



Information For Residents

Management of the building

The block and all external and interior communal areas are managed by XL@Property Limited.

Items In Communal Areas

In order to adhere to fire safety regulations, please ensure that no items are stored or left in the communal hallways, entrances, cupboards or stairs. This includes bicycles, prams, push chairs, scooters, etc. Any items found in these areas will be removed, even if they have been left for a short period.

Communal Doors/Entrances

- All external and internal doors in the communal hallways and entrances must be kept closed at all times.
- Doors must not be propped open, even for a short period of time.
- Please ensure that all doors are closed properly after use and report any issues.
- Doors must not be left on the latch.
- Propping doors open causes a fire and Health and Safety risk.

Flat To Flat Leaks

Leaks between flats are the responsibility of the leaseholder and we are unable to assist with any such leaks. Should there be a leak between the flats then please let the person residing in the flat from where the leak is coming know. If you wish to then consider an insurance claim, please contact managers@xl-property.co.uk

How To Report A Maintenance Issue

If you notice that there is an issue with the maintenance of any of the communal areas then please email the Block Management Team at helpdesk@xl-property.co.uk

Please provide as much detail as possible to help ensure a quick response and remediation. You may also call the team on 0330 1339230.