

CONTACT DETAILS

Finally, we hope that you have found this newsletter informative. If you have any questions or comments arising from the contents, please do not hesitate to contact us using the details listed below: -



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Telephone: 020 7326 8363
Mark: mr@BellsSurveyors.co.uk
Katie: kbs@BellsSurveyors.co.uk

Out of hours emergency telephone number
07794 449 667

USEFUL TELEPHONE NUMBERS

Wandsworth Police Station (24 hours switchboard)
(020) 7350 1122 or 999 (emergency)

EDF Energy: Emergencies - 0800 0280 247

Gas: Office Hrs & Emerg. (TRANSCO) 0800 111 999

Water: (24 hrs) Thames Water - 0845 920 0800

British Gas: 0845 960 5040

Crimestoppers: 0800 555 1111

Neighbourhood Watch enquiries: 020 8871 7696

Register your valuables: www.immobolise.com

Your Grounds Care:

The GOL Group: Cleaning - 0845 604 1288

Wandsworth Borough Council	020 8871 6000
Refuse Collection	020 8871 8558
Street Cleaning	020 8871 8558
Abandoned Vehicles	020 8871 6709
Repairs & Technical Services	020 8871 6708

Noise Pollution
www.wandsworth.gov.uk

020 8871 7869

NEW STAFF AT BELLS

Mark Reed had joined Bells as Head of Block Management to run the East Hill Estate. Mark has had many years experience in handling large Estates such as the East Hill Estate and we are sure he will do a good job in running the Estate.

Mark is ably assisted by Katie Brook-Sampson who has been working at Bells since August 2009. Katie will be handling day to day issues on the Estate as well as accounts and arrears queries, pre contract enquiries and repairs.

Mark will be handling client liaison, major works, roof works, redecorations and any out of the ordinary issues that might arise on the Estate.

THEFTS OF LEAD ROOFING FROM THE ESTATE

Unfortunately we have had some problems with regards to thieves stealing some of the Lead Flashings from various roofs around the Estate, (we have already circulated a letter around the Estate asking lessees to be vigilant and to report any suspicious comings and goings on the roofs of the estate directly to the police) we are mostly concerned with the blocks that have flat roofs and not the blocks with pitched roofs.

The police have been informed and an insurance claim is pending, we are replacing the lead with a non lead substitute which we hope will not be worth stealing by thieves and should therefore solve the problem once and for all. Your Board of directors have been liaising with the Community Police Officers and we are all doing everything possible to stop any further thefts in the future.

MAJOR WORKS TO EAST HILL ROOFS (FLAT ROOFS)

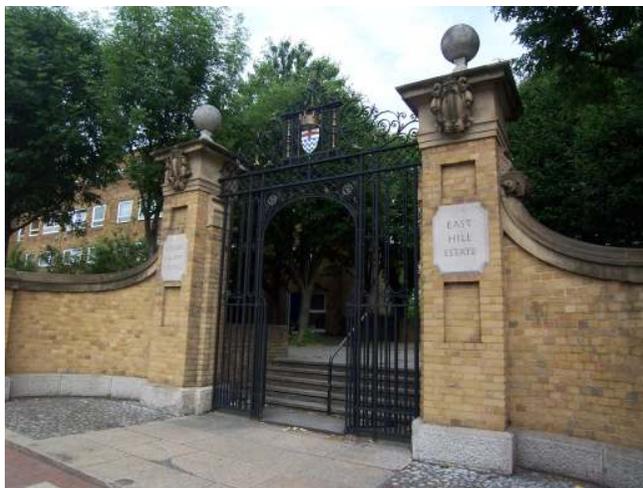
Many lessees have reported damp problems, especially at high level in the top floor flats to the blocks that have flat roofs. Bells have inspected most of the affected flats.

Two causes of damp have been identified as follows:-

1. Condensation - This is due to a combination of the type of construction and "life style". Victorian properties had large rooms with high ceilings, open fireplaces and timber sash windows and due to the free circulation of air condensation was rarely a problem. The flats on the estate are constructed with concrete floors and roof slabs and are generally lacking in adequate ventilation, both to the original timber windows and replacement uPVC units. Drying rooms were provided but generally these are not now used for this purpose. Condensation is a problem that should be addressed by the lessee and is not a repair or maintenance item to be dealt with by the managing agents. Advice from the department of the environment on dealing with condensation can be obtained from Bells.

2. Defects to the roof - A specialist surveyors report has been obtained which identified two causes of damp to some of the upper flats (especially at the end of the blocks). The first is defective and stolen lead flashings. All lead flashings to be replaced with new non lead flashings as reported above. The second is the breakdown of the mortar and mastic joints to the cappings on the parapet walls surrounding the roofs to all the blocks with flat roofs. Estimates have been obtained for the cutting out of the joists between the cappings and the application of a specialist sealant. A report has been submitted to the Board and now that competitive estimates have been received these works should be carried out hopefully during this spring.

