

Three Courts Newsletter, Spring 2023

▶ 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

New Board Directors

We're delighted to welcome Jose Fernandez to the board, taking the number of directors to six. In addition to general responsibilities Jose will focus on the internal building condition and the garden area. Chris Sowerby has stepped down from the board due to new work commitments and we thank him for all the work he's done for our community.

Hot Water

The boiler systems in Beaumont and Beverley have struggled over the winter to produce the required volume of hot water, recognising the inconvenience that this brings, we're consulting with leaseholders to invest in major new boiler components, which when installed will ensure a plentiful supply.

Swimming Pool

The pool will open on Monday 1st May, (8am – 9pm). Faraday will soon circulate a copy of the pool rules to all residents. Please note that these must be adhered to in order not to invalidate the buildings insurance. To find a copy of these rules visit <https://threecourts.co.uk/documents/use-of-gardens-and-pool/>. We're also installing a new sign on the entry gate displaying the pool rules.

Security

We know that there have been some thefts on site, including the external building signs, 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 as an alternative or ask a neighbour to receive your delivery.

New Door Nameplates

As mentioned above the Belgrave and Beverley and Beaumont door nameplates were stolen. The incident was reported to the police and we've actively sourced replacement nameplates. As thefts of brass signs continues in Chiswick, we are delaying installation until we have CCTV installed.

Front Entrance Paving Slabs

We've contracted for the paving outside Belgrave and Beverley to be renovated to reduce trip hazards and improve the appearance. Work will start shortly. We've also sought quotes for the area surrounding the door to be repainted.

New Residents

Welcome to those who are new to the Three Courts! If you've not received a welcome letter then please contact Aarron Taylor, our Estate Manger. The best place for helpful resident information is our website <https://threecourts.co.uk/documents/>

Bike Cull and New Racks

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 bicycle here. Before we install the new racks, 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.

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.

We've also had complaints from residents who have noticed an increase in noise in the corridors and by the front doors, 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.

We had some instances of anti-social behaviour in the garden last summer, including 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.

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're 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 database containing 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.

Garden Furniture

Our staff are checking the adequacy of our garden furniture stocks and carrying out a refurbishment ahead of the warmer months.

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.

Barbeques

We're delighted that barbeque weather is almost back and very much hope you will all make the most of the facilities we have at Three Courts. Please remember that the continued use of this community facility is dependent on you and your guests showing consideration for other residents by observing a few simple rules. All BBQs must be booked through the Estate Manager, Aarron Taylor, who will explain these rules upon booking.

Gardens

Our gardens are for the exclusive use of residents and any guests must be accompanied by a resident. Please ensure that the back gates and doors are always kept shut and please do not give out the code for back gate to non-residents. A full list of garden use rules can be found by going to <https://threecourts.co.uk/documents/use-of-gardens-and-pool/>

Fresh Herbs

Did you know we grow fresh herbs for residents to use? The space is in the four planters at the rear of Beverley Court and will be ready at the beginning of June. It includes an array of delicious fresh herbs, including Rosemary, Basil Mint and Parsley. Please note, the idea is to take what you need for a particular meal rather than cutting back the whole plant – that way, it will encourage healthy growth of the herbs, thus benefiting us all, without over-pruning and killing the herbs off entirely.

Smoking

We've been asked to remind all residents that 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 blocks or the front and back doors. We've also noticed an increase in cigarette butts in our front and rear communal gardens. Please dispose of your cigarette butts considerately.

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 one of us directly if you don't use email.

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 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'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 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.