

# North End House News

Issue No. 32

7<sup>th</sup> February 2020

## Dear Residents,

Welcome to the 32<sup>nd</sup> edition of North End House News. A very Happy New Year to all the residents and their families from all of us.

We are delighted to report that North End House saw the longest period of calm and harmony, which has assisted the board in concentrating on the projects identified on the estate and to consider the funding of it. We have also been holding meetings with our surveyor and specialist technical advisors on projects to discuss the implementation and implications. You will be updated once further information is received from them.

On another note, we are happy to inform you that we, the directors will be re-joining the Residents Association and we look forward to working together.

To follow on from our highly successful forum last year and to respect your wishes that it should be an annual event, a second forum has been organised. This is to provide further transparency and clarity on our progress.

Therefore it is with great pleasure, the directors would like to invite you to attend our second forum that will be held on Thursday, the 12<sup>th</sup> of March 2020. May I ask you kindly to pencil that date in your diaries as we look forward to seeing you to share with you the

plans for 2021 and onwards and to hear your views on them. The time and venue will be notified to you separately.

I wish you all well for now and look forward to seeing all of you at the Forum.

## **Residents' Association AGM**

The Residents' Association will hold its Annual General Meeting at 6.45 pm on Tuesday, 24<sup>th</sup> March 2020 in the Lytton Residents Hall just across North End Road. Papers, with a form to fill in if you would like to propose a committee member, will be sent to all members three weeks in advance. All residents are welcome whether they are shareholders or renting their flat. There is ample opportunity to ask questions of directors and staff, and we hope for a good turnout.

--Chris Emmett, Chairman

## **Staff Christmas 2019 Gratuities**

We are writing to inform you that a total of £2,720/- was collected through this office as Christmas 2019 gratuities for staff. Thank you to all the residents who contributed generously to the kitty.

This was distributed between Mr Paul Pierre, Mr Juan Palazon, Mr Conrad Nurse, Mr Jacob Thomas, Mr Colin Morrison, Mr Darwin Barreto and Mr

Antonio de Silva who each received £320 and the part-time staff Mrs Martha Castano, Mr Reivito Dias and Mr Tamas Wagner who received £160 each.

Lisa and Flavinda would also like to express their gratitude to residents who brought gifts to the office.

A list of the contributors has been made available to all staff.

### **Staff Updates**

We are pleased to report that Mr Paul Pierre is back to work and all is well after his knee replacement surgery.

We would like to take this opportunity to congratulate Mr Conrad Nurse on the birth of his first granddaughter last week.

### **Financial year end**

The year will close on 31<sup>st</sup> March 2020 and we are pleased to report that there is NO increase in the service charge in the financial year 2020-2021. You will recall that only essential emergency works were undertaken in this current financial year. The board needed to fully understand the current financial situation of North End House Ltd and identify the urgent projects and we will be sharing our plans with you at the Forum.

### **Works in Leasehold Flats**

Please remember that if you intend to have contractors working in your flat you have to advise the Estate Office of your intentions. This should be done in writing explaining fully the works you plan to undertake.

There are contractors' rules which need to be signed and it is in the lessees'

interest that their appointed contractors read, understand and sign the rules to say that they are understood and that they will be complied with. A copy of the signed rules together with a copy of the contractor's insurance certificate and risk assessment with a deposit of a refundable £1000/- is all that is required for simple jobs such as general redecorating.

However, for anything more than this, particularly extensive building works, plumbing works or the installation of wood flooring, a formal Licence for Alterations will be required. Approval must be given for this kind of work through the Estate Office and our Building Surveyor. When the application has been approved, the Licence will be drawn up by our company Solicitor. If in doubt, please send an email or letter of the works you intend to undertake to the Estate Office at least 8 weeks before any works are due to commence.

### **Estate Handyman**

As a general reminder, if there are any maintenance issues in your flat that you would like our in-house handyman to repair, please fill in the booking form that is available in the porter's lodge and we can provide an estimate free of charge for carrying out minor works. The charge for each service is at the rate of £30/- per hour, i.e. a minimum charge of £30/- for up to the first hour and £15/- for each half hour thereafter.

Please note that the plumber – Mr Rob Long - is a contractor and residents who wish him to undertake plumbing works in their flats have to contact him directly. The estate office and the lodge do not accept bookings for his services. Rob can be contacted at the following email address: [office@rmsplumbing.co.uk](mailto:office@rmsplumbing.co.uk)

## **Gas & Heating**

The gas bills are the biggest cost item on our service charge account. Whilst we try to negotiate better prices this is an area where all of you can help to control the cost. When outside temperatures are going up, you can be more conscious with controlling the radiators inside your flats. Rather than opening the windows, please consider switching off the radiators during the daytime when it is warm outside. Another option is to install thermostats on your radiators. The office can give advice on how to book this in.

## **Smoking**

We have received a number of complaints, both from our staff and other residents that a number of residents are smoking at the front of the blocks or in the back stairwells of the blocks. Unfortunately, cigarette ends are being discarded in the common areas and the debris that is left behind is increasingly becoming an unsightly and odorous problem. Cigarette ends left on the back staircases of the blocks infringe on other residents as the smoke and odour travels through the building.

We are aware that certain residents are continuing to discard lighted cigarette ends, used tissues and other detritus out of their windows into the common areas of the light wells. This practice shows absolutely no regard for the safety of North End House staff who may be working below or for the potential fire safety risk they are inflicting on other residents in the block. There are designed smoking areas so please use them.

## **Short term rental/ Rental of parking spaces, Airbnb and HMOs**

Please note the NEH lease forbids short term rental of flats and car parking spaces by individuals. A licence from the office for a long-term rental must be obtained. Airbnb and Bed and Breakfast arrangements are absolutely forbidden and unauthorized. Should North End House find a breach of any of the above, then legal action will be taken.

**From North End House Estate Management**