



Merry Christmas



December 2009

Opening Hours

**Apex Leisure Centre** (Tel. 020 8392 9404):  
 Thursday 24<sup>th</sup> 6am-2pm  
 Friday 25<sup>th</sup> Closed  
 Saturday 26<sup>th</sup> Closed  
 Sunday 27<sup>th</sup> 8am-8pm  
 Monday 28<sup>th</sup> 8am-8pm  
 Tuesday 29<sup>th</sup> 6am-10pm  
 Wednesday 30<sup>th</sup> 6am-10pm  
 Thursday 31<sup>st</sup> 6am-2pm  
 Friday 1<sup>st</sup> Closed

**Estate Office** (Tel.020 8392 8800):  
 Thursday 24<sup>th</sup> 9am-1pm  
 Friday 25<sup>th</sup> Closed  
 Saturday 26<sup>th</sup> Closed  
 Sunday 27<sup>th</sup> Closed  
 Monday 28<sup>th</sup> Closed  
 Tuesday 29<sup>th</sup> Closed  
 Wednesday 30<sup>th</sup> Closed  
 Thursday 31<sup>st</sup> Closed  
 Friday 1<sup>st</sup> Closed



Services Update

**Online service.**

At Consort Properties residents are able to register online at [www.consortpm.co.uk](http://www.consortpm.co.uk).

By registering you will receive update information regarding the development. You have the facility to access your account online and resolve queries through direct contact with customer services. We encourage all owners, occupiers, landlords and tenants to register. If you require further assistance please contact estate office. Our dedicated Customer Service Team will be able to assist you with maintenance and account queries. You can also contact this number to make service charge payments via our automated payment system 24 hours a day.

Contact the Consort Services team on: **08451 947044** Monday- Friday 9.00am - 5.00pm

**Gate House** - Tel: **020 8392 9114**. Open 24/ 7 as usual.

Please note we can not accept large parcels/deliveries due to space restrictions. Also note we will have temporary concierges cover during the festive season. They will not be as knowledgeable of the development.

**Please Help the Concierge Help You**

Update your contact details with the estate Concierge; this will assist us when advising of parcel deliveries. We will email you straight away - saving you time, paper and environment. Your contact details would only be used in the event of an emergency. Email [gatehouse@kew-riverside.net](mailto:gatehouse@kew-riverside.net) with your name, address and mobile numbers. We will then email you – making you aware a parcel is available for your collection.

**Your last posting dates for Christmas are:**



2<sup>nd</sup> class – 18<sup>th</sup> December, 1<sup>st</sup> class -21<sup>st</sup> December

For a guaranteed next day delivery you can use Special Delivery service available up to 23<sup>rd</sup> December. Please note there will be no collections or deliveries from 25<sup>th</sup>-28<sup>th</sup> December inclusive. For more help and advice just visit [www.royalmail.com/greetings](http://www.royalmail.com/greetings) or call **08457 740 740**.

Neighborhood

**A note from our Safer Neighborhood Team**

Opportunist thieves often strike in December when expensive presents appear in the house & people are out at parties, visiting relatives, or on holiday. When you are out we recommend keeping all windows locked, the key removed from the lock, front doors double locked. Don't keep any keys within 1 or 2 metres of the letterbox and just be generally vigilant. Link for the police information: <http://www.met.police.uk/teams/richmond/kew/index.php>

In the event of an emergency always dial **999**,  
for all other calls to the Metropolitan Police Service please dial **0300 123 12 12**

**Arrest of bike thieves:**

Due to the recent CCTV addition and the diligence of concierge Tomasz Weglarz, a group of bike thieves have been recently caught and arrested by Richmond Police. Sgt Tim Webb of SNT complimented Tomasz for his quick response of calling the police. The KRRR would like to thank Tomasz for his swift action!!!. The Residents Association and Estate Management are establishing stronger relations with SNT to provide a greater visual presence on the development.

**Kew Safer Neighbourhood Team:**

Sgt Tim Webb

PC Robert Hocking  
PCSO Mithun Jani  
PCSO Charlie Shurley  
PCSO Fiaz Ismail

Tel: 07879 433392  
Tel: 020 8721 2930  
[www.met.police.uk](http://www.met.police.uk)



Working together for a safer London

**Come and meet us** - A chance for you to have your say about local policing issues:

06/01/2010 - 11:00 - 13:00 - Drop-in surgery - St. Luke's Church, The Avenue  
12/01/2010 - 18:00 - 19:00 - Street briefing - Branstone Road  
28/01/2010 - 19:00 - 20:00 - Street briefing - Holmesdale Road

**Emergencies during Christmas:**

Should you encounter difficulty please call our out of hours customer service line on: **08451 947 044** or register on [www.consortpm.co.uk](http://www.consortpm.co.uk)

## Parking

The roads at Kew Riverside will still be patrolled by MET Parking during the Christmas period. However – special visitor permits will be available from the Gate House for Christmas Day, Boxing Day & New Year's Day only. Visitors will need to make off site parking arrangements for all other days. Vehicles parked on the road without permits will be liable to receive a parking notice. Vehicles with permits that are parked without consideration for others will still be liable to receive a parking notice. Please follow the parking regulations displayed throughout the development, ensure visitors are aware and park sensibly. Parking queries should go to Met Parking on:

**0845 370 8001** – not the Concierges at the Gate House.

In case you have doubts about your ticket please visit: [www.metreview.com](http://www.metreview.com). You can review photos of your car. All you need to do is enter your MP number and vehicle registration.

