

North End House News

Issue No. 29

17th July 2018

Dear Residents,

The summer is in all its glory and we are all basking in it. This is an update on some issues and reminders of others. The works on the square blocks is well and truly on and the replacement of the fire stairs will be starting soon.

We are entering exciting times and we are all looking forward to improvements and on-going maintenance. The current ongoing works have taken up a significant proportion of our funds. To continue, we need to find monies and keep our increase of the service charge to the very minimum.

Separately from this newsletter you will be receiving a document, which will go into detail of what the Board is planning to do with your support. We will identify areas where we need maintenance related to NEH.

1. Guest Parking:

We have had a very good relationship with all our visitors and where ever possible we have accommodated them for parking spaces and the policy has been successful. All guest parking for less than four hours has been free. Anyone parking for more than four hours or overnight are charged a flat rate of £10. If, however, a guest does not pay this fee and drives out, the charges are passed on to the host. This has been the practice for over 10 years. We have had no problems regarding this matter. However in the recent past we have had

few problems where this policy has been questioned and we have had residents who are reluctant to pay, indicating that this policy has not been a written agreement, even though it is clearly present on the website. Some residents have asked us to have notices up on the estate.

The board would like to stress that guest parking is not an entitlement but a request and our porters will continue to practice the policy of charging the guest £10 for over 4 hours and overnight parking. If the host does not accept responsibly for their guests, please note that the flat will be blacklisted and their guests not allowed on the estate in the future. I hope all residents will support the porters on this issue.

2. Key fobs:

By the time this newsletter is distributed, the garden gate would have been installed and will be operating on a fob system. The installation has presented some issues and residents are finding the gate difficult to open so we are working with the contractor to get this resolved. The fobs would have been distributed to all by the time this newsletter is sent out. If you have not received the fobs on the first round, please be aware your fobs are in the porters lodge for collection on signature. Please note that the fobs are operational and the keys will not be of

any use for the garden gate or the entrances to the blocks, only your flat will require a key. Each flat will receive three fobs free of charge and any extra will be provided on request for a charge of £25 each.

3. Contractor suspension:

We have found Rana Ltd. (Ali) in breach of contractor rules at NEH. He has had repeated warnings and his company has continued to flaunt them. Regrettably the board has had to take action and have suspended his company for 6 months once he has completed works in the current flat.

4. Response from the office:

We have had a few complaints from residents that the office does not respond to their emails or phone calls. Please note the staff in the office are very busy and at times are working through their unpaid breaks. However the office has provided assurances that every email will be acknowledged within 3 days however a detailed response may take longer. Regarding phone calls we have installed a new phone system, which will record calls and conversations for future use. This is to safeguard you and the staff. All calls will be returned within the end of the day or by the next day. Any breach of this policy please feel free to write to me and I will action it.

Any matter that is urgent and needs immediate attention please call the porters as usual and report the problem.

5. New porter:

A new porter has been appointed and commenced his duties on 1st of July. His name is Darwin Barreto.

6. Works in Leasehold Flats:

Please remember that if you intend to have contractors working in your flat it is required that you advise the North End House estate office of your intentions in advance. This should be done in writing, email or a letter 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 & method statement with a contractors 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 detailing the works you intend to undertake to the estate office at least 8 weeks before works are due to commence.

7. Budget:

Finally we would like to show our appreciation to Mr. Joachim Neukam for some astute budgeting on the contracts. He has saved NEH a lot of money.

From North End House Estate Management

