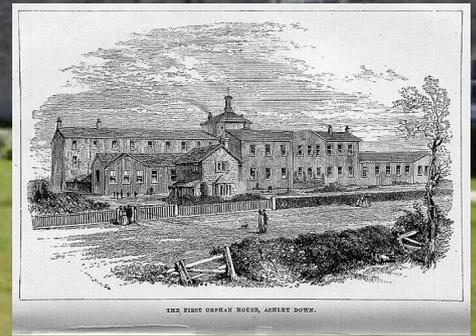


**CASE STUDY: handling emergencies**



**Allen House**  
**CARDIFF**



**The site**

Allen House, a Grade II listed building, was the first of a series of 5 purpose built orphanages to be built between 1847 and 1890. Used by the City of Bristol college for decades, the buildings were unoccupied for 12 years.

The buildings were restored buildings and converted into 43 apartments as well as some additional new build properties.

**The issue**

We were appointed as Managing Agent in 2014. In 2017, we dealt with an emergency issue when part of the original section of the converted buildings began to collapse causing movement to the floors of three apartments. Additional cracks started to appear in the partition walls.

**Actions taken**

On the day of the incident three members of the Remus property management team were onsite, together with the fire brigade, police and local Red Cross. It was clear that temporary accommodation would be required immediately, so the team transported some of the residents who had been directly affected to nearby hotels.

Whilst more work was done on the buildings to make them safe, a building warranty claim was raised at the property via Premier Guarantee.

**The outcome**

Remus continued to meet with the leaseholders, the warranty company and the contractors onsite to keep communication channels flowing. It was vital that leaseholders were kept fully informed of progress.

The immediate issue was further complicated when it was brought to light that the warranty claim had a large excess that was required to be paid prior to any remedial works being started. To assist in this matter we met with the leaseholders together with a representative from the developers to ensure that all questions were answered.

A solution was provided by looking at the budget to see where any funds could be reappointed to pay for the excess. The leaseholders agreed during the meeting to make certain cuts such as to frequency of cleaning services carried out, and removing funds marked for additional planting and the annual carpet clean.



We moved the residents who were unable to return to their apartments until all remedial works had been carried out into short-term accommodation and later, into long-term accommodation.

### Ongoing

We continue to make regular contact with the leaseholders to ensure that any queries are answered swiftly. This emergency situation has highlighted the importance of dealing with major claims in the best way for those most affected by it.

When we took on management, it was a phased handover.

- Phase 1 (19 units) H/O 10/01/14
- Phase 2 (7 units) H/O 20/06/14
- Phase 3 (17 units) H/O 09/09/14

We are currently performing routine maintenance of the development that consists of four apartment blocks, providing updates as and when relevant relating to the structural collapse and the subsequent building guarantee claim and remedial works.

During November & December 2019 phase two of the strip out works were performed, in preparation for the necessary remedial works. During this period, Remus arranged for on site parking and provided an area for site facilities to be located for the contractors performing these works, which has meant liaising with numerous leaseholders and organising alternative parking for this period.

