



JANUARY 2016

WE HAVE HELD BACK the circulation of this quarter's Newsletter to include coverage of the **New Year Quiz**, held on 30 January, which was a resounding success, with over 50 residents and their guests taking part – nearly twice as many as last year's event. The quiz was won, after a series of tiebreak questions, by the 'Stoats and Weasels' team, which was made up of Pat and Eric Powell and guests and Pauline and Michael Miller and their guests. Congratulations to the winners who take home a selection of prizes. Thank you to everybody who came along on a wet and cold evening and supported the event and made the quiz a fun and enjoyable evening out.

The quiz would not have been the success it was without the valuable contributions of certain people. We would like to extend our thanks to **Carl and Debbie Shaw** of Victoria Court, who own and run Trippets Lounge Bar on Trippet Lane, [their strapline '*Fizz, gin...and all that jazz*']. We are extremely grateful to



THE STOATS & WEASELS - THE WINNING TEAM

them for preparing and cooking the beef meal and dessert cakes and also to **Pauline and Michael Miller** of Alexandra Gardens for the vegetarian meal. Thanks also to Turner's for the fresh crusty bread. A big thank you also to **Graham Campbell** of Victoria Court for a second year as our genial host and quizmaster and to **Simone and Aislinn** for organising many of the behind-the-scenes and logistical problems that inevitably crop up with events like this.

If you are interested in finding out a little more about helping to run the development, we are holding an informal drop-in session for leaseholders on **TUESDAY 9TH FEBRUARY BETWEEN 6.30PM - 7.00PM**, upstairs in the Leisure Suite Studio. If you would like to come along, please just turn up on the evening and you will be made most welcome.

This issue sees the NEMC quarterly Newsletter reaching its 10th issue. Predating this was The Workhouse, which was hand-delivered to all residents and leaseholders and ceased around four years ago now. After a brief gap, the NEMC quarterly Newsletter began.

Quarterly Newsletter of Nether Edge Management Co Ltd.

Contact:
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What sort of news and information would you like to see in future issues? We would welcome your feedback and suggestions to ensure we are covering subjects that are useful. Please contact us at the usual NEMC email, quoting '**Newsletter Feedback**' in the subject field. The intention is not to necessarily respond to individual emails but to cover some of the points raised in the comments we receive in forthcoming issues of the Newsletter. Back issues are also available to view on the Nether Edge Living website.

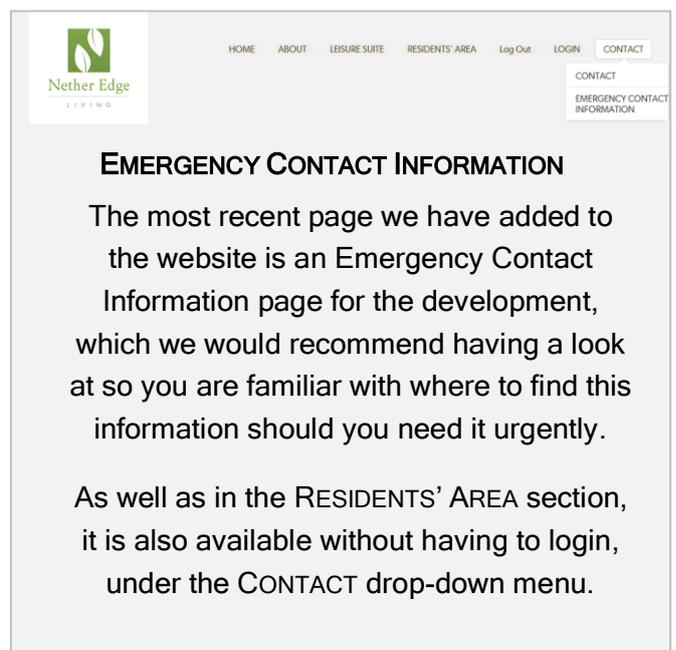
Another area we would particularly welcome your feedback on is your experience in receiving your **2016 Service Charge Demand**, in December last year, whether this was by post or email. This was the first time NEMC was responsible for preparing and sending out the demands and we would like to hear from you in order to improve the procedure and documentation for next year's demands. Again, please use the NEMC email quoting 'Service Charge Demand Feedback' in the subject line. Your comments, whether positive or negative, will assist in how the demands are prepared for next year.

