
- *If the current landlord provided a landlord's certificate, or if the disputed service charge became payable before 20 July 2022, was the landlord or any superior landlord on 14 February 2022 responsible for the relevant defect, or associated with a person responsible for the relevant defect? If so, the paragraph 2(2) condition is satisfied, and the service charge is not payable. If the landlord or any superior landlord or an associate was not responsible for the defect, the paragraph 2 protection does not apply.*

Step 3 – qualifying lease

- *Does the lease satisfy the conditions in section 119(2)(a) to (c)?*
- *If so, has the landlord taken all reasonable to obtain a qualifying lease certificate from the tenant for the purpose of paragraph 13 of Schedule 8? If not, the lease is to be treated as a qualifying lease and the protections in paragraphs 3 to 9 of Schedule 8 may apply.*
- *If the landlord has taken all reasonable steps to obtain a qualifying lease certificate, and either no certificate has been provided, or the leaseholder has certified that the conditions in section 119(2)(d) were met, were those conditions in fact met? If so, the lease is a qualifying lease and the protections in paragraphs 3 to 9 may apply. If not, none of those protections apply.*

Step 4 – paragraph 3 protection – the contribution condition

- *Has the landlord provided a certificate to the leaseholder that the person who was the landlord on 14 February 2022 (the relevant landlord) did not meet the contribution condition? If not, the contribution condition is taken to be satisfied and no service charge is payable (paragraph 14(2) and regulation 6(7)).*
- *If the landlord did provide such a certificate, did the relevant landlord in fact meet the contribution condition on 14 February 2022? If so, no service charge is payable (paragraph 3(1)).*

Step 5 – paragraph 4 protection – low value leases

- *On 14 February 2022 was the value of the qualifying lease less than £325,000 (Greater London) or less than £175,000 (elsewhere)? If so, no service charge is payable.*

Step 6 – paragraph 8 protection – cladding remediation

- *Do the relevant measures in respect of which the service charge is claimed comprise the removal or replacement of any part of a cladding system?*
- *If so, (a) does the cladding system form the outer wall of an external wall system, and (b) was the cladding system unsafe? If so the paragraph 8 protection applies, and no service charge is payable in respect of the removal or replacement works.*

Step 7 – paragraphs 5, 6 and 7 – other protections

- *If after considering the previous steps the FTT is satisfied that a service charge is payable in respect of relevant measures, is that sum capped because it exceeds the maximum payable under a qualifying lease permitted by paragraph 5 and 6 of Schedule 8, or the annual limit permitted by paragraph 7?*

Summary

This decision provides clarification on the interpretation of key elements of the BSA 2022 and associated regulations. By providing and actionable framework for future cases, it will be important to note how these tests are applied in similar cases as more decisions continue to emerge.

If you would like to discuss this case, its implications and how it may affect you, please contact our building safety team directly:
buildingsafety@jbleitch.co.uk

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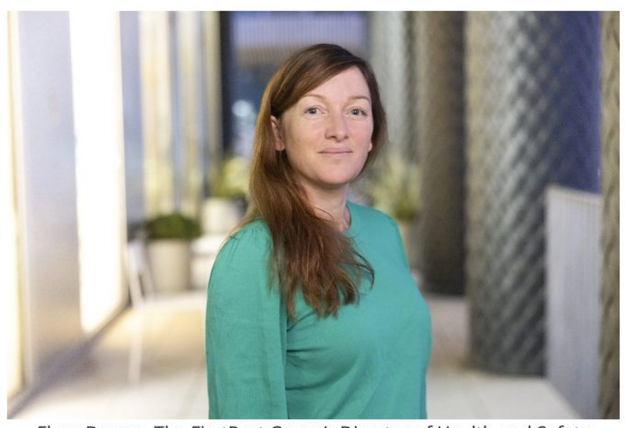
Building Safety: 'A Bespoke Approach to Communication with Residents is Necessary

www.firstport.co.uk

Building safety regulations in the UK have undergone a significant transformation in recent years. Property managers, alongside the wider industry, have been tasked with navigating complex statutory changes which guarantee additional measures are in place for the safety of their residents.

Fleur Bowen, The FirstPort Group's Director of Health and Safety, reflects on the considerations that must be taken to ensure buildings follow the new safety regulations and the challenges involved.



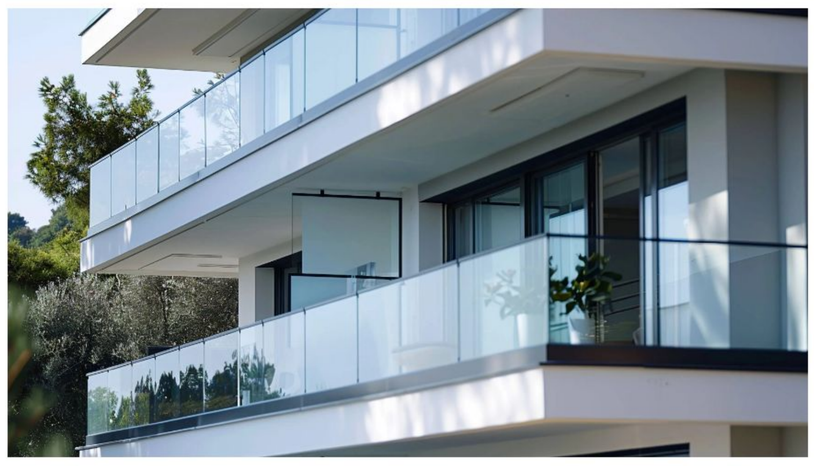
Fleur Bowen, The FirstPort Group's Director of Health and Safety

Building safety legislation and costs

The Grenfell Tower tragedy exposed gaps in building safety regulations, prompting Government to implement reforms aimed at preventing similar incidents in the future. These changes have transformed the way the industry operates. For property managers like FirstPort, our work now extends beyond the traditional building freeholder and leasehold relationship. For example, we are required to share our communications with all residents of higher risk buildings who are over the age of 16. We're also supporting our Resident Management Companies (RMC) to effectively manage these changes as Resident Directors take on additional responsibilities around building safety obligations.

Several new laws have been introduced in recent years which have impacted how property managers operate. Firstly, the Building Safety Act, which came into effect in 2022, and continues to introduce changes to the way we manage buildings.

Secondly, the Fire Safety Act 2021 and Fire Safety (England) Regulations 2022 led to a series of new measures being implemented – such as fire door checks and increased wayfinding signage – to ensure buildings are in the best possible condition to withstand a fire, and to make sure residents know what to do in the event of a fire. We are also closely following the Welsh and Scottish Government's progress with their building remediation obligations.



These are all positive steps in the right direction and property managers have a responsibility to make sure they are ready to adapt to new measures that are introduced. That's why at FirstPort, we've expanded our health and safety team and equipped them with the training and resources needed to support our customers. This includes holding regular training events for colleagues and encouraging participation in courses provided by The Property Institute, which is the professional body for property managers in England, Scotland, and Wales.

It's as important that any building safety measures are effectively communicated to leaseholders, and we must be transparent about the cost implications involved with these increased health and safety requirements. In particular, The Property Institute's recent Service Charge Index found that health and safety related costs for leaseholders have increased by 40% over the past five years. There is an unavoidable cost associated with implementing these building safety requirements and we must clearly communicate these increases to leaseholders.

The introduction of the Building Safety Regulator also means that any major works requiring building control approval will need to be approved by the Regulator. Whilst these measures are essential for safeguarding the wellbeing of residents, this is a challenge that may lead to increased costs and delays for leaseholders which will need to be clearly explained.

Enhancing communication and resident engagement

Effective communication is at the heart of building safety. As property managers, we are always looking at how we can foster transparent and open channels of communication with our customers to make sure they are informed about the safety initiatives and risks at their developments.

As part of these new building safety obligations, we are required to extend our communication obligations into new areas. Traditionally, property managers communicate with the named leaseholder. But for higher risk buildings we manage, we are now required to communicate with everyone and not just the named leaseholder. This includes all residents of a higher risk buildings that are over the age of 16.

Each development has its own requirements, and our resident engagement strategies must reflect this. Ultimately, at the centre of our resident engagement approach is the need to ensure every voice has the opportunity to be heard.

Whilst this is a huge amount of work, leveraging technology to make sure we can reach every customer, and implementing robust communication protocols will enable us to update residents on important building safety information.

Considerations going forward

Against this backdrop of legislative change, we are working hard to champion this new era of building safety. At FirstPort, we are committed to continuing this cultural shift within the industry that places safety at the forefront of the decision-making process. By championing transparency and communication with our residents, we are working to deliver a new standard for excellence in building safety management.

FirstPort is the UK's leading residential property services provider. With more than 40 years' experience, we work with over 1,000 resident managed developments, helping RTM and RMC Directors meet their management and legal obligations, all while delivering a great service for residents too.

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FIRST PORT

Feature: Health and Safety / Fire Safety

Putting the Resident at the Heart of Building Safety

www.earlkendrick.com

While Principal Accountable Persons (PAPs) and their managing agents are busy getting their heads around safety management systems, safety cases and safety case reports, many are missing a crucial requirement of the Building Safety Act 2022 – resident engagement.

Section 91 of Part 4 of the BSA 2022 places a duty on the PAP to produce a resident engagement strategy, and to implement it.

But let's take a step back first.

Building a Safer Future

Not quite a year after Grenfell, the revered Dame Judith Hackitt published Building a Safer Future which was her review of fire safety and building regulations. In her report, she placed the resident at the heart of building safety, a place that they should have been already. Complaining that residents' voices often went unheard, Dame Judith became the catalyst for the most significant building safety cultural change we have ever seen in the blocks of flats sector.

Thus, the requirement for PAPs to engage with residents in higher-risk residential buildings, HRBs (as defined in the BSA as buildings 18 metres tall or more, or at least 7 storeys) became an integral part of the legislation. Specifically, as of 1 October 2023, the BSA requires that:

- residents have access to key building safety information
- there are clear channels for residents to raise safety concerns
- residents are offered a chance to participate in building safety decision making.



