

➤ **Why have I been asked to remove my personal items from the communal hall?**

The lease stipulates that you have 'Right to Access' and not 'Right to Use' so you must not leave personal items in communal areas. Leaving items in communal areas is also a Fire Hazard.

➤ **I have a Parking Ticket, which I'd like to contest, is this something you can help with please?**

Parking Control Companies are independent and where parking controls are implemented residents must adhere to regulations. Sapphire has no involvement in authorising cancellation of tickets.

➤ **Who is responsible for repairs?**

Sapphire Property Management oversees the maintenance and repair of the communal areas, the building structure, any shared services or equipment and any external grounds. All leaseholders are responsible for repairs and maintenance within your property itself.

➤ **What is the difference between a communal and demised fault?**

A communal fault is usually a defect within the common parts, for example; a broken window in the entrance hall or no television signal. These issues can be attended to via the service charge funds and as the Managing Agent, Sapphire Property Management is responsible for organising such repairs.

A demised fault is one that typically affects only one leaseholder and is usually confined to the property itself, such as; loss of heating, electrical functions or internal plumbing issues. It is therefore the Leaseholder's responsibility to have these issues attended to and rectified at their own cost.

➤ **Who is responsible for flat to flat leaks?**

Flat to flat leaks are classed as a demised fault and therefore remain the responsibility of the leaseholder to resolve and rectify. However, should you require additional assistance in this respect, such as getting in touch with an adjoining resident, please do not hesitate to make contact us and we will endeavour to assist.

➤ **How do I report problems of noise/nuisance caused by other residents?**

We tend to ask residents to try and resolve any issues calmly with their neighbours directly in the first instance. Should the problem persist please contact your Local Authority's Environmental Health Team. Please also see our helpful links regarding noise complaints and anti-social behaviour for further advice.

➤ **What can I dispose of in the bin store?**

Your bin store is a communal area managed and maintained by Sapphire Property Management. The bin stores should only be used for the disposal of household waste and recycling only. If you have any bulk items you would like to dispose of, for example; old electrical items and furniture etc. Please contact your Local Authority to determine where your nearest waste disposal/recycling depot is located for such items.

➤ **How do I report an abandoned vehicle?**

Please contact us at info@sapphirepm.co.uk regarding the make, model, colour and location of the vehicle. If possible, please also forward a photograph for our reference.