EAST HILL NEWSLETTER



Spring 2010 Newsletter

"No liability is accepted for any mistakes or incorrect information given in this newsletter"

Welcome to the Spring 2010 edition of the East Hill Newsletter

It has been set up to provide leaseholders and residents with information on day-to-day management issues

We hope you find the newsletter useful and informative

ANNUAL GENERAL MEETING

This year's AGM will be on Monday 27th September at the usual venue, Lara Hall in St Johns Hill and we hope all lessees will attend.

GENERAL APPEARANCE OF THE ESTATE

The directors of your Residential Management Company - Navarre Ltd - are still concerned about the general appearance of the estate and wish to protect the value of the properties by ensuring it is well managed.

We encourage residents to help us to achieve the above by reporting any issues within the common areas that require urgent attention that may arise between the inspection visits to the building by the building manager and by observing some of the points in this newsletter.

REDECORATIONS

The external redecoration of Bartholomew Close and Nantes Close are due to be undertaken in 2010. Bells and your Directors hope to send out full details of these proposed works in the near future.

TREE WORKS

The tree lopping of East Hill is scheduled for spring 2010. Work has now commenced on the trees.

If any residents are concerned about overhanging branches from trees in the communal gardens then please contact Bells.

GARDENING AND COMMUNAL GARDENS

New contract gardeners, Your Grounds Care, have now been appointed and they will be starting work in April 2010.

We have carried out planting and new trellis work around the refuse area at the end of Nantes Close to improve the appearance of this area.

Several overgrown flowerbed areas have been cleared to improve the appearance. We will be undertaking selective replanting in due course.

If any residents have any comments with regard to the communal gardens then please put these in writing to Bells.

CAR PARKING AND SPACES TO RENT

There are still several car parking spaces available to rent. These will be allocated on a first come first served basis at a cost of £30.00 per calendar month. All spaces come with a lockable parking post. For more information please contact Bells.

We would also be grateful if residents ensure they park sensibly on the roads and around the estate and in their allocated bays. If you require confirmation of your allocated parking bay then please contact Bells.

COMMUNAL DOORS

The communal doors to Turenne Close were replaced this year to a good standard. The communal doors to Garrick Close are scheduled to be replaced in 2010.

CLEANING

GOL Cleaners have been doing a good job and many lessees have informed Bells that they are very happy with the quality of the current cleaning regime.

If any resident has any issues with the cleaning please contact Katie and let her know your issues and she will speak to GOL to resolve the problem.

UPDATING OF RECORDS

We would like to remind all lessees to ensure they keep Bells updated if their contact details and/or address changes so there are no problems with communication in the future.

EAST HILL PROPOSED NEW WEBSITE

Your Board of Directors in conjunction with Bells have constructed a website for East Hill; we hope very soon to have this site online. The site will enable residents to inspect the latest set of Navarre accounts, read their lease, look at all the recent circular letters and an online copy of this newsletter. We will also have an online enquiry form so that any queries or questions can be sent to your Board members via Bells and the replies will also be put online for all to see. We are also contemplating having a section so that lessees can buy and sell articles and perhaps organise communal activities and similar ideas.

If any resident wishes to make any contribution to ideas that we can incorporate into the website please contact Mark Reed at Bells.

COMMUNAL TV AERIALS

We are considering how to move forward with regards to the Communal TV Analogue Aerial system. We need to know how many lessees are still using the existing system and whether we need to consider options for digital switchover in 2012. We are enclosing a tear off fax back/post back slip and would urge any lessees who use the existing system to send these slips back to Bells ASAP so the BOD can work out if it is worth keeping the communal system or whether owners are making alternative arrangements.

PROPOSED BIKE STORAGE IN DRYING CUPBOARDS

It has been proposed to turn the communal drying rooms in each block into bike storage rooms and thereby solve the problem of where to leave residents bikes without the risk of leaving the bikes outside to get stolen or leaving them on landings and communal walkways where they are blocking fire escapes. Please (as per the TV Aerial issue) tick the box in the fax back/ post back slip enclosed with this Newsletter stating that you either approve or disapprove of this proposal and send it back to Bells ASAP. Your BOD will then make a final decision on this matter.

OUT OF HOURS EMERGENCY TELEPHONE NUMBER - 07794 449 667

Bells have now introduced this extra free service. The Company that we have decided to use after much research into the matter is called Ecco Centre Ltd and they have operatives in vans on duty twenty four hours a day, seven days a week. However it must be pointed out that if owners and/or residents use this service and it is later found to be a non landlord liability that the costs of the call outs and any parts and labour may be charged back to the owner or resident who called them out. Examples of landlords liability (which is what this service is designed for and the repair costs will be recharged to the East Hill service charge account) are as follows, electrical failure of lights in communal areas, leaks from communal stack pipes, water pipes or rainwater drainpipes, or blocked high level gullies, manholes in the street broken, or overflowing.

NOTE: If your own individual water pipes to bath, shower or wash hand basin are leaking that would be your own liability and is not covered under Landlords Liabilities, the simple rule is, if the pipe or

conduit only serves your flat then it is your responsibility to keep in good repair. The same applies to your own electrics and gas supply. Please use this service with care or you will be re charged. If you do want any private works done and it is an out of hours emergency you can ask this service to quote for you and then you can pay them directly if you decide to use them, Bells and/or their agents will accept no liability for any private works undertaken, this is completely at your own risk.