Resident Engagement Strategies

PAPs are obliged to write a residents' engagement strategy (RES), review it regularly and establish a complaints procedure specifically in respect of building safety. Each HRB requires its own, unique RES, although naturally, PAPs, their agents, and consultants will start from a template.

Government guidance is pretty sound as a starting point, if you (as a PAP or PAP's managing agent) have decided to produce RES's in-house. Whether you in-source of outsource, the RES needs to achieve the following:

1. keep residents informed with building safety issues
2. promote their active participation when decisions are made
3. deliver safety information routinely and proactively
4. ensure safety information is easy to access.

Who is a 'Resident'?

You may be surprised to learn that the definition of 'resident' is not limited to leaseholders. A resident – as far as the Building Safety Act is concerned – is anyone living in an HRB aged 16 years and upwards. For the first time, most managing agents are having to track who is living in the building, not just the person paying the service charge, and children are now in scope for 'engagement' which is of course a huge challenge, as any parent of teenagers will attest.

The challenge becomes greater when PAPs and their managing agents realise that they must seek out further demographic and physical details about their residents, because the legislation requires that 1. to 4. above is adhered to no matter the language or disability impediments.

Don't panic. Reasonableness and best endeavours are baked into the legislation. The Building Safety Regulator – part of the Health & Safety Executive – expects reasonable steps are taken to provide a copy of the RES to all residents. But do take these steps, as the Regulator is expected to come down hard on PAPs who ignore the requirements to engage with residents.

Executing the strategy

At EK, we remind our clients (PAPs and managing agents) that whatever goes into the strategy, must be done. It's no good promising a wide range of resident engagement activities if you do not have the tools (or the inclination) to put them into action.

Below, we suggest some ways to engage with your residents and to seek their feedback (feedback being a requirement of the legislation as well).

- **Online communications:** Portals and apps are ideal to push out building safety notifications to residents and store documents for important reading.
- **Inductions:** When new residents move in, that's a great time to take them through the safety features of the building. Pointing out the location of the emergency exits in person may not be practical, so explore ways of inducting new residents through fire safety wizards online – speak to your software providers who may well have such wizards available already. As fires tend to start within an apartment rather than in the common parts, the earlier you can make residents aware that safety starts with them at home, the better.
- **Meetings:** As well as language barriers that you may have to overcome, you may be faced with several technophobes in your HRB. Learn who is living in your buildings and try out face to face meetings and events to engage those may not know their app from their elbow. Invite a guest speaker – someone from the local fire and rescue service for instance.
- **Leaflets:** Whilst we will all be keen to remain as paperless as possible, everyone living in a building will notice a leaflet pushed under their door. Make any leaflets striking so they get glanced at as a minimum, before they're popped into the recycling. And yes, we do see the irony in educating residents on fire safety by introducing additional combustible materials into the building!
- **Feedback:** The legislation requires you to measure the level of engagement with your residents. Do whatever you can to encourage residents to contact you about building safety, and record, diligently, their responses.

Engagement Challenges

A wise building safety software provider recently passed on to our team an insightful piece of advice about resident engagement that every block manager should hear: If a resident contacts you about noisy neighbours, overflowing rubbish bins or a juddery passenger lift, acknowledge them and deal with it. If residents feel you are listening to them on day-to-day matters, they are far more likely to listen to you when it comes to building safety.

Unfortunately, many residents will be apathetic about building safety, therefore little and often is our mantra – not least as most residents are unlikely to read wordy guidance cover to cover. For 16 year olds, TikTok may be the answer (and that isn't a joke!).

Not all residents in your block will be able to read English. Whether this is due to a learning disability, a lack of schooling or someone's mother tongue being another language, the BSA requires the PAP to take this into account and make the necessary allowances. For instance, if you are aware that other written and spoken languages prevail in your HRB, include on the front page of your resident engagement strategy a line or two in those languages inviting those residents to request a copy that they can read. Now that you are aware, you need to make allowances for those residents whenever you are engaging residents on building safety. The translation services don't stop with the strategy!

If you have a resident in your HRB who is sight-impaired, explore making the RES available as an audio file. There's plenty of software that can help with this. Speak to that resident about how they would ideally like to be engaged with on building safety going forward. Their disability makes them particularly vulnerable.

Think on similar lines with any residents with mobility issues. Your strategy needs to include how you will identify these residents and bring to their attention information on personal emergency evacuation planning (PEEP).

Experiment with different forms of engagement for different residents. There is no one size fits all. Speak to colleagues and peers, compare notes, and make the necessary changes. Never think of RES as a tick box exercise.

Does the Regulator need to see a copy of the strategy?

Yes, but only when it asks you to apply for a Building Assessment Certificate (BAC) for your HRB. Once called up to apply for the BAC, the Regulator will ask the PAP to:

1. confirm the information the Regulator holds is up to date
2. upload your safety case report
3. upload information about your mandatory occurrence reporting system
4. upload your resident engagement strategy.

The PAP will have 28 days to provide the above to the Regulator.

Remember, production of a resident engagement strategy has been a requirement since 1 October 2023. Producing a strategy from scratch under pressure is not advisable – so get going today!

Resident engagement is not just a BSA requirement

While the driver for resident engagement has come from Part 4 of the BSA 2022, other legislation also requires resident engagement – such as the Fire Safety (England) Regulations 2022 and The Regulatory Reform (Fire Safety) Order 2005. For instance, all residential multi-occupancy buildings of any height containing at least two dwellings require that the Responsible Person (often the managing agent) provides fire door information and fire safety instructions to residents. If your residents merely grasp the importance of keeping their front flat door in good repair, shut and with the door closer attached, that is potentially a life-saving action. Encourage. Engage. Educate.



Author:

Chris Stansell MRICS MAPM

Managing Director, Earl Kendrick London

Earl Kendrick Group are a multi-disciplinary firm of chartered engineers, surveyors and designers, providing national services from our offices in London, North, Midlands, West and South Coast.

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Feature: Health and Safety / Fire Safety
What's your Emergency?

Written by Colin Stokes

MD of Adiuvo

adiuvo

www.adiuvo.org.uk

If you are responsible for a block, you need to have an out of hours resource or provision to ensure due care for both your residents and your assets but what, maybe in the worst case, could that service be dealing with? Colin Stokes, MD of adiuvo, shares a case study of a recent single emergency and what was involved in managing it;



A large site of well over 100 units generated multiple reports of no water supply on a Friday evening of a Bank Holiday weekend, our team quickly confirmed it was not a local outage and therefore had 2 possibilities of either a leak or pump outage. With no site staff out of hours and a further report of standing water in the car park we procured plumbers to attend to a likely leak.

The plumbers attended and reported a burst 2-inch copper main and with a no likelihood of sourcing a part for the long weekend, we therefore we authorised and organised the following;

- Water to be isolated.
- Sourced 4 x portaloos for delivery to site next day.
- 5 litre bottles of water per flat also for the next day.
- Tanker to pump out pit to access burst as sump pump flooded by burst along with electrician to reinstate the controls.
- Major text and email notification to all residents advising of the above whilst dealing with multiple incoming calls regarding the situation.

Once the above works were completed it was re-confirmed several parts required were not available until after the Bank Holiday, at this point we conferred with client emergency contact and further arranged;

- Another text/email update, wording for notices to be printed by contractor to be posted around development to ensure all notified.
- Further delivery of water.
- In conjunction with Loss Adjuster 5 families were provided alternate accommodation due to at risk members with our team procuring the rooms.
- Provided our client with contractors from our approved suppliers list to ensure the above was delivered.

In total we received and made over 150 calls in dealing with this one major issue and dealt with more than 30 stakeholders. Although this is an extreme, and a long way from a standard lift breakdown call, it does show that whatever process you have in place it needs, at times, to be able to deal with extreme circumstances and volume.

For more articles by Adiuvo, please click here.

Formed in 2007 by ex-London Property Managers, adiuvo (from the Latin to help or assist) to initially offer a service that had, in their opinion, been severely lacking; a professional and knowledgeable office based emergency out of hours' response for Property Managers.

Adiuvo | 0203 370 9332 | info@adiuvo.org.uk

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Feature: Health and Safety / Fire Safety

Building Safety Update

Residentsline Flats Insurance

www.residentsline.co.uk

With so many changes to leasehold law in recent years, we wanted to provide a succinct round up of the current pipeline for 2024 and beyond. The stricter regulations laid out in the Building Safety Act are focussed on enhanced fire safety, the regulation of building materials and inspection protocols.

Today we will be covering what the Act means for Principal Accountable Persons of high-rise residential blocks, including a timeline of notable dates.



Building Safety Act Background

The Building Safety Act is the result of Government investigations into unsafe cladding and necessary remedial works for high-rise dwellings in the UK. It has come about in response to the Grenfell tragedy and other high-profile incidents in high-rise blocks.

The aim of the Act is to reduce the likelihood and the severity of incidents, with a focus on fire safety and structural failure:

"It delivers far-reaching protections for qualifying leaseholders from the costs associated with remediating historical building safety defects, and an ambitious toolkit of measures that will allow those responsible for building safety defects to be held to account." UK Government

A New World of Responsibilities

The Act impresses many new responsibilities on building managers and a Principal Accountable Person (PAP) must now be appointed to ensure the new requirements are properly implemented. The PAP can be an individual (such as a freeholder or property manager), or it can be a business that work with you to fulfil the requirements:

Enhanced Fire Safety Standards

This includes the requirement for safer cladding materials and improved fire resistance of building components. New regulations also stipulate the installation of fire suppression systems such as sprinklers in high-rise residential buildings. It is made clear in the requirements that financial responsibility for any remedial works will fall to the property owner.



Stricter Regulations for Building Materials

Stricter control over building materials is a key element of the Act. Only materials that meet the highest safety standards are now approved for use. This ensures that all components used in construction are reliable and durable, reducing the risk of structural failures. The Act stipulates structural surveys, safety risk assessments and remediation work where needed.

