



QUEENSWOOD NEWS

www.queenswoodgardens.com

Issue 13, Summer 2013

Blocked Drains

There can be nothing more annoying than an overflowing drain that results in foul water damaging your flat. During normal office hours, if you have such a problem, phone Hull & Co. (on 020 8518 0131) and they will deal with the problem as quickly as they can. If you have a problem with your drains out of office hours, we now have an arrangement with C&M Cleaning & Maintenance Services; you can call them on 020 8506 2014 and they will attend as soon as they can.

If the problem is the result of something you have done (for example, pouring hot fat down your sink that has then solidified, or putting a nappy down your toilet that has blocked the drain) then you will still have to pay the costs of fixing the problem. But if the problem has been caused by someone else, then C&M's call-out costs will be met by us, and we will reclaim them from the responsible party.



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Service Charge Payments

All lessees should have received details from Hull & Co. quite some time ago about a change in our bank account details. Some who pay their service charges by standing order are still making payments to the old account, which has a cost to us. If you think you might still be paying into the old account, please check with Hull & Co., and make the necessary changes to your standing order.

Those lessees who continue to pay into the old account may be charged an administration fee for transferring the money to the correct account.



New Front Doors

The new doors that we've had fitted at the front entrance to block A have been a success, according to the feedback we've had. We are now going ahead with fitting similar new front doors to the remaining blocks, together with new back doors for blocks B, D and E as these get as much (if not more) use as the front doors for those blocks. We'll look at fitting new back doors to blocks A, C and F in due course – and when funds permit.

One thing we do need to stress is that residents should not attempt to adjust the door closers on the new doors themselves. If you think there is a problem with a closer, please alert Hull & Co.

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Hang out your washing . . .

Although the recent spell of hot weather might have been tempting, can we remind all residents that washing should not be hung out of windows to dry. Please use the lines provided in the drying areas. And in response to a query from a resident, anyone can use any of the dryers provided; they are not restricted to residents of any particular block.

QMA Board

Board members and their block responsibilities are:

- Block A – The Acorns
Mike Thompson (Flat 73)
- Block B – The Beeches
Gerald Cox (Flat 97)
- Block C – The Cedars
Griff Griffith (Flat 105)
- Block D – The Doves
Bob Haswell (Flat 19)
- Block E – The Elms
Pauline Thurman (Flat 137)
- Block F – The Firs
Len Kerridge (Flat 135)

Whilst directors are always prepared to give you advice, they are not caretakers — if there is something that needs repairing or urgent attention, please notify Hull & Co. on 020 8518 0131. This is the quickest way to get it fixed.

Leaving a message on a director's answer-phone can actually delay our response, as it can easily get overlooked or lost.

Driving you round the bend?

We'd like to draw your attention to two issues regarding car parking. Firstly, there have been a couple of instances of car windows being broken and items stolen from inside cars. Don't put temptation in the way of any opportunistic thief; make sure you don't leave valuable items on display in your car.

Secondly, we know that, as ever, finding a parking space is difficult. However, do think of others' safety when you park your car; in particular, do try to avoid parking on the corner by the front entrance to block D if at all possible. It is a bit of a blind spot and looks like an accident waiting to happen.



Now that the school holidays are upon us, we'd like to ask all drivers to take particular care in and around Queenswood Gardens, and to look out for children who might be playing in the roadway.

"We're a small community - let's be proud of it"

Is your flat secure?

There was break-in some while ago into a ground floor flat at the back of block F. This area is, we know, a particular problem area, as it is not overlooked by other flats, and opportunistic burglars take advantage of the fact that they are less likely to be seen. But that doesn't mean that flats in other blocks are immune from burglary.

If your flat is on the ground floor of any of the blocks, you might consider fitting locking devices that prevent your windows from being opened wide enough for someone to get in to your flat.

And it goes without saying, of course, that if you spot any suspicious activity anywhere in Queenswood Gardens – especially if you see someone trying to gain entry to a flat through a window – you should call the police on 999 immediately.

Sorting out your shares

A small number of lessees have failed to arrange for the shares in Queenswood Management Association Ltd or Queenswood Gardens Ltd that are associated with their flats to be transferred into their names, despite reminders from us.

In future, if reminders go unanswered, the directors of the two companies may take action to transfer the shares, using the powers given to them by the companies' Articles of Association. In addition to the normal administration fee, there will be an additional charge for this, which will be added to the individual lessee's service charge account.

Gardens Update

We've entered the "Redbridge in Bloom" competition again this year (we missed out last year due to a mix-up with our entry form), and have high hopes of doing well again. Look out on the noticeboards soon for details of how we've done.

Despite the recent spot of hot weather, the gardens are looking good, and are a tribute to all the hard work that Nigel puts in. We would like to keep it that way, and you can help, too. You will recall that under the terms of your lease, no games may be played on the lawns; in addition, a rule that no ball games are allowed anywhere at Queenswood Gardens was introduced some time ago. Observing these rules helps keep the gardens in trim – then plants won't get damaged by bouncing balls (and nor will cars or drainpipes, either).

We Value Your Comments

If you have any constructive ideas or comments about this newsletter, or what's going on at Queenswood Gardens generally, please don't hesitate to let one of us know.

All we ask is that you put your thoughts on paper; it will make it easier for your ideas to be distributed to board members for consideration at our meetings, and it will also ensure that we don't forget your comments – we're only human!

More About Rubbish

You have no doubt seen Hull & Co.'s recent note about rubbish disposal, and the charges being introduced for leaving rubbish in the wrong place.



This also applies when you are clearing out your garage, if you have one. Please don't dump your debris at the end of the garage blocks, or on the floor of the bin-sheds; you need to make your own arrangements for proper disposal - either take it to the recycling centre yourself, or pay somebody to do it for you.

As with other rubbish, we will charge you if we have to clean up after you.

Keep Queenswood Tidy



We've had a number of complaints about cigarette butts being dropped on the floor at the entrances to several blocks. It looks as if some of the smokers who congregate at the entrances are simply dropping their butts on the floor. Not only does this make work for our cleaners, it also makes Queenswood Gardens look untidy, which is not particularly enticing to visitors & potential new residents. Ashtrays have been fitted by front doors - please use them and help keep Queenswood Gardens tidy.

On another smoking-related issue, we have had complaints from some residents that their neighbours are smoking cannabis or using other illegal drugs. Our advice to residents is to call the police if they are concerned about illegal acts at Queenswood Gardens. If we have sufficient evidence that amounts to a breach of a lessee's covenant not to permit illegal acts to be done in their flat, we may take action that could result in forfeiture of their lease.

Anonymous Complaints

From time to time we get anonymous complaints about a resident's behaviour, or about an issue concerning Queenswood Gardens in general.

If you want to make a complaint, you need to let us know who you are so that we can follow it up with you, or get more details.



Anonymous complaints go straight into the bin.

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