## Improvements

### Redecoration

We are pleased to inform you of the redecoration works (phase 1) currently underway in the block communal areas - internal and external. Works include walkways, stairwells, lobbies, railings etc. Please be careful when passing through the areas. We apologise for any inconvenience caused during the works, however your patience and understanding is very much appreciated. The blocks of Magenta, Juniper, Lime, Lavender and Apex will be completed in this phase. We will advise occupants prior to work commencing by a letter. The Freehold houses are responsible for their own internal and external redecoration. For those freeholders who are considering redecoration, we are happy to have the contractor issue a quote as to cost still on site. Should you require this please contact estate management office on **0208 392 8800**

Magenta House



### Landscaping



The trees at Melliss Avenue have now been pruned to reduce the crown height:

### New Gardener:

You may have noticed a new gardener on-site, Mome van Niekerk is now a permanent member of the team.



### Apex Refurbishment:

The Residents Association and Consort Properties are now in receipt of the survey report conducted on the plant condition. First notices have been distributed to residents for consultation, if you require a copy please contact the estate office on **0208 392 8800** or email [kasia.galazka@peverel.co.uk](mailto:kasia.galazka@peverel.co.uk). The KRRA expect to proceed with the refurbishment. We anticipate the Apex to be redecorated and plant room refurbished in March 2010.

### Motive8

The KRRA and Consort Properties are committed to managing the cost across the development. As part of an overall initiative to keep service charge level to a minimum, a thorough review of the management services cost for the Apex was undertaken. As an outcome of this review the Motive8 contract will not be renewed once expired in March 2010.

The Apex services will be streamlined with the introduction of a Gym Manager responsible for developing a new program for the management of the Apex to include gym and pool classes. In the meantime for those residents who wish to continue with M8 private services please contact them directly on **0845 838 1888**

We would like to take this opportunity to thank Motive8 for the service they have provided over the years.

## Residents Advertisement

**Art Studio for Kids** (11-15 years old)  
Sundays 9.30 am-13 pm  
Tel: 07951 320 158  
10 Whitcome Mews

**LaiMay Photography** (weddings, portraits, events)  
[www.laimayphotography.com](http://www.laimayphotography.com)  
Tel: 07919345217

What to do at  
Christmas

### Story Explorers

Toy and book shop with themed story workshop  
18 St Mary's Grove, Richmond, Surrey, TW9 1UY  
Tel: 0208 948 4288  
www.storyexplorers.co.uk

### Beauty Awakening

Professional services by qualified technician to restore  
health and beauty of your Nails and Eyes.  
Tel: 07990 905 281  
www.beautyawakening.com

#### Christmas in Kew:

Have a magical Christmas at Kew this year as the botanic gardens are full of wonderful Christmas activities, events and special one offs. With visits from Father Christmas and a chance to go on a self guided Winter Walk amongst all the beautiful plants, Christmas at Kew Gardens is sure to be a spectacular time.

When: 05 December 2009 - 03 January 2010, 09:30-18:30

Where: Kew Gardens

Cost: £13.00, kids under 17 go free

Unfortunately the Kew Gardens Ice Rink will not be opening this season. Why not to visit Hampton court for a change?



For further information on opening times for the 2009/2010 season please visit:  
[www.viewlondon.co.uk/tickets/london-ice-rink-tickets-feature-328.html](http://www.viewlondon.co.uk/tickets/london-ice-rink-tickets-feature-328.html)

#### Christmas in Richmond:

Richmond Theatre: Snow White

Friday 04 December 2009 - Sunday 10 January 2010

The fabulous fun-filled family pantomime, Snow White and the Seven Dwarfs of course!

#### Something for children

Kew Gardens:

Throughout Christmas at Kew Gardens kids can take part in some delightful entertainment and arts and crafts activities at the Climbers and Creepers interactive area. There's seasonal face painting from 11am - 3.30pm, 12th December 2009 - 3rd January 2010, and there's a self guided Thinking Walk for families with young kids as well.

Santa's grotto

For those that love Santa's grottos at Christmas, there is a chance to see the big man himself at Kew Gardens, with Father Christmas setting up residence in the Princess of Wales conservatory. The festive grotto is open from 12pm - 3pm daily from 12th December - 23rd December. Kids accompanied by an adult are given free entry to Kew Gardens, and there's no extra charge to visit Santa Claus in his grotto.

The O2 Arena:

1.12.2009-10.01.2010

Peter Pan flies into The O2 for a strictly limited Christmas season. Performed 'in the round' in a specially commissioned, state-of-the-art 1300 seat theatre-tent, this acclaimed production includes a breathtaking 360 degree projected scenic design. The event will take place in the Meridian Gardens at The O2. For more information please visit: [www.theo2.co.uk](http://www.theo2.co.uk) or call **0844 856 0202**

Christmas  
Trees

When you are ready to dispose of your Christmas tree – please take it to the recycling centre on:

- Townmead Road Reuse and Recycling Centre
- Wickes car park recycling site, South Road Twickenham (January only)

Please do not put real Christmas trees into bin rooms located in blocks of apartments – the refuse collectors will not take them. If you think you will have difficulty in handling a Christmas tree please consider what arrangements you can make in advance to aid you with disposing/recycling the tree.

Estate Office contact details:

T: 0208 392 8800

F: 0208 878 0795

Development Manager: [Kevin.christie@consortpm.co.uk](mailto:Kevin.christie@consortpm.co.uk)

Office Supervisor: [Kasia.galazka@consortpm.co.uk](mailto:Kasia.galazka@consortpm.co.uk)

Wishing

The Estate Management Team  
would like to wish all residents  
Merry Christmas  
& a Happy New Year