Improved Inspection Protocols

Regular inspections are now mandatory, ensuring ongoing compliance with safety standards. These inspections cover all aspects of building safety from structural integrity to fire safety measures.

Further responsibilities for the Accountable Person include:

- Registering all new and existing buildings covered by the act with the Building Safety Regulator
- Conducting regular building safety assessments and maintaining safety case reports
- Preparing a resident engagement strategy
- Developing a framework and process to ensure the reporting of mandatory and voluntary occurrences to the Building Safety Regulator
- Applying for and display a Building Assessment Certificate

Enforcement

A new section of the Health and Safety Executive (HSE) has been created to oversee the implementation of the Act's requirements. They are called the Building Safety Regulator. They can act if property managers are not meeting their responsibilities.

Their options for redress include:

- Providing verbal and written warnings
- Requiring improvements in the way risks are controlled and managed
- Requiring action to be taken to remedy non-compliance
- Stopping certain activities where they create serious risks or where they do not comply with relevant requirements
- Recommending and bringing prosecutions where there has been a serious breach of law
- Seeking appointment of special measures managers when an appointed person for a higher-risk building fails to carry out building safety functions



Timeline of Deadlines for Changes

The past deadlines and timeline for the implementation of future changes is as follows:

- April 2022: Introduction of the Building Safety Act
- October 2022: Initial compliance checks for high-rise residential buildings
- January 2023: Deadline for the installation of fire suppression systems in new high-rise constructions
- July 2023: Regular mandatory inspections for existing buildings commenced
- October 2023: PAP must register high risk buildings with the BSR
- December 2023: Full compliance required for all residential buildings, including the use of approved building materials and completion of safety inspections.
- February 2024: Online portal goes live for managers to see if their high-rise is registered
- April 2024: Building Safety Cases and Safety Case Reports to be complete and the BSR to start their assessments before issuing Building Assessment Certificates
- June 2024: Final deadline for all buildings to adhere to the new regulations, with penalties enforced for non-compliance

The introduction of the Building Safety Act 2022 represents a significant advancement for building safety in the UK. By enhancing fire safety standards, enforcing stricter regulations for building materials and improving inspection protocols, the Act aims to protect the safety and well-being of building occupants

Head to the Residentsline website for information on all of our products and services or, if you'd like to speak to one of our fantastic, specialist team, give us a call on 0800 281 235.

Residentsline's sole focus has always been insurance for blocks of flats. Today, 28 years on, Residentsline is still the best choice for flats insurance.
At Residentsline, our flats insurance policies are tailored to your needs; created for all sizes and types of blocks of flats and apartments. Our insurance cover also includes the option to include directors and officer's liability insurance, terrorism insurance, lift cover or legal expenses protection as part of your policy or as a separate policy if desired.

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Residentsline Flats Insurance

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Feature: Health and Safety / Fire Safety

Understanding Fire Risk Assessments for Blocks of Flats

London Flats Insurance
www.londonflatsinsurance.co.uk
020 7993 3034

As a critical component of maintaining safety in blocks of flats, fire risk assessments help to identify and rectify any potential fire hazards.

They ensure that appropriate safety measures are in place and that both the residents and the property are effectively protected.

Here we will be explaining what a fire risk assessor is looking for when they visit, how their findings keep residents safe and how to ensure compliance. We will also be providing our thoughts from an insurance perspective.

What is a Fire Risk Assessment?

The assessment itself involves the review of a building and its fire risks by a 'competent person'.



The assessment must be 'suitable and sufficient' for the building and take into account:

- The likelihood of a fire breaking out
- What the consequences may be if a fire were to break out
- What should be done to minimise the risk of a fire starting and/or spreading

The assessor will inspect the 'general fire precautions' in common areas such as stairwells, hallways and entrance halls.
They'll be looking for measures that:

- Reduce the risk of a fire starting
- Reduce the risk of fire spreading
- Alert people about a fire in the building
- Enable people to escape from the building
- Tell people what to do if a fire starts
- Reduce the harm caused if a fire starts

On completion, the assessor will provide details of any works or maintenance required to improve the fire safety of the building.



How Often Are Assessments Required?

The law states that assessments should be reviewed 'regularly', but there is no concrete outline for the regularity required. Your assessor may make suggestions regarding timescales for review within their assessment report but, as a general rule (and according to The Leasehold Advisory Service) assessments should be reviewed if:

- There is reason to believe the current assessment for the block is no longer valid
- There have been any significant changes within the block such as major works

Their advice states that for purpose-built blocks built less than 20 years ago and of up to 3 storeys:

- Re-assessments should be carried out every 2 years if no significant changes have occurred.
- A full re-assessment should be carried out every 4 years if no significant changes have occurred.

For buildings built more than 20 years ago or with more than 3 storeys, they advise that:

- Re-assessments should be carried out every year even if no significant changes have occurred.
- A full re-assessment should be carried out every 3 years even if no significant changes have occurred.



Updates to Responsibilities in 2023

As of the 23rd of January 2023, the Fire Safety (England) Regulations 2022 were brought into effect under Article 24 of the Fire Safety Order. The new regulations outline new responsibilities for principal accountable persons:

1. Section one of the Fire Safety Act amends the Fire Safety Order to clarify that fire risk assessments for all multi-occupied residential buildings should be updated to include structure, external walls and flat entrance doors. These assessments should be updated as soon as is practicable.
2. Responsible Persons of multi-occupied residential buildings in England with two or more sets of domestic premises and which have common parts, will also need to provide residents with instructions including how to report a fire, a reminder of the evacuation strategy for the building, any other instruction that tells residents what to do once a fire has started and information about the importance of fire doors.
3. The new regulations also make it a requirement for Responsible Persons of all multi-occupied residential buildings in England with storeys over 11 meters in height to undertake quarterly checks of all fire doors (including self-closing devices) in the common parts. They should also undertake, on a best endeavour basis, annual checks of all flat entrance doors (including self-closing devices) that lead onto a building's common parts.

Why is Fire Safety So Important?

In this post-Grenfell era, everyone should be acutely aware of the dangers posed by fire in high rise blocks. With large numbers of lives at risk, fire safety is paramount.

It is also important from an investment protection point of view. Property damage can financially decimate landlords and leaseholders who have invested huge sums in the building. Fire and smoke damage can move swiftly from unit to unit if effective compartmentation is not prioritised and the risks of ignition reduced.

And finally, from an insurance perspective, there must be able to evidence that there is compliance with the law and in the best interests of all parties.

Insurers will often require evidence of assessments and the due diligence carried out in appointing a "competent person" to complete them. They will also require clear paper trails of any recommended works being carried out and any subsequent re-inspections being completed.

Effective risk management will reduce the likelihood of any claims, which can also reduce your premiums. Detailed evidence of any assessments and subsequent works will ensure that your insurer can pay out in full in the event of a claim.

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At London Flats Insurance, we only provide policies for blocks of flats and apartments, which means that we are specialists in this field. We know that each block of flats is different, which is why every flats insurance policy we offer is tailor-made to suit you, your block and its residents. Plus, we always work with A-rated insurance companies, so you can be sure that our insurance policies are a great solution when insuring your block of flats.

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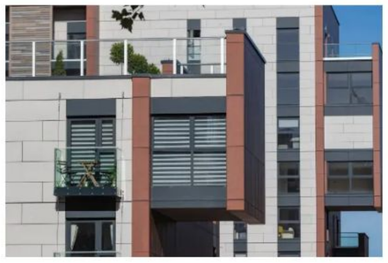

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Health and Safety Considerations for Major Works in Blocks of Flats

BLOCK in a BOX
www.blockinabox.co.uk

Conducting major works in blocks of flats presents unique challenges that need stringent health and safety measures to protect both workers and residents.

From renovations and repairs to significant structural changes, these projects demand careful planning and robust safety protocols to ensure the well-being of all involved.

In this article, we explore the key health and safety considerations that are essential for executing major work for blocks of flats and apartment complexes.



Defining Major Works

Section 20 of the Landlord and Tenant Act 1985 defines major works for blocks of flats as “one-off” works or maintenance, repair or improvements. “Major works” otherwise known as one-off or qualifying works, refers to substantial construction, renovation, or improvement projects carried out within a property or building.

Major works aim to enhance the structural integrity, safety and functionality of the building. When carrying out major works, it is important to consider careful planning, coordination and compliance with regulations and standards to ensure the safety and welfare of residents and visitors.



Are Major Works Always Essential?

Normally, major works are large ‘one-off’ projects which are considered essential for the safety and well-being of tenants. For example, a broken roof or window replacement must be carried out promptly as they pose a hazard to residents as well as any workers or visitors to the property.

However, major works do not always refer to essential repairs. They may also refer to any work that is deemed necessary for improving the life of the building such as redecoration. Whilst this type of major work is not urgent, it is still just as essential as a neglected property can quickly lead to hazards.

It is also important that leaseholders live in a property that is maintained to a decent standard, which is why major works also cover any improvements to the life and quality of the building.

The Importance of Robust Safety Measures

Robust safety measures are fundamental in mitigating risks, preventing accidents and safeguarding the health and well-being of workers and residents. Effective safety protocols not only comply with legal requirements but also foster a culture of safety, enhance project efficiency and build trust within the community. Ensuring a safe environment is a moral obligation that can also prevent costly legal issues and project delays.

Key Considerations for Health and Safety in Major Works

1. Risk Assessments

Comprehensive risk assessments are crucial for identifying and managing potential hazards associated with major works in residential buildings. Key steps include:

- **Hazard Identification:** Identifying risks such as structural weaknesses, hazardous materials (e.g., asbestos), electrical hazards and working at heights.
- **Risk Analysis:** Evaluating the likelihood and severity of potential incidents and their impact on both workers and residents.
- **Control Measures:** Implementing strategies to mitigate identified risks, such as providing personal protective equipment (PPE), ensuring safe working practices and appointing safety barriers and warning signs.

