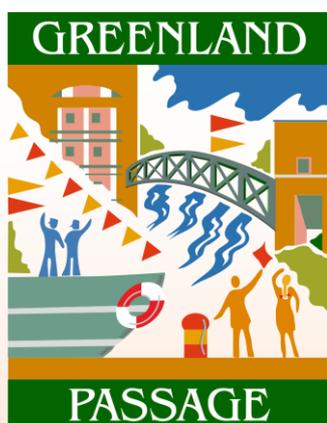


# GREENLAND PASSAGE NEWSLETTER

## SPRING 2015



*Welcome to the Greenland Passage Spring 2015 Newsletter. It is designed to provide a brief update to leaseholders and residents. We hope you find it informative.*

### **Contact Details**

You have ours, it's only fair that we have yours as well. We'll only contact you if we really have to, or in the event of an emergency, so please keep us informed of your phone number and email address.

And if you let out your property, keep us informed of your tenant's contact details and your home address. Here is ours:

**David Whittle (Property Manager)** Email: [david.whittle@rendallandrittner.co.uk](mailto:david.whittle@rendallandrittner.co.uk),

Tel: 020 7977 1892

**Zara Prosser (Property Manager)** Email: [zara.prosser@rendallandrittner.co.uk](mailto:zara.prosser@rendallandrittner.co.uk)

Tel: 020 3479 5085

### **Hyperoptic – hooray!**

Thanks to a lot of hard work behind the scenes, we have now had super-fast broadband (up to 1Gb) for several weeks, and we believe the 75+ properties now connected are delighted with the improvement.

Some of the final stage installations are proving a bit difficult, but Hyperoptic is persevering and getting the connections done. There have been just a couple of brief problems with the service, due to electronic equipment glitches, but Hyperoptic responded quite quickly in both cases.

If you're not one of the 50% of properties yet connected, and want to upgrade from super-slow broadband, Hyperoptic's initial offers are still available. Just call them on 0333 332 1111.

### **50 Shades of Grey**

We spent ages painting and decorating all the stairwells and lift lobbies and chose white as it hides all those dirty fingerprints and marks so well (!)

Help us to keep it looking clean and tidy please by taking that extra bit of care and not dragging your shopping up the wall or chaining your bike to the railings (or next time we'll paint it all a dirty grey colour!).

### **You don't call, you don't write...**

We love to hear from you and to make it easier, we invented **R&R Online** – a website for Greenland Passage from Rendall and Rittner, because that's how much we care. It provides a single place to find everything (okay, not quite everything) and you can also make requests to us and pay your service charge via a credit or debit card. If you have mislaid your invitation key don't cry, just email your details to [registration@rendallandrittner.co.uk](mailto:registration@rendallandrittner.co.uk) and we'll send you an invitation so you can re-register, but don't let it happen again.

**Facebook** – Greenland Passage is on Facebook! Yes I know, we could hardly believe it either! It's looked after by your lovely Management Company Board of Directors (the page, not all of Facebook). Join the 21st Century and 'like' Greenland Passage.

**Twitter** – just teasing, we don't have a Twitter account.

### **What's on the telly?**

Some preliminary work was done last year, to clarify options for improving the still-functional, but increasingly strained and obsolete, broadcast TV system. The current system could offer basic TV service for a few more years, with increasing repairs, but it may soon be time to upgrade to a 'state of the art' system – using fibre-optic signal distribution, giving greater capability for new TV standards (4k/8k, etc), and needing less maintenance.

Apart from improving the current system for our own personal benefits, it may be important in order to remain competitive with other property developments (both in terms of letting and sales values and 'marketability').

We plan to outline the basic options, and carry out a residents/owners survey, soon – seeking your comments and views on the options and estimated costs. We will also commence a formal 'Section 20' consultation, to prepare for possible upgrades next year. Your feedback is important, so do please respond to what we send out.

### **Spare text box to rent**

To rent this space, get in touch.

## Refuse Disposal

Just like the supermarkets like to move their stock around just to confuse us, the Council likes to do the same with the bin collection days and the ones for Greenland Passage were changed in September 2014:

- **King Frederik IX Tower:** Communal Bins and recycling are collected on Tuesdays & Fridays
- **QDC and Royal Court:** Recycling is collected on Tuesdays; bins on Tuesdays & Fridays
- **Princes Court:** Recycling is collected on Tuesdays; bins on Thursdays

If you have **Garden Waste bins**, collections will be on **Thursdays** only.

If you have one of those bin cupboards with a black metal door, please try to keep it clean and tidy or the local family of rats will set up home there. If you have a wheelie bin, the council are quite fussy about rubbish being placed inside it and not next to or near it. If it won't fit in the bin then what you have is 'bulky waste' and there's a whole section on that elsewhere in this newsletter. One more thing (sorry to be picky), please only place your rubbish/recycling bags on the pavements for collection the day before they are due to be collected – it makes the place look untidy otherwise.

## Think Big

So you've bought that new sofa/TV/fridge (delete as applicable) and can't wait to see how it looks in your home, but what about the old one and all that packaging?

Don't just dump it outside, even if it's next to the bin the Council won't take it. And if you do, the Health & Safety police will say it's a dangerous fire hazard; we say it makes the development look rubbish (ha ha, sorry).

So, if you do need to get rid of stuff that won't fit in the bin, contact Southwark Council and they'll get rid of it for free, yes FREE! Contact them on 020 7525 2000 or apply online at: [http://www.southwark.gov.uk/info/200084/recycling\\_and\\_waste/1667/bulky\\_waste\\_collection](http://www.southwark.gov.uk/info/200084/recycling_and_waste/1667/bulky_waste_collection)

## But what about.....

If you have any comments/suggestions regarding Greenland Passage or are interested in joining a sub-committee, please let us know, we'd love to hear from you. And if you don't that's okay, we won't hold it against you.

## Jet washing

We've paid a man and his machine to clean up all the steps and other stonework that he could reach without standing on tip toes. You may need to wear shades now, it's so bright!

## Get back to nature

We think the gardens in Princes Court and Queen of Denmark Court look great, and hope you do too. It's taken a lot of hard work by the gardeners, members of the Management Company and some green fingered residents to get them looking as they do now.

Please make use of the garden areas as the weather improves; we encourage you and your family and friends to enjoy this feature of Greenland Passage. And if you have kids, please ask them not to trample the flowers – we know they like doing this but it makes the flowers cry and upsets the bees!

## Oops!

Sometimes things break or go wrong, and Sod's Law dictates that it is often in the evening or at the weekend. If this happens to you, call our office on **020 7702 0701** and you will be directed to our lovely out of hours helpdesk who will do all they can to help.

## As easy as riding a bike

They (whoever 'they' are) say that you never forget how to ride a bike. Remembering where you left it though is another matter! We're trying to help with this by looking at where we can put some secure racks for you to attach your two wheeled transport to. While we do that though, please don't chain them up in the stairwells as it makes everyone else grumpy.

## Shhh....

Everyone likes to party or let their hair down and make some noise every now and then (don't they?), but when you get that urge please think about your neighbours - whether you're taking advantage of the gardens in the good weather or just having a 'Thursday is the new Friday' party in your home, turn the volume down just a notch so the rest of us can still hear the telly.

## Parking permits

The 2014 parking permits are no longer valid. That's because it's now 2015! But we're too cool to be dictated to by the Gregorian calendar so the new permits that we issued at the start of the year don't have an expiry date. Just put it in your windscreen and park to your heart's content. And don't forget to peel the back off before sticking it (yes we know there are some things we shouldn't have to tell you but...)