

North End House News

Issue No. 22

18th January 2016

Dear Residents,

Welcome to the 22nd edition of North End House News. We hope you have enjoyed your holiday and wish you all a very Happy and Prosperous New Year.

We had a very eventful last year when major works were carried out successfully on schedule and within budget. The major contract was mainly the passenger lifts replacement program which was completed and the last lift of the Centre Block was replaced just before the Christmas holiday.

The other major work for this year is for the Gatehouse and we are pleased to inform you that full planning consent has been granted by the council and our consultants are now preparing production documents for submission in respect of building regulations and invitations to suitable contractors to tender for the project.

As you are aware, Section 20 notifications have been sent out for the high-level External Redecorations which are due to commence in spring/summer this year.

Garden Party!

Last year's Garden Party was a great success and we aim to repeat the event again this year. We are pleased to inform you that we were, once again, able to secure Tates Estate Agency's sponsorship for the total cost last year. We thank them for the commitment and the assistance they are extending to us.

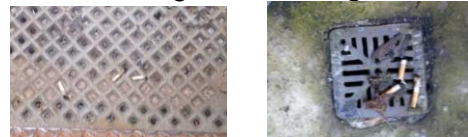
Five Year Plan:

The Board has in the past few years developed a five year plan for the repairs, upgrading and replacement programme for many major contracts. We have throughout the last 4 years managed to carry out these

contracts within the available funds of the Service Charge and Company income without making additional demands from leaseholders. We have this year revised the plan and enclose a copy for your information and would be happy to receive your comments/suggestions.

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.



Cigarettes thrown out from windows

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.

This is totally unacceptable and we would ask you to stop these practices forthwith and have due respect for your environment and concern for your fellow residents and their safety.

Parking:

As most residents are aware, each resident who has a parking space has been supplied

with a plastic disc holder to affix to the car windscreen or mobile badges so that the permit can be removed when the lessee is out of the estate, if you should so wish. This measure has been put in place to discourage residents from parking in bays that do not belong to them thereby causing unnecessary disputes.

We would request that you use your permit at all times when on the estate and please ensure that you only park in your allocated space, unless otherwise directed by a Porter. All visitors parking for 4 hours or more and Contractors working for residents and parking for 30 minutes or more will be charged at £10 per day and a receipt will be issued. We are also looking at the possibility of providing designated areas for parking motorcycles and scooters.

Maintenance Works:

As a general reminder, if there are any maintenance or plumbing issues in your flat that you would like our in-house team to repair, please fill in the booking form that is available in the porter's lodge and we can provide an estimate for carrying out minor works. The charge for each service is at the rate of £25/- per hour, i.e. a minimum charge of £25/- for up to the first hour and £12.50/- for each half hour thereafter.

We are pleased to report that inspections and remedial works were carried out by a qualified electrician to all the blocks and we are now in compliance.

Works in Leasehold Flats:

Please remember that if you intend to have contractors working in your flat it is your duty to advise the North End House Management 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 works are due to commence.

Building and Contents Insurance:

We have been requested to intervene in regard to insurance claims to facilitate recovery of the £500 policy excess and damage to contents. For clarity, if Party A causes accidental damage to Party B, for example water damage to another flat, Party B should claim from the building insurance as per the buildings claims procedure. Party B, should then recover the £500 excess on the buildings policy from Party A. If Party A as a result of the water damage has also damaged their own property in their flat, they should claim off their own contents insurance policy.

We are currently involved with two insurance claims whereby a dispute over the £500 excess payment with a flat because 'Party A' refused to make the excess payment. The Terms and Conditions of the Lease and the Buildings' Insurance Policy are clear and explicit and form part of your Lease Agreements which are applicable to all North End House residents. If you are unaware of your obligations in respect of damages caused to other residents', or have an insurance query, please contact the Estate Office for further guidance. All residents are reminded to ensure that they have Contents Insurance so that their possessions are covered in the event of damage.

Kind regards,

**From The Board and Estate Management
Office North End House**

FIVE YEAR PLAN

Repairs, Upgrading and Replacement Programme of Major Works

Sr. No.	Year	Item	Estimated Costs	Status
1.	2015 - 2016	1. Repair flat roofs and apply solar reflective paint.	£10,000	Completed
		2. Repair copings and plug area soft water penetration on roofs.	£5,000	Completed
		3. Upgrade electrics to common areas of all blocks.	£5,000	Completed
		4. Enhance lighting to external areas of main entrances to blocks.	£12,000	Ongoing
		5. Complete lift installation.	£465,000	Completed
		6. Repair carpets to all blocks after installation of lifts.	£ 6,000	Ongoing
		7. New gatehouse.	£70,000	Ongoing
		8. Complete repairs to metal fire escapes.	£25,000	Ongoing
		9. Work to increase cold water pressure to central block.	£5,000	Completed
		10. Replacement of Glass to canopies of Main Entrances of blocks.	£5,000	Completed
		11. Asphaltting paved area between North and Centre blocks.	£5,000	Ongoing
		12. Work to stores and electrical cupboards in basement areas.	£5,000	Completed
		13. Feasibility study for the provision of Disabled access to all Block Entrances.	Awaiting Cost Comparison	
2.	2016- 2017	1. Phase 1 - Repair and redecoration of external top band of all blocks including metal railings on top and second floor.	£70,000	
		2. New gates & railings and entry control.	£50,000	

		<p>3. Landscaping work to front of star blocks and back door area adjacent to south block and including re-siting of dogs area.</p> <p>4. Reinstate car parking numbers where they have faded or damaged.</p> <p>5. Repaving of areas between North, Centre and South Blocks</p> <p>6. Re-plan and Upgrade Staff Room and Facilities</p> <p>7. Carrying out option for Disabled Access</p>	<p>£25,000</p> <p>£5,000</p> <p>£10,000</p> <p>Architect Appointed</p> <p>Awaiting Cost Comparison</p>	
3.	2017 - 2018	<p>1. Interior design upgrade to main entrances of blocks.</p> <p>2. Produce asset register.</p> <p>3. Feasibility Study of Central Heating of Hot Water System to North, Centre and South Blocks.</p> <p>4. Phase 2 - Repair and redecoration of external top band of all blocks including metal railings on top and second floor.</p>	<p>£150,000</p> <p>£5,000</p> <p>To be advised</p> <p>£180,000</p>	
4.	2018 - 2020	<p>Feasibility Study of the Following:</p> <p>1. General landscaping and Lighting of Estate</p> <p>2. Underground car parking.</p> <p>3. Replacing metal staircases (fire escape).</p> <p>4. Utilising land for building homes.</p>		