2. Site Management Practices

Effective site management is vital to maintaining safety and minimising disruptions to residents. Key practices include:

- **Site Layout Planning:** Designing the site to ensure safe and efficient movement of workers and materials and minimising obstruction to residents.
- **Safety Signage and Barriers:** Installing clear signage and physical barriers to separate work areas from residential spaces, ensuring that residents are aware of restricted zones and potential hazards.
- **Access Control:** Restricting access to construction areas to authorised personnel only, using security measures to prevent unauthorized entry.
- **Noise and Dust Control:** Implementing measures to reduce noise and dust pollution such as using noise barriers and dust suppression techniques to minimise impact on residents.

3. Compliance with Health and Safety Regulations

Adhering to health and safety regulations is critical to ensuring that major works meet legal standards and best practices. This involves:

- **Understanding Regulations:** Staying updated on relevant local, national and international health and safety laws and standards specific to residential construction.
- **Training and Certification:** Ensuring that all workers are adequately trained and hold the necessary certifications for their tasks.
- **Documentation and Reporting:** Maintaining thorough records of safety procedures, risk assessments, incident reports and corrective actions taken.

4. Effective Planning and Communication

Effective planning and communication are essential to ensuring a safe and smooth execution of major works in residential buildings. This includes:

- **Safety Planning:** Integrating safety considerations into every phase of the major works project from design and planning to the execution and completion of the task.
- **Resident Communication:** Keeping residents informed about the scope, schedule and progress of the works and providing clear instructions on how to navigate around the work site safely.
- **Safety Meetings:** Conducting regular safety meetings and briefings with workers to discuss potential hazards, safety protocols and emergency procedures.
- **Emergency Preparedness:** Developing and practicing comprehensive emergency response plans to address potential incidents promptly and efficiently.
- **Feedback Mechanisms:** Encouraging residents and workers to report hazards, near-misses, safety concerns and incorporating their feedback into safety practices.

Conclusion

The health and safety of workers and residents are of utmost importance during major works in blocks of flats. By prioritising thorough risk assessments, implementing effective site management practices, ensuring compliance with health and safety regulations and fostering clear communication, project managers can create a safe environment for all stakeholders. Therefore, robust safety measures not only prevent accidents and injuries but also contribute to the overall success and efficiency of the major works project.

At Block in a Box, we have partnered with Earl Kendrick Group for any Section 20: major works requirements you may have.

Visit our website to read more and to request a quote today.

Or call our team on 0333 0154 145 or email info@blockinabox.co.uk and we will be in touch.

Block in a Box has been created to assist self-managed Residents’ Management Companies, Right to Manage Companies and Residents’ Associations, their blocks of flats and the leaseholders that live in them by providing a mix-and-match toolbox supplying all the services you need.

We designed it with a steering committee of directors and association members to provide something that would truly help.

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BLOCK in a BOX

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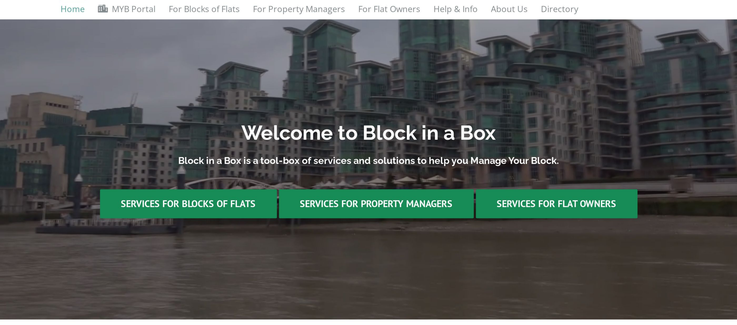

Welcome to Block in a Box

Block in a Box is a tool-box of services and solutions to help you Manage Your Block.

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EWS1 Forms



Fire Door Inspection



Fire Risk Assessments

Flat Living



Fire Risk Appraisal of External Walls



Fire Safety Information Posters

FPRA

Health and Safety



Health and Safety Awareness Training



Health and Safety Risk Assessments



Higher-Risk Building Registration



Historic Building Repair



Housing Associations



Insurance Solutions



Insurance Works Surveying



Landlord Home Emergency



Lease Extensions



Lease Variation



Legal Solutions



Legionella Risk Management



License to Alter



Lift Wrapping



Neighbourly Advice: Daylight, Sunlight and Overshadowing



Out of Hours Helpline



Party Walls

Planned Maintenance Program

Pre-Purchase Building Surveys

Quantity Surveying

Reinstatement Cost Assessments

Representative for Cladding Remediation Funding

Retrofit and Green Upgrades

Right to Manage

Rights of Light

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Section 20 Major Works

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Feature: Health and Safety / Fire Safety

Health and Safety in Blocks of Flats

www.flatlivinginsurance.co.uk

The Importance of Regular Maintenance for Health and Safety in Blocks of Flats and the Impact on Insurance

Regular and effective maintenance is the cornerstone of great property management. It is imperative for the sake of health and safety, investment protection and legal compliance. However, maintenance routines can also impact your buildings insurance.

Here we will be reminding you of the less obvious maintenance requirements of your block of flats as well as exploring the effect that your annual plans may have on your insurance.



Maintenance for Health and Safety

It is important to have an annual maintenance plan in place. This will most likely encompass all the assessments and subsequent remedial works required for the sake of compliance. But there are a few additional checks you should be doing to avoid costly damage.

Plumbing Inspections

Water leaks are a nightmare. Leaks lead to extensive damage, often extending from unit to unit which can be expensive and complicated to rectify. Slow leaks that go undetected for some time can cause hazardous mould and significant water damage before they are found. Regular checks of the building's plumbing can prevent both slow and catastrophic leaks, water damage and potential health hazards.

Electrical Inspections

Faulty electrical systems are a leading cause of residential fires. Even a small fire quickly brought under control can cause extensive damage to the property and resident's belongings. Smoke damage can travel far beyond the site of the fire and regardless of severity, fires are obviously hazardous to life. Outdated wiring, over loaded circuits and other potential fire hazards can be avoided with an annual electrical check. Ensuring that electrical systems are regularly inspected and maintained helps to prevent any issues that may lead to danger and damage.

Structural Inspections

Structural issues can compromise the stability of the building, posing a significant risk to residents. Maintaining the structural integrity of a building is essential – but often overlooked by managers.

If left unchecked, seemingly small issues could lead to catastrophic failures. Regular inspections can highlight cracks in the walls, foundational issues and other structural weaknesses that may require your attention, ensuring the long-term safety and durability of the building.

Maintenance from an Insurance Perspective

Regular maintenance (and records of your efforts) are just as important from an insurance perspective. Your coverage is often dependent on competent maintenance of the building for the avoidance of issues. If you cannot evidence your maintenance plan in action, then claims may become tricky.

Preventing Claims

Regular maintenance significantly reduces the risk of damage and therefore the frequency of insurance claims. When plumbing, electrical systems and structural components are well-maintained, the likelihood of accidents and costly repairs diminishes. Fewer claims lead to lower insurance premiums.



Validating Insurance

Check your policy wording carefully. There may well be a clause or two that mandate regular inspections and maintenance. If these clauses are not observed or cannot be evidenced to have been observed, then any necessary claims may well be denied. Thorough maintenance and a careful paper trail will ensure that your policies remain effective and valid.

Liability Concerns

Accidents and injuries sustained on site can lead to legal action against property managers. Great maintenance plans mitigate your risk; ensuring that you have met your obligations for the health and safety requirements of the property and its residents. Financial repercussions of legal action can be significant and your insurance will only cover you if you are able to evidence your compliance.

Maintenance, Safety and Insurance

Effective maintenance, health and safety compliance and your insurance go hand in hand. Maintenance is not just a list of routine tasks. It is a critical component of ensuring the health and safety of residents and protecting the financial interests of leaseholders and property owners.

Plumbing, electrical systems and structural integrity require consistent and thorough inspections to prevent serious problems arising. These checks are vital for preventing health hazards and structural failures, as well as maintaining valid insurance coverage and reducing liability risks.

Investing in regular, thorough maintenance is an investment in safety, security, and peace of mind for everyone involved.

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Flat Living Insurance only provides insurance for blocks of flats and apartments. Our flats insurance policies are designed to concentrate on understanding what protection your block of flats needs and delivering it.

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Feature: Health and Safety / Fire Safety

Emergency Preparedness in Blocks of Flats

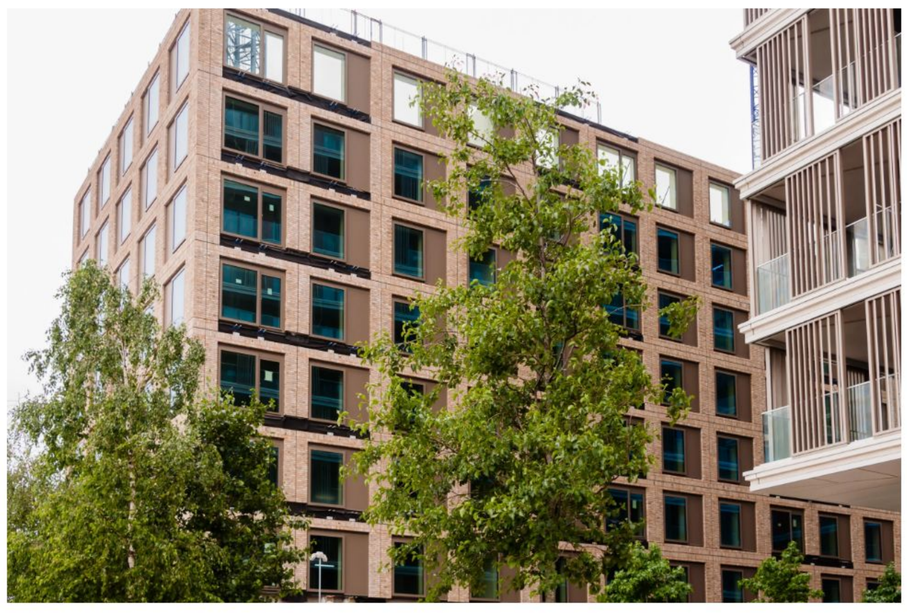
ManageYourBlock™
www.manageyourblock.co.uk
tel: 0333 577 9070

Block-living can provide a great sense of community, but with so many people living in close proximity, emergencies can unfortunately be disastrous.

