

### Thames Lock: Many hands make light work.



The Canal and River Trust had painters in sprucing up the Thames Lock this week. They had 14 individuals working in the small area at the same time.

It certainly looks much better for it.

### Dock Shop: Tel 020 8758 2997

The Dock Store would like to inform all its customers that it has secured a new supplier for milk, after having some problems with the previous supplier.

### Brentford Dock Residents' Association & Social Events

Every Tuesday Scrabble 10am – 12noon

#### September

Wednesday 17<sup>th</sup>: Coffee Morning, 10.30am £1.50

Thursday 18<sup>th</sup>: Quiz Night in aid of Macmillan Cancer Support, 8pm £7 including supper.

Thursday 25<sup>th</sup>: Lunch 1pm £3.

**Friday 26<sup>th</sup>: 12.30pm "Worlds Biggest Coffee Morning"**  
**in aid of Macmillan Cancer Support.**

Please see attached letter for full details.

#### October

Friday 3<sup>rd</sup>: Wine Tasting, 7 – 9pm. Majestic Wine and BDRA invite you to a FREE tasting of Autumn wines.

Thursday 9<sup>th</sup>: 2.30pm, £2 "The Rotary Club of Kew Gardens" by Brigitte Faubert.

Thursday 23<sup>rd</sup>: Lunch, 1pm, £3 Homemade vegetarian soup and cake.

#### Marie Curie Coffee Mornings:

Monday 18<sup>th</sup> September & Monday 20<sup>th</sup> October, 10.30am.



# Brentford Dock Newsletter

September/October 2014

### Maintenance

Maintenance is probably not the most exciting of subjects for most, but it is fundamental when we live in flats in close proximity, in blocks which are 35-40 years old.

We would like to take this opportunity to clarify our respective obligations with regard to Maintenance, and also explain how these service are delivered: please see the attached pages for details.



### Heating & Hot Water System

Please be advised that the heating will be switched back on across the Estate on 22nd & 23rd September, having monitored weather forecasts during the last month.

Immediately prior to the restoration of heating, essential maintenance work will be carried out to some sections of above ground pipework. In order to carry out these works – and to avoid previous problems caused by draining down large sections of the system – the contractors will be freezing the pipes adjacent to the works, in order to minimise loss of water from the system enabling the repair to be carried out far more quickly. This will also minimise any issues arising from airlocks.

In order to freeze the pipes, it will be necessary for the system to be sufficiently cool and this takes several hours. ***The boilers will be switched off at 10pm on Sunday 21st September.*** Provided that use of hot water is kept to a minimum until the works are complete at around 4pm on Monday 22nd (and, of course your hot water cylinder is properly insulated...) you should have sufficient hot water to last until the afternoon – though would not recommend having a bath if you also wish to do the washing up. Our engineers will remain on site on Tuesday 23rd to address any localised issues.

***Please also be advised that it will also be necessary to switch the boilers off on 14th October*** in order for National Grid to fit a new gas meter. These works will be carried out during the day and it is anticipated that these works will not cause any other disruption. However, as a precaution, our own engineers will be attendance throughout the works.



## Brentford Dock on Youtube: "History in the Quacks"

We liked this a lot – hope you do too. Thanks to John Dale (BD Residents Website)  
[https://www.youtube.com/watch?v=u\\_rSGI9VKzE](https://www.youtube.com/watch?v=u_rSGI9VKzE)

## New Letterbox



The Management Office now has a shiny new letter box, so you can now post us your enquiries 24/7. A reminder that our opening times are 0830h to 1700h Monday to Friday. Our phone number is 02085685096 or email [managementoffice@brentford-dock.co.uk](mailto:managementoffice@brentford-dock.co.uk). Outside these hours please contact Security on 07970143999.

## Walkway Redecorations

The redecoration of the of walkways and stairwells has started in Numa Court and we are receiving very positive comments about the work. Numa Court will be followed by Romulus Court and Galba Court this year with the next phase (Otho & Nero) starting in spring of next year.

Please note that communal windows and walkway flooring are being carried out in conjunction with these works; energy-efficient improvements to communal lighting are also being considered for the near future.

Private balconies and other inaccessible areas will be tackled separately under a project next year (scaffolding will not be used for these works).

## Hyperoptic – Augustus Close (& beyond...)

Following resolution of 'technical issues', Hyperoptic will commence installation of their broadband, telephone and TV network in Augustus Close on 17th September.

All Residents are reminded that there are various 'special offers' from Hyperoptic for those making new subscriptions: [www.hyperoptic.com](http://www.hyperoptic.com) or 0333 332 1111

All Residents are encouraged to contact Hyperoptic to arrange installation of faceplates whether subscribing or not. This will tidy up coiled cables on the outside of blocks as well as giving the option to subscribe in future.

## Window Replacement Scheme: Contact Details

### Nationwide Windows

Estimator:  
Gordon Scott  
07773 369 223

Quotations / Contracts:  
James Gunn  
01788 569 228 / 07715 404 084  
[jamesg@nationwidewindows.co.uk](mailto:jamesg@nationwidewindows.co.uk)

Senior Project Manager  
Mark Welch  
01788 569228  
[markw@nationwidewindows.co.uk](mailto:markw@nationwidewindows.co.uk)

## Home Improvements



Many properties on the Dock have benefited from extensive refurbishment, particularly bathrooms and kitchens. Many of you spend large sums creating beautiful environments on the surface but sometimes without consideration of future maintenance.



When you are discussing any works with your competent, insured contractor please remember that you may need to get access in the future to make a repair and this should be considered when selecting the design and finish of the project.

The picture above right shows the 'hidden' pipework of a property on the Dock - found to be causing a leak into a neighbouring property - that needed to be accessed to repair a shower unit that was fitted five years ago at great expense. This has caused problems 'down the line' and great inconvenience to the neighbouring property, with the owner of 'the leak' in denial that it could be from his very expensive bathroom.

Please be reminded that any alterations to plumbing or services, or structural / layout changes must be notified to the Management Office and formal permission and approval sought. We are happy to offer informal advice on such works during the planning stage, as it saves a great deal of time and trouble later.

## Residents' Comments / Housekeeping Issues

Some issues which have been noted by or reported to us:

- Can we again request that any cat litter placed in the bin chutes is bagged. Loose cat litter down the chutes is unneighbourly and unhygienic.
- After a recent incident on the roof the Marina please note that 'chinese lanterns' can have a number of consequences - from choking cows and starting fires to getting sucked into aircraft engines – so please refrain from releasing them on the Estate. You are also reminded that fireworks are not permitted on the Estate on the advice of our insurers.
- If you own a dog which is in the habit of biting fingers that come through the letter box, could you please let Security know your address (and warn the postman), so that they can take extra care when delivering this newsletter and other items to your address.
- After another incident, Syon Park would like us to remind all visitor that no cycles or scooters are permitted in the gardens. These are the rules of Syon Park and we have been warned that breach of these may result in passes being withdrawn.