One area we already receive regular feedback about is residents parking vehicles for long periods of time in **VP spaces**. This is particularly frustrating for everyone as there is a very delicate balance between the number of vehicles on site and the number of spaces available. Visitors to site should expect to be able to park in a VP space close to where they are visiting. We are however, receiving comments from residents that some vehicles are remaining, unmoved, in the same VP space for weeks at a time. There is reason to believe that this may be due to storing untaxed or untested vehicles and effectively using VP spaces for long-term parking. Under the terms of the lease, unroadworthy and untaxed vehicles are not permitted to be kept anywhere within the development.

In order to improve the situation for leaseholders and their visitors, and using the freely available DVLA website facility, we are now able to quickly and easily confirm the tax

and MOT status of any vehicles reported to us. Owners of any untaxed vehicles or ones without a valid MOT certificate will be asked to remove them from site or be faced with a breach of lease administration fee. The VP spaces are not there for storage at the expense of genuine users. This also applies to vehicles registered as SORN and to any vehicles that are left for an unreasonable period of time in a VP space for whatever reason. Thank you for your help in this matter.

The **Nether Edge Living website**, operated by NEMC, is an excellent place to visit if you need any information about the site. There are also some fascinating photographs of the site immediately before and during the construction of the development, as the old Nether Edge Hospital gradually disappeared.



The website has also been updated to include a revised insurance claims procedure flowchart, [Residents' Area > Useful Information > Insurance]. This includes a request from the insurance company to take detailed photographs of the damage incurred. Staff may also need to take independent photographs too. We are currently awaiting the 2016 insurance documents and as soon as they are available they will be posted on the website. Please have a read through them to familiarise yourself with the terms and conditions and policy excesses. If you require a claim form, they are available from accounts@netheredgeliving.co.uk

Our **Fire Risk Assessor** has highlighted the importance of keeping internal communal areas free of any personal items. We have an obligation to manage and minimise fire risks



and any items in communal areas have the potential to start and/or fuel a fire. It is also prohibited under the terms of the lease. If fire or smoke were to accumulate in a communal space, vision would be severely impaired, with any items becoming obstacles and potentially hindering escape or rescue.

To ensure the safety of all residents and comply with fire safety regulations and the lease, we have to maintain a zero tolerance approach to this. Please can you ensure that all personal belongings are removed from landings and hallways as soon as possible. If any items are not removed, they will be removed on the next site inspection.

Your cooperation in this matter is much appreciated.

Many of us use the Leisure Suite facilities, with some residents visiting nearly every day, and is without doubt, one of the main draws to living here. Of course the pool and other facilities don't look after themselves and we are fortunate in this respect to have an excellent Facilities Team who not only maintain the facilities to the level we expect but deal with many other aspects of running a large development. **The Facilities Staff** comprises Simone Fenton-Jarvis as Head of Facilities Management, Jordan Sorsby as the Senior Facilities Assistant and 5 Facilities Assistants: Aislinn, Keith, Kate, Tawanda and Matt.

Simone has nearly 10 years' experience working in Facilities Management, 7 of which are working here at Nether Edge. Simone has a BSc in PE and Youth Sport, is a Level 4 qualified Pool Technical Manager, a Level 3 Personal Trainer and is currently undertaking a MBA in

Facilities Management. She is now in her final year of the MBA and will shortly be asking you all to participate in her research; any help will be appreciated so look out for the emails. Simone is a member of the Institute of Swimming Pool Engineers (ISPE) and the British Institute of Facilities Management (BIFM).

