



The Manor Fields Estate Limited

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Newsletter – December 2019

To: Shareholders, Leaseholders and Tenants

BUILDING REFURBISHMENT PROGRAMME

Phase two of the building programme has now been completed and the scaffolding has been removed until works start again next year. So far 11 buildings have been refurbished. The Board are gathering quotations for the remaining 3 buildings in order to determine the timing and the order of the outstanding works that have still to be undertaken.

Rosewood have continued to work to a high standard with many positive comments received about the courtesy of the staff and the quality of the workmanship. However, that being said, if you have any queries regarding the building refurbishment, please do advise the office.

AGM

The members of the Board were confirmed at the AGM in November. For the benefit of those who were unable to attend they are:

Grainne Coker
Udo Marggraf
Ann Uden
Anthony Heaton-Armstrong
Graham Houston
Tom Gruber
Peter Richardson

Those of you who were present at the AGM may recall the expressions of concern voiced from the floor about the way the Estate is managed. The Board occasionally receives correspondence on the same topic and is aware of some communications between shareholders relating to this. Whilst you can rest assured that such concerns are not ignored it will be some time before the Board is in a position to respond to them comprehensively. Some of the concerns are based on incorrect conclusions and assumptions, but others merit a more considered response. All previously expressed concerns will, where they are genuinely meritorious of attention, be addressed in a future letter to shareholders.

SAFETY AND DAMAGE TO CARS

Another friendly reminder of the speed limit on the estate – if you see someone speeding please ask them to slow down!!!



Sadly, occasional incidences occur on the estate resulting in damage to residents' cars. One recent case in October resulted in the likelihood of the car being written off. If anyone witnesses damage being caused to any vehicle, please let the estate office have the details as this could greatly assist the owner.

CHRISTMAS OFFICE HOURS AND PLANNING

The office will be closed for the statutory holidays and a notice will go up on the boards in each house with the dates and timings.

As in previous years, we expect that many residents will be decorating a Christmas tree for the season. The estate will provide the usual tree disposal service after Christmas and residents should place their Christmas tree outside the back door at ground floor level.

Christmas can also be a busy time in the kitchen. Please remember not to put fat or solid foods down the drains. This can so easily clog the pipes and cause blockages which can be particularly unpleasant for your neighbours – particularly those in the ground floor flats - and costly to rectify.

Over the winter months can we also please ask all residents to keep an eye on the windows in the common stairwells and ensure they are closed (or alert the office) if it looks like rain or worse. Rain/damp sitting on wooden window cills causes rot and given the substantial repairs that are being undertaken we would like to minimise any possible future damage to our beautifully refurbished sills. Porters do check if windows are open, but your assistance is appreciated especially after 4pm and at weekends.

COURTESY

As a community we are generally polite and courteous to each other, so the rare exceptions are sadly noted. Unfortunately, there have been a couple of incidents this year where estate employees have been subjected to extremely rude and abusive tirades that were witnessed by others. We all have a duty of care to the estate staff, especially when by the nature of their role they are constrained in the way in which they can defend themselves. If there is ever an issue with a member of Manor Fields Estate staff, please raise this politely, in writing, with the company in order for the matter to be dealt with. Please do not confront the member of staff under any circumstances.

EMERGENCY COVER

Manor Fields are fortunate in having staff on site who usually provide alternating weekend on call cover for emergencies before our security guard cover begins at 5pm. Some emergencies are best directed to the emergency services (999) in the first instance, followed by a call to the estate office number (0208 788 1017). If the call goes to answerphone, please leave a message as these are promptly picked up and dealt with. However, please note that weekend cover is for genuine emergencies only and not mislaid keys or routine access visits by utility service providers as was recently the case.

CELEBRATIONS

The annual residents Christmas carol gathering in the garages behind Glenalmond House will take place on Monday 16 December at 6.30pm with soup kindly provided by The Green Man. Wrap up warmly and come and sing your favourite carols with friends and neighbours. All are welcome.

Coming to the end of 2019 we would like to thank Heather, Maria, Jo and all the staff for their continued care of the estate and all of us who live here. We hope that everyone has a happy and peaceful time over the holiday period and an enjoyable start to the year to come.



“Year's end is neither an end nor a beginning but a going on, with all the wisdom that experience can instil in us. Cheers to a new year.”

Oprah Winfrey