



Nether Edge Management Company Limited

## QUARTERLY NEWSLETTER 3 – APRIL 2014

Welcome to our third quarterly Newsletter. We hope you have all had an enjoyable Easter holiday weekend.

Do please let us know if there are any topics you would particularly like us to include as well as feedback on the information we are providing – just e-mail [nemcboard@outlook.com](mailto:nemcboard@outlook.com).

### Annual General Meeting

This will be held at **7.15pm in the studio on Thursday, 26 June 2014**. All relevant papers will be posted on our website at least 14 days prior to the meeting. In the interests of the environment, unless we hear to the contrary from you, it is proposed to send all Notices out by e-mail, other than to those for whom no e-mail address is available.

If you would like to become involved with NEMC, either as a Group member or a Director, do please contact us at [nemcboard@outlook.com](mailto:nemcboard@outlook.com) and we will be happy to meet with you to provide information on what is involved.

Matthew Williams, who did such stalwart work organising our website, has sold his house and in consequence had to resign from the Board. We wish him well.

If you have not obtained your login details for the website, please get in touch with us at [nemcboard@outlook.com](mailto:nemcboard@outlook.com) – you'll need these to access the AGM documents.

### Leisure Suite

As you will have seen in the Facilities Management Newsletter earlier this month, the **Leisure Suite will be closed on Wednesday and Thursday, 7 and 8 May** for redecoration and essential maintenance work. As you are aware, the cost of remedying any loss or damage to this resource has to be paid for by all leaseholders so it's in our own interests to take good care of it.

With that in mind, please may we ask you to change into indoor trainers in the leisure suite to avoid trampling dirt into the gym carpet.

Please may we remind you that locker keys should not be removed from the Leisure Suite: if you have any keys, please return them to the Estates Office. It is costly to replace these and it may be necessary to revert to coin-operated locks if the problem persists. Please, don't take locker keys out of the leisure suite!

The signs in the pool area state that children under 16 are not permitted to use the spa. This is required under H&S Regulations and children in and around the spa area can spoil the enjoyment of the amenity for others. Please be aware that residents who persistently allow their children to be in and around the spa area may find themselves subject to access barring under the Leisure Suite Rules.

### Estate

The Estates Office needs telephone numbers for all residents in order that they may be logged into the system which enables residents to open the vehicular gates from their property. If you have not provided this information, please do so as soon as possible. If your telephone line is not currently connected to the gates, please inform the Estates Office.



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The amount of time spent on litter-picking has had to increase, which is not the best use of staff time. Please, take your litter home!

The regular drain cleaning has just been completed – a very considerable amount of plaster and paint was found which was time-consuming and difficult to remove. This increased the costs and a thoughtless act has incurred additional expense for all leaseholders.

A substantial amount of time had to be spent by both Board members and Omnia staff after an act of vandalism to the chain across the entrance to the NHS car park. Someone put a padlock on it to prevent NHS staff from opening it. Omnia staff had to remove the chain from the fixing post in order that NHS staff and patients could use their own car park.

A further incident was recorded on CCTV on Sunday evening, when a resident can be seen coming from his property, unscrewing the plate fixing the chain and throwing the chain into the bushes.

The Board and Omnia have worked long and hard to develop good relationships with the NHS – including negotiation of the formal agreement to share the costs of the Union Road gates which is hugely beneficial to ALL leaseholders– and these acts have damaged that relationship. The barrier was erected because of misuse of the informal arrangement which allowed residents to access the NHS car park, which persisted despite repeated warnings of the likely consequences.

**No rights exist for residents to use the NHS car park – it belongs to the NHS.**

### **Gardens & Grounds**

Work is now more or less completed on the refurbishment of the large shrub bed between Edward and Peveril and it is looking better already. Some additional planting of smaller shrubs or ground cover may still be done around the edges. The bed in front of the left hand side of Edward (by the steps down to the car park) is also now substantially complete.

With the spring weather, the Groundworks team will be giving most of their time to grass cutting, but some refurbishment may be undertaken to the area between the Leisure Suite and the Osborne Road gates if time and weather permit.

The Residents' Gardening Group were able to get out at the beginning of both March and April and in each case, a good morning's work was accomplished. Do look out for the announcement of the regular mornings – usually the first Saturday in the month. Because the first Saturday in May is during a Bank holiday, it has been decided to have two meetings, the first on **3 May** and the second the following Saturday, **10 May**, both starting at **9.30am**.

Come and join us – it's a great way to get some fresh air, achieve something positive and meet others from across the development. We have a refreshment stop halfway so there is time to relax and chat.

### **Unvented Mains Pressure Hot Water Cylinders**

We owe a debt of thanks to David Wilkes who gave of his time and expertise freely to inspect a considerable number of the Telford Tornado and other unvented mains pressure hot water cylinders installed in some properties here. His help was greatly appreciated.

David has produced information which will be posted on the website for reference.



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However, we would stress two important points here:

1. **If you have an original copper Telford Tornado unvented mains pressure hot water cylinder then you should seriously consider replacing it, even if it shows no sign of leakage.** The recommended service provider is Ralph Warburton who can be contacted on 07859 540699.
2. **Whatever type of unvented mains pressure hot water cylinder you have, it must be serviced annually by an appropriately qualified service engineer.** Most of these units will carry a guarantee of around 25 years, but this is invalidated unless proof can be shown that servicing in accordance with the requirements of the instruction booklet provided has been carried out.

**This will not have been done if you have an insurance arrangement with a firm such as British Gas** and it is your responsibility as a leaseholder to ensure that annual servicing is carried out by a properly qualified service engineer.

Under the terms of the leases, you are required to:

*To maintain uphold and keep the Premises and all the Landlords fittings and fixtures in the premises in good and substantial repair order and condition at all times during the Term ...*

*Not to do or permit to be done any act or thing which may render void or voidable any policy or policies of insurance of the House or other parts of the Estate or any part thereof which causes or may cause an increased premium to be payable in respect thereof.*

Failure to maintain these cylinders constitutes a breach of the lease covenants. Insurance claims consequent upon tanks leaking and damaging property, where the cylinders have not been serviced, also constitute a breach of the lease covenants.

Such claims are likely to cause an increase in the insurance premiums payable and the excess applied. Because of the communal nature of the buildings insurance policies, increases in premiums and excess affect **ALL** leaseholders, not just the leaseholders making the claims.

### **Observations**

A common theme running through a number of the points raised earlier, and indeed encountered by our on-site staff, is the apparent lack of consideration and care of our environment by a small number of residents. Parking, litter, inappropriate storage of items in communal areas etc., are constant issues raised by residents.

We all need to find a way to exist together in as much common harmony as possible. It only takes some inconsiderate actions by the few to disrupt the enjoyment and quality of life of the considerate many. Moreover, inconsiderate actions often have financial consequences which must be borne by all.

On behalf of the vast majority of residents, we ask you to think about your actions and the effect these may have on others.

As a Board, we find it sad that we have to make these observations, but unfortunately, we do. Please, think of others!



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