

St. Clements House

Residents Newsletter

Winter 2017

Smoke and heat detectors testing

We arrange for the smoke and heat detectors in the flats to be tested *yearly* – this forms part of your service charge. When we do this, we need access to your property.

Our next test will be:

Saturday 25 February 2017

9.30 am onwards

Access to ALL flats required

Please make sure we have access, if the engineer has to come back on another day, then you will be **recharged the cost of the next visit**.

Estate Regulations

The lease provides for the directors of the management company to create estate regulations which are rules to help the estate. You can find a copy of the estate regulations with this newsletter. Current regulations can be found at www.rochills.co.uk/estatemangement/stclementshouse

Please note that any contraventions of the terms of the Lease that require letters to be sent to Owners, will incur an administration charge after the first letter, if the warning is ignored or not complied with.

Owners are ultimately responsible for the behaviour of their tenants.

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New Managing Agent

On 1 October 2016, we transferred the responsibility for management of the estate to **Rochills Ltd.**



Our estate manager is Helena Deacons and her contact details are below. Helena is responsible for sending out service charge demands, section 20 consultation and monitor the services we receive in respect of

cleaning, gardening, repairs and servicing.

On 10 October, two of the directors of St. Clements House met with Sarah Roccia, Director of Rochills and Helena to carry out an estate inspection. At this time a number of health and safety issues were identified and a full health and safety inspection was booked. Further information can be found on page 3.

Water issues

A problem with water penetrating the ground floor at the rear of the retail unit was noted and we have been working to make an insurance claim to cover the cost of the repair of the wall. During the investigation into where this water came from, we found a number of flats with leaks.

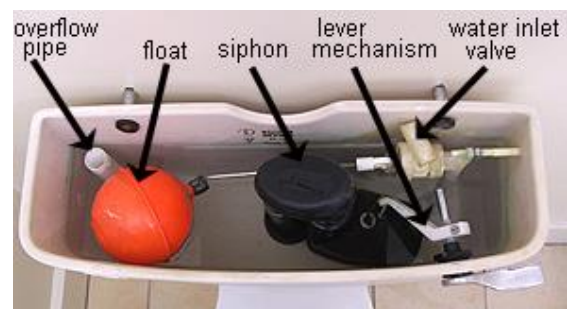
One of our biggest outlays continue to be **water charges**. If we can conserve water throughout the year, this will assist with keeping the increase in our Service Charges to an absolute minimum.

We ask that measures be taken by residents to prevent wastage. These should include regular checking of overflows from boilers and toilet cisterns which can lose large quantities of water. We all pay for these losses through our Service Charges, which is unfair on those who regularly maintain their property.

Leaking overflows also damage the brickwork, either with lime scale or moss growth.



Please take the time to lift the lid of the cistern occasionally, just to check that water isn't pouring into the overflow pipe.



If you receive notification from our managing agents that you have a water leak, or indeed any other issue, please take steps as soon as possible to rectify the problem.

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If the leak is not fixed within a reasonable time, or further letters have to be sent as reminders, then administration charges will be applied. An arbitrary fee for water losses will also be levied.

If you rent out your flat

Owners renting out their properties **must** carry out regular inspections to ensure that wear and tear, particularly to the sealant and grouting round baths and showers, is properly repaired before any damage occurs. **Tenants** should notify owners of problems immediately and these should be dealt with expediently and professionally.

Failing to carry out checks for defects has already resulted in damage to the building and the shop and is liable to cause our building insurance premiums to rise. It is not fair to those owners who maintain their property, to have to pay increased charges caused by those who treat their property as a source of income. It also means that any insurance claims are detrimental, if we wish to shop around for a better deal when the annual policy is due for renewal.

Health and Safety

We have now received the health and safety assessment and fire safety reports. There are a number of issues that residents need to be aware of and these are detailed below.

Fire Evacuation

St. Clements House has a fire alarm system and in the event of the fire alarm being activated, all residents should leave the

property immediately and congregate across the road in the Churchyard until advised that it is safe to return by a member of the fire service.

Vulnerable and Mobility Impaired Residents

Any resident that is unable to leave the property in the event of a fire, needs to create their own **personal evacuation plan** and make sure that the local fire brigade knows you will need emergency assistance from your flat.

Gas Safety

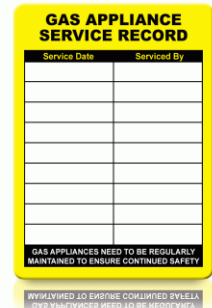
Residents need to make sure gas appliances are working properly to avoid carbon monoxide being produced and making you or your family ill (*it is possible for death to result in some cases*).

Every property should have a carbon monoxide detector.

Boilers and gas hobs should be serviced yearly (if you rent a property, your **landlord** has a legal duty to have an annual gas safety inspection). **Do you know when your boiler was last serviced?**

No smoking

The law requires all communal areas to be designated no smoking areas – this includes under the car parking canopy. Anyone who fails to comply with this can be fined up to £5000 by the fire brigade



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Obviously, as law abiding residents, no-one should be smoking cannabis. Please be aware that if you do, the smell is strong and distinct and your neighbours or visitors to the block are quite entitled to complain to the police if they can smell it in the hallway.

