



RESIDENTS' BRIEFING DECEMBER 2017

AGENDA

- Introductions
- Money
- Fire Policy
- Security
- Windows Project
- Gardens
- Respecting the Lease & Issues
- Keeping up to date
- Gym
- HML Shaws
- Caretaker at Christmas
- AOB



INTRODUCTIONS

New Caretaker

- Michael O'Neil

Directors

- Ian Coates
- George Cross – Chair
- Stephanie Henderson-Brown
- Hilary Oliver

HML Shaw– Account Management

- Irwin Alvisse – Senior Property Manager
- ~~Lauren West – Assistant Property Manager~~
- Zaheer Abbas – Assistant Property Manager
- **Out of Hours Number 020 7760 2299**

MONEY

George



Money

- Service charge up 3.3% - as detailed in letter
- Reserve fund (£50k pa) standing at £128k
- Outside refurbishment last done in 2013 @ £180k
- Lease (Sixth Schedule Part 1)says “when the Lessor may from time to time consider necessary”
- Debtors are nudging up – we make no exceptions to policy 25 @ 1st warning, 3 @ 2nd warning, 3 with Legal

FIRE

George



Fire - recap

- Following our own fire we were audited by LFB and remedial works carried out and signed-off.
 - Clearing & locking smoke vents
 - Fitted retardant panels & sealed
 - Combustibles relocated
- Investigating Grenfell Tower type panels on site
- Surveyed flat's doors to assess safety standards
 - 7, 11, 17, 18, 23, 24, 38, 45, 48, 54 missing from survey results
- Fire Risk Assessment
 - New zoned system (£21k)
 - Clearer signage
 - Remove fire extinguishers
 - Stay put policy (more later) – LFB advised the same

Fire – consequential policy

- **Directors wanted all aspects summarised in one document**
- **Additions to the fire alarm system:**
 - Zone indicator (assessment action point)**
 - Alarm activation points around the building**
 - More sounders around the building**
 - Remote monitoring of alarm**
- **Caretaker trained to use extinguisher**
- **Note: Individual flats are not connected to system**

Fire – in your flat

- **Plan what to do!**
Know your escape route. Get Out! Close the door!
- **Know where the (new) alarm point is**
- **Sound the alarm – if safe to do so**
- **Call 999**

Fire – elsewhere (stay put thinking)

- RP designed so that:
 - Communal areas are “sterile” since combustibles are minimised
 - Individual flats contain or exclude fire - breeze blocks, concrete & fire doors (worked with our fire)
 - Auto-closing front door, smoke & intumescent strips enhance safety (owners’ responsibility)
- Fire advice is that your flat is likely to be the safest place (if not the cause of the fire).
- Having residents evacuating down stairwells may hinder fire brigade **so no alarm is sounded**
- LFB decide once onsite whether to evacuate residents

Fire – your duty of care

- Remember the strips should you change your door.
- Keep an eye out for combustibles - don't mix electric and combustibles in your lockers
- Test your own alarm on a regular basis!
- If you see something of concern – **do something about it!**

SECURITY

Steph

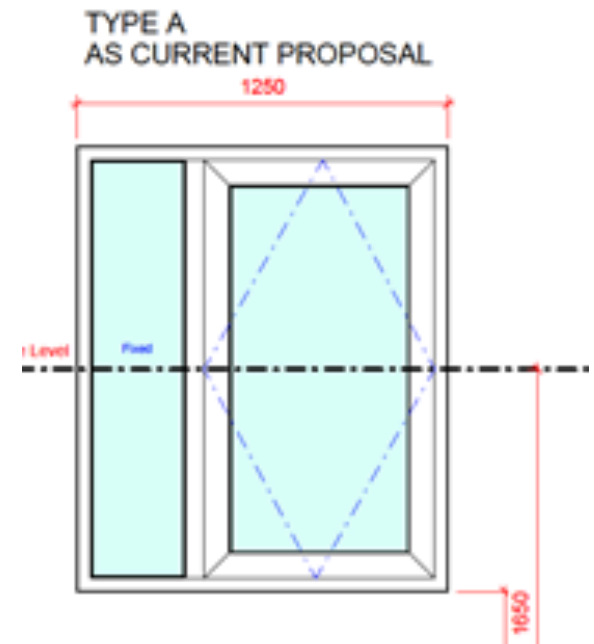


Security

- 1 serious incident
- 3 bike stealing incidents
 - Arrested following theft on 27th April 2017. Registration allowed police to track back to us as the owners.
 - Register your bike with www.bikeregister.com
 - Before buying a bike check it's not stolen
- Community police security advice – good security
- cctv proved useful – upgrades made
- New trellis proved useful
- Investigating: spikes, more cctv, riverside fencing
- **Tailgating leaflet drop**

