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# Three Courts Newsletter, Autumn 2023

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## Key contact information

- **Resident Estate Manager:** 07791 028 232 (8am to 4pm)
- **Faraday Property Management:** Peter Collier, Property Manager 07785 603153 or [peter.collier@faraday-property.com](mailto:peter.collier@faraday-property.com) - please include your property address
- **Three Courts website:** [www.threecourts.co.uk](http://www.threecourts.co.uk)
- **Email the Board of Directors:** [BBB-courts-management@googlegroups.com](mailto:BBB-courts-management@googlegroups.com)
- **Out-of-hours emergency line:** 020 3376 4073

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## New Boilers.

The boiler replacement work is nearly complete. Work has progressed at pace over the summer and the new Belgrave boilers are about to be commissioned. We are waiting for the heat exchangers and hot water tanks for Beaumont and Beverley to be delivered and fitted by the end of October. There may be a few outages as systems are connected but they will be short-lived, hours not days. Look out for a separate, more detailed letter soon.

## Farewell to Aarron After 20 Years!

After an impressive tenure of more than two decades at Three Courts, Aarron Taylor has decided to embark on a new journey in his career. A spirit of mutual understanding marks Aarron's departure, and we wish to express our appreciation for the contributions he has made over the years. Aarron's last day is Friday, October 6th and the social committee is arranging a leaving celebration and BBQ in the garden on Saturday 7th October from 3pm.

## Estate Manager Update.

To ensure continuity of service we have arranged for an experienced temporary porter to be on site whilst we consider how best to fulfil the Estate Manager role. Aleksandar Angelov (Alex) will be on site from 9th - 23rd October and you can contact him on 07791 028232 between 8am - 4pm. Alex can help if you have any questions, queries or concerns about your property, the gardens, the pool, or buildings. To report a fault or an emergency outside of those hours please call Faraday's emergency helpline on 020 3376 4073. We will be sending a separate letter asking for your views on how best to fill the Estate Manager role soon.

## Building Entrance Areas.

In late September work began to improve the building entrance areas which once complete in the next few weeks will bring a significant visual improvement. The ongoing work includes the removal of the water fountains, repaving the ramps, installing bollards, installing the replacement building signs and lighting at a higher level to make them less vulnerable to theft, and the installation of a new CCTV system and warning signs to monitor the front and back entrances of all three blocks, the garden gate and the two bicycle storage areas. This work is on course to be completed in early November if not sooner.

## **Security.**

We know that there have been some thefts on site, including thefts of parcels from entrance halls and from outside flats, as well as from garages in the road bordering the estate. We are in the process of upgrading our security to include new CCTV for the block doors, entrance halls and the garden, but we can all contribute to the safety of our community. Please shut the barriers to the garage area after you have passed through them, please don't share the garden gate entry code with non-residents and please challenge or alert our staff if you observe suspicious behaviour. If you are not going to be home when a parcel is due for delivery, we recommend that you consider using local collection points.

## **Bike Cull And New Bike Storage.**

We're installing a new bike rack in each of the two existing storage areas to increase capacity, but space remains finite so we would ask that only frequent bike users store their bicycles there. Before we install the new racks, and as in previous years, there will be a bike cull in the next few weeks. We will write to you with more details on the bike cull soon.

## **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.

## **New Residents.**

Welcome new residents! Our website is the best place for helpful resident information: <https://threecourts.co.uk/documents/> and you can join the community WhatsApp group here: <https://chat.whatsapp.com/CbSTvESPf5R49HC44pFP3Y> You can also text WELCOME to 07791 028232 and our Estate Manager will arrange a chat.

## **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 and may be removed and disposed of.

We've also had complaints from residents who have noticed an increase in noise in the corridors and by the front doors, so please help to keep our community pleasant for all by keeping the noise down in communal areas.

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. It's crucial for the safety of our on-site team that glass is disposed of in the glass bin.

We had some instances of anti-social behaviour in the garden over the summer, including a breach of pool rules and late-night noise. We urge everyone to be considerate of others when using the garden or pool. If you smoke in the garden, please don't drop your cigarette butts.

Please also remember that the front and rear gardens and the entrance ramps are dog free zones and that the garden is 'closed' at 11pm.

## **Please Sign Up Now For Our New Email Database.**

We're starting to transition our printed 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 database containing your contact details with us. We have a new email signup form on our website <https://threecourts.co.uk> please sign up to keep receiving future communications and newsletters.

**Smoking.**

When smoking in the garden, BBQ area, or near the buildings, please take your cigarette butts with you. We've been asked to remind residents to be conscious of smoke drifting into others' windows and to avoid smoking near the blocks or entrances. We've also noticed an increase in cigarette butts in our front and rear communal gardens. Please dispose of your cigarette butts considerately.

**Money Saving Tip.**

This tip has been successful for residents in the past and could save you money. Contact your water provider and ask them for a meter, they will book an appointment and attend, only to discover that they are not able to fit a meter to our communal water system and should offer you a discount. Please let us know in advance as they will need to take a picture of the communal boiler. Good luck!

**Maintenance Of The Block.**

We're working through our list of maintenance activities that need to be addressed in the Three Courts. If there are any issues you'd like to bring to our attention, please feel free to do so using the Board of Directors email address above or talking to a board member directly.

**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](mailto:BBB-courts-management@googlegroups.com), this email address is checked every day and is the best way to guarantee a fast response.

**Become a Director.**

We're 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 15 hours 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.