



BEETHAM TOWER

301 Deansgate, Manchester, M3 4LQ

Welcome Pack and Management Regulations
2012

BRAEMAR ESTATES IN ASSOCIATION WITH THE BEETHAM TOWER RESIDENTS'
ASSOCIATION (BTRA)

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Introduction & Welcome

WELCOME TO BEETHAM TOWER

We would like to welcome you to the Beetham Tower, 'an iconic and prestigious landmark building', and we hope that you will enjoy living here.

This pack contains essential information to make moving in and living here easier, simpler and more enjoyable.

Moving In describes how to manage the practicalities of moving into a multi-storey building with lift access and concierge whilst **Living Here** advises you on how the building works, who can help you with daily issues and what steps you can take to be a good neighbour.

It has been produced by the Beetham Tower Residents Association (BTRA) and by the managing agent Braemar Estates (Residential) Ltd.

The BTRA has been formed to represent the residents of Beetham Tower in discussion with the landlord and the managing agent and to ensure that a high quality environment is sustained. Look for the 'join up' form in the pack and go to www.beethamtower.info

Braemar Estates is the managing agent. Their role is to make sure that the Beetham Tower is well run and secure and that your service charge is used to provide essential services that give good value and maintain this unique building to a high standard.

Each resident is encouraged to take responsibility for their apartment and the common areas and to promote good relationships with their neighbours. See the 'Good Neighbour' note in **Living Here**.

Working together, we can create and maintain a great environment for all residents in the Beetham Tower.

We look forward to seeing you soon.

Neil Roberts FRICS
Managing Director
Braemar Estates (Residential) Ltd

Geoff Edwards
Chairman
Beetham Tower Residents' Association

BEETHAM TOWER, A BRIEF HISTORY

- ❑ Beetham Tower cost over £150 million to build.
- ❑ Beetham Tower is exactly 168.87 metres high
- ❑ Beetham Tower has 48 floors
- ❑ Beetham Tower has over 528,000 sq ft of space
- ❑ Beetham Tower is the tallest residential development in Western Europe
- ❑ Beetham Tower is the 7th tallest building in England
- ❑ Beetham Tower has a 4 metre overhang on the 23rd floor
- ❑ Beetham Tower has 219 apartments of which 16 are penthouses
- ❑ Beetham Tower is home to the Hilton Hotel

APARTMENT ADDRESSES & POSTCODES

Beetham Tower
301 Deansgate
Manchester
M3 4LQ

Your postcode is dependent on which floor you are situated, please see below:-

Floors 25-31	M3 4LT
Floors 32-38	M3 4LU
Floors 39-47	M3 4LX

Moving In

All new residents moving into Beetham Tower should be aware of the following procedures:

MOVING IN / MOVING OUT

Estate Agents must let the concierge/management team know of arrival dates and times as we have one designated lift (R2) that may be used and it will need fitting out with protective curtains prior to use.

Moving in must be between the hours of 10am and 4pm to avoid lift congestion during peak hours.

LOADING / UNLOADING

Entrance for unloading will be via the rear doors only (if unable to use the car park) where there is a small lay-by to use whilst unloading/loading, although we cannot guarantee you won't receive a parking ticket. This process will only happen if there are two concierge staff on duty so one can man the door whilst furniture is removed to maintain security of the building. It is your responsibility to look after your own belongings during unloading.

The cost of repairing any damage to the lifts or communal areas e.g. broken mirrors in lifts, chipped paintwork on corridors, must be met by the resident moving in/out. The concierge will check the lifts prior to use and afterwards.

Concierge will provide an over-ride key for your sole use of the lift during this time. Instruction of where to place the items whilst they are being unloaded will be given by the concierge as the doors being used are a Fire Exit and must be kept clear at all times. This key must be signed out and signed back in by the resident.

DOCUMENTS / ACCESS SYSTEM

On arrival new owners must produce a copy of their Deed of Covenant and new residents must produce a copy of their Assured Shorthold Tenancy (AST) and photo ID and complete our New Tenant Details pack. Door and car park 'Bio-Metric' access fobs will be activated as soon as possible once all forms are completed and returned to concierge.

All ASTs must be for a period of six months or more. Other occupiers over 18 years of age must be listed within the AST as a 'permitted occupier' and these people will also be included onto the Bio-Metric access system. Other guests who do not have their names on the AST will be considered as short-term guests and will not be permitted onto the Bio-Metric system.

Access can be granted by using the 'P' button on the main door and by the buzzers in the car parks until registration is complete.

