

# King Edwards Wharf, Sheepcote Street

## Resident Surgery

We held a Residents Surgery on Monday 4th April 2016 which was a success. This was the first of its kind held at King Edwards Wharf and we will continue to keep up the sessions with both Phase 1 and Phase 2 residents.

We have included a number of questions that were raised during the surgery as this may be of interest other residents.

*Q. Courtyard lights come on at various times during the evening?*

The timers in the courtyard do vary as the RTM have requested that each set of lights are changed in accordance with their log sheet. Paul our maintenance technician aims to try and get the times as close as possible to the time log sheet. Some of the tall lamps are out of order and a contractor has been assigned to change the light bulbs.

*Q. The apartment above me is making a lot of noise?*

We would advise in the first instance that you knock on your neighbour's door as often they may not be aware that they are having such an impact their neighbours. If the situation doesn't improve please contact the concierge team and we will follow our internal procedure and escalate this further if required to do so.

*Q. I believe that the apartment above me has a leak as my ceiling has started to show signs on damp, what do can I do?*

If you believe that the apartment above you is suffering from a leak please try and make them aware as soon as possible. It is also useful to make concierge aware as we can then check to see if the property is occupied by the owner of a tenant. We can then ask for consent to pass your contact details onto the property above and request that they contact you to discuss the issue further.

Unfortunately we can only act in this capacity with a leak which is between apartments.

*Q. A property which is outside of the development is making a lot of noise, what can be done?*

We advise residents to contact the council's noise disturbance team and also make us aware that you are doing so. It may be the case that a number of residents have concerns about the same property and we can then ensure that the issue is followed up collectively.

*Q. There is a built up of moss along the perimeter walls, what is going to happen?*

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The moss has been noted and maintenance is aware of this and will act upon this when the weather is drier. During this time we will also deal with the algae build up around the entrances doors to the individual cores.

*Q. We are unable to get to meters in Core 1 due to Blue Horizon in this domain?*

Core 1 have tenants in here - Blue Horizon. They are happy to take meter readings and issue them to the concierge team who will forward them to the residents.

*Q. Why was an original painting removed from concierge?*

The painting is believed to have been by Ted Hancox and was created when he was a residents on the site and offered to have it displayed in concierge so that everyone could enjoy it. It is believed that the painting was removed when the artist sold his apartment and left the development.

*Q. I have concerns leaving the development with the obstructed view along Sheepcote Street?*

We will contract the local businesses and ask that their advertising A boards are positioned so that they do not cause an obstruction of vision along the road.

*Q. The recycling bins are often full with boxes that have not been flattened down which mean that a lot of space isn't being used and then they overflow onto the floor, can this be improved?*

The housekeepers check the refuse stores on a regular basis and when boxes are placed into the recycling bins they are removed and flattened. This ensures that more recycling can be collected. I would like to encourage residents to flatten any boxes that they have and this should mean that the housekeepers have additional time to improve the communal areas.

*Q. I was issued a parking ticket for parking in the Phase 1 car park, and do not believe that it was valid, what can I do?*

Please make us aware of the issue and follow the parking enforcements dispute process. If you are in anyway unhappy with the outcome please let us know and we will do everything we can to help.

*Q. I have water pressure issues in the apartment?*

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If the property is suffering from water pressure issues please check the other supplies in your apartment. I would also suggest asking your neighbours to confirm that it is not an issue isolated to your individual property. Please then let us know and we will make arrangements to investigate further.

*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.