



## AUGUST 2016

**T**HE SUN IS SHINING, the trees and bushes throughout the development are blossoming — summer is finally here! And as well as the blue skies and Mediterranean weather, many other positive things have been happening around the site over the last few months, including -

- \* Paving repairs in Victoria Court.
- \* Further upgrades to the CCTV system.
- \* Communal lighting upgrade in Cliffe block.
- \* Emergency lighting upgrade in Sheaf 1, 2, & 3, Alexandra, Muxlow, Peveril, Cliffe, Edward Place, Kingswood, and Victoria blocks.
- \* New poolside chairs and shoe rack bench in the Leisure Suite.
- \* The development of a plan to increase bike storage facilities on site. This is a very important issue—it supports our overall environmental policy, it's a key issue for prospective buyers and renters, and it emerged as the top request in the recent survey of residents' opinions.

### DATES FOR YOUR DIARY

**Drop-in Session**  
**Tuesday, 6th September, 6:30pm**  
**Leisure Suite Studio**

with the board of directors. If you have any ideas, comments, suggestions, or questions—or if

you're interested in getting involved with the running of the development—please come! All are welcome!

### **Annual General Meeting** **Thursday, 8th September, 7:15pm,** **Leisure Suite Studio**

Please do attend if you're available, as a quorum of shareholders is needed to pass any resolutions that are proposed. All shareholders are welcome although only one shareholder per property is permitted to vote. The agenda will be circulated and posted on the <http://netheredgeliving.co.uk> website nearer the time, but one item that will definitely be discussed relates to the Articles of Association of the Nether Edge Management Company Ltd.

As many of you are aware, the NEMC board is comprised of volunteer leaseholders. Having a board entirely consisting of people who are actively engaged with the site and care about the facilities and environment adds many benefits to each of us as leaseholders – we understand the context of the site, the impact [both positive and negative] of any changes as they also concern each of us as well.

However it has become apparent that maintaining the required number of board members is not as easy as we would like. In order to ensure we can continue to deliver the highest level of hands on, local management we need to make a small amendment so that it's easier for board members to stay past their 3 year tenure, when, and only when, they continue to be voted in by a majority of the board.

Full details will be provided with the rest of the AGM documents, but your support of this measure would be most appreciated.

If you would like to consider becoming a director, you may contact us at any time of the year or alternatively please complete and return a Director Nomination Form that will be circulated with the AGM documents in August.

## Nether Edge in Numbers

 127 - Website Logins in June

 22 - Average property resales each year

 5 - Regular weekly exercise classes

 2 - Additional directors welcome

 8 - Breaches of Parking Policy in July

 28.5°C - Average pool temperature

CONGRATULATIONS! We are delighted to announce that Simone Fenton-Jarvis, our invaluable Head of Facilities Management, has successfully completed her Masters Degree, an MBA in Facilities Management.

THANK YOU! We have seen a significant reduction in the number of complaints relating to parking on the site since the last newsletter, which is excellent news. Please keep up the good work!

HELP! The Facilities Team works very hard to ensure that life on the development is as pleasant and secure as possible, but there are a few things that all residents can do to help achieve this –

- ❖ Please do not store [or abandon!] anything in the communal areas within any of the blocks. Doing so is a fire risk, which threatens other residents' safety.
- ❖ Please do not leave anything other than standard household refuse or recycling in or around the bin stores. This is an eyesore and results in the development incurring significant additional and unnecessary disposal costs.

- ❖ Please also remember to send any general communications—meter reading requests, parcel updates etc—to the Estates Office email address, rather than to Simone directly. This will enable the Facilities Team to provide a quicker and more efficient service.

STAY SAFE! Our contact at the South Yorkshire police has provided a set of useful guides to staying safe and keeping property secure in the summer months, and these can be found in the Security section of <http://netheredgeliving.co.uk> Please take a minute to read through them!

DON'T MISS OUT! The leisure suite is one of the most valuable resources on the site, and to make sure that all residents have the opportunity to take full advantage, the Facilities

Team is happy to offer a refresher or induction session in the gym. A personalised exercise programme can also be written for anyone who has completed an induction. Please email: [estatesoffice@netheredgeliving.co.uk](mailto:estatesoffice@netheredgeliving.co.uk) to book a time slot with Matt, free of charge.

The following exercise classes are also available for residents:

Monday: 6.00 - 6.45pm BoxFit £4  
Matt - booking only.

Monday: 7.15 - 9.00pm Yoga £5  
Zoe - just turn up.

Tuesday: 6.45 - 7.30am circuit training £4  
Matt - booking only.

Wednesday: 11.00 - 12.00pm Yoga £5  
Zoe - just turn up.

Wednesday: 6.00 - 7.00pm Dynamic Yoga £4  
Angelina - booking only.

To book classes online please visit:

<https://v1.bookwhen.com/58qkh>

Please email Simone if there are any other classes you would like us to try and set up and your preferred days/times if the current timetable doesn't suit you.

