

The Portsea Hall Residents Association (PHRA)

Communication to all leaseholders May 2017



Dear fellow leaseholders and members of the PHRA,

Here are some updates and information for you.

- 1. LEASEHOLDERS & TENANTS HANDBOOKS.** Have you found them useful? Have you given your tenant a copy of the Tenants version? Let us know at PHRA@portseahall.com
Please ask Zak for a copies if you haven't yet got yours.
- 2. Outside light.** Some of you may have noticed people sleeping rough up against our wall to the south-east. A light has been installed that only comes on at night. It seems to have deterred the problem. We are also going to install a camera in that area.
If you spot any other improvements that can be made please tell Zak or email reception@portseahall.com
- 3. Flowers.** The flowers have arrived and been installed in reception. There are many and varied tastes and I hope you will agree with your committee that the reception area is looking better for them. If you would have chosen a different colour or arrangement why not **join the committee** so your opinion gets more to the fore?
The idea of flowers was an idea from a leaseholder to the committee – keep them coming; we want to continually improve the block. Tell PHRA@portseahall.com
- 4. Task management.** We hope that those who have experienced problems in the last couple of months will have noticed an improvement in how works are managed. Please let us have your experiences and feedback at PHRA@portseahall.com . The new process & software is in its early days and we will be reviewing it with Michael Richards over the coming months and ensuring a continuous improvement regime.
- 5.** We have asked Michael Richards to install **cameras** at the back of the building near the main bins to cut down on **nuisance** from the commercial premises.
- 6.** We have asked Michael Richards to install **light-sensitive switches** to the forecourt and other lights to **reduce costs**.
- 7.** We asked Michael Richards to reduce the **cost of phone & internet**. We have moved to Daisy Communications and reduced costs from £1750pa to £650pa.
- 8.** We have asked Michael Richards to make the Portsea Hall **web-site** access more user-friendly as well as some other minor improvements. <http://portseahall.com/>

9. The **calorifiers** that we bought last year and stored over the winter as a precaution against system failure will be installed this week. That means that most of our heating systems will have been renewed. AND service charges have not gone up!
10. The **lifts** continue to cause additional stress to residents and costs to our accounts due to their age. We need a full refurbishment to save spending on endless repairs and have asked Michael Richards to commission a specification so that we can go out to tender and get costings. Each lift is likely to cost c£50000-£100000 to replace/renew.
11. Our fixed price **electricity** contract expires at the end of May. Michael Richards have obtained 6 bids including from our existing supplier Npower. The cheapest is with SSE and your committee have approved a 12 month contract with them.
12. As a result of our periodic inspection of our **fire systems** by the Fire Brigade there are a number of improvements that need to be made to the block and the documentation and the training of staff.
13. **New flats.** Your committee must apologise to you for the delay in the vote, having told you it was imminent. There have been an ongoing number of discussions that the skylight group have been having with the Landlord. When it comes, the vote will be sent out by email AND by post. Please watch out for it – we really do **need you to vote!**

Please do not hesitate to talk to Zak Khan about any problems or improvements to the block. reception@portseahall.com 07950435414.

If there are any other concerns or questions you have please do let us know by emailing PHRA@portseahall.com

With all best wishes,

The Portsea Hall Residents Association Committee

Paul Wyman Chairman	Tony Lock Secretary	Pete Koutsogiannis Treasurer
Islam Chowdhary Member	Siobhagn Buckley Member	