



BRAYBANK ESTATE

December 2013 Newsletter

Blocked drains

We have recently had a spate of blocked drains which are tending to be the same properties and for the same reason. The company advise us that the most common cause of the blockages is oil or cooking fat that has been tipped down the sink. This may not be a problem with the modern 4 inch pipes but properties of the age of Braybank have smaller drains and it is more of a problem. The cost of clearing a repeating problem is not necessary and if a particular property is found to be the cause in future the managing agents will be passing the cost on to them.

Telephone activation of gates

Some residents have had difficulty opening the gates using a telephone (e.g., from outside, not when someone has keyed your property number at the gates). All numbers submitted for your property are now designated for opening the gates. Dial the gates' number (07715 018 139); make sure it rings, then, hang up. If you wait till the system answers your call that's OK, but you may be charged for the call. If you still have difficulty, call (or text) the helpline - we will leave it active until 23rd December, and respond as soon as possible.

Litter

As we come to the festive season with lots of paper and tinsel around we would ask that all residents help by picking up any litter they see. This may have fallen from bins or blown in from off Braybank. Harold cannot go round every day to clear this up so if we all help by being aware the estate will look tidier for us all.

Groundsman/steward duties

We have been asked to clarify certain aspects of Harold's duties as he is at times bombarded with queries and complaints, preventing him from completing his duties when the same thing is asked a dozen times. He has a full day with the gardens so please do not interrupt him needlessly. Any questions regarding proposed work on the estate (i.e. following a section 20 notice), should be referred to John Mortimers. Equally any complaints regarding leaks, lights not working or anything similar should be referred to the managing agents and not Harold. If in doubt contact Denise on 01344 823670

Happy Christmas

Finally on behalf of the board and managing agents we would like to wish everyone a

Happy Christmas and a prosperous New Year

and look forward to seeing you for Carols on Wednesday 18th December.