Emergencies usually happen without warning. Fires, floods, power outages and natural disasters are just a few examples. In blocks of flats, the impact of such events can be widespread – affecting multiple families and individuals.

Emergency preparedness is essential. It can save lives, reduce injuries and minimise damage to property. Preparedness also helps to maintain order and reduce panic during an emergency.

Emergency kits, evacuation plans and effective communication all play a part. Here we will be outlining the steps residents can take to protect themselves and what property managers can do to ensure the safety of the residents in their care.



Creating an Emergency Kit

This is something every resident should have in their unit and should be actively encouraged.

Supplies should include:

- Two bottles of water per person
- Non-perishable, energy-rich food such as cereal bars and dried fruit
- An up to date first aid kit (items do expire so this should be checked annually)
- A supply of any prescription medications
- A torch (either a wind-up model or a battery powered one with plenty of spare batteries)
- A portable phone charger

Clothing, blankets, important documents (such as identification and insurance details), a small amount of cash and some personal hygiene items can also be included for true peace of mind.

Having a kit like this stashed in an easily accessible area can be indispensable in an emergency. It could allow a resident to stay safely in an emergency for as long as necessary, find an exit route or allow them to avoid the misery of replacing vital documentation damaged during the incident.

Possibly display the list above on notice boards and send round communications to this effect, encouraging residents to build their own kit.

Developing and Communicating Your Evacuation Plan

Ensure that escape routes are clearly signposted, lit by emergency lighting and reviewed regularly. Residents should be fully aware of their safest, fastest evacuation route and meeting point.

Routes should be designed with your fire safety assessments in mind. The building's compartmentation should be utilised in full, with residents told to close all doors behind them as they exit the building.

Speed is of the essence, so rehearsing building evacuations is essential to make sure residents are familiar with the procedure. This can reduce panic and any confusion caused by a lack of visibility due to smoke.

Communication During Emergencies



In any emergency, communication is key. Using several forms of communication will mean that you reach as many residents as possible. Consider email, texting, social media announcements and calls for any vulnerable or elderly people.

For predictable incidents such as inclement weather, regular communication in the lead up will help to prepare your residents. Make them aware of the safety features of the building to put minds at ease. Let them know the emergency numbers to call if there is an issue and encourage them to organise their emergency kits.

You can sign up for local emergency notifications and encourage residents to do the same – this includes updates from the national grid and local water suppliers. Local authorities and emergency services often communicate real-time updates and advice via social media so make sure you follow the relevant accounts.

Most emergencies of course are not predictable. Ensuring a cloud-based system for your resident records is essential. If you can access your databases from anywhere, then you will be able to stay in touch with everyone should people scatter. Leverage any social media community groups that you or your residents have created for the building.

Conclusion

Emergency preparedness is essential for the safety and well-being of all residents of blocks of flats. By creating an emergency kit, developing a comprehensive evacuation plan and staying informed during emergencies, residents can ensure they are ready to handle unexpected situations. Preparedness helps maintain a sense of calm and order when emergencies occur, which in turn can protect lives.

For more from Manage Your Block, click here.

Manage your Block has been created to assist Residents' Management Companies, Right to Manage Companies and Residents Associations to self-manage their block.

It's a secure, easy-to-use portal that offers access to your block's details at the touch of a button. Designed to make your life easier, it saves you time and offers a fast and efficient interface to connect you, your residents, and your block.

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OUR FEATURES

Diary

Set diary reminders to ensure you don't forget anything.

Documents

Securely hold all your block's documents in one place. Examples of what you may want to store include: copy leases, financial records, fire evacuation procedures, along with other day-to-day procedural documents.

Notes

Make sure you have an audit trail by adding notes for anything important.

Quotes

Request quotes from your preferred contractors or use one of our recommended specialists. You can also issue work orders to accept quotes.

Save

Our trustworthy online space lets you keep your most important documents safe, and you will have access day and night, wherever you are.

Contractors

Keep a list of your key contractors, for example, plumbers, decorators, gardeners, window cleaners in one place.

Contacts

All the owners and residents in your block can be added to your contact list, so you can keep track and update it. You'll always have all of this contact info at your fingertips.

Calendar

Record key dates and reminders, for example insurance renewal date, health & safety risk assessment due date, date to send out service charges.

Alerts

Broken down lift? Power shortage? Local crime issues? Provide instant alerts out to all residents with one simple alert.

The Importance of Directors and Officers Liability Insurance

Protect your Directors with Residentsline

www.protectyourdirectors.co.uk

Belinda Bagnall, Managing Director of Residentsline explores the significance of Directors' and Officers' Liability Insurance for your Residents' Management Company.

As a member of a Residents' Management Company, you have a range of responsibilities to ensure the smooth running of your block of flats.



This may include:

- Finance and accounting
- Service charges
- Insurance needs
- Maintenance
- Inspections
- Major works and reparations

This can sometimes be an exhaustive list; it requires a great deal of planning and experience to successfully manage a block of flats or apartments. As such, it can often be easy to make mistakes.

A vital thing to remember here is that, whilst mistakes often happen, any mistakes which cause an incident such as damage or personal injury can result in legal action being taken against the Residents' Management Company.

This is because the directors and officers of the Residents' Management Company are held liable for any decisions taken when acting in their position.

This may seem unfair. After all, being a director or an officer of a Residents' Management Company is a voluntary role which requires a lot of time and effort on behalf of the residents in the block. As such, it can be difficult to understand how directors and officers can be penalised so heavily. Regardless, the fact remains that directors and officers require suitable protection in case of legal action being taken against them.



Directors' and Officers' Liability Insurance

This type of insurance cover provides protection towards members of Residents' Management Companies and their legal liability. Underwritten by AVIVA Insurance, our policy protects directors and officers against the cost of potential claims for alleged wrongful acts.

These may include:

- Breach of trust
- Breach of duty
- Neglect/error/omission
- Misstatement
- Libel and slander
- Breach of warranty of authority
- Wrongful trading

To get Directors and Officers Liability insurance cover today, please visit the Protect Your Directors with Residentsline website.

Did you know that by using our portal to get your quote and to place cover, you can save on admin fees?

At Residentsline, our flats insurance policies are tailored to your needs; created for all sizes and types of blocks of flats and apartments. Our insurance cover also includes the option to include directors and officer's liability insurance, terrorism insurance, lift cover or legal expenses protection as part of your policy or as a separate policy if desired.

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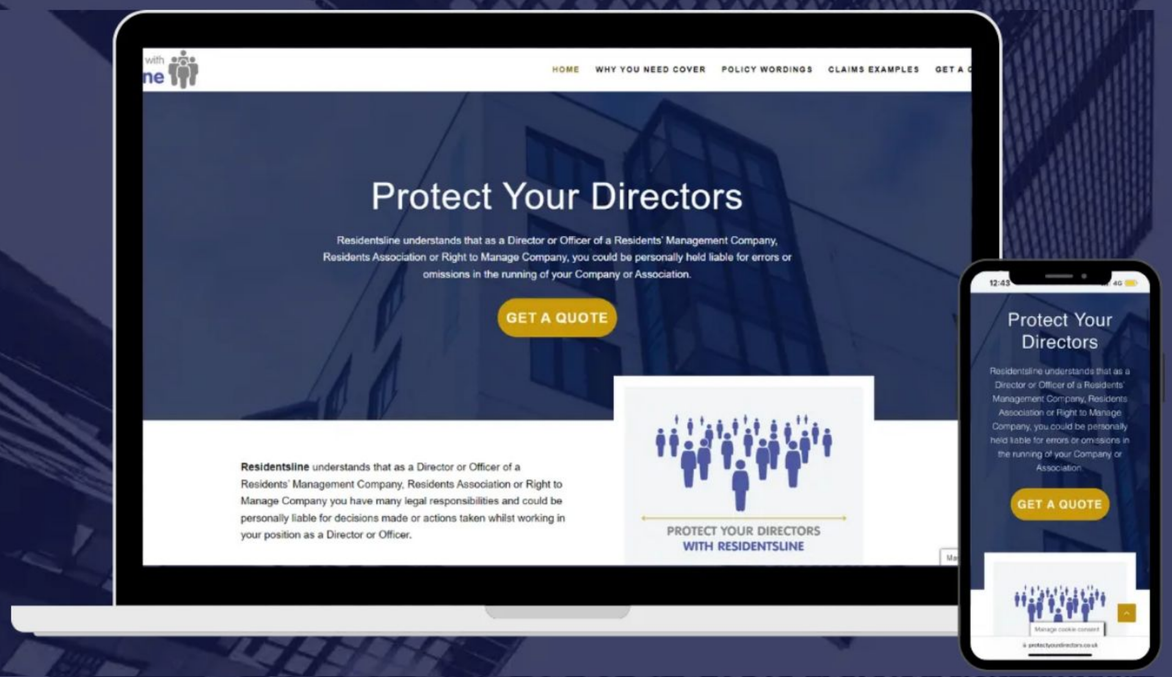
CLICK HERE TO GET A MANAGEMENT LIABILITY INSURANCE QUOTE AND COVER TODAY!

One mistake or misjudgement could end up being expensive. Get a quote for Directors & Officers Liability Insurance with us today, a specialist insurance broker you can trust.



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- Melissa Bagot

"With Alice's help and using the information she gave me I have secured a role with an amazing company and I couldn't be more grateful. If you're looking for someone with a wealth of knowledge and a real passion for what they do I couldn't recommend Alice enough"

- Max Braun

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Featured Job Vacancies

Are you looking for a new role, maybe a step up the career ladder? Take a look at a range vacancies in the block management sector from Block Recruit.

