



The Manor Fields Estate Limited

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Dear Residents and Leaseholders

WEBSITE ACCESS

If you are having any issues accessing the website, please contact the office and Maria will be able to assist. However, we would suggest that you first try clearing your browser and cache if you are having problems logging in, as often this can rectify the problem. The recently reported problems with the Manor Fields mail server did not have any negative impact on access to the website.

BIKE SHED - SECURITY

The Bike Shed, which is located at the back of Glenalmond House, is a locked facility which is available, free of charge to residents, in which to store bikes.

If you wish to make use of this facility, please enquire at the office.

Security on the Bike Shed is by way of two combination lock padlocks – however it is extremely important that these are both locked when you leave the shed and that the combination numbers are tumbled so that the code is not obvious. A recent inspection of the shed showed that one lock had been left unlocked and the other displayed the security code and was left in an open position!

As a precaution, we will be replacing the existing padlocks with two new padlocks and a new security code. Notification will be given in advance to those who make use of the storage facility before these new padlocks are installed and activated.

Bikes are stored in the shed at the owner's risk – as detailed both on the Manor Fields website and noted clearly on the walls of the Bike Shed. We would also advise that bikes should be individually secured when in the shed. Unfortunately, we have received intermittent reports of bikes that have gone missing. Insurance cover for theft is the responsibility of the bike owner.

That being said, every care is taken and night time security, who regularly patrol the grounds, are checking that the shed is securely locked.

HILL PEDESTRIAN GATE

We are aware that there is an operational problem with the Hill pedestrian gate and the locksmith has been advised. It is possible to operate the key from inside the gate but not from the outside. Please bear with us – our locksmith is gradually returning to his normal prompt service but as this requires the replacement of a mechanism that is compatible with our master key system, it is not a straightforward repair.

WANDSWORTH WASTE AND RECYCLING CENTERS

Further to our last notice, the Wandsworth household waste and recycling centre has now returned to usual opening hours – but please check their website first regarding rules of access. The pick-up service for disposal of bulky items is still currently unavailable.

WATER LEAKS / ACCESS TO STOPCOCK

Further to the recent letter regarding the insurance policy renewal, it was highlighted that leaseholders/residents are responsible for any water leaks between properties and the repair of any resulting damage that may arise. In the event that a claim is made against the Manor Field's policy, an excess of £750 applies, payable by the leaseholder.

For that reason, we would suggest being conscious of any possible leaks from appliances, pipes, drains, taps and sealant and making regular maintenance checks to minimise the possibility of future problems.

Maintenance of the stopcock(s) valve is also the responsibility of the leaseholder and it is wise to have a regular inspection to ensure it can be easily turned off and on and can be accessed in the event of an emergency. The stopcock(s) for each flat is located in the riser cupboard outside the front door and to the side of the lift. The riser cupboard is accessed with a special key which you should have easily to hand in the event of an emergency (each leaseholder/flat has a key and if you can not find this, please contact the office for a replacement).

Turning off the stopcock should be sufficient for any plumber to undertake works in your flat. There is no necessity to access the mains supply in the roof.

COMMUNICATION WITH THE BOARD AND ESTATE STAFF

In the letter circulated to leaseholders on 2 March 2020, we set out the Board policy regarding communications with the Board and Estate staff. In the event that you have not read this we attach a copy for your reference.

In spite of this, both the Board and the Estate management staff continue to receive communications from the same handful of individuals, containing overtly abusive, offensive, gratuitously critical and occasionally libellous language which, especially when this is directed to the Estate staff, is harassing in its potential. As stated in the policy, all correspondence will be acknowledged but this type of communication will not receive any further response beyond acknowledgement of receipt.

We welcome communications which are constructive and courteously expressed. We are not averse to criticism and we will endeavour to provide satisfactory responses to

all courteous correspondence, where possible – usually through a letter to all leaseholders or relevant paragraphs in the Estate Newsletter.

FRONT DOORS

Whilst it is tempting to leave the front doors of houses open in this warm weather can we please remind residents that they must be kept closed at all times for reasons of security.

COVID 19 LOCKDOWN

With the gradual easing in restrictions, life is returning to some semblance of normality, albeit with continued vigilance. Our thanks to everyone who has supported their neighbours and the staff through these last few months and in particular to those residents who are key workers and for whom we are profoundly grateful.

With best wishes

The Directors