



Rear of Kingswood and Peveril blocks during refurbishment 2002.

November 2016

The days are growing shorter, the temperature's beginning to fall, but life on the development is as busy as ever! As well as the day-to-day maintenance of the grounds, buildings, and Leisure Suite, many other projects have been undertaken since our last Newsletter in August including:

- ◆ Appointment of a new gate maintenance contractor to improve the level of service we receive and hopefully in turn, improve the reliability of the gates.
- ◆ The expansion of the Osborne Mews bike storage area has been completed with an additional seven racks added.
- ◆ External redecoration of Sheaf One.
- ◆ External redecoration of Sheaf Two.
- ◆ External redecoration of Alexandra Block.
- ◆ Internal redecoration of Kingswood.
- ◆ The Kingswood block clock (facing Union Road, at the top of the building) has been repaired.
- ◆ The content of our Nether Edge Living website has been updated.

Also in this Edition:

* AGM Update * Nether Edge Needs You! * Dates for your Diary * Book Club * Recycling * Leisure Suite Notice * 2017 Service Charges * Gym Equipment * Staffing * Hot Water Tanks * Nether Edge in Numbers *

AGM Update

Thank you to everybody who attended the AGM on 8th September. The Financial Statements of Service Charge Income & Expenditure and the Accounts of the Nether Edge Management Company Limited for the year ended 31st December 2015 were duly received and adopted, as were the Minutes of the AGM held on 15th September 2015.

It was decided to postpone the appointment of auditors for the 2016 accounts until the performance of the 2015 auditors had been reviewed. Shortly before the AGM, it was decided to shelve the proposed changes to the Articles of Association relating to the length of time that directors can serve on the board on the understanding that more residents will volunteer to join the board before the 2017 AGM.

Quarterly Newsletter of Nether Edge Management Co Ltd.

Contact:
nemcboard@outlook.com

October 2016

One director — **Eric Anderson** — stood down as he had reached the end of his term and we would like to express our gratitude for his invaluable contribution during his time on the board.

Nether Edge Needs You!

The functioning of the development depends on two groups of people: The Facilities Team, led by Simone Fenton-Jarvis and the board of directors. The directors are volunteers—and also residents and shareholders—and we would like a couple more people to step forward. The term of office is up to three years, and no special skills or qualifications are required.

The board currently has seven directors, with a further two leaseholders being appointed shortly. As per the articles of association, NEMC needs five directors to be quorate. Without the five, no decisions can be made about the site.

To help give an idea of what's involved, Eric Anderson has written this piece about being on the board.

Being a Director

Having lived on this estate for the past ten years, I retired from full-time employment just over three years ago and although working as a part-time consultant, I decided that I would like to enquire about joining the Board of Directors and perhaps contribute something which may help in the running of the estate.

I met and spoke with a director who explained the role and what it entailed and who, like me, thought my previous career experience could add a valuable contribution to the Board.

Having attended my first board meeting, it was apparent that my fellow volunteer directors were all dedicated to ensuring that our estate was being managed as effectively as possible.

The current board, from which I have just finished my three-year tenure, has gone from strength to strength and works closely in conjunction with Simone, the Head of Facilities Management, and her team, who all do an excellent job.

Directors attend monthly board meetings, quarterly drop-in sessions, occasional meetings with our professional services advisors and contractors and exchange regular emails with other directors.

It is hoped that more residents will consider becoming a director. The most important thing to bear in mind is that everyone can contribute something and the only qualification required is that you own a property on the development.

Further information about the board can be found at <http://netheredgeliving.co.uk>. If you'd like to get involved, please email us at nemcboard@outlook.com

Dates for your Diary

The next drop-in session where any site issues can be brought up informally with the board will be held in the Leisure Suite Studio from 6:00pm – 7:00pm on **Monday 5th December**.

A **New Year Quiz** and hot supper will be held in the Leisure Suite studio on Saturday 28th January 2017. More details on this nearer the time.

Book Club

Would you like to join an on-site book club? Please email us at nemcboard@outlook.com if you'd be interested. We'll then arrange a short meeting where we can decide when and how often we're going to meet; where we're going to meet; how the books will be chosen and what genre of literature we'll read.

Recycling

Many residents ask us why there are no plastic recycling facilities within the development.

When we enquired, the Council said there wasn't enough space for a whole "recycling centre" on-site. Under the terms of the Environmental Protection Act 1990, Sheffield City Council has a duty to provide waste collection services to households and is able to stipulate the type of container(s) that will be provided for the storage of waste and recyclables.

The Household Waste Act 2003 requires waste collection authorities to collect at least two separate recyclables from each household, or make comparable arrangements.

