

King Edwards Wharf, Sheepcote Street Resident Surgery

June 2016

We held a Residents Surgery on **Monday 6th June 2016** which was another success. This was the first that included the residents from both phases at King Edwards Wharf.

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

Q. When can we receive improvements from Hyperoptics with regards to booking appointments and then not turning up/the bandwidth is not to full capacity and keeps dropping out?

Glyn from Hyperoptics has noted all comments and frustrations which were raised by those residents at the surgery. He will be dealing with the issues, will identify what has gone wrong and will address these with you individually.

Q. In Phase 1 car park there is a mobility scooter that is using the power supply?

The mobility scooter belongs to a resident in core 5 and she is unable to get this into her apartment to charge up. The resident has been advised not to leave the scooter in the corridor for H&S reasons. The resident has been advised by a RTM to charge the scooter and then park into her space in the car park.

Q. Algae build up on the walls especially by core 14 entrance door, when will this be done?

Paul has removed most of the deposit with the jet wash and has made good as best as he can. The window cleaning company have been advised to use a lime-scale preventer on the wall area upon there next visit which is due this quarter.

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

Paul will attempt to remove the graffiti off the KEW building side in the next coming weeks. We have emailed the photographs of the graffiti walls along the canal to Canal River Trust. Hopefully this should resolve the issue.

Q. We have a 'pod' bath in our en-suite in our apartment, how do we replace this, what is the protocol i.e. do we changed this ourselves and/or do we let Mainstay know of our intentions?

We will look into this matter and advise you upon the procedure with regards to the initial installation of the 'pods', and what is involved in changing this to a standard bath in the coming weeks.

Q. Please could you advise residents that BBQ are not permitted on the premises?

We will compile a 'Do's & Don't' guide to advised them on this matter. This will be posted through each letter box. However, we advise residents to visit the KEW website www.kewbirmingham.co.uk on information relating to this site.

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Q. We have been receiving Text/SMS messages to advise we have a parcel to collect? Is this going to continue as it is a much better than the paper slip system?

We did a trial run in Phase 1 and 90% of the residents preferred to receive a message. This has now been incorporated in the Phase 2 and it will eliminate paper usage and help in the environment. Plus you are able to collect parcels more promptly.

Q. What is the next steps involved in the First Tier Tribunal process?

This is a complex item and one that I feel we aren't able to summarise in a couple of lines. We have therefore taken the decision to write to all owners at King Edwards Wharf advising them of the progress, the likely next steps and the anticipated timescales that will be required.

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 or by emailing ShakelaFarid@mainstaygroup.co.uk.

We really appreciate the feedback from leaseholders at King Edwards Wharf and these events really do allow us to hear feedback and address any queries that need to be addressed.

The next surgery is proposed to take place on **1st August 2016**.