## GARDENS & GROUNDS

We asked our gardening contractor to design and create a new sitting area in Victoria Court, which is now complete with new planting and a communal bench in place. It's a lovely sunny and sheltered spot.



The work to the path at the bottom of Osborne Walk is now finished. The flagstones have been relaid as some of them in the old path were cracked or unstable. Grass seed has been sown in the soil inbetween the flagstones and around the bollard lamp and the overhanging shrubs along the main path cut back.



## SAVE OUR TREES

The Nether Edge Neighbourhood Group [NENG] recently asked if we would circulate some information about saving trees in our local area, in particular the 100-year old Huntingdon Elm tree at the junction of Union Road and Chelsea Road. An Estate Circular was subsequently sent out last week, with details also on our website. NEMC as a whole does not have an opinion on what is right or wrong here and there are two sides to the argument.

One long-standing resident, and member of the Woodland Trust, tells us he is fully understanding of and concerned for the preservation, renewal and extension of tree cover in Britain and provides the following information:

'NENG have been running a one-sided campaign to save all trees and there has been some counter-correspondence in The Edge.

The problem is that the Victorians planted inappropriately large forest tree varieties by our streets in the mid C19th. Consequently, although very attractive, they damage pavements and overhang roads. In addition some have reached maturity and have become diseased with the risk of falling branches.

The policy of Sheffield Council, sensibly, has been to replace these as they reach the end of their lives with smaller varieties, thus eventually leading to an ordered progression of appropriate trees rather than all ageing and dying off at much the same time.

However with the road improvement scheme involving replacing kerbs and lamp posts and resurfacing of pavements and roads in a co-ordinated fashion it makes good sense to cull several trees in conjunction with this to avoid later damage and disruption (and cost). So although it's sad to see some of our large trees disappearing, in the larger long-term view it makes good sense. It's a case of trying to see the wood beyond the trees.'

Further information can be found on the Council's website:

[https://www.sheffield.gov.uk/in-your-area/report\\_request/trees.html](https://www.sheffield.gov.uk/in-your-area/report_request/trees.html)

A recent Estate Circular provided details of a new service from Sky that can now be accessed through the site communal TV system, providing the relevant subscription is taken out with Sky TV.

Please do remember however that the installation of individual satellite dishes is a breach of the terms of the Lease.

### **What does value mean to the residents on-site?**

Simone, Head of Facilities Management, has now completed her MBA Facilities Management, which concluded with a 24,000 word dissertation investigating the perceptions of 'value' on-site. For the purposes of the research, value was something worth the money it cost and was something that was not inherent to services but experienced by residents.

78 leaseholders (42%) volunteered to participate in the research February-June this year. 55% had lived on-site longer than 5 years, 38% had lived on-site 1-5 years and 7% had lived on-site less than 1 year. Due to the ethics and university regulations involved, the research can't be shared as a whole document. The main findings were:

- \* The motivations to purchase property on-site were: the area, the buildings and the leisure suite.

- \* There was an overwhelming sense that the management of the development had improved over the last 3 years in terms of: structure, strategy, transparency, value for money and quality of customer service. The improved parking situation across site was also raised as a positive.

- \* The Facilities Management team was the service rated with the best perception, then leisure suite, gardens, CCTV and finally the gates.

- \* Facilities Management was rated excellent to very good on all aspects asked about: customer service, reputation, communication, and value for money.

- \* 82% of the participating residents said they felt they received value for money, 12% had no opinion and 6% said they felt they didn't receive value for money, which was due to them not using the leisure facilities and

feeling that maybe they shouldn't have to pay for them [*something we can't control due to the Lease covenants*].

- \* The overall view was that service charges were well regulated in line with the services on offer. Some residents stated service charges were cheaper than other developments that had fewer services. The residents who didn't use the leisure suite stated they would have preferred it if the lease had made the leisure suite as an 'optional' service.

- \* The website received mixed feedback, with residents saying it was a great service but not as user-friendly as it could be.

- \* Some commented that they would like: extra bike storage (8), more community events (3), compost bins (2), updated gym equipment (2), to remove the gates (2), a BBQ area (2), a village shop (1), a café (1), a pool table (1)...

For NEMC and the FM team delivering good customer service means meeting and exceeding the residents' expectations where possible, whilst considering the quality of the work undertaken, the time it took and the costs incurred. At the centre of this is that decisions are made with a utilitarian approach, all decisions made are for the benefit of the development as a whole. The research undertaken by Simone will be fully considered and as usual, your feedback and comments regarding any aspect of the site are welcome by either contacting Simone directly or NEMC.

AND FINALLY... Have you noticed the new lamp posts on Union Road, adjacent to the development? They are a pleasing heritage style—not the standard kind which are being installed elsewhere in Sheffield. We're very happy that the council is complementing our efforts to keep the area looking at its best!

Roll on the road resurfacing work to Union Road and Lyndhurst Road, with work scheduled to start this year.

Nether Edge Management Co Ltd  
July 2016

