

PULSE NEWSLETTER

December 2017



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.

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 Road, Colindale, NW9 5XW on the 19th December 2017 & 30th January 2018 between 6pm-8pm.

We hope to see you there.

Out of Hours

During the Christmas Period the office will be closed on Christmas Day, Boxing Day, and New Year's Day. As well as the weekends. The office will close at 4pm on 27th, 28th & 29th December.



In the event of an **Emergency**, please call 020 8371 3577 or 020 8371 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.
- If you are experiencing issues with your water supply, please call your water supply company.
- Types of issues that we cannot deal with out of hours included clamping, service charge enquires, 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.

Pest Control

There has been an increase in rodent activity across the development.

Unfortunately, there is currently a problem with rodents across the Barnet area. We are speaking to the council directly to find ways to eradicate the problem.

So far, we have taken steps to reduce the number of rodents in the development.

We have increased the frequency of visits from the pest controllers from one visit per month, to one visit every two weeks.

More bait boxes have been put down across the development which are being checked and if necessary replaced during every visit.

Galvanised expanded mesh has also been applied to the bottom half of the bin store doors to prevent rodents from entering. Other doors, will have the mesh applied when it is deemed necessary to do so.

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



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.

Security

Since June we have been put in place a new rota for the security guards on site in which they work between the hours of 7pm – 5am 7 days a week. During their shift, they conduct routine patrols and complete a shift report at the end of the day to report on antisocial or criminal activities.

Since October the security guards have been tagging their locations on the new “SmartTask Checkpoints” located at the front of the blocks during their patrols on site. This is to gain an understanding of where they are in the event an incident happens on site.

The security guard’s role will change where they will be centrally located on site and monitoring all 95 cameras at once to spot any suspicious activity. They will still conduct patrols around the development but the number of patrols will reduce to make time for their new responsibility. This will go live from the end of November.

Christmas Tree Disposal & Bin Store Usage

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 costs incurred covered by the service charges.

Any individuals found to be dumping bulk refuse in the store will have the costs recharged to their individual service charge account.

Over the Christmas period, the bins are going to fill up quicker. Please ensure where possible, items are crushed to maximise the space in the bin for the benefit of all residents in the building.

Large bulky items will not be taken away as part of your regular waste collection service. Please dispose of any bulky waste or furniture by taking them to a Reuse & Recycling centre or by making arrangements with Barnet Council directly.

New Security Gates

There have been new installations of security gates for the raised garden areas of Bailey, Crawford, Galton, Penfield, Plamer & Gabriel Court as well as to the side of Plamer Court (*by the allotment*). These gates have been installed to increase the security around the development. These works have now been completed.

Additional security will be going in at the rear of Boswell Court. These works are started at the end of November and are scheduled to be completed by early December 2017.

Next year we plan to install a security gate for the raised garden area of Theodor Court and any recommendations from residents on how they believe we could improve security on site is welcome.

Noise and Parties

Residents are reminded that they are not permitted to make unreasonable levels of noise between 12 Midnight & 8am.

Whilst between these hours, please be mindful of others who may work irregular shift patterns or have small children.

When living in a block of flats, noise travels very easily and can quickly become a nuisance to others. Consideration for your residents is therefore very much appreciated.

Parking Enforcement



There has been an increase of cars parked illegally across the development.

We would like to remind all residents that only cars that has an allocated parking bay (*or are parked in the bays on a first come first serve basis*) are permitted.

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 queries in relation to the parking scheme needs to be addressed to UKCPM directly.

Lastly... We wish you all a Happy Christmas and a Happy New Year!

