

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.

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

Web 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.

CONCIERGE

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

The concierge'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 about 8 times a year and meeting minutes are issued to all homeowners by Taylor & Martin. Current Committee member details are provided below:

Ian Lee – Block 12 (Finance Sub-Committee)

Gavin Fox-McMullan – Block 14 (Chair and Finance Sub-Committee)

Edward Sheeran – Block 14

Johnny Kerr – Block 16

Faye Johnstone – Block 17

Bill Ritchie – Block 18

Frank Vaughan – Block 19

Ronnie Hamilton – Block 20 (Finance Sub-Committee)

David Dool – Block 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.

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.

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

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 council's 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

- 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

The external window cleaning is carried out bimonthly, and the cost is apportioned amongst the owners as per the window cleaning apportionment within the legal deed of conditions as the penthouses are charged a higher %

The internal window cleaning of communal areas is carried out 3 visits per annum, and the cost is apportioned amongst the owners as per the equal share (1/98th) as per legal deed of conditions.

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 page 8

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

At no point should your carpark space be let out to as this is in breach of the title deeds.

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.

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.

GARAGE GATE

The car park gates will be serviced twice per year in addition to a retention for call out (should the gates fail). Gates call outs will be allocated to Ad-Hoc repairs.

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, light headedness, 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.

In the event of a fire within the common stairwell the Automatic Opening Vents (AOV's) will activate and open up to remove smoke in the event of a fire and are necessary to conform with the latest building regulations. Two inspections are undertaken annually to ensure that the system is fully operational.

What to do if there is a fire in the building

The current advice from the Scottish fire and Rescue Services for residential buildings at Park Quadrant is; in the unlikely event of a fire residents should 'Stay Put'

Fire evacuation and Stay Put Policy

In the majority of fires in high rise buildings, most residents do not need to leave their flats. Fire separation provides fire resistance to contain a fire in the flat of fire origin. Accordingly, people in flats who are not affected by fire or smoke are normally safe to stay where they are.

In some circumstances, residents might be at greater risk if they do leave their flat. This is the basis of the 'Stay Put' policy in response to fires in high rise properties. It has been in guidance since the 1960s and is the basis for high rise domestic building design. It is an appropriate strategy in the majority of high rise domestic buildings.

'Stay Put' is the following approach:

- When a fire occurs within a flat, the occupants alert others in the flat, make their way out of the building and summon Scottish Fire and Rescue Service.
- If a fire starts in the common areas, anyone in these areas makes their way out of the building and summons Scottish Fire and Rescue Service.
- All other people in the building, not directly affected by the fire, would be expected to **'Stay Put'** and remain in their flat, unless directed to leave by Scottish Fire and Rescue Service or the Police.
- Any person not directly affected by fire or smoke can leave the building if they wish, although doing so could place them at greater risk.

Occupants evacuating a flat where there is fire can alert their neighbours so that they can evacuate if they feel threatened.

If you have to leave the building

- Get out as quickly as you can, making sure that you are closing doors behind you to stop the spread of smoke and fire.
- Please use the stairs to get down to the ground floor, the lift is a firefighting lift and will be non-operational for residents use during the event of a fire.
- Once you get out, please remain outside the building until informed by the Scottish Fire and Rescue Service that it is safe to return to your property.

Fire Safety in your home

It is important to ensure that your property is safe against fire, and we have provided some further guidance from the Scottish Fire and Rescue Service below;

- Please close all doors when you go to bed, especially the doors to the lounge and kitchen.
- Plan an escape route out of your home and keep it clear so you can leave quickly if you have to and make sure everyone knows the escape plan.
- Please ensure your home has working smoke and heat alarms.

Communal areas

Taylor & Martin will ensure that all statutory fire regulations are adhered to in the common areas. We therefore request of all residents and visitors;

- Please ensure all communal landings, corridors, fire escapes, smoke vent windows and dry risers are kept clear of all personal items for escape purposes.

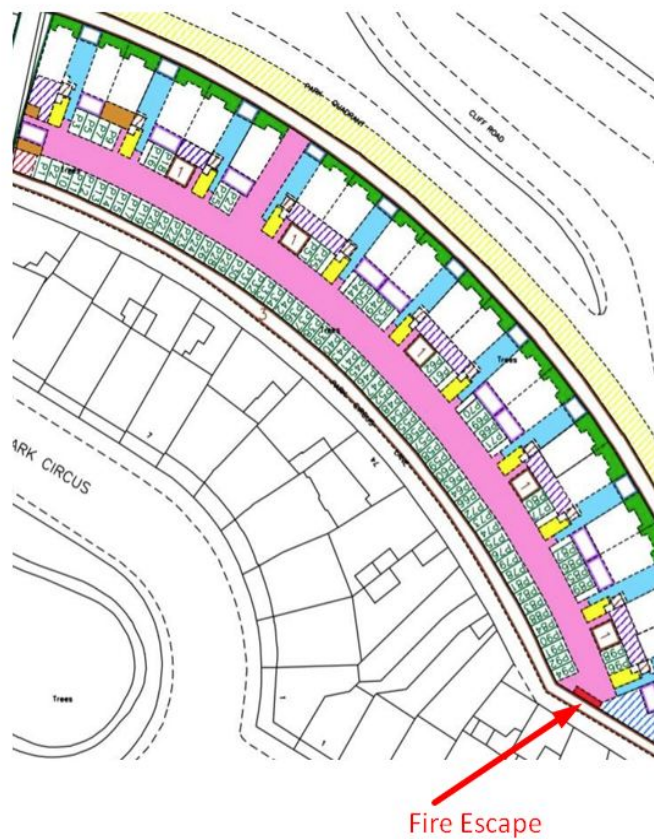
- If you have arranged for items to be taken away, please do not leave these in common areas and advise the concierge team or your organised collection.

- Please make sure all rubbish is disposed of properly using the communal bins provided.

- And finally, please also ensure that fire doors are not wedged open at any time.

If there is a fire within the carpark then the fire alarm will be triggered and each core has a sounder that will notify owners. You can exit the carpark by each core, the main gates or at the end of the carpark at stairwell 22 (see below)

We carry out fire alarm maintenance 2 x visits per annum, fire drill 2 x visits per annum, and annual monitoring 1 x visit per annum.



Please note that the Green button at each of the back doors in the garage should only be pressed in an emergency situation, please ensure that these are not pressed to gain access, your fob should always be utilised for this purpose.

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.

AMENDMENTS TO BASE BUILD (2026 AGM resolution)

It was agreed at the 2026 AGM that owners would not carry out any changes to electrical, mechanical, plumbing, EV, or other shared systems which could adversely affect the wider building, compromise warranties or insurance, and create operational or safety risks and should owners wish to carry out anything that would potentially affect the wider building then they should contact the property manager before proposing any alteration that may affect the shared / base build system.

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 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.

PORTAL

The Owners' Committee have set up an owners / residents portal which can be found at www.pgroa.uk and has a section with helpful information on lots of things relating to your apartment including the Homeowners' Information Handbook.

The Owners' section has all AGM documentation and also all meeting minutes and supporting documents for the Owners' Committee meetings.

WHATSAPP GROUPS

- Park Quadrant Residences ALL Residents
- Park Quadrant – EV Users Group
- Most Blocks have a group for residents and owners in their specific Block and the penthouses have one for specific penthouse/roof issues.

HELPFUL REMINDERS

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

- Ensure front and rear doors are locked behind you. This includes any tradesman that may be working at your property. You should ensure they are advised not to leave front or rear doors open whilst carrying out works.
- 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 *****

July 2026