



ANNUAL GENERAL MEETING

Thank you very much to all of you who responded to our recent circular on this. Your comments are very much appreciated and it is heartening to receive such positive feedback.

Having said early September, we realise that this might clash with the start of the new school year! So we have settled on

Tuesday, 15th September

which we hope will work for as many shareholders as possible: please put the date in your diary.

Formal notification will be circulated next month and we look forward to seeing you there. Representatives of our specialist advisers will be in attendance.

The audit of the Statements of Service Charge Income & Expenditure 2014 has just been completed and we are awaiting the final copy. We will then prepare explanatory notes to post with them on the website, together with the NEMC non-trading accounts for 2014. We will circulate details when this has been done and are happy to answer any questions you may have.

VEHICLE CRIME

As residents of a gated community, our perception is that we live in a secure development. However, whilst ever the pedestrian gates are not controlled, the site is accessible to all and sundry on foot. Although our own premises might be considered secure, the same cannot be said of our vehicles, parked overnight in the grounds.

We have recently experienced vehicles being broken into where property has been left on view. As we are prohibited by cost of installing the best quality CCTV or employing a patrolling security guard, the best precautions to take to avoid attempted vehicle break-ins, is to adhere to the following Police advice as much as possible:

- Vehicles are left locked and (if available) alarmed at all times when unattended.
- Nothing is left on view to attract thieves, including loose change or clothing.
- Equipment such as removable Sat-Navs and sound systems etc. are removed.
- Don't leave valuables in the glove box and to prove this to would be thieves, empty it and leave it open when the vehicle is left.
- Keep motorcycles and bikes in a locked garage, shed or inside your own premises, or at least chained securely to one of the two bike racks on site. A third rack is planned for Victoria Court. Bikes should not however be stored inside communal areas.

South Yorkshire Police's stance on this type of crime is that prevention is better than cure and by adopting these basic methods you will greatly minimise the chances of becoming a victim of car crime.

We are fortunate to live in an area that has a low crime rate, according to local Police, who keep the Board informed on a weekly basis of local crime. However they do urge any victims of crime to report the details to them, to enable them to monitor local crime trends and raise awareness.

Obviously we should not live in fear or trepidation of vehicle crime as incidents are infrequent but by following the above recommendations we would hope to reduce it further.

Last month an intruder attempted to force open three garages but failed. Some damage was done but as far as we know, nothing was taken.

COMMUNICATION

From time to time, some leaseholders have queried why emails from the Board end simply '*NEMC Board*' rather than the name of an individual Director. This is for us a very important issue, reflecting how seriously we take our statutory duties.

Communications from the Board are just that – from the Board as a whole rather than from an individual. The Board makes decisions collectively and when we write to residents, it is the result of considerable discussion with the content requiring approval by a majority of at least five Directors.

If you do need to contact the Board, please use our usual email address and not call on Directors at their home address.

OUR LOCAL AREA

As well as keeping our development in good order, the area immediately outside the site needs a bit of care and attention from time to time. To this end we have a very useful and free service at our disposal that, in the main, is very responsive to requests for several useful services, namely Sheffield Council. Over the last two months, relining of the worn Union Road/Osborne Road STOP junction, removal of graffiti from the Union Road post box and green telecommunications roadside boxes, Union Road pothole filling, failed Kingfield Road streetlights have all been reported and

attended to – usually fairly quickly, especially if they are dangerous, such as road markings.

Issues such as these and others (abandoned vehicles, road drains, road signs, fly-tipping, verges & trees...) can all be easily and quickly, and anonymously if you like, reported using the Council's online '**REPORT PROBLEMS AND REQUEST SERVICES**' form at:

<https://www.sheffield.gov.uk/roads/report.html>

BIN STORES

Another reminder please that the communal bin stores are for bagged up normal household waste ONLY. Items dumped on the floor in the bin stores this month alone include a radiator, microwave oven and rolls of carpet. Your cooperation in keeping the bin stores clear and tidy is greatly appreciated.

As part of the ongoing programme to upgrade communal areas and amenities, the Victoria Court bin store has been extended to accommodate the three recycling bins that were previously stood out on flagstones. The existing store has also been fitted with new gates.

POOL REDECORATION

The major work in May in redecorating the poolside area walls and ceiling was completed successfully without any problems, despite having a full day's load in of scaffolding. The poolside



area now looks much fresher. The exterior of the Leisure Suite has also been given a facelift with smart shrubs and new signage, making it look more welcoming. New turf has also been laid outside, replacing the tired shrubs that were struggling in the poor soil base.

GARDENING & GROUNDS

The gardening group has turned out again on three Saturdays so far this year, and has done some excellent work in tidying and weeding. Sadly the loss of some regular supporters has meant that the group is getting so small as to be no longer viable unless we get some new recruits. So do please get in touch on the Board email if you could spare a couple of hours every month to work with others contributing to keep our grounds attractive for everyone.

Each year some major improvement projects are planned, and one has been mentioned above (around the Leisure Suite entrance). Unfortunately Neville, our gardening contractor, has been unwell this summer, with a spell in hospital, so that has meant that progress on some of the other planned work has been delayed. We hope that things will get back on track in the autumn.

OUT OF HOURS COMMUNAL AREAS EMERGENCIES

When the Leisure Suite is closed, the following contact details are for use in cases of emergencies in communal areas of the development. This is between the hours of:

Monday to Friday 9.00pm - 6.45am
Saturday and Sunday 7.00pm - 8.00am

What warrants an out of hours emergency call-out and who should I ring?

Gas Leaks

National Grid 0800 111 999
Dynalec 0114 233 0414

Electrical Issues, Gate Failure, Lift Failure, Water Leaks

Dynalec 0114 233 0414

A Fire

Fire Service 999
Report to Dynalec 0114 233 0414

A False Fire Alarm in a Communal Area

CFM 07468 462 929

Emergencies due to any other defect within a communal area: Dynalec 0114 233 0414.

Dynalec charge us for each call-out, so please ensure any calls made to them are for out of hours emergencies only.

You may call the out of hours number for issues within your own apartment or house but you will be fully liable for all costs involved.

GENERAL ENQUIRIES

A reminder that routine day-to-day enquiries for items like meter readings, parcels, bulbs out in blocks etc. should be sent to the Estate Office email address, rather than to Simone. During evenings and weekends particularly, it is slowing down the response from the Facilities Team, as messages are not picked up until Simone forwards them to the Estate Office.

CONTACT: estatesoffice@netheredgeliving.co.uk

NEW WELCOME BOOKLET

When moving onto the site for the first time, things may not always be straightforward or obvious. We have therefore produced an eight page booklet titled 'LIVING ON THE DEVELOPMENT', designed to help new residents become acquainted with how the development works. The booklet will be posted on the website shortly and paper copies will be available from the Estate Office.



MOVING?

When applying to NEMC for a Resales Pack when selling your property, please be aware that this can take up to seven days to produce. Each pack has to be updated and customised with the relevant information for each property.

It would be really helpful if you could inform the Estate Office in advance of the date of your removal so that they will know about removal vans on site as well as giving us an idea when new residents are moving in. We will also be able to arrange for a copy of the Welcome Booklet to be delivered to any new residents shortly after moving in.