

# *Taylor & Martin*

— Bespoke Property Management —



## Homeowners Information Handbook

### Park Quadrant Residences

## **WELCOME TO PARK QUADRANT RESIDENCES...**

We wish to extend a warm welcome to all owners of Park Quadrant Residences.

This handbook has been designed to give information for existing owners and to assist new owners making their adjustment to their new home as trouble free as possible.

PQ Residences is governed by a Deed of Conditions which sets out your rights and obligations as a homeowner. A copy of this legal document will have been provided to you by your solicitor when you purchased the property.

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## **OUR SERVICES**

Taylor & Martin provide services for all communal aspects of the development which includes all parts of the development under shared ownership.

Please note that private areas are those that belong to the homeowner's individual properties and are not included in our services. These include but are not limited to:

- All areas inside the home
- Entryphone system inside the home
- Private balconies / terraces / and front & back gardens (Duplexes)
- Main doors into individual properties
- Private windows and surrounds
- Private vents/flues
- Private water, gas pipes, etc from the point that they exit from communal supplies.

Homeowners should also be aware that as per your Title Deeds, no alterations can be made to the external appearance of the property and that any paintwork, window replacements, door replacements, etc must be "like for like" in order to preserve the appearance of the development.

Please note, homeowners who are landlords must advise their tenants of the above and all communication to the property manager should be through yourself as the homeowner or a letting agent acting on your behalf.

## **COMMUNICATION WITH TAYLOR & MARTIN**

**Owners' designated Property Manager for Park Quadrant Residences is Lynsey Kelly who is a Senior Associate for Taylor & Martin. Lynsey should be owners' first point of contact for all property management related queries.**

Taylor & Martin Property Management

4 Berkeley Street

Glasgow

G3 7DW

Telephone 0141 353 3049

Email [lynsey@taylorandmartin.co.uk](mailto:lynsey@taylorandmartin.co.uk)

Web [www.taylorandmartin.co.uk](http://www.taylorandmartin.co.uk)

If owners have an emergency out of office hours, they should call the Taylor & Martin office number and they will be diverted to T&M's emergency mobile which is managed by a Taylor & Martin employee 365 days a year.

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## **CONCIERGE**

PQ Residences has a concierge Bernard Kelly, who is onsite Monday – Friday, 7:30am till 3:30pm

Bern's role is currently

- Taking deliveries
  - Circulating mail daily
  - Monitoring security of development - Daily walk round - Ensure doors are closed and locked
  - Monitoring CCTV (once installed)
  - Managing the development refuse and recycling - Liaising with Glasgow City Council Refuse Department - Presenting bins for collection
  - Litter picking as required
  - Ad hoc cleaning as and when required.
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## **PARK QUADRANT RESIDENCES OWNERS' ASSOCIATION AND PQR OWNERS COMMITTEE**

The Park Quadrant Residences Owners' Association is the legal entity owned by all homeowners which has responsibility for appointing the Manager and appointing an Advisory Committee, called the PQR Owners Committee, which provides the Manager with advice, to ensure that all areas of the development are maintained to a high standard.

Regular meetings of the PQR Owners Committee and Taylor & Martin are held to advise Taylor & Martin and to keep a line of communication open between owners and the Manager.

An Annual General Meeting of the PQR Owners' Association is held to agree the annual budget for communal expenditure and to appoint or re-appoint the Manager.

The PQR Owners Committee meets monthly and meeting minutes are issued to all homeowners by Taylor & Martin. Current Committee member details are provided below:

### **11 PQ - Bobby Caldwell (Secretary)**

12 PQ - Ian Lee

14 PQ - Gavin Fox-McMullan

### **15 PQ - Peter Brady (Chair)**

16 PQ - Elizabeth Mitchell

17 PQ - Faye Johnston

18 PQ - Mark Irvine

19 PQ - Frank Vaughan

20 PQ - Ronnie Hamilton

21 PQ - Robert Burns

(Note - still no rep from No 22.)