Making Alterations to the Apartment

LICENCE TO ALTER

As agreed in the main lease of your apartment and your AST lease, you are not to make any alterations or additions to the apartment or change the structure or appearance of the front door of the apartment e.g. door mats, doors bells, name plates etc.

You cannot cut, maim, alter or injure any of the walls or timbers nor remove any of the landlord's fixtures without the previous consent of the landlord. This includes heating and intercom systems.

If you are planning to do such works then please get together a method statement for the works along with any plans **before the works start** and forward them to:

Lyn Windeler MRICS
Senior Surveyor
Braemar Estates (Residential) Ltd
Richmond House,
Heath Road,
Hale, Altrincham,
Cheshire WA14 2XP

Tel: 0161 929 2300
Email: lyn.windeler@braemar-estates.co.uk

A formal licence will be required from your landlord before the work is started and you will be required to pay Solicitor's and Agent's fees.

Unauthorised works to any part of the building may seriously affect the building's mechanical and electrical systems and the structural integrity. The works may also void certain insurance conditions. You will be held personally liable for any damages caused by unauthorised alteration works.

Solicitors fees will be around £500 and agent's fees will be around £250 to £500 per licence depending on the extent and complexity of the works being carried out.

Contractors on Site

CONTRACTORS

Any contractor attending your apartment will need to report to reception/concierge in order to sign in and sign out.

Large amounts of goods and materials will need to be brought in through the car park, not through the reception area and the lift used to transport them should be fitted with the appropriate lift protection on floor and walls. Lift curtains are available from the Concierge.

Please seek concierge's advice prior to bringing in the goods and materials. They can provide a key to temporarily lock off the lift. Contractors must liaise with Concierge for car park entry for deliveries.

Concierge will check the condition of the common areas before and after contractors' access and exit the building.

Contractors on site **cannot**:

- Smoke on site
- Smoke outside the building (Contractors can go to the NCP Car Park opposite the building)
- Access any apartment other than the one that they are working on
- Park in the car park (except in their client's space)

When moving goods, **contractors must**:

- Use lift R2 with the protective curtains fitted when moving materials.
- Provide a 'Method Statement' or similar for moving materials through common areas to Braemar Estates' Facilities Manager.
- Give an estimated timing on moving materials

Contractors must:

- Provide protective sheets for common area floors and walls that may be damaged during their entry and egress.
- Hold necessary Liability insurances
- Clear any mess / foot-prints / litter, etc from the common area corridors immediately and make a check of the same each evening.
- Clean the corridor at the end of each day.
- Arrange a thorough clean of common area corridors once their contract is completed.
- Contact Concierge for cleaner's details.

Braemar Estates may seek injunctions against any tenant / occupier who fail to obtain formal licence for alterations.

Living Here

ACCESS TO BEETHAM TOWER

The main point of access to the building is via the front door. If you have been programmed on the Bio-Metric system you will need to use your fingerprint and your door fob to gain entry.

To be programmed on the Bio-Metric system please read the previous **Moving In** section for information. The rear door to concierge, adjacent to the lifts, is not used for access and is only used for loading/unloading of large items or heavy shopping by arrangement with the Concierge.

If you have visitors coming, they can dial your apartment number from the panel and this will allow you to let them in via your intercom.

For safety and security, the concierge staff will, at all times, challenge and ask all guests for their destination apartment. Please advise your guests.

UTILITIES

Southern Electric supply the electricity to your apartment. Upon moving in you should make contact with them to ensure that your account is set up. Meter readings can be requested from the concierge and you should ensure that these are taken upon moving in and moving out.

All heating and water in your apartment is metered by EnerG. They remotely supply the meter readings for these so again you should contact them when you move in/out to ensure correct billing.

Each apartment can support Sky should you choose to contact them to have installed. Please be aware Sky+ is not supported to its full capacity but can be used for some function (As is Sky HD/SKY HD+). BT phones lines have also been installed inside each apartment but again you will need to contact BT to arrange activation of these.

LIFTS

Please be aware that we have 2 lifts serving the residential floors between 25 and 47. If you need to transport any large items in/out of the building via the lifts then please give the concierge as much notice as possible so we can arrange to provide the dedicated lift for you. The lifts are in high demand at early morning and early evening rush-hours so please avoid attempting to move any items in these periods.

RUBBISH

Located at the end of each corridor, behind the lifts are the bin chute rooms. In here you will be able to dispose of your waste in a small swing bin bag (total size no larger than a standard Tesco carrier bag). Tie the bag securely, open the chute and place the bag inside, close the door carefully. The system works well if used carefully.