WINDOWS PROJECT

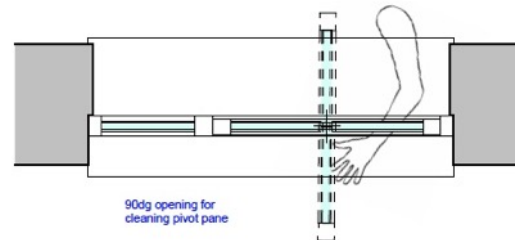
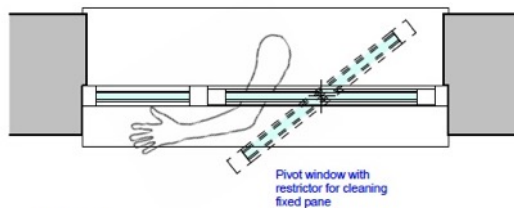
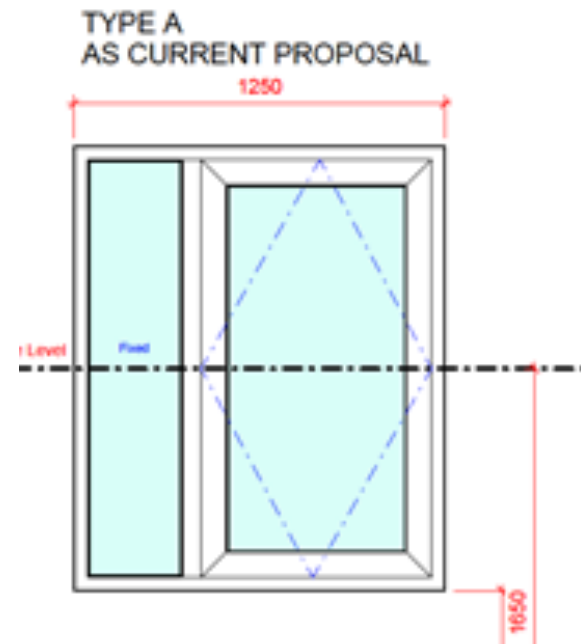
Steph



Windows Project recap

- Last year the feedback was to change the window design
- This has caused us to re-start the tender process
- Opportunity to carry out roadside maintenance
- Section 20 notices have been issued
- Planning permission granted
- Now looking at spring or summer 2018
- Costs determined at end of tender process
- Residents' charges will be approximately that of their annual service charge bill
- Directors have received 1 letter of objection from Paula Bowman (as detailed)

Windows Project – design



Windows

1 : 20

GARDENS

Steph



GARDENS

- **Gavin Jones continue to provide a very good service**
- **New shrubs purchased April 2017**
- **Bulbs, Shrubs and Perennials planted ready for 2018 donated by Gavin Jones for inconveniences**



RESPECTING THE LEASE & ISSUES

Ian



Lease & Issues

- **Ball games on the lawns**
- **Pet licenses**
- **Dumping unwanted item in bin rooms**
 - Residents should arrange collection with Hounslow Council
 - Inform Michael if items to be collected from bin rooms

KEEPING UP-TO-DATE

Ian



Keeping up to date

- No substitute for formal letters (Section 20, Service charge etc.)
- Use pigeonhole drops to ensure everyone is informed.
- Noticeboard is of limited use.
- Website has all general information and news items that are refreshed as needed.
- Fix it form on the website – sends email to Michael
- www.regattapoint.co.uk

JOIN THE 41
PLEASE SIGN UP!

GYM

Hilary & Ian



GYM

- Re-opened to general acclaim
- 2nd hand - expanded the range of kit at an affordable price
- New robust flooring
- Improved lighting
- Used a lot more

REMINDER:

Please tidy-up after use

Supervise children

Lock the door afterwards



HML SHAW

Hilary



HML GROUP

HML Shaw

- Online system available for you to see up-to-date service and ground rent account.
- Have they got your correct contact details?
- Reminder to inform HML Shaw if you are making alterations to your flat to check against lease.
- Also tell the council to obtain planning permission.

CHRISTMAS CARETAKER

Hilary



Christmas Caretaker

- Last day at work - Friday the 22nd of December
- First day back – Tuesday the 2nd of January
- No office cover

AOB



Hilary

SOCIAL
COMMITTEE
NEEDS NEW
BLOOD



ARTIST'S IMPRESSION
Not genuine drink on offer

THANK YOU