BLOCK RECRUIT

Block Manager

Location: East Sussex

Salary: £30,000 - £45,000

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On-boarding Co-ordinator within Block Management

Location: South West London

Salary: £35,000 - £45,000

Tell me more

Block Manager

Location: West Sussex

Salary: £30,000 - £37,000 + £3,000 car allowance (£40K Max)

Tell me more

Block Manager with Business Development

Location: Dorset

Salary: Circa £55,000

Tell me more

Lettings Property Manager

Location: Essex

Salary: £24,000- £27,000 DOE

Tell me more

Senior Client-Side Property Manager

Location: South East London

Salary: £60,000 - £75,000

Tell me more

Assistant Block Manager / Block Manager

Location: East Sussex

Salary: £25,000 - £45,000

Tell me more

Senior Sales Negotiator

Location: North London

Salary: £25,000 - £30,000 + £200 p/m car allowance, OTE £40,000 - £60,000+

Tell me more

Block Recruit

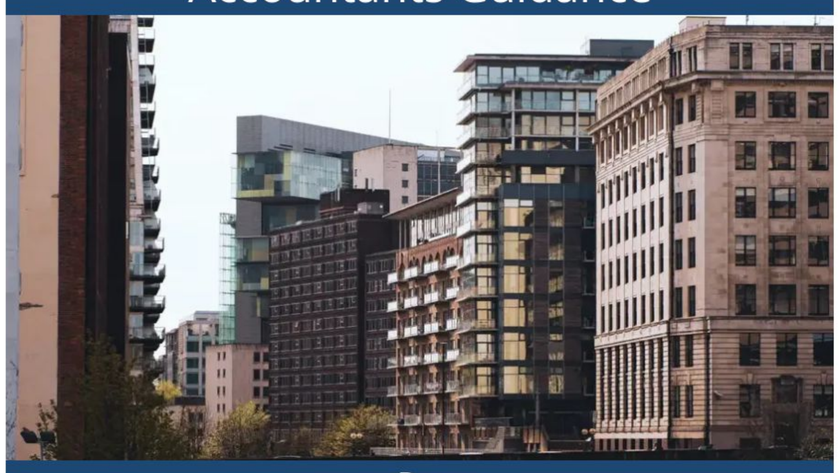
Block Recruit specialise in providing property professionals to all areas of the block management industry in the UK.

Visit the Block Recruit website to find out about other vacancies they have and how they can support you in finding the perfect new role.

BLOCK RECRUIT

Upcoming TPI Training Courses

TC11: Residential Service Charge Accountants Guidance



Dates

18 November 2024

Who should attend?

- Accounts staff who need to understand the requirements of lease and law in the production of accounts
- Property managers whose input is required during the service charge year from their clients
- It may also be suitable for senior managers who are responsible for the corporate strategy within their accounts department

Book your place

TC114: Introduction to Being an RMC/RTM Director



Date: 15 July 2024

Course Contents

Each flat owner is typically a member or shareholder in the RMC and members are appointed from amongst their number to become Directors. The RMCs are then run by these Directors. The duties of the company towards each Leaseholder are set out in the Leases for each flat. There is a mix of contractual duties, such as repairs, maintenance, insurance, and service charge accounting, and statutory duties, including setting reasonable levels of service charges and consulting on major works.

Book your place

TC66: Introduction to Fire Safety for Property Managers



Dates

16 - 17 July 2024 and 12 - 13 November 2024

Who should attend?

The course is suitable for anyone who has a role in responding to, managing or overseeing building safety of those properties in scope of the Building Safety Act.

Course Contents

The aim of this course is to help you, your team and your clients understand who has accountability for the development of a Building Safety Case Report but also understand what is required, what support can be offered to AP/PAPs and how best to manage building safety in the long term.

Book your place

TC110: Leaseholder Protections And Landlord's Certificates And Leaseholder Deeds Of Certificate



Dates

10 July 2024

26 September 2024

Who should attend?

Those dealing with the scope of the Leaseholder Protections regulations, and involved in collating/reviewing Leaseholder Deed of Certificates and/or have been instructed to support or compile Landlord Certificates.

A half day course exploring the leaseholder protections under the Building Safety Act

Book your place

TC1: Introduction to Residential Property Management



Dates

16 - 17 September 2024

8 - 9 October 2024

3 - 4 December 2024

Who should attend?

This introductory course is ideal for those new to the sector with less than six month's experience in residential property management and those moving from letting to residential leasehold management.

Book your place

TC59: Managing Your First Portfolio – Legal Workshop



Dates

18 September 2024

Who should attend

This course is ideal for those new to block management and for property assistants moving onto portfolio management who have some knowledge of the legal framework governing residential long leasehold management but who need to become familiar with the essential information needed to safely and efficiently assist or manage a portfolio.

This course would also be suitable for those in lettings moving into residential leasehold management.

Book your place

To view TPI's full list of training courses, **click here**.

Get in touch

Website: https://www.tpi.org.uk/

The Property Institute

Upcoming Events

TPI Annual Conference 2024



Date: Thursday 24th October 2024

The Property Institute Annual Conference 2024 attracts key decision-makers from TPI Company and Individuals members as well as Government representatives and key sector stakeholders.

Delegates get an in-depth look at the issues of block management and updates on the latest matters from leading industry figures as well as the opportunity to debate major topics.

Register here

FIRE Conference 2024



Date: Thursday 24th October 2024

A one-day conference for anyone involved in fire safety to come together to discuss and debate the major challenges affecting the sector.

Organised collaboratively between the Fire Protection Association (FPA), Institution of Fire Engineers (IFE), the National Fire Chiefs Council (NFCC), and the Fire Sector Federation (FSF), this annual event will be in person or online.

Register here

TPI SAVE THE DATES - 2024



- **Southampton - 5th September**
- **Newcastle - 12th September**
- **Birmingham - 7th November**
- **Manchester - 12th November**
- **Bristol - 26th November**
- **London - 5th December**

Find the list of event here!



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Fire Risk Appraisal of External Walls, Higher-Risk Building Registration and Representative for Cladding Remediation Funding

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SmartLink45®

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RMC utilities specialists in resident management energy

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ALEP ASSOCIATION OF LEASEHOLD ENFRANCHISEMENT PRACTITIONERS

ALEP - the voice of the enfranchisement sector promoting best practice

Leasehold enfranchisement includes the processes of lease extension, freehold acquisition and correction of management problems within leasehold properties.

The Association of Leasehold Enfranchisement Practitioners (ALEP) serves as the leading organisation representing professionals working in this sector.

Established in 2007, ALEP was formed to bring together firms working within leasehold enfranchisement under one, all-encompassing membership organisation. Barristers, managing agents, project managers, solicitors and valuers all form part of the ALEP community.

Our Work

One of ALEP's key aims is to work with member firms within this sector to raise and maintain standards across the board. The Association holds regular seminars and networking sessions, as well as its popular annual Conference and Lecture events, all with the objective of bringing the sector together to share ideas, discuss key issues and encourage best practice.

ALEP also acts as the 'voice of the sector' and represents its members' views to the wider industry, the media and to the general public. More recently, ALEP is proud to have been invited by the government to contribute to several consultations concerning the future of leasehold enfranchisement.

Our Members

ALEP has 260 highly respected member companies and individual barristers – this equates to just under a total of 1,000 professionals – all of whom operate within the enfranchisement sector and who regularly come together to network, compare notes and agree best practice.

ALEP accreditation acts as a badge of assurance for leaseholders and freeholders alike when looking for professionals to handle their enfranchisement transactions. All members are vetted to ensure they are experienced in dealing with the various and complicated issues surrounding leasehold enfranchisement.

Areas ALEP members can help with include:

- Extending a lease
- Leaseholder vs. freeholder disputes and resolutions
- Informal lease extension implications
- Marriage value
- Collective enfranchisement
- First-tier Tribunals
- Leasehold Valuation Tribunals
- Over-inflated ground rent, service charges and insurance

For more information and to find an ALEP member in your area please visit: www.alep.org.uk



Find an ALEP Member

ALEP (Association of Leasehold Enfranchisement Practitioners) member firms are rigorously vetted so you can be confident that they have a proven track record in leasehold enfranchisement.

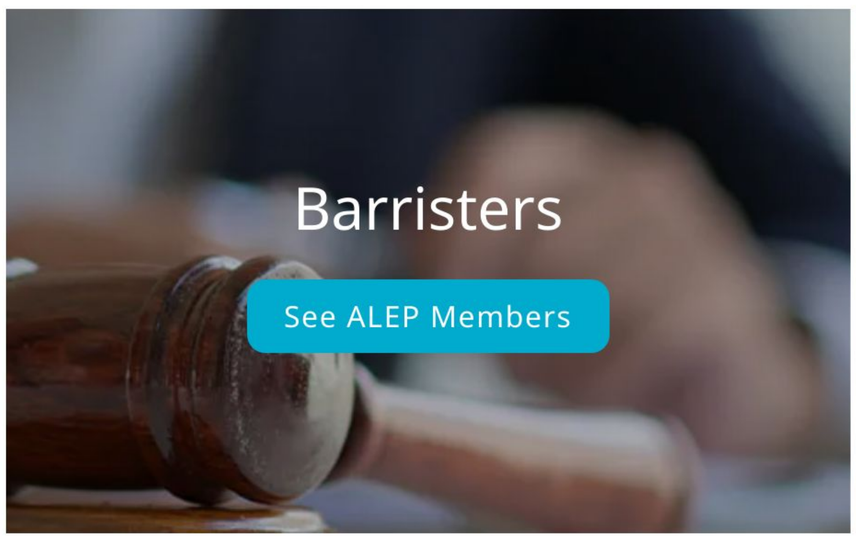


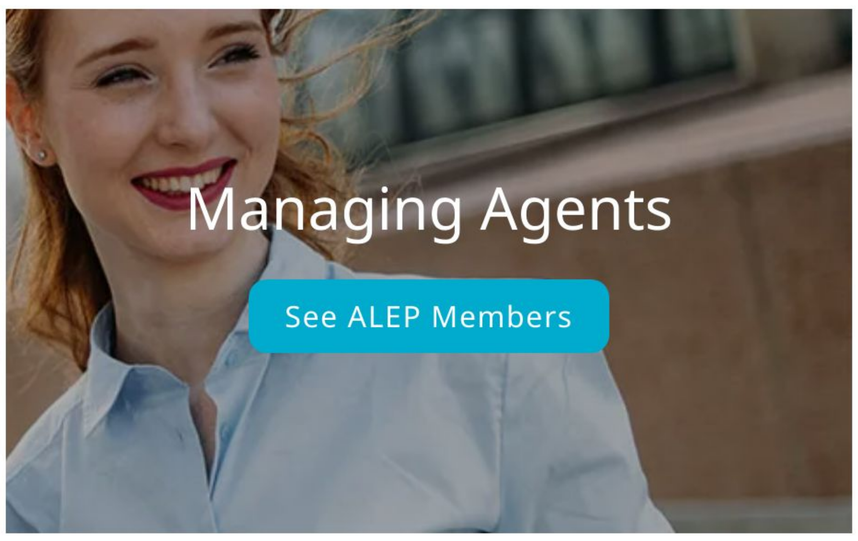
ALEP members can advise or assist with:

