



Occupier Information Pack – Vie Building

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Electricity

- The consumer unit is a device that controls the electricity supply to your apartment, splitting the incoming power to the various electrical circuits around your home.
- The unit contains a Main Breaker and MCB's (Miniature Circuit Breakers). The Main Breaker is the incoming device that acts as a switch to isolate all the electrical supply to your apartment.
- The individual MCB's are labeled indicating which circuit they protect, for example, lights or cooker. If there is a fault with an appliance, the MCB for that circuit may trip. This can happen if a light bulb blows. If a circuit is not working check the MCB first.
- If a circuit is overloaded or if an appliance develops a fault, the MCB protecting that circuit will trip to the OFF position.
- If the reason for this is not clear, return the MCB switch to its original ON position. If it will not stay ON: one of your appliances may be faulty; or a fault may exist within the electrical circuit.
- Please refer any faults to either your landlord or a qualified electrician.
- The electricity meters are located in the switch room in the basement car park. Please contact the caretaker for meter readings.

Water

- The water main stopcock for your apartment is located in the utility cupboard.
- There are also individual isolating valves located near each piece of equipment, which will isolate the supply to the kitchen sink, washer/dryer, toilet(s), washbasin(s) and baths.
- Note that there will be no hot water until you have switched on the hot water heater and the system has had sufficient time to warm up.
- The apartment has a water meter, located in the service cupboard in the communal areas. Access to these areas is controlled by the managing agent.

Television/FM Radio

- There are aerial socket outlets for Television and FM Radio Services situated on the wall in the lounge and bedroom(s) which are fed from a communal service.
- The outlets provide FM Radio and Digital TV
- For tuning problems, please see the resident's reception guide that can be found on the Vie Building website.
- If you are unable you resolve the problem, please contact the aerial maintenance company.
- Please note that if the fault is an internal problem within your flat, then the costs won't be covered under the maintenance contract and will be payable by you.

Repairs Each flat owner is responsible for all repairs within their flat
The Managing Agent is responsible for repairs to communal areas only

Balconies & Terraces (If applicable)

- Planting material on balconies etc. must be contained in drip trays to collect water. The gaps in the decking will allow water to spill onto the balcony below.
- Keep the anti-slip grooving in the decking clean by regular brushing.
- Avoid allowing water to discharge onto the balcony.
- Objects placed on the balcony should have small contact points to permit air flow around the timber deck, to maintain the timber in good condition. (Plant drip trays should be stood on small “stools” readily available from garden stockists etc).
- Please observe the following advices
 - Do NOT use barbeques on balconies
 - Do NOT block extracts grilles from the apartment
 - Do NOT use step ladders on balconies
 - Do NOT decorate handrails or extract balcony decking. These are made from durable timber species that do not require protective treatments, except as per the manufacturer’s maintenance instruction
 - Do NOT attach any object to the balcony structure
 - Do NOT overload the balcony
- Timber decking to balconies will benefit from annual maintenance to ensure its longevity.
- Supervise children at all times. Ensure that any article placed on the balcony will not permit children to climb on or over the guard rails.
- Ensure that any items left on the balcony/terrace cannot be dislodged by high winds (lightweight tables etc).

Internal Communal Areas

- All communal areas should be kept clear at all times. Do not leave any rubbish, bicycles, or any other objects in the communal areas.
- Fire doors must not be wedged open or obstructed at any time.
- Any malfunction of fire doors must be reported immediately to the managing agent.
- Normal lighting to the communal areas should be on during the hours of darkness. Any malfunction of normal or emergency lighting must be reported immediately to the managing agent.
- Do not attach posters or pictures to the walls in the communal areas. Please use the notice boards provided in each entrance lobby.
- Do not access the lift control panels, service risers, etc.

Communal Stairwells/Lifts

- In the event of a fire, use the communal stairways. Do NOT use the lifts.
- Should anyone become trapped in a lift, there is an emergency call button in the lift car giving direct voice access to the emergency call centre.

Noise Disturbances

- Residents are not permitted to make audible noise outside of their apartment between the hours of 11.00 pm and 8.00 am.
- It is unacceptable to make noise at any time of the day that causes a nuisance or annoyance to other residents.
- If you are having problems with excessive noise in the evenings, please inform the security guard.
- If you wish to make a complaint about persistent excessive noise, please contact the Managing Agent.

Refuse Disposal

- Refuse chutes are provided for use by residents next to each stair core.
- Residents are responsible for taking their refuse to the refuse chutes, unless agreed by the managing agent.
- Only normal domestic refuse should be placed in the refuse chutes.
- All refuse must be contained in suitably sized bags before being placed in the chutes.
- Large objects must not be forced into the chute as this is likely to cause a blockage.
- For the disposal of large objects, please contact the caretaker.
- Do not leave large objects in the bin store.

External Communal Areas/Parking & Visitor Parking

- Parking areas include shared surfaces for pedestrians and vehicles. Care must be taken when driving to and from car parking areas.
- Car parking is only available to residents who have been allocated an apartment with parking space/spaces.
- You will be allocated a designated car parking space as indicated in your conveyance plans.
- Do not park in any other space other than your own designated space as this may result in a parking fine.
- Visitor spaces are available within the car park.
- A valid parking ticket is required to park in the visitors spaces. These can be purchased in advance from the caretaker or the security guard.
- Failure to display a valid parking ticket will result in a fine. DO NOT park in the visitor spaces unless you have a valid ticket, regardless of whether or not you were able to buy a ticket before parking.

Car Park Access – Lower Level

- Vehicles access is available via the ramp to the basement level.
- The maximum available headroom in the car park is 2.2m.
- Pedestrian access is via a secure stairway from your apartment block.
- Disabled access to the basement car park is available via the lift.

Car Park Access – Upper level

- Vehicle access is available via the ramp to the upper level
- The maximum available headroom in the car park is 2.2m.
- Pedestrian access is via a secure stairway from your apartment block.
- Disabled access to the basement car park is available via the lift.

Building Access - Fobs

- Access to the building is available via a radio or proximity fob.
- Radio fobs allow vehicle gate, pedestrian gate and block access.
- Proximity fobs allow pedestrian gate and block access.
- Fobs can be purchased from the managing agent on site and then require programming at the security lodge.
(Payment can be made by cash or BACS)
 - Radio Fobs: £75
 - Proximity Fobs: £35
- Fobs cannot be issued until payment has been received/cleared the bank account.
- We are unable to supply access codes for security reasons.
- Proof of identity is required when purchasing a fob.

Useful Contact Details

- **Caretaker – Tony**
07407 869260
- **Vie Building Security (Evenings)**
07423 120404
- **Ridley Thaw LLP – Managing Agent**
0161 669 4000
- **Northwest Aerials Ltd – TV Maintenance**
0774 891 4784
- **GM Police – Non Emergency**
0161 856 4466