

Please find below the Three Courts October 2022 Newsletter

▶ Key Contacts

- **Aarron Taylor:** Resident Estate Manager (07791 028 232)
- **Faraday:** Peter Collier, Property Manager (0203 206 0066) or peter.collier@faraday-property.com - please include your property address
- **Our website:** www.threecourts.co.uk
- **Board of Directors:** BBB-courts-management@googlegroups.com

Boiler and Radiator Valve Replacement Work Update

Over the summer months the boilers were switched off and the heating system drained to allow essential repairs and upgrades to the boilers. This downtime also allowed the upgrade of 111 radiators in 44 flats (33% of the estate) with thermostatic radiator valves, giving residents control over the level of heat in their flats. This work has increased the efficiency of the boilers and ensured that we only use the gas we need rather than having the boilers on 24/7. The now completed repairs and upgrades will make a significant contribution to cost-saving at the Three Courts. Thank you to all who participated and please check and bleed your radiators once a week over the next few weeks to allow any extra air to be removed from the radiator system.

Swimming Pool

The swimming pool is now closed and will reopen at the beginning of May 2023. We will be undertaking maintenance and repairs during this downtime.

Bike Cull and Storage

Over the summer months, we undertook a bike cull, removing 15 unclaimed bikes. We're aware that storage space is still struggling to match demand and we are investigating new areas and types of bike storage. We will update you with our plans soon.

Security

Whilst Chiswick and the Three Courts are generally very safe areas, the recent theft of two bicycles from a garage on the lane and one from the garden as well as the theft of two building nameplates serves as a good reminder to be vigilant and has prompted the Board to review our security arrangements including our CCTV, the garden gate and making fences harder to scale amongst other measures. We'll report back once we have a recommendation.

In the meantime, please continue to play your part in maintaining the security of our estate by keeping your key fobs safe, not letting strangers into the buildings, not sharing the garden gate code, making sure that doors and windows are locked, having strong bicycle locks, and reporting any suspicious behaviour.

New Door Nameplates

As mentioned above the Belgrave and Beverley door nameplates were recently stolen, the incident was reported to the police and we're actively sourcing replacement nameplates.

Front Entrance Paving Slabs

Please be mindful as we get into wetter winter weather that the front entrance ramps in front of Beverley and Belgrave Court have a small number of loose paving slabs, Faraday is moving as fast as possible to fix this issue.

New Residents

For those who are new to Three Courts, welcome! And if you've not received a welcome letter then please contact Aarron. Our website (<https://threecourts.co.uk/documents/>) is also a helpful place for resident information.

Respecting Our Community

Please can we remind residents that between 11pm and 7am, no excessive music or noise is permitted under the terms of the lease.

Likewise, it's important that no items are left in the communal areas, including shoes and bikes outside flat front doors. As well as being unsightly, such items pose a fire safety risk.

In terms of recycling and refuse, please ensure that the correct items are placed in the correct recycling bins (i.e., flattened cardboard in the cardboard bin etc) and that your black refuse bags are securely tied with no loose glass inside.

Water Hygiene

To ensure good water hygiene, please flush all toilets and run all taps and showers weekly to avoid the build-up of bacteria. If you are away from your property for more than a week on your return, please flush all toilets and run all taps and showers at a high temperature for 5 minutes, leaving the room when doing the latter to remove any bacteria that may have built up over time.

New Email Database

We are starting to transition our printed newsletters and communications to email. To do this we need to create a new email database with your contact information and contact preferences, as GDPR (General Data Protection Regulation) rules dictate that Faraday cannot share their email of your contact details with us. We have a new email signup form on our website <https://threecourts.co.uk> (at the bottom of the homepage) please sign up to keep receiving this newsletter and important future communications.

Fountains

You may have noticed that the fountains at the front of each block are not working, we have been experiencing issues with the electrical cabling, but this has now been resolved. Replacement pumps are on order so the fountains will be functioning again soon.

Estate Manager

Our Estate Manager, Aarron Taylor is available between 8am - 4pm and is happy to help if you have any questions, queries or concerns about your property, the gardens, pool, or buildings. To report a fault or an emergency outside of those hours please call Faraday's emergency helpline on 020 3376 4073.

Communal Areas

We've received several complaints from residents who have noticed that drinks are being spilled in the lifts and on the carpets in the communal areas, please help us keep the carpets and lifts clean by not eating and drinking in communal areas and lifts.

Social Events

If you haven't already, please do join the Social Events WhatsApp group and check the notice boards by the front door in your block for future event info, we have Halloween and Diwali events to look forward to soon.

We Welcome Your Feedback

We'd love to hear your ideas on how to improve life for us all at the Three Courts. The best way to communicate with us is to email BBB-courts-management@googlegroups.com – this email address is checked every day.

▶ 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, and must represent a leasehold interest in the property. If you meet these criteria, please email the Board for an application form. New directors can be co-opted through the year and voted in at the next AGM.