Owners should advise their representative of their phone number and email address and let them know of any changes to ensure that all details are up to date for any direct communications from the committee.

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## **COMMON BUILDINGS INSURANCE**

Taylor & Martin arrange through their own insurance broker a Common Buildings Insurance policy which is available to all homeowners via their My Taylor & Martin portal. This can also be provided upon request.

Should owners have the unfortunate need to make an insurance claim they should contact their property manager, Lynsey Kelly and she will be able to advise on the process and the appropriate excess that will be applicable in accordance with the insurance policy.

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## REFUSE DISPOSAL

General waste and recycling collections are each made currently on alternate Wednesdays. In case of missed collections or other problems, you can visit the council's website and complete the online form [www.glasgow.gov.uk/missedbincollection](http://www.glasgow.gov.uk/missedbincollection)

### **Bins Labelled for General waste are for:**

- General household waste and for materials that are not collected within the suite of recycling bins.

Large items need to be taken to the council's local Recycling Centre, or owners can request a bulky waste collection through the councils website <https://www.glasgow.gov.uk/bulkywaste> However, it is worth noting that there is a charge from the council for this service and the cost can be found on the council's website.

### **Bins labelled for recycling are for:**

- Mixed papers - newspapers, magazines, journals, junk mail, brochures, catalogues, directories, yellow pages, envelopes
- Cardboard - cardboard boxes, card packaging
- Plastic bottles - milk bottles, drinks bottles, sauce bottles, shampoo bottles, cleaning product bottles
- Food and drink cans - steel cans, aluminium cans and food tins.
- Empty aerosol cans

### ***Please do not place the following items into the recycling bins:***

- General waste/food waste
  - Glass bottles
  - Yogurt pots
  - Tetra paks
  - Elopak
  - Cardboard beverage containers
  - Plastic bags
  - Margarine/butter tubs
  - Cartons
  - Books
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- Please do not overfill the bins
  - Please do not put glass into the bins. Glass should be deposited at a local glass bin hub.
  - Please ensure that you flatten any cardboard boxes
  - Recycling should not be put into the recycling bins in plastic bin bags

## **WINDOW CLEANING**

Window cleaning is carried out quarterly and the cost is apportioned amongst the owners as per the legal deed of conditions.

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## **CAR PARKING**

All apartments (excluding a few) have allocated parking bays dedicated only to their use. Owners should not park in other owners' spaces. If a homeowner is in doubt of which space belongs to their property, please refer to your property Title Deeds or contact Taylor & Martin for details. A plan of the parking is shown on the next page.

We would remind homeowners that commercial vehicles are not permitted within the development unless you are having work carried out within your property.

