



North End House Limited

31a North End House
Fitzjames Avenue
London, W14 0RT

10th February 2017

Dear Leaseholder,

Re: North End House Ltd: Newsletter No. 24

A happy new year to all. We hope everyone had a good Christmas break and made new resolutions for the New Year.

Our resolution at NEH Limited is to provide and deliver a better service and try to keep our leaseholders happy. But we need your help, patience and understanding to make sure this works.

As you all know, we are living in a pre-1940 housing complex and it needs constant maintenance and upkeep work. Currently we are fighting an ongoing battle in how to prioritise and fund any work that is essential. We have had a successful first Board meeting in January to come up with a plan for 2017, which we would like to share with you further down this newsletter.

Firstly, we are glad to announce that some of the works that we promised earlier have started.

1. The external high redecoration of the star blocks A and B has begun and we anticipate it will be finished by the end of May. (£154,000 + VAT).
2. The Gate House (porters' lodge) is due to start mid-February and we anticipate to have that finished in 12-14 weeks. (Lodge: £63,000 + VAT; Landscaping: £ 8000 + VAT)
3. The emergency works on the two fire stairs of centre and south blocks, which were condemned for safety reasons, should start next financial year. (£150,000 + VAT each)

These three projects have been allocated funds and should be completed before we proceed with other essential works on the estate. Some of the funding allocated to these projects will come from the 2017/2018 budget.

We are fortunate to have an asset management team looking into our estate to advise on its ageing infrastructure and we are happy to inform leaseholders that, barring the high-level redecoration of the other three blocks, the rest of the infrastructure is reasonably sturdy and does not need replacement for the time being. Therefore we have some breathing space and can devote attention to other works which are required but are not of high infrastructure nature.

Listed below, not in any order of priority, are the works that need to be done in the next five years:

1. External high redecoration of the south, centre, and north blocks.
2. Boiler replacement of centre/south block.
3. Electrical distribution boards across the estate.
4. Maintenance and eventually replacement of the other four fire stairs in north, centre and south blocks.
5. Hot water pipe lagging across the estate.
6. Re- tarmacking of the car park and upgrading the covered car ports.
7. Replacement of entrance barriers and railings across the estate including key fob access to the buildings.
8. Repair of the fencing across the estate.
9. Replacement of carpets across the estate.
10. Boxing central heating units in all the common parts.
11. Upgrading of the entrance areas to all the blocks.
12. Upgrading of the lighting around the external entrances to all blocks.

The three projects to be completed this year leave the company with no reserves to fund other projects and funding will have to be obtained for all the above projects which, although not crucial for the running of the estate, are essential for enhancing its value and are long overdue.

We believe there are various options.

1. Increase the Service charge by 25% per year over the next 5 years.
2. Increase of the service charge by 15% per year over the next five years with an extra demand depending on the needs of the estate.
3. Increase the service charge by 5% over the next five years together with a bank loan repayable over ten years. We are fortunate to have a strong asset base in the form of company flats and we could use one of these to service the loan from the bank through the company. We have started investigating this option and all the details will be sent to you once we have a final proposal in place.

All these options are being studied and we shall in our next newsletter advise you of the option we have selected.

Other matters:

We have recently experienced a few problems with leaseholders wanting approval for licensed works to be done in their flats. Several problems have come to light.

1. Works have started before licenses have been granted. Please note this is a breach of your leasehold agreement. No work should be started before the license is issued. The removal of any wall must not be undertaken until the lease holder has demonstrated that it has no structural implications. All works must be Building Control compliant, especially with regards to noise transmission through floors. Nothing may be attached to the outside of the building or placed on the roof without the express approval of North End House Ltd.

2. In the event of death or transfer of assignment, no works on the flats can start before ownership is established and/or probate issued, as per our solicitors' advice. Once the probate is granted, licenses will have to be obtained and only then can the work begin. For any advice on this matter please refer to the office for instruction.

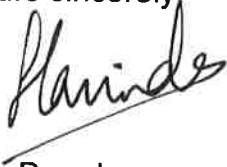
3. Shareholders have every right to question any expense incurred by the company and our accountant is always ready to accommodate them and answer their questions. However, if a shareholder requires the presence or time of the auditors, the expense of 'auditor's time' will be borne by the shareholder.

4. It has been brought to our notice by the Residents' Association, that when residents leave NEH on holidays they do not leave the keys behind. In case of emergencies that may occur in their absence, e.g. water leak or fire, we may need to get access to the flat. We would appreciate it if all lease holders kept a copy of their keys with the porters. Your co-operation in this matter is much appreciated.

5. We have already advised you that as of 1st January 2017, we will be sending out all communications regarding North End House via email. Please provide us with your email address as soon as possible. For those residents who still prefer hard copies, we will continue sending them by post but we are looking to make this a paperless office.

6. We have received confirmation from the Council that recycling will be collected from the estate twice a week. Please note that the recycling bags will be collected from individual flats by our caretakers along with the normal black bags. Please ensure that you leave out all rubbish bags and recycling bags in the mornings before 8am and not the previous night.

Yours sincerely

P.P. 

The Board
North End House Limited