Where it is not possible to allocate an individual receptacle to a dwelling the City Council standard is to provide 1,100 Litre Euro Bins for residual waste and 660 Litre Euro Bins for recyclables. 120 litres per dwelling per week is made available, plus a 20% additional capacity for the segregated collection of paper and card for recycling.

In our case the site caters for normal waste collections, paper/cardboard and glass. Therefore all legal requirements are being met.

The Council have said it may be possible to provide small blue boxes to any household/apartment requesting them, and you can do so by contacting: wastemanagement@sheffield.gov.uk or phoning 0114 2734567 (option 1).

Currently, our nearest plastics recycling sites are:

Co-op – Ecclesall Road, S11 (1.4km)

NHCA – Porterbrook View, Sharrow Vale Road, S11 (1.2km)

Crewe Flats – Brocco Bank / Clarkehouse Road, S10 (1.5km)

Hot Water Tanks

The purpose of this article is to follow up the previous reminder to you of serious issues with a particular system with a boiler, usually a Chaffoteaux, linked to a separate mains pressure hot water tank with a capacity of around 250 litres.

As some of you will be aware, there have been problems with heating and hot water systems on-site from the outset. In the original installations, the mains pressure hot water tank is a Telford Tornado in copper. Later installations have the same tank but in stainless steel. Whilst the duration of the guarantee differed, in both cases **the guarantee is invalidated unless the tank is serviced annually.**

A competent heating engineer carrying out regular servicing on the boiler should be aware of this and advise you accordingly. However, it is our understanding that this has not always been the case. There is evidence of historic and ongoing problems related to the Telford Tornado hot water tanks, which are prone to split, and in some cases burst, causing leakage of a very substantial volume of water. In 2014 we circulated various documents offering advice on this matter, these documents are on the website for your perusal.

£5,000 is the average estimated cost of damage to property due to a burst hot water cylinder. Where insurance claims are required, this ultimately affects our insurance premiums and due to the high number of claims, in 2014 the excess for a claim related to a burst hot water cylinder rose to £1500. This is just the financial cost; the upheaval and upset adds to the misery of suffering a serious flood within your property - prevention is definitely the best method!

Whilst it is the individual responsibility of each leaseholder, the Board has spoken to a resident leaseholder, David Wilkes, who is a highly qualified heating engineer. He has been instrumental in providing information to leaseholders about the various systems since 2006. He is prepared to inspect your tanks and advise you whether they are in need of replacement. It should be borne in mind that the majority of original systems installed are now 12-14 years old.

David has provided us with the following information:

On the development there are several types of heating system. The larger properties have something called an unvented system. This means that there is a central heating boiler and a separate storage cylinder. The storage cylinder holds hot water under high pressure as it is heated up by the central heating boiler. This increases the pressure further and produces excellent showers and fast filling baths.

*What is generally not known is that these cylinders **MUST** be serviced regularly, generally annually. The majority are never serviced at all. The upshot of this is that the hot water pressure contained within the cylinder is not controlled and in many cases rises by about 400%. The result is the cylinder leaks or even bursts creating a lot of unpleasantness.*

If you have an unvented cylinder that has not been serviced please get it looked at as soon as possible. Most plumbers do not want to do this job as it is outside their comfort zone. That's disappointing because it's generally fairly quick and simple. I can recommend two people who are very confident in performing such a service or in extreme circumstances a complete swap.

- Ralph Warburton - 07850 540699

- Billy Robinson - 07876 704050

David Wilkes
Sales Manager – OSO Hotwater (Resident)

Leisure Suite Closure for Maintenance Works

Further to Simone's email of 18th September, it will be necessary to close the building for approximately seven days to carry out some essential maintenance repairs and replacements including:

- ♦ Replacement of the whole sauna (which is currently broken and cannot be economically repaired).
- ♦ Replacement of the Air Handling Unit system which supplies /removes air and heat from the: pool area, changing rooms and showers.
- ♦ Cleaning of the gym carpet.
- ♦ Grouting of the pool.
- ♦ Painting/touching up of all areas.
- ♦ Repairs to the drain in the men's showers.
- ♦ Upgrades to the reception area workspaces.
- ♦ A whole Leisure Suite deep clean.
- ♦ Replacing the reception entrance carpet/matting.

The date for the closure is: Monday 7th to Sunday 13th November.

Leaseholders – 2017 Service Charges

Please look out for an email in the coming weeks from Simone in relation to how you would like to receive your 2017 Service Charge Demand.

For those residents who consented to receiving their Service Charge Demand electronically last year – the same will be done for 2017, unless you tell us otherwise.

For all those who didn't, we ask you to consider the use of email as it is in line with our desire to reduce our impact on the environment, as per the site environmental policy. An electronic communications opt-in form for you to complete is attached to this newsletter.