## **DISABLED PARKING (BLUE BADGE HOLDERS)**

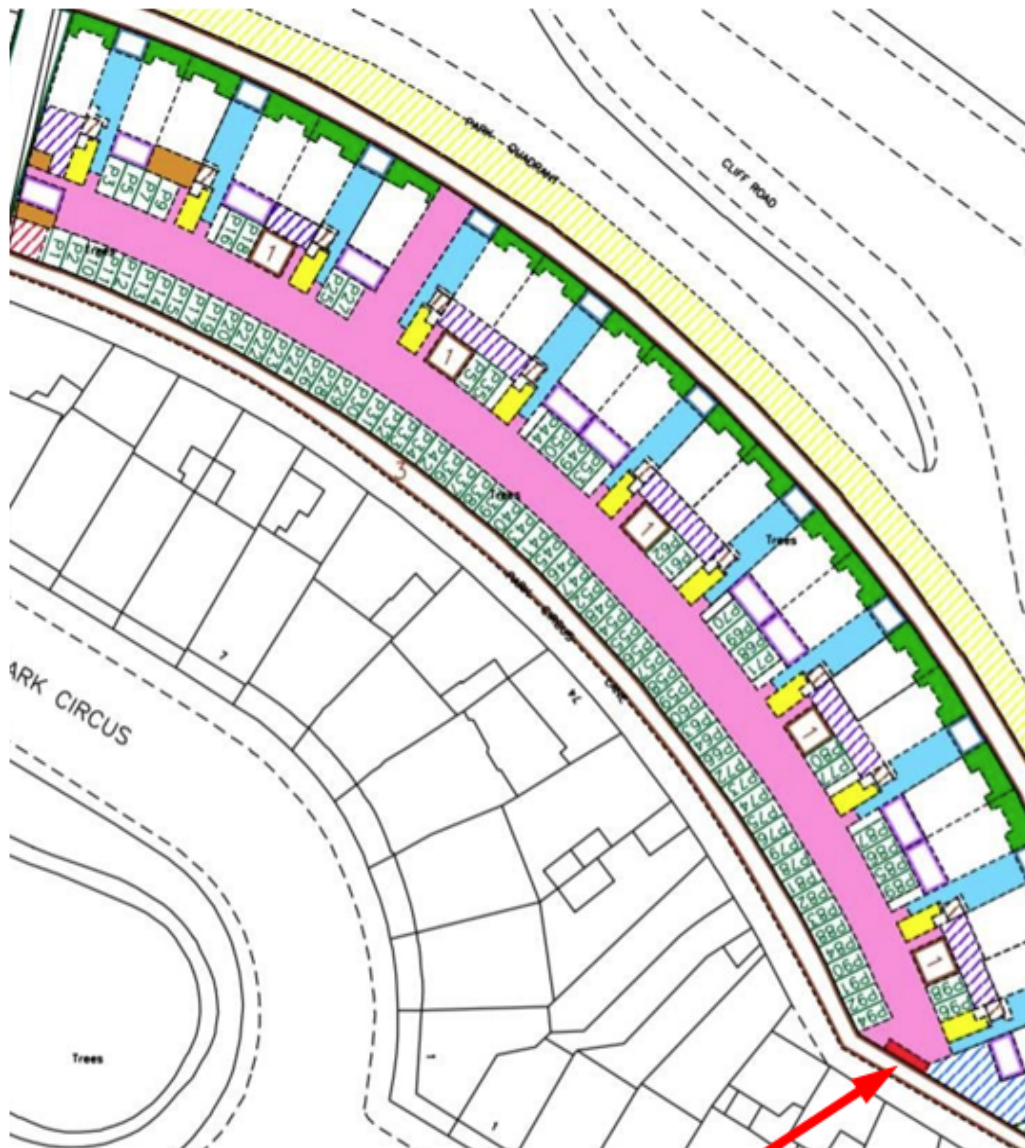
There are 5 disabled bays within the carpark and are strictly for **owners** who are blue badge holders and are on a first come first served basis. Under no circumstances should an owner park in the bay unless they have a blue badge.

## **SECURITY**

Incidents of burglary/vandalism are rare but do happen occasionally. We would therefore request that homeowners always ensure that the garage gates and main doors are closed behind them and that no one is allowed access into the building unless they are known to you. Extra fobs can be obtained from Taylor & Martin at a charge.

If anyone is seen within the development that you do not believe should be, please telephone the police on 101.





Fire Escape

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## **BIKE STORAGE**

Each stairwell (Apart from stairwell 15) has a locked cycle store.

Codes for the cycle stores can be provided from either the concierge or property manager. The codes for the stores should only be changed via the property manager.

At no point should there be any bikes or scooters stored in the communal stairwell or landings, as this is a risk for escaping quickly should there be an unfortunate need to leave the building quickly. Bikes and scooters should also not be stored on private balconies or the garage.

Electric bikes and electric scooters can only be stored in the cycle store on the understanding that the battery is never left in the storage area due to the risk of battery fire. At no point should batteries for these modes of transport be charged in the bike store or any other communal area of the development.

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## **GARAGE GATE –**

(Waiting on information on the gates from Ambassador as we haven't taken over liability yet and still do not have an owner's manual to be able to give guidance on what to do.)

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## **HOW TO STOP WATER TO YOUR APARTMENT IN AN EMERGENCY**

Each Apartment has a tap on the inlet water pipe that is normally located in the boiler cupboard, turn this tap and it will stop the flow of water.