Living Here

If you have any large items e.g. cardboard boxes or packaging, to be disposed of they should be brought down to Reception and concierge told, so we can dispose of them for you and keep the area clean and tidy.

Any large items placed in the bin chutes will cause a blockage and you will be liable for any charges incurred to unblock it. There are signs in the bin chute rooms advising you how to dispose of your waste properly. Cameras are installed in the corridors and record all activity.

Please take 5 minutes to familiarise yourself with the guidelines and notices in the bin chute rooms.

Please use the system carefully and DO NOT dispose of large items via the bin chute.

CLEANING

The apartment corridors, bin chute rooms and stairwells are cleaned each weekday between 8am & 4pm, this includes a full Hoover of the corridor carpets on your floor. If you make a mess in any of these areas you are expected to clean them up afterwards. Should you require additional cleaning inside your apartment, Concierge will be able to provide you with contact details for private cleaning firms who already work in the Tower.

Common areas are cleaned daily. Please do not drop litter or cause unnecessary mess.

Report any spillages, etc to concierge so that they can be cleaned up.

NOISE / GOOD NEIGHBOURS

Apartment living is community living – with friends and neighbours sharing communal space and living in close proximity to one another. What you do in your apartment has an instant impact on others around you and may cause discomfort and distress. So please treat your neighbours above, below and around you with consideration.

Loud noise is the most common form of disturbance so we need everyone to remember a few key points for consideration:-

- Keep music / TV and audio speakers raised off the floor to reduce sound transmission
- Turn down the bass! – Keep music and TV sound low after 11pm
- Don't slam doors
- Keep loud voices / arguments to a minimum
- Avoid outdoor shoes on wooden floors
- Don't move furniture around during unsocial hours

We can all help to keep Beetham Tower a friendly and neighbourly place to live.

The terms of your lease state that noise emanating from within your apartment must not cause any nuisance to your neighbours. Music/TV must not be played loud enough to be heard from outside your apartment door and not played loudly before 8am and after 11pm.

Living Here

Please note the management company will pursue all complaints against noisy neighbours and will work with Manchester City Council to deal firmly with Anti Social Behaviour.

If there is continuous failure to comply with this, your landlord can take steps to terminate your lease agreement. If you are experiencing noise problems, please contact Concierge and log a complaint so that actions can be taken to trace and stop the disturbance.

In addition, Manchester City Council's Anti Social Behaviour Action Team (ASBAT) may be called to handle the problem.

The ASBAT contact is Miles Boothby: Case Manager Tel: 0161 234 4612 Mobile: 07766 508967

SMOKING

Beetham Tower is a no smoking building. Smoking in the stairwells, car park or corridors is illegal. Anyone found smoking in these areas will be subject to action from the managing agents / estate agents and may face on-the-spot fines from Council enforcement officers.

Anyone found smoking by the front door will also be asked to move away from the building to prevent any passers by and other residents from inhaling secondary smoke.

Smoking cannabis and other illegal substances will not be tolerated and Greater Manchester Police can react at short notice to trace the source and take action against possession.

GUESTS

If you are expecting guests, Concierge needs to be informed of who is coming, especially if you have a large number of people visiting. With this in mind can you also ask visitors to be aware that this is a residential building and other people may not appreciate any loud or threatening behaviour.

For your own safety and security, Concierge team has a zero tolerance policy for any mischievous or unruly behaviour. Should any person/s be found to be causing trouble, they will be asked to leave the building. Should they fail to comply with this, the police will be called.

SERVICED ACCOMMODATION

Beetham Tower is a residential building, not a hotel. Serviced accommodation is not permitted and contravenes the terms of your lease/AST. If Braemar Estates suspect that 'one night lets' are taking place then legal action will be taken against the landlord of the apartment. The Concierge will also refuse entry to all people who are suspected of planning to stay on a 'one-night let' basis.

Living Here

WINDOWS

No items e.g. posters, flags or advertising materials, should be placed directly on the windows inside the apartments. No washing is to be hung to dry on the south-facing balconys. White curtains only can be hung. Louvre and vent windows must be closed during high winds, if not Police action and substantial claims for damage may result.

Anything dropped from these windows may well cause injury / severe damage to the general public so please refrain from throwing items out. Police action and substantial claims against you for damages may well result. White curtains only may be hung.

Residents will be liable for damage to the Hotel canopy caused by objects thrown from balconies.

CORRIDORS

The apartment corridors must at all times be kept clear of any obstructions to prevent any difficulties in the event of an emergency. This includes welcome mats outside the apartment doors as they constitute a health & safety hazard.

