

# King Edwards Wharf, Sheepcote Street

## Resident Surgery Phase 2

We held a Residents Surgery on Monday 18th 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 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. Fire Alarm in Phase 2 is not linked to Phase 1 alarm panel when the alarms are activated?*

We have invited the fire officer to come to site to advise us on what options we have. We have two independent fire panels and connecting them is not possible.

*Q. When will the guttering/drain pipes along the exterior of the building be cleaned/de-clogged/plantation growing removed?*

We have had the quotes come in and we aim to start works May 2016 to clear the gutters and remove plantation that has been growing.

*Q. Bike area in car park, could we have a secure cage to prevent bikes from being stolen? Also, the 10th April was the cut-off date for the tagging of the bikes, why are unused bikes still in the bike area?*

The date has been extended until the End of April as many residents have been away on holiday and this allows them to tag their bikes. As for the secured caged for the bikes, we will obtain quotes from suppliers.

*Q. Car park passes (old black dongles) are inconsistent and you can spend a long time trying to open the vehicle gate, could we have the same system as phase 1 car park?*

We are in the process of having the car passes renewed in Phase 2. The idea is to match the same process as phase 1.

*Q. There is poor quality and connection between the apartment intercom and the towpath gate access intercom. We are unable to hear the person and they can't hear us at all, what can be done?*

We will approach the appropriate companies on this matter so we are able to resolve the issue with the poor quality/connection between the external and internal intercoms.

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*Q. Algae build up on the walls especially by core 14 entrance door, could we have this treated and removed?*

Due to the lack of sun hitting Core 14 area it is unfortunate that algae build up is more likely to be evident compared to other core door entrances. We will remove the current build up and treat this with a lime scale preventer which should prevent the build-up.

*Q. When will we have the external redecorations done i.e. painting, external door repairs, etc. especially the balconies?*

All external redecorations will take place alongside the major works this year. This will include balconies being painted, hand rails, and all wood work i.e. core doors etc.

*Q. There is graffiti on the wall over the bridge on St Vincent's Street, who is responsible to get this removed?*

We have emailed the photographs of the graffiti walls along the canal to Canal River Trust. Hopefully this should resolve the issue in the coming weeks.

*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. Phase 1 car park has a car wash facility/area, are residents in Phase 2 allowed to use this?*

All residents in Phase 2 are most welcome to use the car wash facility in Phase 1. We advise you contact the concierge team at P1 on 0121 665 6317 to gain access into P1 car park. We have a jet wash machine vacuum cleaner for use, please bring your own car wash shampoo.

*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 and week and can be contacted on 0121 665 6317 or 07870 781 480.