Also located normally in the cupboard outside each apartment door is a handle on the water inlet pipe which allows water to be shut off from outside the property, this is valuable if for any reason the owner of the apartment is not available, and the water is needing to be shut off to prevent damage to the property.

(We are checking with Ambassador as we believe some cores may be different than others)

## **FIRE SAFETY**

### **Within your Home**

Smoke/heat alarms are crucial elements in the early detection of fires as smoke and toxic fumes spread through a house faster than flames. Smoke is especially hazardous and can cause respiratory burns, lightheadedness, nausea, confusion, and sleepiness. Smoke inhalation is the primary cause of death for home fire victims therefore it is imperative that owners take every precaution to ensure that your alarms are functioning through weekly



tests (there will be a test function button on your alarm) and replacing the alarms periodically as specified by the manufacturer.

In addition to smoke/heat alarms, carbon monoxide alarms are important to have in all rooms that contain gas appliances such as boilers, gas hobs, gas fireplaces, etc to ensure your safety. Carbon monoxide is a colourless, odourless, tasteless and toxic gas produced as a by-product of combustion therefore cannot be detected without such protective systems.

We recommend that boilers and hot water cylinders are serviced annually.

For further fire safety information please contact the local fire station or look at the link below for further useful safety information.

<http://www.firescotland.gov.uk/your-safety/community-safety-leaflets.aspx>

The fire exit for the development is noted on **page 7**

## **EV CHARGING**

Electric vehicle charging stations are available to homeowners who have a parking space with the development for use.

We currently have a manual procedure in place with the billing of the usage used, with an additional float of £300 to be paid to us prior to activating the EV.

The EV billing system still needs ironed out and discussions are taking place. We will be back in touch once there is further information to provide.

## **MY TAYLOR & MARTIN**

Homeowners can access their MY TAYLOR & MARTIN account by logging in to the portal through the Taylor and Martin website on [www.taylorandmartin.co.uk](http://www.taylorandmartin.co.uk) by using their account number and URN which can be found at the top of the quarterly invoice.

Owners' MY TAYLOR & MARTIN account holds details such as: quarterly invoices, payment history, payments can be made through the MY TAYLOR & MARTIN account, block insurance details, previous meeting minutes, cleaning/gardening specifications, copies of reports, etc.

If there is any additional information homeowners would like to be made available on the portal, please contact Taylor & Martin.

## **CONTRACTS/SCOPE OF WORKS**

If homeowners would like copies or further information regarding any contracts or scopes of works in relation to any works/services provided at PQ Residences, these can be provided upon request.

## HELPFUL REMINDERS

(In accordance with the Deed of Conditions and being a good neighbour)

- Ensure front and rear doors are locked behind you.
- All private gardens to the front and rear to be kept neat and tidy at all times
- No washing to be put on outside balconies or terraces
- Backing of all curtains or window covering must be white.
- No satellite dishes
- Maximum of two domestic pets per apartment
- No dog is allowed unless it is always kept on a lead whilst on the property.
- No dog is allowed to foul any part of the development
- No ball games allowed anywhere on the property
- No BBQ's or gas heaters on the balconies
- Please be thoughtful and a courteous neighbour for noise levels.
- No smoking in the communal areas / garage
- All parking spaces to be kept free of obstruction.
- No sign or advertisement shall be displayed at any property.
- Concierge to be advised of move out move in's to ensure that the lift is properly protected. Please ensure that the lift is not utilised for large pieces of furniture when moving in or out.
- Please be mindful of fellow neighbours and keep noise to an acceptable level when sitting on your balcony / terrace.
- No flushing away any items that are classed as non-degradable, such as wet wipes, sanitary products, dental floss and cotton buds, as this can cause blockages within the pipes for the building. These items must be disposed of in the general waste bin.

**\*\*\* If your property is rented, please ensure that your tenants are provided a copy of this Handbook and are aware of its contents \*\*\***

December 2024