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## Welcome to the Autumn 2021 Newsletter of Three Courts!

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### ▶ Contacts

- **Aarron Taylor:** Resident Estate Manager (07791 028 232)
- **Faraday:** Louise Munday, Property Manager (0203 206 0066) or **Louise.Munday@faraday-property.com** - please include your property address
- **Our website:** [www.threecourts.co.uk](http://www.threecourts.co.uk)

Otherwise, email your **Board of Directors:** [BBB-courts-management@googlegroups.com](mailto:BBB-courts-management@googlegroups.com)

## AGM 2021

The Annual General Meeting this year will be held at the Pilot on the 25<sup>th</sup> October 2021. We invite all shareholders of both companies to attend.

We will be mailing out further details nearer the time together with the year end accounts.

## Social Media

There has been a lot of social media activity at Three Courts over the last few months which has not been appropriate or welcomed by all.

A group was originally set up as an amazing support to neighbours during Covid times to keep people in contact and offer support and help to anyone self-isolating or unwell, enormous thanks to the original organiser.

This communication vehicle has morphed into something completely different, become a hive of negative gossip, forum for complaints and on occasions has completely overstepped the boundaries of decent communication and behaviour which has shocked a number of residents. We would like to remind everybody that if there is an issue with the buildings or services, it should be reported directly to the Estate Manager and to our Managing Agent Faraday, contact details are always published in the newsletter and on the front door notice

boards. Residents who are not flat owners should address their letting agent and/or landlords in the first instance.

## New Fire Alarm System

The new wireless system has now been installed and is due to be commissioned w/c 9<sup>th</sup> October 2021 and an update will be sent out to all residents with the new Fire Alarm Action Notices. These will also be repeated on the front door notice boards, please note the evacuation points in the event of the alarm sounding.

For further reference this notice will also be posted under the Residents Information section of our website.

## Trees at Three Courts

Over the next few weeks there will be a programme of tree surgery over the external and internal gardens of Three Courts. Having addressed this last September there was a hold up in obtaining planning consent from Hounslow Council, required as we live in a tree conservation area.

We have all sadly noted the demise of the Cherry Tree in the front of Beaumont Court which has now been removed but considerable works will take place to restore the health, structure and size of a number of trees on the Estate.

## Rubbish Disposal

We have guidance on rubbish disposal throughout the blocks and it is reiterated in the Welcome Leaflet on the website <http://threecourts.co.uk/welcome/> For any new residents and those who have perhaps forgotten please note.

There have been a number of instances where rubbish has been left in the fire exit stairwell and/or overnight in the main entrance foyer. This

is not acceptable for reasons of health and safety and the unreasonable sight of black bags for visitors and other residents entering and leaving the building.

For those that find it difficult to take out their rubbish please ensure rubbish is put out for collection before 8am. It must NOT be put out the night before nor left outside the flat at any other time.

Cardboard boxes should not be put out for refuse collection but flattened and taken to the cardboard recycling bins. Thank you for your co-operation.

## Move In/Move Out

A reminder to all who are moving in or out of the Three Courts. Please do everything possible to respect the security and peace of mind of neighbours in the process. The front doors to the building should never be left open unless manned. Any excess cleaning in the communal areas caused by the process should be attended to by the flat concerned or this may be charged back to the individual flat concerned.

## Bicycle Parking

We have been looking into ways to increase the bicycle parking space in the garden areas and have contacted various companies to survey the site to look at options available.

Due to COVID 19 this has been quite a task in getting the companies to attend the estate to view the areas and provide advice. We are continuing to chase for these surveys to be carried out and would urge all residents to be mindful when placing their bicycles in the areas that they are careful of surrounding bicycles. We would also ask those residents that do not use their bikes to remove them to allow other residents to use the spaces.

## Site Team Duties

Please note that staff working hours only cover weekends in the event of an emergency. Policing children and garden noise are not part of the site team's remit and we would like everyone to take on a responsible neighbourly attitude.

## Heating and Hot Water

Works are ongoing to improve the heating and hot water services to all three blocks and are anticipated to be complete by the end of October 2021. Despite these works the heating will be turned on 1<sup>st</sup> October and we will notify all residents if there will be any interruptions to the services as a result of the ongoing improvement works.

## Items left in the Communal Areas

We remind all residents that no items can be left in the communal areas of the blocks for Health and Safety reasons.

## Smoking

If you smoke in the garden, including the BBQ area, please take your cigarette butts with you. Please be conscious about smoke drifting through other people's windows and avoid smoking near the buildings.

### ▶ Become a Director

We are actively looking for new directors to join the board of our freehold company, BBB Courts Limited. This is a voluntary position which does entail a workload of about 15hrs a month but will be rewarding in terms of giving back to the community and shaping it for the future. Interested individuals:

- need to meet the criteria for a director set out in the Companies Act
- must have no material or undeclared conflicts of interest
- must not have any payment arrears
- represent a leasehold interest in the property
- work for the benefit of all leaseholders and residents

If you meet these criteria, email the Board for an application form. New directors can be officially voted in at the next Annual General Meeting.