

# NEWS FROM THE BOARD – November 2023

## Change of Managing Agent

As mentioned at the AGM, we have been busy undertaking a review of managing agents as our current contract with Blue ends on 31 December 2023.

Much has changed in the last few years and the Directors have undertaken an in-depth process. We are now pleased to announce that we have taken the decision to appoint a new managing agent to manage the site on a day-to-day basis, but also to help meet our need for more complex maintenance works and long term planning.

NG Chartered Surveyors are a long established Nottingham based company with considerable building experience, who have been growing their residential block management business over the last few years. They will be taking over from 1 January 2024.

We want to thank Dawid and the team at Blue for their work in what has been a very difficult time for managing agents in Nottingham. Blue picked up much of the block management work left by FHP and Stoneyard when they closed their businesses at short notice last year.

We'll provide more information in the next few weeks but meanwhile all general and maintenance enquiries should continue to be directed to Blue until 1 January 2024.

Please note:

**Service charge demands for January 2024 will be sent out by NG in early December with new payment instructions.**

**Please remember to cancel your current direct debit and to set up a new direct debit payment before 31 December.**

## Insurance

We are pleased to report that we have managed to review our site insurance at better rates than we had feared, meaning we have avoided the significant premium or excess increases which are affecting many other blocks.

We still have a £2,000 excess for water ingress so you are advised to check your home contents cover to see what they might cover. As we all know, claims ultimately drive up rates and excesses.

If you need to make a claim on the building insurance policy, please contact the managing agent in the first instance, who will be responsible for the claim and for instructing our broker.

## **Gym**

We are investigating the most cost effective way of minimising damp in the gym which requires ventilation to deal with excessive humidity at times. For the month of November we are running all the ventilation systems but no heating. If you notice any problems in the gym, please report them to Blue. Dawid is still trying to locate a fix for the treadmill to be able to incline.

We kindly ask that users of the gym sign in and remember to re-set the alarm on leaving.

## **Leaf Blowing**

We are aware that some leaseholders were unhappy with the excessive use of noisy leaf blowers on site a few weeks ago. Normally the gardeners limit their use of a leaf blower - e.g. for collecting of 'difficult to sweep up' hedge trimmings and the quick rounding up of autumn leaves a couple of times a year. This will continue to be the case.

## **Parking of Vans on Site**

We still have a problem with large commercial vans (not tradesmen) regularly parking onsite and connected with an apartment in RSH. Although some action has been taken, we have a legal case proceeding and must be careful not to do anything that might undermine our case. Please bear with us as this is a sensitive situation.

A reminder that parking of a commercial vehicle onsite is a breach of the lease.

## **Fire Risk Assessment and Fire Door**

NG will now be taking on the work to deal with issues raised and the fire doors. They will need a little time to get up to speed and organise work and communications.

## **Maintenance Update**

### **Leaks**

Recent heavy rain has unfortunately caused more leaks.

A number of the communal corridors in City Point have leaks around the window frames. These are known problem areas which have been repaired twice in the history of the building and will potentially require scaffolding or scissor lifts for access.

The front canopy entrances to City Point have leaked in some areas where heavy rain has caused a deluge of water and leaks where sealant has failed. We hope to be able to carry out some repairs later this month. In the meantime they have all been cleared of debris and stones which were a weight on the roof.

### **RSH Wall Repair**

The very wet weather also caused several repairs to be delayed including the damage to the RSH front wall. However work started last week and the recovered part of the wall has been repaired and re-instated. We now await the new block and coping stones.

### **RSH Pedestrian Gate**

We have agreed that a new lock should be fitted as the gate needs to be made very heavy to close properly.

## CONTACTS (until 1 January 2024)

### To Report a Problem – Contact the Managing Agents (Blue)

Please note revised instructions, which will aid the capture and monitoring of issues.

Email Dawid:

[dawid@bluepropertymanagementuk.com](mailto:dawid@bluepropertymanagementuk.com) and cc in [info@bluepropertymanagementuk.com](mailto:info@bluepropertymanagementuk.com)

*You should receive a response within 48 hours, even if this is to acknowledge your email.*

or call **0330 0538770**

### Service Charge Queries

You can sign up to the Blue Portal which will give you access to your service charge account and history in detail and probably clarify any payment problems you have.

To sign up to the portal: email [creditcontrol@bluepropertymanagementuk.com](mailto:creditcontrol@bluepropertymanagementuk.com) for log in information

To visit the Portal: [www.myblockonline.co.uk](http://www.myblockonline.co.uk).

## Website

A reminder that our website has lots of useful information about the site, your lease and how things work in your apartment.

[www.standardhill.co.uk](http://www.standardhill.co.uk)