



# QUEENSWOOD NEWS

[www.queenswoodgardens.com](http://www.queenswoodgardens.com)

Issue 14, Summer 2015

## **Possible Landlord Licensing**

Earlier this year, the London Borough of Redbridge conducted a property licensing consultation. The consultation period has closed, and we understand that the council's officers are now putting together a recommendation to go to the full council, recommending that a Selective & Additional Licensing scheme should be introduced for private rented accommodation across the borough from May 2016.

If this is approved, then all private landlords – which will, as far as we are aware, include all lessees at Queenswood Gardens who rent out their properties – will have to register with Redbridge and obtain a license to continue renting out their flats.

Landlords will have to complete a 'fit and proper person' assessment in order to get a licence, and comply with certain conditions to ensure that the property is well managed.

From the information we have seen – although we were not part of the consultation exercise, much of the information is freely available on line – licences will cost £500 and last for five years. A licence will be required for each property – so if you own more than one flat at Queenswood Gardens, for example, you will need a licence for each of them.

If the scheme is approved, it is likely that lessees who rent out their flats will need to provide a copy of their licences in addition to a copy of their tenants' leases and contact details to Queenswood Management Association Ltd via Hull & Co, in accordance with the rule introduced by QMAL under section 3(f) of the main lease.

If you rent out your flat, you should make sure that you keep abreast of developments; the Redbridge website has updates on what is happening.

## **Testing Doors to Destruction**

Our new front doors are made of steel, are very sturdy and – so we thought – are solid enough to stand up to most of the ill-treatment dished out by some residents & visitors.

It seems that this is somewhat of a challenge to the mindless few. In addition to damage to paint that could not possibly be accidental, at least one door has been bent out of shape by what must have been extreme force – yet nobody seemed to hear anything. This will be expensive to repair and, of course, residents across Queenswood Gardens will end up bearing the cost.

We are also aware of a lazy minority who can't be bothered to take their key fobs with them and who deactivate the catches on the doors so that they can just be pushed open when the resident returns. Not only does this lead to a serious breach of security, it has also lead to damage to the catches, which again will have to be paid for by all residents.

If you know who is causing the damage, do please let us know so that we can follow up with the culprits. You need to provide us with your name & contact details, but these will not be divulged to any third party.

## **QMA Board**

Board members and their block responsibilities are:

- Block A – The Acorns  
Mike Thompson
- 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.

## **Disposing of Bulky Domestic Items**

Redbridge Council have extended their free bulky item disposal service, so that instead of just applying to pensioners and the disabled, it now applies to all residents. If you have bulky items – such as beds, fridges, freezers, kitchen units, furniture, carpets, etc – to dispose of, collection bookings can be made by calling the council's Customer Contact Centre on 020 8554 5000.

Free collection is based on a points system – items are assigned a points value depending on their size, and up to 6 points'-worth of items can be collected at one time from a resident. The full details of how this works can be found on the Redbridge Council website; see <http://tinyurl.com/BulkyWasteLBR>

If you make use of this service, any items you leave out for disposal should only be put out on the day that they are to be collected, and clearly labelled so that we know they have not just been dumped.

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

## Our Contract with Hull & Co

From time to time, we get asked “What are we paying you for?” As far as the directors are concerned, they get no payment, other than reimbursement for itemised expenses. As far as Hull & Co are concerned, they manage Queenswood Gardens under a contract based on the standard RICS (Royal Institution of Chartered Surveyors) contract. The contract spells out what services we get in return for the fees that they earn. Not everything they do is covered by the flat fee; some services are charged at additional, specified, rates. In addition, some services that they provide are charged to individual lessees directly. We have prepared an overview of the services Hull & Co provides and which of them is included in the contract for your information. You can find a link to the overview at [www.queenswoodgardens.com/hullandco.php](http://www.queenswoodgardens.com/hullandco.php)

## Storing Items Under the Stairs

Storing bikes, buggies, prams, toys or other items under the stairs, or anywhere else in the common hallway, is a breach of the lease and can be a breach of fire safety regulations, for which there is a fine of up to £5,000.

Storage of any items is not permitted at any time, no matter how short the duration. Items left under the stairs or elsewhere in the common hallway may be removed and disposed of without any further notification.

Any damage caused to items – if, for example, they are padlocked to the stairs and the locking device has to be cut off or a part of the item removed – is solely the responsibility of the owner of the item.

## Need a New or Replacement Key Fob?

If you need a new or a replacement key fob, they are available on request from our contractor, Keith Dougall, who can be contacted on 07734 749882.

The cost is £20 per fob. This covers delivery to an address at Queenswood Gardens; delivery to any off-site address will incur an additional charge. All orders must be processed via Mr Dougall, and payment made to him directly in advance.

Tenants will need to obtain their landlord's or agent's consent if additional fobs are required. Following concerns expressed by non-resident lessees about security of fobs sent to them in the mail, replacement or additional fobs will no longer be posted to non-resident lessees; they will need to make their own arrangements to collect their fobs from Mr Dougall at their own expense.

## Renting Out Your Flat?

Remember, if you are renting out your flat, you need to let us know the name and contact details of your tenant (so that we know how to get hold of them in the event of an emergency, for example). You also need to let us know, through Hull & Company, your own new address and contact phone numbers, so that we can contact you, too, if the need should arise.

You must ensure that the lessee's covenants in the lease form part of your tenant's sub-lease and you need to provide a copy of that sub-lease to Hull & Company (we're not interested in how much rent you're charging, so feel free to blank that out in the copy you send to us). And do remember that even if you are renting out your property, you still remain liable for all service and other charges, and ground rent if it is payable. Should you fall behind in making the necessary payments, your tenants could lose their parking permits — and you'll have to explain that to them!

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Visit our website at [www.queenswoodgardens.com](http://www.queenswoodgardens.com)

## 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!

## Just kicking around

When it comes to the ban on playing ball games, we'd hope that you realise we're not just a bunch of killjoys.



Footballs cause damage across Queenswood Gardens. They harm plants, severely impacting the look of our gardens. They leave marks on wall and cars. And they can break downpipes and guttering when kicked around between the garages. The total cost over a year is quite significant. Please note that when we can identify who has caused any damage, then the costs of repairs will be billed to the resident concerned.

## 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.



Sorry, but anonymous complaints go straight into the bin.

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