Simone plays football for Dronfield Town Ladies, Korfbal for Sheffield Trotters and Rounders in the South Yorkshire mixed rounders league. She is also an avid fan of Sheffield Steelers ice hockey and Oldham Athletic (for her sins!).

Jordan is our Senior Facilities Assistant and has been working on-site for nearly 2 years whilst also doing a degree in Youth work. Jordan is also a level 3 plant room operator. Jordan is a keen boxer and gym goer and is a proud dad to Lavelle.

Aislinn is a qualified Play Worker and worked as a Facilities Manager for a Local Authority for 9 years running a small Leisure Centre before joining us 3 years ago. Aislinn is a qualified level 3 plant room operator. She also has two other part-time jobs, she works as a play leader at Pitsmoor adventure playground and runs a women's group in Pitsmoor where the local women attend to learn all sorts of life skills.

Keith is our on-site maintenance guru; he carries out various maintenance tasks each week within the Leisure Suite and communal areas, Keith is also a level 3 plant room operator. Keith is a keen football fan, supporting local team Stocksbridge Park Steels. Keith is a proud grandad who enjoys nothing better than being a big kid!

Kate has been working as a casual member of staff for us for the last 2 years. She is qualified in Sports Massage and Beauty Therapy as well as holding a level 3 in building maintenance. Kate has a full-time job as a senior maintenance administrator. She plays rounders, is a volunteer at St Johns Ambulance and is a keen Sheffield Steelers fan.

Matt is a recent addition to the Facilities Team. He moved to Sheffield in 2013 with his wife, who is originally from Sheffield and his two daughters. Prior to this he had lived on the East Kent Coast. Matt is a former police officer, having given 12

years' service. He left at the rank of Detective Sergeant, having worked in: Covert Intelligence, Major, Serious and Organised Crime.

Matt has three years' industry experience working within facilities management. Matt also works part-time at Virgin Active UK as a Service Manager. Matt is a member of the British Institute of Facilities Management (BIFM) and is studying for a Bachelor's degree in Facilities Management at Sheffield Hallam University. In addition to this, Matt is a certified Fitness and Nutrition Coach and Circuit and Punch instructor.

Finally, **Tawanda** has been with us for nearly 2 years, he has a sports coaching degree and also works as a football coach. Tawanda is a semi-pro footballer playing for Osset Town. Unfortunately Tawanda will be leaving us in March as he is moving to America to coach football. We would like to thank Tawanda for all of his hard work and we wish him well for the future.

A Facilities Management review of the work completed during 2015 served to highlight the many and varied issues dealt with by Simone and her team. There are far too many to list here - well over 100, ranging from large projects such as the painting of the entire poolside to negotiating new electricity contracts, saving over £700 across the site. There is already a significant amount of work planned for 2016 and this is before any unexpected work starts to build up.

One of the facilities that was looked at last year was the **CCTV system**, some of which has now recently been upgraded, resulting in higher resolution images and, with the use of infrared cameras, clearer shots at night time. Some of the cameras also have a pan, tilt and zoom facility to cover a wider angle of vision from the same locations. Crime within the development is low but CCTV can also be useful in resident and staff safety and in providing evidence in case of a serious accident or incident. The improvements have initially been to the cameras covering the four main gates, with several other areas also receiving some attention.

You may be interested in a new booklet, "**Bingham Park 1911-2011 - A Local History**", which has recently been published, [not by NEMC] 36 pages full colour, costing £3.00 and is available from Endcliffe Park Cafe. The booklet is based on material put together by some local residents to the park to mark the centenary of the founding of the park in 1911. It is based around a 'history trail' so you can take the booklet round the park with you and read about what you are seeing. The book has been published without profit - any, certainly small, surplus will go to Friends of the Porter Valley.



QUIZ NIGHT
Nether Edge Management Co Ltd, January 2016