

Town & City

MANAGEMENT LIMITED



Pictured Above: TCML Head Office in Darlington

Summer Newsletter 2011

Welcome to Town and City Management Limited's Summer Newsletter, wow what a year it has been.

Despite the challenging times in the economy and the housing market, business at Town and City Management Limited has continued to grow and we are pleased to welcome some of the North's most prestigious developments to our property portfolio.

These include:

The Royal in Halifax, West Yorkshire, an impressive conversion of the old Halifax Infirmary Hospital into luxury apartments.

Parklands in Wakefield, another hospital conversion within easy reach of the new Pinderfields Hospital.

Other new instructions include: King Cole Mill (Bingley), Burn Hall (Durham) and Foxton Court (Sunderland) and we wish them all a warm welcome and we look forward to working together now and in the future.

New Offices

We are excited to announce the opening of two new offices in Newcastle and Leeds on the 1 September 2011. We believe in commitment to our clients and having regional offices allows us to provide a local service we believe our clients deserve.

Town and City Management Limited can be contacted as follows:

Head Office:

2nd Floor North Point
Faverdale North
Darlington
Co Durham
DL3 0PH

Tel: 01325 389 689
Fax: 01325 389 789
E-mail: mail@townandcity.com

Newcastle Office:

The Axis Building
Maingate
Kingsway North
Team Valley
Gateshead
NE11 0NQ
Tel: 0191 404 6822

Leeds Office:

1200 Century Way
Thorpe Park Business Park
Colton
Leeds
West Yorkshire
LS15 8ZA
Tel: 0113 251 5044

Visit us online at: www.townandcity.com

Our People Are Our Greatest Asset

We are pleased to confirm big changes in the Town and City Management Limited's Team. We have appointed new team members and the Team is stronger than ever enabling us to provide the best service to all our clients.

Martin Baker has joined us as Facilities and Operations Manager after completing a very successful and varied 23 year career in the British Army. Martin performed several roles from Communications Manager, Operations Manager to Property Manager. He is aiming to gain extensive knowledge in the field of residential leasehold management.

Dawn Crammen is our new Office Accounts Manager. Dawn has over 20 years' experience and extensive knowledge of accounts and has achieved MAAT status. Dawn is responsible for the smooth running of the Town and City Management Limited accounts and ensuring budgets are adhered to.

We are pleased to announce that from 1 January 2011 **Sue Crosier** and **Mike Willans** were appointed as Directors of Town and City Management Limited. Sue is Regional Director for the Northern Region and Mike is Regional Director for the Southern Region. Their aim is to provide a more personalised and knowledgeable service to the properties they manage.



Pictured above the Town and City Management Team

L to R: Back Row: Shaun Kernon, Martin Baker, Dawn Crammen & Tim Clarkson
Front Row: Sue Crosier, Peter Bigge & Mike Willans

Staff Training and Development

We are committed to providing our staff with the opportunities to develop their own personal development and careers, not only within their own areas of responsibility but also to gain opportunities to have an understanding and insight to other departments within the company. We are fully aware of the constraints that office bound staff can be placed under due to not having the mental picture of properties and issues when conducting telephone conversations with clients. We aim to overcome this by taking office staff out on site visits so they have more of an understanding of the client/property that they are dealing with whilst based in the office.

Lights, Camera, Action

A locally based PR company in Darlington recently came to our Head Office to film a promotion video which can be seen on our website.



The aim of the video is to show our existing and potential clients our work ethos and how passionate we are about our company and the prestigious properties we look after.

The filming went well, there were no tantrums on set and everyone enjoyed themselves!

If you would like to see the video please visit our website: www.townandcity.com.

Top Tips for Leaseholders

Communal Areas

We would like to take this opportunity to remind all leaseholders and tenants about communal areas within your development. These areas must be kept clear at all times and **no personal items** should be stored in these areas.

The most common items left in the communal areas are bicycles, pushchairs and shoes. The storage of these and other personal items in these areas is a potential health, safety and fire hazard and in most cases breaches covenants within the property's lease.

Health and Safety is a top priority for us!

Bins Stores and Large Items of Refuse

General household refuse should be placed in tied bin bags and put within the bins provided. Please keep the bin store areas tidy and do not place refuse on the floors, this makes the site untidy and encourages vermin.

If you have a large or bulky item of refuse this is the leaseholder's responsibility. Removal of these items is often quite simple and can be done through the local authority. Please check your council's website for details.


With council's and most supermarkets providing recycling facilities, now is the best time to start recycling, it not only cuts down on your waste you are helping the environment too!



Noise

We always ask that you please respect your fellow neighbours by keeping the noise to a minimum. Town & City Management Limited is determined to ensure that all leaseholders enjoy the quiet peaceful environment of their property at all times, something to which their lease entitles them and we are equally determined to protect the investment made in properties by leaseholders.

A little consideration can go a long way

 **Town & City Management Limited**
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Unoccupied Flats and Long Holidays

One common question we are asked relates to when a flat is left unoccupied for a long period of time such as when taking a long holiday. There are a few simple precautions you can take to protect your property.

Firstly you should be aware when to tell your insurance company that a property will be left unoccupied. Generally most contents insurers need to be told if you are going to leave your flat unoccupied for more than 30 days and it is important that you discuss this with them. Failure to do so may drastically prejudice your cover.

In respect of your buildings insurance you do not need to tell us but you do need to be aware that cover may be restricted if your flat is left unoccupied for more than 30 days. One simple solution is to ask a family member or friend to stay in your flat whilst you are away, even if not for the whole period simply asking them to stay for a weekend may help ensure full insurance cover applies.

If, however, your flat is going to be unoccupied long term then you need to take a few simple precautions.

- If possible turn the water off and consider turning off the electricity at the fuse box.
- If you decide to leave lights on a timer make sure that you unplug all other electrical items.
- If you decide to leave the supplies turned on then make sure the heating is left turned on at a moderate temperature during the winter months.
- Arrange for the flat to be visited at least every seven days and keep a log of these visits.
- Make sure the post and any flammable items are cleared.
- Leave contact details with trusted neighbours and keys to the flat if appropriate.
- If you have left the supplies turned on, it is advisable that the residents of any flats underneath yours are able to contact you or a key holder as they will be the first to know in the event of a water leak. You will also have to comply with any additional requirements your contents insurers specify.
- And finally make sure you notify us of how to contact you or a key holder.

Feedback

Your feedback is important to us, we welcome all comments and suggestions and we will act upon all feedback given.

If you have any comments please use the contact details below:



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www.townandcity.com