

# PULSE NEWSLETTER

January 2018



The Crabtree Newsletter has been written to provide all residents at Pulse with information what has been happening on the development. We hope you find it useful and informative.

## Happy New Year!



## Heating and Hot Water

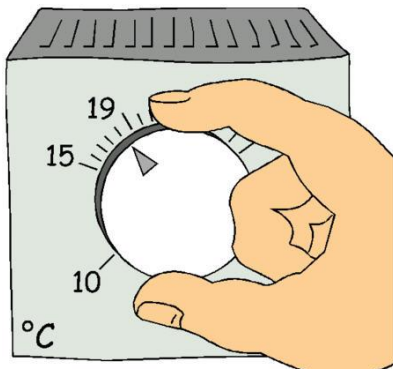
Now we are in the height of Winter, heating and hot water usage is of a higher demand.

We would like to remind all leaseholders and residents who may experience problems with their heating and hot water will need to contact the **EON Heat team**.

Tel: 03453024312

Email: [heat.complaints@eon-uk.com](mailto:heat.complaints@eon-uk.com)

As the managing agents, we look after the cold-water feed into your property. If you have no running water, please contact us immediately so we can attempt to resolve the issue.



## Open Days

Come and meet your Property Manager along with your fellow residents where you will be able to discuss various items relating to the day to day management of the development.

The open days will take place in the Colindale Communities Trust's flat located at **15 Osler Court, 9 Charcot, Colindale, NW9 5XW** on the following dates between 6pm-8pm –

- 30<sup>th</sup> January 2018
- 27<sup>th</sup> February 2018
- 27<sup>th</sup> March 2018

**We hope to see you there.**



## Christmas Tree Disposal

We would like to remind all leaseholders and residents to recycle your Christmas tree, please take them to the **Summers Lane Reuse and Recycling Centre, N12 0RF**. Any trees left in the bin stores will be removed and the costs covered by the service charges.



# Security reminder

Please make sure you identify any person who asks to be buzzed in. Do not allow any person through a main door who may be behind you, unless you can identify them.

To help reduce access to non-residents, where a building had access codes, these have been removed. Therefore, if you are accepting any deliveries via an alternative courier, someone will need to be present to allow entry.

Be vigilant of people tailgating you into the block or the underground car park. If you see something suspicious, please report to the police on 101. If you are the victim of crime this must be reported to the police immediately.

## Front Doors to Buildings

During the winter months, the doors are prone to close slower than normal due to the oil being cold within the door mechanism.

The doors are maintained every 3 months and were next due in January.

However, we brought the visit forward to December due to the increase traffic of people entering and exiting the building over the Christmas period.

## Homeless People

As the weather is getting colder, there has been an increase of homeless people sleeping in the development and in some cases in the stairwells of the communal areas.

Please take extra care when entering and exiting the building especially late at night as people are prone to following others into the building.

If you find a homeless person residing on the development, please call the police on 101.

## Out of Hours

In the event of an **Emergency**, please call 020 8371 3577 or 0208371 3578.

- If you are experiencing a water leak from the flat above, you should speak to the person living above you. If the flat is unoccupied, the only assistance we can offer during emergency hours is to turn off the water supply to the offending flat (providing the valve is located outside the flat). If the leak is so severe that entry to the flat is deemed to be essential, then dial 999 and speak to the emergency services.

- Types of issues that we cannot deal with out of hours include clamping, service charge enquiries, correspondence, noise incidents, access to individual properties, satellite and television reception and all individual property maintenance including internal heating, plumbing and electrical issues.

- Criminal incidents should be reported directly to the police.



## UK Car Park Management



UKCPM have been appointed to run the parking scheme for the Colindale Pulse development and is not funded by the service charges. This is to ensure only people with

valid parking permits are parking within the allocated bays on the development.

If you have an allocated space, you must insure that your permit is displayed clearly and the car is parked within your designated bay.

Parking enforcement carry out random visits 24 hours a day, 7 days a week and will issue tickets to any vehicle found to be parked illegally.

Any parking related queries are to be directed to UKCPM directly. Tel: **0845 463 5050**.

## Pest Control & Bin Stores

There has been an increase in rodent activity across the development which is also a problem in the Barnet area.

So far, we have taken a number of steps to reduce the number of rodents such as increasing the frequency of visits from the pest controllers, installing galvanised mesh to the bin stores and applying new bait boxes across the development.

Further improvements are planned in the coming months.

Please allow us to take this opportunity to remind everyone to ensure the bin lids and bin store doors are closed after every use.