CAR PARKS

The car park is available for those with a Right to Park. The car park is on two lower levels underneath the Tower and are numbered -1 and -2 accordingly. Access to the car park is via the roller shutter door on Trafford Street and also from the lift lobby areas.

To activate the shutter you must have a car fob, which has been programmed by the Facilities Manager or the Concierge, or you can access via the intercom at both sides of the shutter. To gain entry to the building from the car park you will need to use your door entry fob.

There are no visitor spaces in the car park and any car found parking illegally **WILL BE CLAMPED**. You must always park within the lines of your designated bay and will also be responsible for the cleanliness of your bay. Only one vehicle is permitted per space. Car park spaces can not be sub-let as per the terms of your lease.

BIKE RACK

Bikes must be stored in the bike racks in the car park on -1. Please exit and enter the building via the car park ramp as the rear of the building on Trafford Street. DO NOT take your bike through the reception area or into the lifts. Bikes must not be stored in apartments. Please see the Concierge to register your bike and find out where to store it.

SECURITY

Living Here

Master keys are held for each apartment and are only to be used for access in an emergency (burst water pipe, fire, etc). If you are expecting any contractors to enter your apartment (Sky, BT, TEKA) then please leave your keys for them as we will not be able to escort them up to the apartment with our master key.

MANAGEMENT REGULATIONS

Beetham Tower Management regulations are attached to the back of this welcome pack. Further copies are available from Concierge. Please take the time to read, understand and sign your copy. These regulations stipulate what you can/cannot do while in residence to protect the security/safety of yourself and others.

QUERIES & COMPLAINTS

If you have any queries or apartment defects (including leaks or other urgent issues) please fill in a resident's query form to see if we can assist you in any way. Please note the majority of apartments are now well out of their defect warranty period and any faults may need to be resolved by your individual landlord.

If you have a complaint, again please fill in a resident's complaint form so we can log your complaint. This will then be followed up by Braemar Estates and any actions taken as a result will be communicated back to you within a week.

SERVICE CHARGE

The Service Charge is paid for by the owners of the apartments quarterly in advance. A budget is prepared once a year and reconciled at each end of year. The service charge provides for the services to the building, i.e. window cleaning, lift maintenance, bin chute, etc. If you are the owner of an apartment, then a copy of the full budget is available on request from lyn.windeler@braemar-estates.co.uk.

It is essential that prompt payment is made by all owners to avoid potential legal action by the landlord and to ensure that service standards and normal building operations can continue uninterrupted. Service charge payments can be made via direct debit or via Braemar Estates Online, where you will also be able to manage your account and access other building information. Please login via www.braemar-estates.co.uk, enter your unique ID & password. Please contact Braemar Estates for direct debit details and login details if required.

Fire Evacuation

FIRE – EVACUATION OF YOUR APARTMENT

If the fire cannot be controlled in your apartment you should ring the fire brigade if safe to do so.

The concierge will receive an alert on the fire panel on the ground floor and will contact the fire brigade.

Exit the building using the emergency staircase. Do not use the lifts.

Make your way to the assembly point which is at the residents' entrance.

Other residents are NOT required to evacuate the building at this stage.

(each apartment has sufficient 2 hour fire protection)

The fire brigade has the ability to evacuate a single floor or several floors should they deem it necessary.

(only the fire brigade can make this decision).

The fire evacuation procedure for the building was designed in consultation with Manchester Fire Services and provides a three-stage plan for evacuation:-

Stage 1:

Scenario - A single apartment experiences a fire – the alarm is activated and fire brigade are called – the occupant of that apartment should make their way down the fire exit to exit the building.

The fire services will arrive within minutes – take control of the lifts and check the state of the fire – they may then put the other apartments on the same floor (*and perhaps the floor above and floor below*) on 'Stand-By' for evacuation.

The fire alarm within these apartments will 'Pulse' whilst they are on standby – this will warn occupiers that a fire is being tackled nearby.

Stage 2:

Scenario – The fire services may consider that the fire is spreading - The fire services will then decide that nearby occupants also need to evacuate.

The 'Pulse' sound in nearby apartments will change to alarm bell and occupants of those apartments affected need to make their way down the fire staircase and assemble outside the building in front of the Hilton Hotel.

Stage 3:

Scenario – If the fire is proving difficult to control then the fire services will then decide that all floors need to evacuate and will activate the alarm for all apartments. All occupants should then make their way down the fire staircase to exit and assemble in front of the Hilton Hotel.

Occupants should use the fire staircase to evacuate – Do not attempt to use the lifts.

Fire Evacuation

Make your way to the assembly point.