Wooden Floors

Please can residents be mindful of the noise that they make when moving around on their wooden floors, particularly in the second floor apartments. Complaints have been received regarding late night noise disturbance, which is partly due to poor noise insulation and partly due to residents not realising how much their activities can be heard outside the confines of their property. This may appear a trivial problem but, when all you can hear at night are the residents upstairs banging around, it can be very detrimental to a person's quality of life, although so easily solved with some consideration.

Please also be mindful that there are a number of residents who are shift workers working irregular hours, who may need to sleep during the day. This can be especially difficult at weekends.

External Decorations 2017



In the spring/summer, we are arranging to have the outside of the building painted and the roofing and guttering checked and repairs carried out. Because of the anticipated costs of this work, we are required to carry out Section 20 consultation. Owners will have already received the stage 1 intention to carry out qualifying works. Stage 2 letters will go out towards the end of this month and then stage 3 letters will go out at the beginning of March. We will start the work as soon as the identified contractor can start.

Render at the rear of the shop

We have an issue with water penetration at the rear of the building and the render will need to be removed, dried out and then when the decorations take place it will be re-rendered and repainted.

Insurance

The service charge pays for the buildings but not your own personal effects. You must tell your home contents insurance when external decorations take place as we will be using scaffolding or towers.

External Areas

Bikes, toys and scooters in car parking area

To ensure that the building remains looking smart, attractive and welcoming residents are reminded that nothing should be stored in the rear under cover car park – or anywhere else on the estate.

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Bike racks

In the fire escape alley which runs down the side of the building, there is a place for



bikes to be stored using bike racks. Residents are able to put up their own racks for their own use but they must be the same type as the racks already there. If you need a copy of the key to get in to the alleyway, please contact Helena who can supply for £10.00.

Email: estatemangement@rochills.co.uk
phone or text: 07415 458897

Foul smell in the bin room

Food waste is still being thrown into the big bins. Please only put your food waste into the appropriate bin, which is emptied weekly and the cleaner cleans it after it has been emptied. Shredded paper can also be put in this bin.

If people put food in the bins intended for general waste then the waste only gets taken away every two weeks – and becomes very smelly. If everyone uses the correct bins there should be little smell produced. The directors have fitted a fly killer and continue to use a neutralizer and deodorant to make the area less whiffy. Your assistance can make this a reality.

Refuse and recycling bins

It is important that residents use the correct bins. Putting in items that are not correct means that the whole bin is considered contaminated and therefore may be rejected and end up in landfill. The collectors can also refuse to take away bins that have been filled

inappropriately and that means the bins aren't available for use for the next fortnight.

The recycle bins can take glass and clean tinfoil as well as the usual cardboard, paper, tin cans, beer cans, plastic drinks bottles, yoghurt and other plastic cartons, clean plastic food packaging and wine/beer bottles.

Bulky Items

Please take bulky items to the local tip or contact Elmbridge Council, to arrange collection.

Cars, commercial vehicles, parking and parking spaces

Residents are reminded that cars must be parked in their own bay and not blocking any other bay. Cars must also be taxed, MOT'd and insured. SORN declared vehicles may not be parked on the grounds of the estate.



Commercial Vehicles owned by residents are also not allowed to be parked on the estate. However, vehicles providing services from our contractors are allowed to be parked considerably for short periods of time as appropriate.

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Eliminating condensation – Villavent Heat Recovery System

Within each flat there is a heat recovery system. The system operates by removing excess water from the air in each room. This saves you money and makes sure your flat is suitably ventilated.



If you find condensation on your windows, you should check that your system is turned on. The bathroom extractors do not work unless the system is switched on.

The switch for the system is in the kitchen on the cooker hood. This should be left on - at all times.

The system needs to be serviced **annually**.

When carrying works to your property you should **never** remove this system unless replacing it with a newer version.

More information about this system can be found on our website

www.rochills.co.uk/estatemangement/stclementshouse.

Documents available online

The following documents available from our website
www.rochills.co.uk/estatemangement/stclementshouse

Please note: these documents were supplied by Try Homes when the property was first built. We cannot guarantee prices or that products remain available.

Door Entry System

Downlight

Intercom User Manual

New Home Services (Utilities)

Potterton Promax HE store condensing boiler with hot water storage user guide

Smoke Alarms testing and cleaning

Suppliers of products used at St. Clements House

Villavent replacement filters for heat recovery units (note prices will have changed).

If you are planning on selling your home or renting it out, don't forget **Rochills** are your local agent and can supply a professional and friendly service.

Call: 01932 222120



The logo for Rochills, featuring the word "rochills" in a lowercase, sans-serif font. To the right of the text is a stylized circular emblem composed of several curved lines, resembling a swirl or a sunburst.