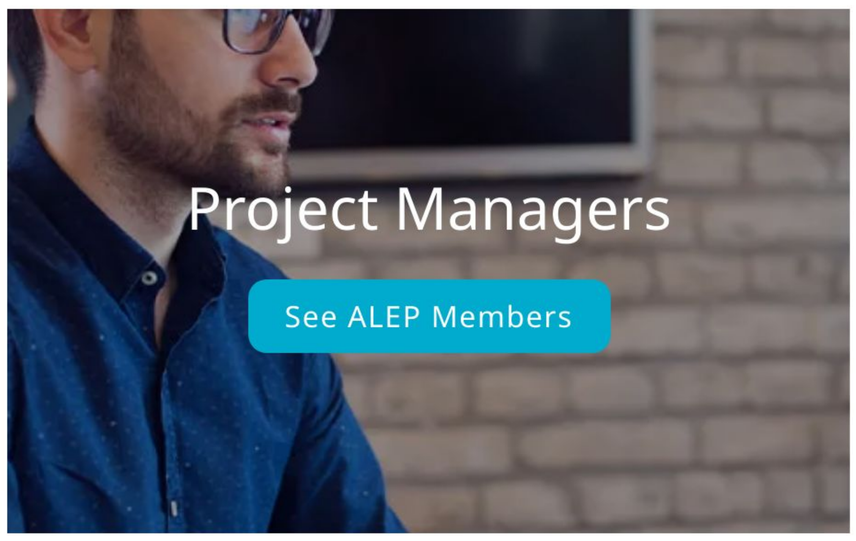
- Extending a lease;
- Buying a share or freehold of a building;
- Exercising the Right to Manage;
- Section 5 Notice;
- Dealing with freeholder or leaseholder disputes

Below are details of ALEP Professionals (alphabetically) in the following areas:

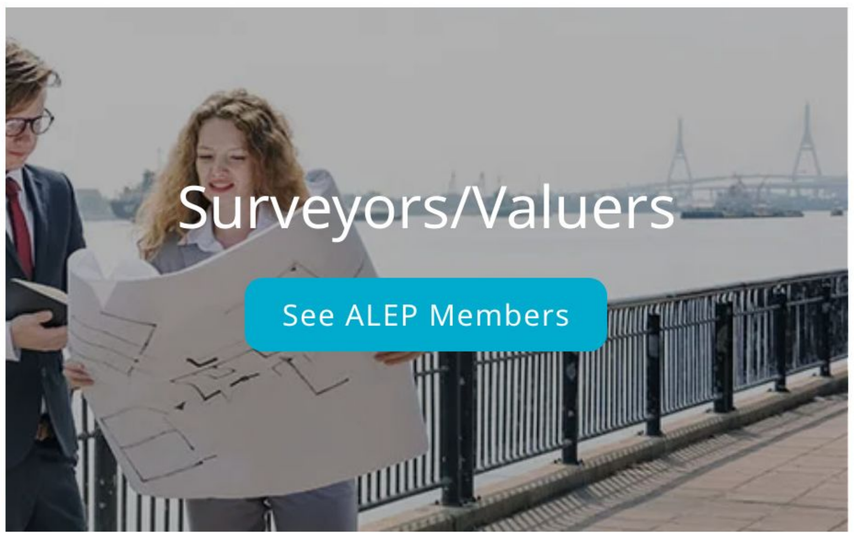
- Barristers
- Managing Agents
- Project Managers
- Solicitors/Legal
- Surveyors/Valuers



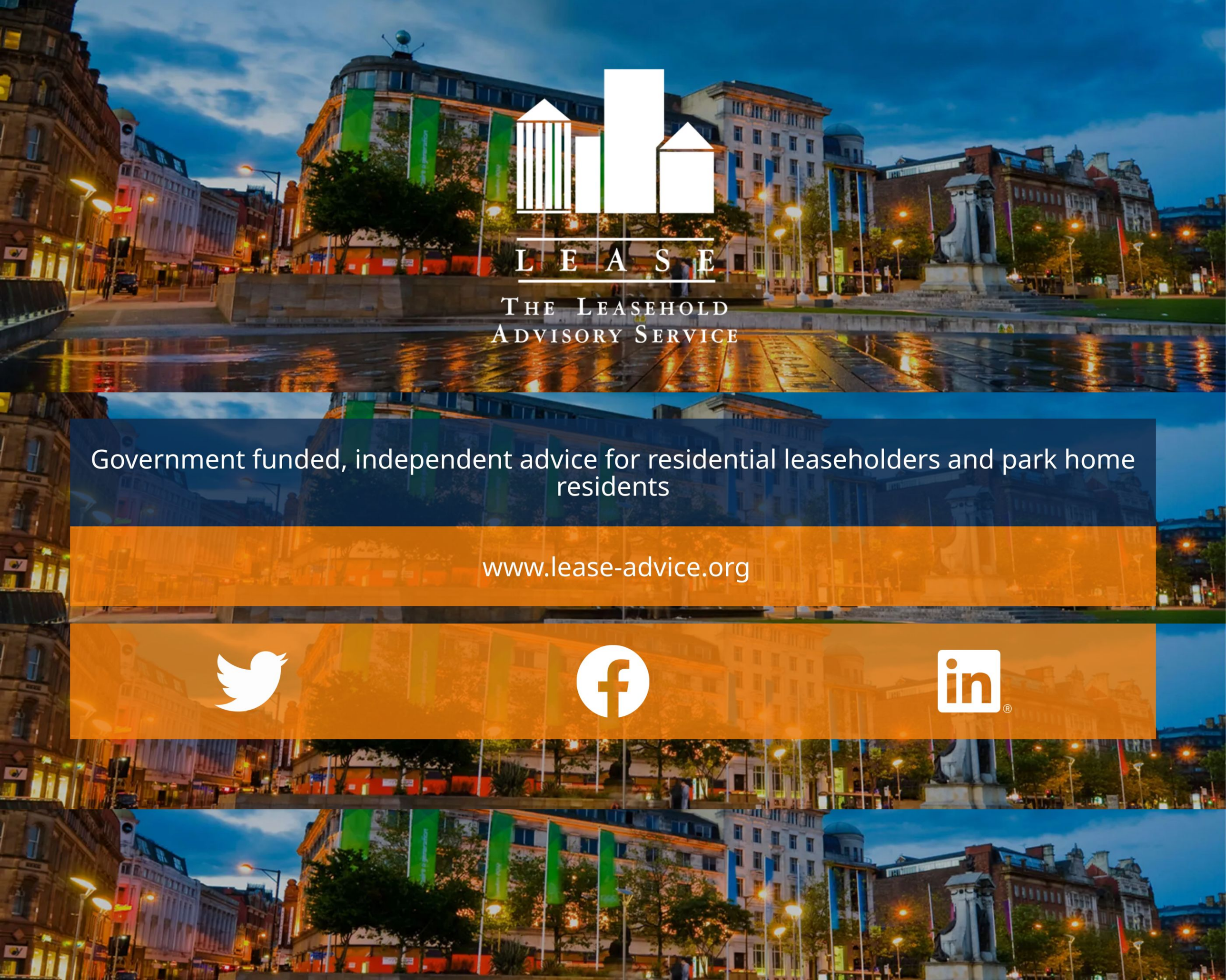








ALEP
ASSOCIATION OF LEASEHOLD ENFRANCHISEMENT PRACTITIONERS



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www.lease-advice.org

We hope you enjoyed this issue of Flat Living Magazine

You can read more on the Flat Living website which has over 1,500 articles for Residents Management Companies, Directors and Managing Agents.

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Make sure you receive a copy of Flat Living direct to your mailbox every month.

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We would love to hear from you if you have a question or would like to find out about working with us.

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Help, Information, Advice and Guidance for Those that Live in, Own or Manage Blocks of Flats.