Make yourself known to the Concierge.

Do not re-enter the building until instructed to do so.

Note: The main fire staircase travels directly down the building to ground floor. A 'cross-over' corridor can provide access to the Hilton Hotel fire exit staircase at Level 24 in the unlikely event of a blockage below level 24 in the main staircase. It is a long way down so please only use the staircase in an emergency.

EVACUATION OF THE HOTEL

Upon the fire alarm going into full evacuation within the hotel, all hotel guests will evacuate.

Residents of Beetham Tower are NOT required to evacuate their apartment upon the hotel alarm sounding (you will not hear an alarm in your apartment)

The fire fighting lift (serving the whole building) and passenger lift in the residential area will ground ready to assist the fire brigade.

Hotel guests will descend down the 2 emergency staircases (during an emergency situation no one is allowed to enter the stairwell to go up the stairs)

Guests should not re-enter the building until instructed to do so by the fire brigade

STAIRWELLS & COMMON AREAS

To ensure there are clear escape routes for use in an emergency, no items of any description must be left in the apartment doorways, corridors, staircases or car park walkways.

If you notice any obstructions please inform Concierge. These areas are all regularly patrolled and any offending items will be removed for disposal.

FIRE ESCAPE

If you enter the fire escape stairwell you will "NOT" be able to re-enter any floor. You will have to walk to the bottom of the stairwell. The doors lock automatically.

Other Contact Details

GREATER MANCHESTER POLICE

Beetham Tower is located in the Southern Gateway of the City Centre. The local City Centre Neighbourhood Officer is PC Keith Thompson and he can be contacted on 0161 856 3221, email address a1apt@gmp.police.uk

Keith deals with all aspects of the neighbourhood policing for this area and is a regular visitor to the tower.

For non-emergency calls or to report a crime call 0161 872 5050.

Use 999 only in emergencies where there is a threat to life or crime in progress. For further information visit the GMP website at www.gmp.police.uk

CRIMESTOPPERS

CRIMESTOPPERS are an independent charity helping to find criminals and help solve crimes.

Their telephone number is:- 0800 555111 where you can pass on information anonymously.

Alternatively complete the online form at:- www.crimestoppers-uk.org

BEETHAM TOWER EXTRA SERVICES

The Concierge can provide local information to help you with services in Manchester, however, they cannot book taxis, organise dry cleaning, book cinemas etc.

The Team

MANAGEMENT TEAM

	<p>Neil Roberts FRICS Managing Director neil.roberts@braemar-estates.co.uk Tel: – 0161 929 2300</p>
	<p>Lyn Windeler MRICS Managing Surveyor lyn.windeler@braemar-estates.co.uk Tel: – 0161 929 2300</p>
	<p>Sarah Durrant MBIFM Facilities Manager sarah.durrant@braemar-estates.co.uk Tel: – 0161 839 7236</p>

CONCIERGE TEAM

	<p>Johnny Hay Ken Marshall Colin Fraser Jim Carrey Barry Abbott</p>
	<p>conciergeMCR@braemar-estates.co.uk Tel: 0161 839 7236</p>

BEETHAM TOWER RESIDENTS' ASSOCIATION COMMITTEE

	<p>Geoff Edwards geoffedwards@beethamtower.info</p>
	<p>Carl Austin carlaustin@beethamtower.info</p>
	<p>Jo Farrell jofarrell@beethamtower.info</p>

The Team

LETTINGS TEAM

	Ian Chatburn Associate Director ian.chatburn@braemar-estates.co.uk Tel – 0161 861 4150
	Robert Parsons Property Manager robert.parsons@braemar-estates.co.uk Tel – 0161 861 4150

LETTINGS GUIDELINES

In order to maintain high standards within the building, the managing agents and BTRA recommend these guidelines to buy-to-let landlords, their letting agents and their tenants:-

- All prospective tenants should be advised of building regulations at the viewing stage – these are available from concierge.
- All Assured Shorthold Tenancies (AST's) must be drafted to transfer the tenant obligations from the apartment head-lease to the AST.
- AST's must be registered with the landlord (via concierge) within 3 working days.
- All prospective tenants should be credit checked and provide a previous landlord reference and employment reference.
- Photo ID and proof of current address should be provided.
- All occupants over 18 should be listed on the AST.
- All tenants moving into the building should be checked in at the building and introduced to concierge / building staff.
- Tenants should be professionals in full-time employment.
- Preferably non-smokers
- No pets are allowed in the building under the terms of the lease.
- No sub-tenants are to further sub-let the apartments or share any car parking spaces.