The Service Charge Demands will be sent out during the first week of December, **with the first payment due 1st January.**

The lease does state that service charges should be paid 1st January and 1st July, but as you will know, we

also offer options for monthly, quarterly and full payments. In all instances, the first payment must be received by 1st January not only because this is a Lease covenant, but also it is key to ensure that we have the cash flow to pay for the annual insurance premiums, which become payable on 1st January each year.

Your co-operation in the matter is much appreciated.
For a copy of our service charge collection policy please visit: <http://netheredgeliving.co.uk/residents-area/useful-information>

Gym Equipment

We have had lots of positive feedback following the upgrade of the cardio equipment (treadmill, stepper, cross trainer and bike) so thank you for that.

Please do look out for an email early next year in relation to a Leisure Suite users' survey that will help us to ensure the best service and efficiency of the facilities offered.

Staffing

Due to family commitments Matthew Lavender has now left the Facilities Team; we would like to thank Matt for the work he has put in over the last 10 months and wish him well in the future.

James Page, a Teeside University media graduate, who is also qualified in Nutrition and Personal Training, has now joined the team. James previously worked in a corporate gym and was also part of their management traineeship scheme.

Aislinn, Keith, Kate and Simone make up the rest of the Facilities Team and for more information on them all you can visit: <http://netheredgeliving.co.uk/residents-area/facilities-team> (log-in required)

Gardening Volunteers

We are looking for volunteers who would like to offer occasional help with small gardening jobs around the site – maybe an hour or so at your convenience. The regular gardening group disbanded in 2015 after several members moved off the site, so it would be good to try something different to help keep the gardens looking their best. If you are interested, please email us to register your interest. Your help would be appreciated.

Osborne Road Resurfacing

Streets Ahead have told us that Osborne Road is part of the A22 Ecclesall zone and that road resurfacing work in this zone is due to start in February 2017 and footway resurfacing is due to start in April 2017.

At present Streets Ahead are unable to give an exact date for the works on Osborne Road as the zonal works are still being programmed. Once they have programmed this work they will be writing to all residents and businesses affected. In addition, prior to starting work, they will erect on-street signs, which will display the most up-to-date information relating to dates and parking restrictions.

Pending resurfacing, Streets Ahead tell us they will continue to inspect the zone and repair any potholes to keep both footways and carriageways safe for use. If you need to report any potholes please contact Customer Services via 0114 273 4567 or streetsahead@sheffield.gov.uk. You can follow them on Twitter on @sccstreetsahead for regular updates.

Gate Phone Numbers

Our contractors are due on-site within the next week or so, therefore if you require your phone number to be programmed at the gate please email Simone. By programming your number, it will mean your visitors can ring you from the gate, and then you can let them in by pressing 5 on your handset.



Peveril block (left) & Cliffe block (right) with the building (middle) now demolished, 2000.

Nether Edge in Numbers

- ◆ **5** years this month since Simone re-joined the Facilities Team – 8 in total.
- ◆ **13** properties sold so far in 2016 with a further 3 currently completing.
- ◆ **38** breach of lease parking tickets issued in 2016 – please remind yourselves of the Parking Policy and lease covenants.
- ◆ **1.5** tonnes is the maximum weight for a vehicle on-site; under the terms of the Lease, vans / motor homes / campervans are not permitted.
- ◆ **£8945** + VAT is the cost of the replacement sauna to be fitted during the seven day closure in November.
- ◆ **2** additional bike storage areas (with 10 racks in total) are to be completed in November, one at the back of Alexandra Gardens into Victoria Court and one in Edward car park.

www.netheredgeliving.co.uk
Nether Edge Management Co Ltd
October 2016



Nether Edge Management Company Limited

CONSENT TO RECEIVE COMMUNICATIONS BY EMAIL

As a leaseholder you must provide consent in order to receive service charge demands via email.

This consent form will allow NEMC to send you service charge demands, meeting notices, statements, and other information regarding Nether Edge by email.

Before completing this consent form please review and be aware of the following:

1. You are not required to complete this form. You may request that service charge demands be sent to you via regular mail and by not returning this form it will be assumed that you still require them to be sent via regular mail.
2. You have the right to withdraw your written consent at any time after returning this form by providing written notice that you are withdrawing your consent to receiving communications via email.
3. Consenting to receiving communication by email requires that you have access to a computer, have a current email account in your name, and have provided your current email address to NEMC – via the estates office:

estatesoffice@netheredgeliving.co.uk

I have and read and understand the foregoing, and hereby provide this un-revoked consent to receive and send information, including but not necessarily limited to service charge demands, meeting notices and other information regarding Nether Edge, via email, until such time as this consent is revoked in writing.

Name:

Date:

Property Address owned on-site:

Correspondence Address (if different):

Phone number:

Email:

Please return this form to Simone Fenton-Jarvis at: simone.jarvis@netheredgeliving.co.uk or hand to the Estates Office.