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First name

Last name

Email address

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ALEP Members
Barristers

- Paul Letman Falcon Chambers 020 7353 2484
- Anthony Radevsky Falcon Chambers 020 7353 2484
- Tamsin Cox Falcon Chambers 020 7353 2484
- Tom Jefferies Landmark Chambers 020 7430 1221
- Aaron Walder Landmark Chambers 020 7430 1221
- Justin Bates Landmark Chambers 020 7430 1221
- Ellodie Gibbons Tanfield Chambers 020 7421 5300
- Philip Rainey Tanfield Chambers 020 7421 5300
- Mark Loveday Tanfield Chambers 020 7421 5300
- Christopher Heather QC Tanfield Chambers 020 7421 5300
- Nicola Muir Tanfield Chambers 020 7421 5300
- Jonathan Upton Tanfield Chambers 020 7421 5300
- Piers Harrison Tanfield Chambers 020 7421 5300
- Richard Alford Tanfield Chambers 020 7421 5300
- Daniel Dovar Tanfield Chambers 020 7421 5300



ALEP Members
Managing Agents

• Colin Cohen	Colin Cohen Property Management	020 8959 6870
• Fiona Docherty	James Andrew Residential	020 8349 7171
• Michael Maunder Taylor	Maunder Taylor	01707 871703
• Michael Jacobs	Michael Laurie Magar Ltd	020 8492 9850



ALEP Members Surveyors/Valuers

• John Rhoades	ABV Rhoades Chartered Surveyors	07831 135203
• Alison Stone	Alison Stone Surveyors	07917 106437
• Andrew Lester	AML Surveys & Valuation Ltd	020 8960 7573
• Andy Christou	Andrew Creighton Chartered Surveyors	020 3696 1090
• Tom Hobman	Andrew Pridell Associates Ltd	01273 202620
• Grace Clarke	Arnold & Baldwin	020 8642 2999
• Patrick Oliver	Aston James Associates	0800 035 6473
• Stewart Gray	Austin Gray LLP	01273 201988
• Barry Passmore	Barry Passmore Limted	0203 151 8640
• Henrietta Hammonds	Beckett & Kay LLP	020 7439 6667
• Roshan Sivapalan	Blakes Surveyors Ltd	020 8296 1234
• Thomas Dogger	BN Surveyors Ltd	020 7101 3382
• Katy D'Souza	Brasier Freeth LLP	07808 249262
• Wayne Norcliffe	Castle Surveyors Limited	0800 246 1002
• Christopher Spratt	C G Spratt & Son	01903 234343
• Paulina Reade	Carter Jonas	020 7581 3215
• Riccardo Carreli	Chestersons	078 1882 6198
• Keith Chapman-Burnett	Chroma Surveyors Ltd	01202 871116
• Johanne Coupe	Coupe Property Consultants Limited	01179 596487
• David Coleman	David Coleman & Company	0121 655 0998
• David Graham	David Graham (Chartered Surveyors)	07973 364162
• Wilson Dunsin	Dunsin Surveyors	020 7233 6762
• Jackie Collis	Each Side Leasehold	07842 395767
• Emma Biddle	Egerton Ltd	020 7664 6648
• Chris Clark	Ely Langley Greig	023 8027 4211
• Angus Fanshawe	Fanshawe White	020 7099 8465
• Andrew Georgiou	Fifield Glyn	020 7205 7172
• Andrew Perrin	Fraser Wood (Midlands) Ltd	01922 627 686
• Jenni Freeborn	Graves Son and Pilcher	01273 321123
• David Toogood	Harding Chartered Surveyors	07808 161 463
• Harriet Fleming	Harriet Fleming Surveyors Ltd	01727 750045
• Colin Horton	Hortons Valuers Ltd	020 3058 3200
• Kevin Broadhurst	Jackson Green & Preston	01472 311113
• Adrian Hau	John D Wood & Company	020 7802 3279
• Joe Fraser	Joe Fraser Chartered Surveyors	0330 1740 644
• Simon Coates	Jones Lang LaSalle Limited	020 7087 5911
• Julian Wilkins	Julian Wilkins Chartered Surveyors	01903 872211
• Nathan Hall	Kempton Carr Croft	01628 771221
• Gavin Lewis	Kingston Morehen Chartered Surveyors	01323 411088
• Steven Harding	Kinleigh Folkard & Hayward	020 8739 2040
• Jean Howe	Kirkby Diamond	01582 738866
• Jeremy Dharmasena	Knight Frank	020 7861 1587
• David Parkin	Lamberts Chartered Surveyors	07764 577535
• Sarah Abel	Lawrence & Wightman	0121 779 0999
• Justin Bennett	LBB Chartered Surveyors	020 7822 8850
• Kevin Broadhurst	Leasegevity Ltd	0300 400 3279
• Ryan Bridges	MAP Chartered Surveyors	020 8300 1144
• Prosper Marr-Johnson	Marr-Johnson Stevens LLP	020 7499 3199
• John Keenan	Mathieson Keenan	07710 475 094
• Ross Maunder Taylor	Maunder Taylor	020 8492 5526
• Chris Baker	McDowalls Surveyors Ltd	020 8472 4422
• Kieron Mckeown	Mckeown & Co LLP	01722 439518
• Marc Granger	M Granger Consulting	0208 343 2200
• Michael Lee	Michael R Lee Chartered Surveyors	020 3376 3032
• Michael Boaden	MJ Boaden Chartered Surveyors	0191 495 6182
• Paul Holford	Morgan Sloane Chartered Surveyors	0800 161 5767
• Mark Wilson	myLeasehold Ltd	020 7034 3435
• Simon Levinson	OCK Chartered Surveyors	020 8202 7948
• Michael Aldous	Perry Hill Chartered Surveyors	01483 237333
• June Dunne	Prickett and Ellis Surveyors Ltd	020 8442 2491
• Paul Holder	PS&B	01273 274018
• Achilleas Pilides	Quest Property Consultants LTD	020 7813 9155
• David Nesbit	RES Property Surveyors Limited	07824 441673
• Richard Murphy	Richard John Clarke Chartered Surveyors	020 7499 8043
• David Robson	Robsons	020 8402 6666
• Saul Gerrard	Saul Gerrard Surveyors	020 8203 2012
• Alastair Stimson	Savills (UK) Ltd	07812 965513
• Clive Scrivener	Scrivener Tibbatts Ltd	020 8971 2983
• Richard Galbraith	Sedgwick Turner Limited	01843 846888
• Adam Robinson	Selkent Surveyors Ltd	01732 752099
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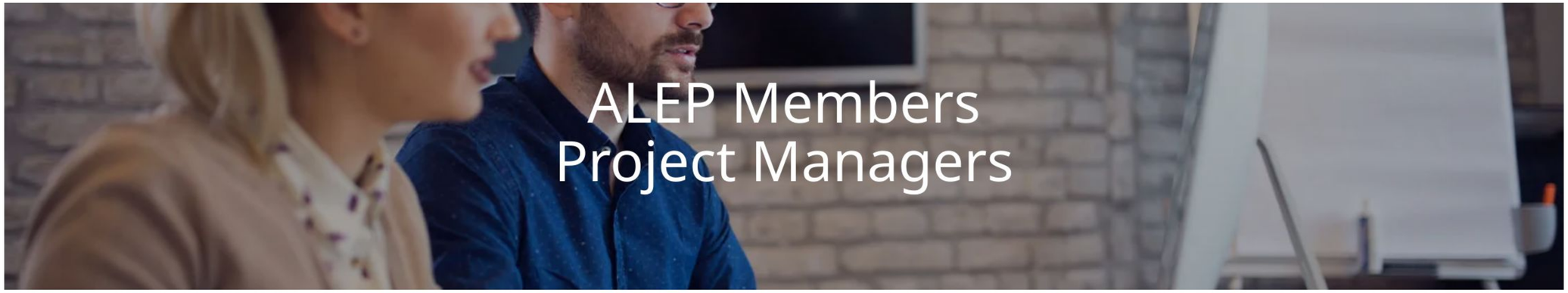
• Richard Bull	SHW	01273 876207
• Simon Brook	South East Leasehold	020 8832 9069
• David R Aspey	Sussex Surveyors LLP	07703 131681
• David Sweeting	Sweetings Associates Limited	0208 941 7799
• Emma Echafi	Symington Elvery Ltd	020 3324 0360
• Ray Smith	Watsons	01603 751577
• Richard Stacey	Websters Surveyors	020 3011 5310
• Roger Armstrong	Westburys Chartered Surveyors	07801 258330
• Simon Hanton	Willmotts Chartered Surveyors	07734 022826



ALEP Members
Project Managers

- Linz Darlington Homehold Services Limited 020 3997 8950
- Mike Somekh The Freehold Collective 020 3488 3148
- Silvana Goddard Start Lease Extensions 020 8315 6901



ALEP Members Solicitors/Legal

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Tony Wilson	Ashley Wilson	0207 802 4807
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Christina Greer	Attwells Solicitors	0207 722 9898
Dee Puckering	Axiom DWFM incorporating Philip Ross	0208 090 9191
John D Chart	BACI	020 8349 7680
Ricky Coleman	Bate & Albon Solicitors	0127 3525766
Nick Tompkin	Bennett Griffin LLP	01903 229910
Samuel Cash	Bennett Oakley Limited	01444 235232
Nicola Lebish	Birketts LLP	01473 921753
Mark Chick	Bishop & Sewell LLP	020 7631 4141
Anushka Nicholas	Blacks Solicitors LLP	0113 227 9284
Mike Hansom	BLB Solicitors Limited	01225 462871
Darren Coleran	Bolt Burdon	020 7288 4700
Jake Holmes	Bonallack & Bishop	01722 424414
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Colin Hussey	Brady Solicitors	0115 985 3450
Jacqui McCoy	Brecher LLP	020 7563 1046
Dani Green	Brethertons LLP	01295 661 458
Shimmie Pariente	Bude Nathan Iwanier LLP	020 8209 2481
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Bonnie Twiggs	Crane & Staples LLP	01707 329333
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Claire Whiteman	Dean Wilson LLP	01273 249229
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Paul Sams	Dutton Gregory LLP	023 8022 1344
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Pippa Garrod	Field Seymour Parkes	0118 951 6200
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Francesco Cuffaro	Gisby Harrison	01707 878300
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Lewis Myatt	Hart Brown solicitors	01483 887561
Daniel Winslow	Healys LLP	020 7822 4000
Jason Richardson	Henriques Griffiths	0117 909 4600
Joshua Watkins	Herrington Carmichael LLP	01276 854948
Tom Henry	Hethertons Solicitors	01904 528200
Ashley Connell	Hetts Solicitors	01724 843287
James Garvey	Hockfield & Co part of GT Stewart Ltd	020 7582 8784
Tim Reid	Hogan Lovells International LLP	020 7296 5873
Callie Tuplin	Holmes & Hills LLP	01206 593 933
Ash Oberoi	Housing and Property Law Partnership Solicitors	020 7553 9000
Amanda McNeil	Howard Kennedy LLP	020 3755 5598
Craig Rennie	HRJ Foreman Laws	01462 458711
Joanna Themistokli	Irwin Mitchell LLP	020 7650 3809
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