

## 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.immobilise.com](http://www.immobilise.com)

**The GOL Group:** Cleaning - 0845 604 1288

**Wandsworth Borough Council**

020 8871 6000

[www.wandsworth.gov.uk](http://www.wandsworth.gov.uk)

Refuse Collection

020 8871 8558

Street Cleaning

020 8871 8558

Abandoned Vehicles

020 8871 6709

Repairs & Technical Services

020 8871 6708

Noise Pollution

020 8871 7869

## CONTACT DETAILS

If you have any questions or comments arising from the contents, please do not hesitate to contact us using the details listed below:



Bells Property Management  
Golding House  
130-138 Plough Road  
Clapham Junction  
London SW11 2AA

Telephone: 020 7326 8363

Richard Gross: [rg@bellssurveyors.co.uk](mailto:rg@bellssurveyors.co.uk)

Gayle Cameron: [gc@bellssurveyors.co.uk](mailto:gc@bellssurveyors.co.uk)

East Hill Website

**[www.bellssurveyors.co.uk](http://www.bellssurveyors.co.uk)**

go to property management and then click on  
the red East Hill button.

Out of hours emergency telephone number  
07768 094 571

# EAST HILL ESTATE NEWSLETTER



## Autumn 2011 Newsletter

Welcome to the **Autumn 2011** 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.

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

## ANNUAL GENERAL MEETING

This year's AGM will be on Monday 3rd October 2011 at 7.30pm at The St John's Methodist Church Hall, 7-11 East Hill, London SW18 2HT and we hope lessees will attend. The AGM is your opportunity to have your say regarding how the Estate is run and it is an important meeting as it does affect how we all live and get on with each other on the Estate. The Directors of Navarre Ltd. and we at Bells look forward to seeing you there.

## GENERAL APPEARANCE OF THE ESTATE

The Directors of your Residential Management Company - Navarre Ltd - are 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, which may arise between inspection visits by the building manager, and by observing some of the points in this newsletter.

## TREE WORKS

The tree lopping of East Hill was scheduled for spring 2011 and is now complete. Bernie Jelfs still attends when necessary

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

## GARDENING AND COMMUNAL GARDENS

With the appointment of Your Grounds Care, the overall appearance of the communal gardens has considerably improved since the new contractors have come on board. There are regular teams of staff, cutting lawns, pruning, mulching, weeding and litter picking around the estate.

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 please put these in writing to Bells.

## CAR PARKING

We would ask residents to ensure they park considerately on the roads, around the estate and in their allocated bays. Please contact Bells if you require confirmation of your allocated parking bay.

## CLEANING

GOL Cleaners have been doing a very good job, this is primarily down to Tamara who diligently cleans all the (managed) internal and external areas of the estate. Numerous residents and lessees have informed Bells how happy they are with the quality of the current cleaning regime.

## UPDATING OF RECORDS

We would like to remind all lessees to ensure they keep Bells updated with any changes in contact details. This will help prevent problems with communication in the future

## EAST HILL WEBSITE

The site enables residents to inspect the latest set of Navarre accounts, read their lease, look at all the recent circular letters and an online copy of the newsletter. There is also an interesting section regarding the history of Wandsworth and of The East Hill site in particular. There is also an online enquiry form so that any queries or questions can be sent to the Board of Directors via Bells.

You can easily access the website by logging onto [www.bellssurveyors.co.uk](http://www.bellssurveyors.co.uk) and going through to the Property Management section, where you will see a red East Hill button, click on this button and it will connect you through to the East Hill Website.

## COMMUNAL TV AERIALS

These will be either, upgraded, replaced or renewed as necessary so as to bring them in line for the provision of the digital signal when analogue is terminated in 2012.

## ALTERATIONS TO PROPERTY

Should you wish to in any way add to or alter your property, it is an essential requirement that Bells has to be notified

with detailed plans and appropriate consents subsequently sought and granted prior to any works undertaken.

## PROPOSED BIKE STORAGE IN DRYING CUPBOARDS

It should be noted that under no circumstances should bikes, prams or any private items be stored in any communal area (this includes: stairs, hallways, drying rooms, bin room, etc). All such items must be stored with in your flat. It is against Health and Safety and fire regulations for any items to be stored in any communal areas.

## OUT OF HOURS EMERGENCY TELEPHONE NUMBER

07768 094 571

Bells have now introduced this extra free service. The Company that we have decided to use after much research into the matter is called WJS Limited. 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, then 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, 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.

## STAFF AT BELLS

Whilst the team at Bells comprises several departments, Gayle and Richard are the primary contacts in relation to the East Hill Estate.

## SECURITY ISSUES ON THE ESTATE

Every month Bells and one of the Board's Directors make a comprehensive walk round the entire estate noting any issues that need attention. The Fairfield Ward Police Officers also conduct regular patrol visits. Obviously Bells staff are also on site outside of these regular visits.

The officers involved with the Estate are:

PS 19 WW Frank Brennan  
PC 625 WW Neil Davis  
PC 281 WW Carly Lynch  
PCSO 7286 WW Elizabeth De Chalain  
PCSO 7283 WW Dean Littlewood  
PCSO 7272WW Russel Bryan

FOR EMERGENCIES DIAL 999

NON-EMERGENCY (24 hrs) 0300 350 1122

Team Officers: 020 8785 7874

E-Mail: [Fairfield.SNT@met.police.uk](mailto:Fairfield.SNT@met.police.uk)

Several new surveillance systems and operations have been conducted on the Estate and further ones are planned for the future. The police officers are now regularly patrolling the Estate and claim burglaries and other crimes have been much reduced across the Estate.

Bells and your Board of Directors liaise with the Community Police Officers at regular intervals with a view to safety and security at the estate.

## MAJOR WORKS TO EAST HILL (FOR 2011)

Nantes Close and Bartholemew Close

As per our continuing cyclical redecoration programme, these have now been completed on target and on budget. We would like to thank all residents for their help and patience.

The lease has been re examined and we have concluded that certain provisions were being incorrectly interpreted. The correct reading of the lease confirms that all the flat and maisonette owners should pay their apportioned contributions for internal or external rededs wherever they might be around the Estate.