



Autumn 2009

Company

Your Management team at Kew Riverside has changed. Consort Properties are now the development site management. With Kevin Christie as Development Manager and Kasia Galazka as Office Supervisor. All other members of the team remain as previous. Melanie Le Gal and Elizabeth Moreton have since moved on.



Estate Office contact details:

Consort Properties
One Melliss Avenue
Kew, Surrey
TW9 4BQ
T: 0208 392 8800
F: 0208 878 0795

Development Manager
Kevin.christie@consortpm.co.uk
Office Supervisor
Kasia.galazka@consortpm.co.uk

Opening hours:

Mon-Fri 9.00 am -5.00pm
Answer machine out of hours.

Important:

Property online service. At Consort Properties residents are able to register online www.consortpm.co.uk.




By registering you will receive update information regarding the development. You have the facility to access your account online resolve queries through direct contact with customer services. We encourage all owner occupiers, landlords and tenants to register. If you require further assistance please contact estates office.

Services Update

The Kew Riverside Residents Association wishes to inform you :

Deliveries

- The gatehouse will accept parcels/packages delivered by post or couriers of a non commercial nature and hold on behalf of addressee.
 - As of the September 2009 for security and your own comfort the Concierge **will not accept recorded or registered post at the gatehouse**. It is the responsibility of Royal Mail to ensure the recipient receives the item.
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- Commercial Deliveries – parcels/packages on behalf of your business will not be held at the gatehouse.
 - All parcels held at the Gatehouse - residents will need to complete an indemnity form to confirm the concierges are to collect and retain on their behalf.
 - Forms available at gatehouse

New Contractors

Parking



Image of the Estate

Improvements

Met Parking are the new Parking Enforcement contractor on the development, please observe the new Terms & Conditions displayed across the Development. For quickness here are some key points;

- All vehicles entering the estate must have received a parking permit from the concierge at the gatehouse – this applies to all commercial vehicles (with or without logos) and visitors.
- The permits will record vehicle registration, expected time duration on estate, working day permits (contractors only) will be issued between (8am -6pm) considered all day. Please note expiry out of time permits will receive a penalty, unless renewed at Gatehouse.
- As you know there are only 5 visitor's parking spaces on the estate, permits must be clearly displayed. A maximum period of 24hrs will be available to visitors on a first come basis – vehicles in the visitors area with expired permits will receive a parking penalty.
- Disable visitors – must have a valid disable badge with a valid permit both are to be displayed clearly, do ensure both are visible to ensure a parking fine is not attached.
- No vehicles are to be parked on the road overnight – this will receive a parking penalty without fail.(persistent offenders may well have vehicle removed)
- No vehicles are to be parked on the pavement with or without a permit this is breaching the T&C and will receive a penalty
- Any vehicles parked in an obstructive manner will receive a penalty.
- Illegally parking in underground car parks will receive penalties i.e. incorrect bays , outside bay markings, motorbikes outside designated parking bays
- The penalties charges are up to £150 , £60 if paid within 14 days

Please park responsibly and considerately!!!

Lifts

- We have a new Lift contractor PIP Lifts Company.
- Please note contact details in case of emergencies.



Priority uses of the lifts are for passengers, there have been a number of breakdowns due to overloading during removals, i.e. forcing doors. In order to reduce this in the first instance

1. Please notify the estates office of impending removals
2. Priority use of lifts are to passengers

As part of an ongoing process we are reviewing our contractors services ensuring we retain competent safe contractors to maintain annual maintenance contracts within Kew Riverside.

The image of Kew Riverside is one of its most attractive features; we firmly believe this must be retained if we are to continue to be a successful development.

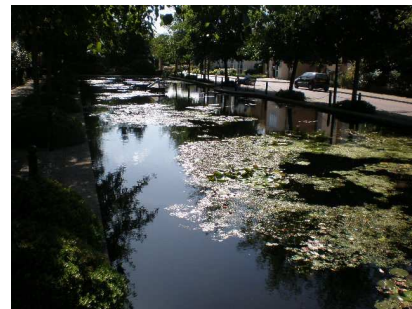
There has been an increase in the following which the KRRA wishes to remind occupants this is in strict breach of the covenant/transfer and should cease. Further persistence will receive formal letters.

- a) Maintenance and upkeep of gardens and Patios
- b) Laundry – hanging out of balconies
- c) Changes to external appearance properties – satellite dishes , air conditioning units
- d) Car park bays used as storage

Please help us to keep Kew Riverside a Development we all respect and take pleasure in. A copy of the covenants contained in the lease is available on our website if required.

Landscape Improvements

Melliss Avenue Water Features



Saffron House

Saffron House has received a complete overhaul of the frontage area Antony (Gavin Jones) has completely revamped the front to a more friendly and brighter appearance. This has been in direct response to residents who expressed their concerns about the bleak hardened appearance.



Magenta House

The two water features in the front of Magenta, have been drained – this is due to consistent plant equipment failure. The indigent external appearance, including the maintenance has become a huge expense to the development.

It is our intention to consult with those residents and occupants in Magenta and houses opposite with an alternative option. We have asked our Landscapers Gavin Jones to come up with some proposals/options without compromising on the quality or appearance to include alternative water features.

Security Improvements

We have increased the number of CCTV cameras across the development for your added security.

We have experienced a few bike thefts recently from various blocks. Please be extra vigilant when entering and exiting car parks ensuring gates are secured.

We will be in the near future be renewing entry codes to the underground car parks – each resident within the blocks will be advised as to when there blocks will be changed.

As a reminder the concierges are not security guards, if you are concerned do call the Safer Neighbourhood Team 0208 247 7257 in an emergency always dial 999.

The Safer Neighbourhoods Team will be holding regular surgeries on the development. They will give you advice and tips on being more security conscious: the first of these taking place on Friday 9th October 2009 @ 7pm in the reception area of Aura House, all are welcome!!

Please contact the Estate Office with any queries or concerns regarding security.

KRRA perform an important role as the voice of the residents with the developers St James Homes the management company Consort Properties and public agencies i.e. council, police environment agency. KRRA is active on issues such as security, garden maintenance and the running of the leisure centre.

Residents Association Contact List:

Treasurer: Robert Harber - robertharber@btinternet.com

Leisure Centre: Andy Reynolds - kewkwin@googlemail.com

Security: Paul Griffith - paul_e_griffith@yahoo.co.uk

Landscaping: Rona Lichtensteiger - rona@ronalichtensteiger.co.uk

Legal: Simela Karasavidis - skarasavidis@whitecase.com



**Kew Riverside
Residents
Association**

Feed Back

In order that Newsletter be of benefit to all, we would encourage greater communication with residents. For you to inform us with your suggestions. We would welcome your comments on the new layout of the newsletter. We would hope to include a letter page with your comments and reply's. Please contact us via reception@kew-riverside.net. Please advise of your preference how you would like to receive this newsletter in the future (email or hard copy), by sending reply to reception@kew-riverside.net

**Apex Leisure
Centre**

The Apex is currently being surveyed, with the expectation to introduce a refurbishment program in the new year - gym equipment and pool/heating plant rooms.

As you are aware this has been a problematic area for sometime, to ensure that we resolve the issues we have recruited a consultant to provide a detailed evaluation of the Apex facility.

We apologies for the inconvenience caused due to faulty gym equipment and low pool temperatures however we are endeavoring to resolve as quickly as possible. Your patience is appreciated...

We will keep you informed as to developments.

