

BALTIC QUAY NEWS

Keeping Leaseholders & Residents Informed

A WARM WELCOME FROM YOUR NEW MANAGING AGENTS

We are delighted to have been selected to take over the management of Baltic Quay as from January 21st. Our aim is to assist your directors in restoring this property to its rightful status in the locality. And we feel uniquely placed to deliver this for you.

For one thing we are a very long-established firm specialising in the management of quality blocks in the London area. All of our properties have come to us by recommendation and most have been with us for more than 20-25 years. We were one of the foundation members of ARMA which now regulates standards and compliance in residential property management. And with one of the lowest ratios of blocks to managers, our staff have the space and time to respond, to innovate and most importantly to communicate, such as by means of newsletters like this.

But most important of all is our reputation as makeover agents. We've been awarded for turning around tired blocks and restoring them to smarter appearance, stronger sale and rental values and much better quality of living.

We believe that most of London's mansion flats are undervalued for lack of investment in their entrance thresholds and common parts. An investment of £1,000 per flat in an upgraded entrance can often translate to a £10,000 increase in the sale value of each flat. It's a totally winning formula, and Baltic Quay is particularly ripe to benefit.

Your directors chose to install a temporary manager, JAR, to deal with the transition from Newton Jones who had been managing Baltic Quay for over 12 years. This has given us time during the handover period to work on our action plan for your property.

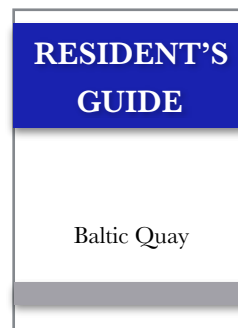
The priorities we identified included the following:

- Motivation and empowerment of your portering staff. Matthew, George, Alan and Samuel do an excellent job, but they need to feel valued and supported by management.
- Drafting a new Resident's Guide so that everyone works by the same rules in terms of subletting, alteration works, use of the parking garage etc. and knows the



protocols from rubbish collection to parcel deliveries and porters' duties.

- Cleaning up the exterior of the building, from the algae staining caused by long-term guttering leaks to corroded ironwork and dirty lamp holders. The signs of neglect are everywhere.
- Procuring designs for the upgrading of the main entrance, which looks so much like the loading bay of a sorting office. Also designing a better porter's reception desk and office area which often looks like an Amazon returns centre.
- Procuring a long-term maintenance plan which identifies the repairing priorities for what is now almost a 30-year-old building. The budget costs of each project will enable us to plan forward and set realistic reserve fund provisions in each annual budget over the next 7-10 years.



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MANAGING AGENT'S SURGERY BY APPOINTMENT
Wednesday 3rd of February
between 6:00 and 7:30 pm.
Contact Shanaya or the Porter to make an appointment.

- Upgrading the CCTV system to an enhanced colour digital standard which – unlike the present recordings – will be usable by police when needed.
- Warming up the lobby and getting flat numbers displayed in the lifts.
- Reviewing the service contracts for best value and the risk assessments for proper compliance.
- Getting a better solution for bird control than the currently unsightly spikes.

We are delighted that your directors are so close to finalising a residents' purchase of the Freehold of Baltic Quay. Over the past 40 years we have assisted many resident committees to achieve management independence and collective ownership of their blocks. We will be pleased to assist the board in finalising the implementation of this important move.

Finally, some introduction to our team. Unlike most firms of managing agents, we do not indulge in lettings or sales. The totality of our resources is focused on the management response to our blocks and our residents and to the support of their porters and property staff.

Our own staff of 35 includes 10 property managers, their management assistants, a full accounts department and secretarial, administrative and compliance staff.

Your assigned property manager is Shanaya Parekh whose support staff and all the relevant contact details are

shown in the Contact Details box.

Shanaya will be holding the first of her monthly surgeries at Baltic Quay on the Wednesday 3rd of February between 6:00 and 7:30 pm. She will be happy to meet residents at these surgeries on site or by appointment at our Canary Wharf office (see box). Alternatively, please let the Porter know if you wish to make an appointment.

With some 5,000 flats under management we know of course that most problems and emergencies are discovered outside office hours, when you return home. This is why our main switchboard number is manned 24/7/365. Your call will be answered by a real property manager with access to the numbers of all our approved service contractors for Baltic Quay, including the critical mechanical and engineering personnel. We are here for you.

We hope to call an open meeting very soon to present proposals for the upgrading of the entrance and lobby, and update residents with our progress on the initiatives listed above. For the benefit of non-resident owners, we will send further newsletters by email and post them to the BQ website.

We hope this will be a new beginning for Baltic Quay and we look forward to celebrating its 30th birthday with a new look, better standards and happier residents.



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EMERGENCY SERVICES

Police/Fire Brigade/
Ambulance
999

WATER EMERGENCIES

Thames Water
08459 200 800

GAS EMERGENCIES

British Gas/Transco
0800 111 999