

King Edwards Wharf, Sheepcote Street Resident Surgery

August 2016

We held a Residents Surgery on **Monday 1st August 2016** which was another success. This was the first that included the residents from both phases at King Edwards Wharf.

Below we have included a number of questions that were raised during the surgery as they may be of interest to other residents.

Q. When can we see external redecorations being carried out throughout the development? It is overdue and needs attention asap?

The FTT had received two appeals and one has been rejected which has delayed us. On a positive note the works will be carried out soon as the schedule of works has been completed and HTC Project Management will manage this for KEW.

Q. When the external works are being carried out and residents have their own internal works to be done i.e. window repair, could we schedule this in at the same time and can we then pay for the works ourselves i.e you advise us of the cost and we can then pay the contractor?

Of course we can arrange for the contractors to visit apartments where the resident is required to carry out their own internal repairs. The contractors can the schedule this in with you at a more convenient time, which will save on costs and time.

Q. Sheepcote Street have had new 20mph zones painted clearly at the top towards Broad Street and on the bend towards NIA, why is there no limit zones highlighted from the Fiddle & Bone up towards the pelican crossing?

Fran Elder who is campaigning for 20mph limit zones to be enforced along Sheepcote Street has advised that Sheepcote Street is now a 20mph zone. Broad Street is also a 20mph zone. Painted signs are visible from the turning off Broad Street and on the bend towards the Fiddle & Bone. However, no painted signs are visible in the middle but it is a 20mph zone.

Q. Core 4 glass door is not working and needs to be secured into place?

The door has been adjusted many times to secure into place. We have obtained two quotes for the door to be taken off and re-aligned back into position. The works will be carried out this month.

Q. What is the purpose of the car park permits? Also if we have more than one visitor coming to visit us, it is inconvenient to issue a visitors permit each time? What are our alternative options? Will this be a cost to the residents?

The car park permits will allow KEW and the parking company to make sure that your allocated car park space is not used without authorisation. We have had quite a few incidents of unauthorised parking. The idea is to make it easier for you to act upon should an unauthorised vehicle use your space without prior consent. With regards to regular visitors using the space, we can make special arrangements with the parking company and advise them that your space will not have a permit as specified by your reasons. We will advise them of your space. Should an unauthorised vehicle park in your space you have the power to notify the ticketing company and they will issue a ticket/fine. Please note there is no charge to the residents for this service. The parking company will make its money from tickets/fine issued. We fully understand that parking companies could often abuse this system, but we will put the policy to them that this is the way we want KEW to work with regards to tickets being issued.

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Q. Would it be a good idea to build up a neighbourly rapport with the Fiddle & Bone as this will make matters easier in regards to the loud music being played after the curfew time? Do you think we could maybe ask the F&B to offer some incentive on a quarterly basis to build this partnership?

We will be in touch with the Fiddle & Bone as I am sure they will help us to help you to build better relationships. Shakela will arrange a meeting soon with the managers to build a positive rapport between both parties.

Q. In Phase 2 the bin store area is being abused by residents leaving unwanted items for examples mattresses, beds etc. can anything be done about this? Also could we have notices installed in the bin store area advising residents to breakdown boxes into the correct bins?

We shall be installing a camera in Phase 2 bin store area so we are able to identify who has 'dumped' items and fine the Leaseholder for removing these items. With regards to notices we shall arrange for these to be installed on the walls for residents to take note of.

Q. The steps between Core 8 & Core 9 leading to the canal are often being used by residents as a smoking area? What can be done to improve this?

We do try to encourage residents to smoke off the premises. However, to overcome this issue we can invest in a cigarette bin for these smokers to use which will hopefully prevent the build-up of cigarette butts on the steps and surrounding areas.

Q. What is the feedback about the staff performance/response like at KEW?

Residents have responded that the staff are very good here at KEW. Every member is very polite and works hard and with the new ideas such as text messages for when parcels are delivered is a much better way to notify residents. As for the car park permits, this is a brilliant idea as it will hopefully prevent unauthorised vehicles from parking in your space. KEW is moving in a more positive direction.

Q. If I have any issues at King Edwards Wharf who should I contact?

The concierge team are on site 24 hours a day, seven days a week and can be contacted on 0121 665 6317 or 07870 781 480 or by emailing ShakelaFarid@mainstaygroup.co.uk.

We really appreciate the feedback from leaseholders and residents at King Edwards Wharf and these events really do allow us to hear feedback and address any queries raised.

The next surgery is proposed to take place on [Monday 3rd October 2016](#).