



# Congratulations on purchasing your new home developed by Elevate Property Group\*

To help you settle quickly into your new home we have produced this ‘quick guide’ for your information. For a more comprehensive guide, including appliance manuals, a variety of “How To” videos and other practical information please scan the **QR CODE** which can be found on the front page of this guide.

A further **QR CODE** has also been conveniently placed inside your utility cupboard. Alternatively, visit the online portal:

**[www.elevatepropertygroup.co.uk/customerservice](http://www.elevatepropertygroup.co.uk/customerservice)**

## Managing Agent

The managing agent for this development is Scanlans Property Management LLP. Their responsibilities include and not limited to holding and managing service charges, management and up-keep of all communal areas including corridors, residents lounge, courtyard, parking areas, lift, cycle stores, bin store, and dealing with all fire life and security systems such as fire alarms, entrance gates, main entrance and CCTV.

You are able to contact Scanlans directly regarding any of the above by emailing [management@scanlanspm.com](mailto:management@scanlanspm.com) or by calling 0121 711 8866, alternatively you can access the Scanlans tenant portal, details of which can be found in their welcome pack.

**All residents should be able to enjoy a welcoming and safe environment within Gunsmith House.**

We therefore ask that residents, and their guests behave appropriately at all times, take care and look after the communal areas of the development, particularly the residents lounge and communal garden.

For your peace mind and security, we have installed an extensive CCTV system in all areas of the development including the residents lounge and communal gardens that is regularly checked and monitored by Scanlans.

Antisocial behaviour, damage to the building and communal areas will not be tolerated and Scanlans reserves the right to penalise any violation by way of a fine, which will be enforced.

## Schedule of Standard Fines

Scanlans will charge residents for items and matters outside of the management agreement and/or when occupiers are in breach of their lease. The items listed below are not exhaustive, but will include:

Antisocial behaviour	Minimum fine of £1,000
Breach of the terms of the lease (i.e. running an Air B&B)	Minimum fine of £2,000 and lease revoked
Breach in the terms of the lease (i.e. cooking food in the courtyard, disruptive behaviour and excessive noise etc)	Minimum fine £500 per offence
Breaching Fire Safety	£250 per offence
Smoking in communal areas	£250 per offence
Littering	Minimum fine £250 per offence
Dumping of items of rubbish/fly tipping	Minimum fine £250 per offence
Pet Fouling	£250 per offence
Damage/Vandalism to the communal areas	Unlimited fine plus criminal damage charges with the Police

Please note that it is each resident’s responsibility to ensure that all visitors and guests to Gunsmith House are made aware of the expected behaviours and that standards are observed.

**Ultimately the resident will be held responsible for any damage caused by their guests and will be fined accordingly.**

If you are witness something that you feel impacts on the safe and secure environment in which you live, then you are able to report this directly to the Scanlans who will investigate and take any appropriate action they feel necessary.

Residents and their guests should also be aware that Scanlans will report and provide any CCTV evidence together with resident’s details, in the event of any acts of criminal damage or vandalism directly to the Police.