



# Brentford Dock Newsletter

October/November 2016

## Sky TV: Sky + and Sky Q

Following preparatory works carried out by Love Digital (at negligible cost), it is now possible to receive full Sky+ and Sky Q services using our existing 'single socket' aerial system.

If you are a new Sky customer or are at the end of your present contract then you can contact Paige MacHugh at Love Digital on 03444632550.

If you have an existing contract and wish to upgrade your subscription you will need to contact the Sky sales team on 03300412592



## The Security Office's Emergency Key Holding System

Did you know that besides taking in your parcels, Security can also hold a set of spare keys for your property? This service is available to all Residents.

During the last month alone there have been 3 incidents where without this key-holding service it would have been necessary to cause damage to front doors to gain emergency access. It is also very convenient if you lock yourself out! Our Security team are SIA accredited and they hold Residents' keys according to very strict regulations (BS7984).

It's a very worthwhile system and you can choose exactly who and under which circumstances your keys can be released. If you are interested please contact the office for further details..

## Brentford Dock Residents' Association & Social Events (See Enclosed Listings)



The Macmillan Biggest Coffee Morning in the World raised in excess of £1380. Well done to all those involved in making it happen and to all that gifted and purchased prizes and tickets.

Marie Curie Coffee Mornings:

Monday 21<sup>st</sup> November and 19<sup>th</sup> December

10.30am to 12.30pm



Dock Shop: Telephone: 020 8758 2997 Opening time 8am to 10pm, 7 days a week.

Pay Pal will be available in the shop within the next 2 weeks.

Many Special Offers available – please pay us a visit.

## Tree Works



A now happy horse ... cheered up by Brentford Dock!

As you will all be aware the tree works are ongoing and the weather has been reasonably kind thus far, so the program is on schedule.

Thank you to those that have contacted the office with suggestions for further works, they will all be considered by our arboricultural consultant.

The contractors are working around the Dock so don't worry if you thought that a tree was going to be pruned and was missed, they will return and do it later, according to the priority and scale of each task.

All the decent timber is taken for fire wood, some we are using on the Dock - as 'edging' to flower beds and as chippings, to prevent weed growth and further improve the appearance of planted areas.

We didn't know that horses love willow, but some of ours went to a horse rescue centre to give them a treat...

## Lifts: Maintenance, Refurbishment & Emergency Assistance

We have just tendered and appointed a new lift maintenance contractor, following service issues with the previous company. Lifts are now maintained by Patron Lifts; we are confident that this will provide a greatly improved service in the event of breakdowns.

We also intend to extensively refurbish the lifts and will be writing directly to those in the affected blocks with further details shortly.

As part of the handover, it has come to our attention that the 'autodiallers' (which are in each lift and enable occupants to contact Security directly in the event of an emergency) have developed a general fault; these will be replaced imminently.

New units have already been ordered but in the meantime please follow the instructions posted in each lift [call Security on 07970 143 999 if you have a mobile and ring the alarm bell. If you live near a lift and hear a ringing bell please contact Security and they will investigate and take the necessary action].



## Augustus Close Bridge Works



Bridge works are progressing well and the bridge is still on schedule to reopen in December.

**We have been** able to arrange a guided 'site visit' with Louise Batts (Project Manager, Hounslow Highways), on the 4th November at 9am.

We anticipate that there could be quite a high demand for the very limited number of places available (6), so we will draw lots having received requests to the office by 8.30 am on 31<sup>st</sup> October.

Please note that there is some climbing of ladders and limited headroom in some places; full protective clothing and equipment will be provided but please bear this in mind if requesting spaces.



## Dock Maps & Cards



Cards (and envelopes) of the new 'Dock Map', with original artwork by renowned '3D topographical' illustrator (and Dock Resident) Katherine Baxter [www.katherinebaxter.com](http://www.katherinebaxter.com) are being printed and will be ready before Christmas as individual cards, or in boxes of 10.

There will also be some poster size prints available. You will be able to view and purchase these from the office at reasonable prices.

## Communal Windows

Two sets of trial windows have been fitted in Nero Court on the first floor to enable any installation issues to be "ironed out". The final windows will differ slightly from those fitted (and these 'trial windows will be modified accordingly to match all others).

The contractors from "The Window Centre" will be on the Dock in the New Year to begin the main works once all design and technical issues have been addressed.

We will be contacting those of you that expressed an interest in using this contractor to replace your own windows in early December.



## Contact Emails For Your Block Directors & the Board

All of your Block Directors now have dedicated email addresses that must be used for all Company related email correspondence. They can be contacted on;

Chair	Veronica Wray	<a href="mailto:chair@brentforddock.com">chair@brentforddock.com</a>
Servius & Galba	Katherine Baxter	<a href="mailto:servius.galba@brentforddock.com">servius.galba@brentforddock.com</a>
Maurice & Leo	Veronica Wray	<a href="mailto:maurice.leo@brentforddock.com">maurice.leo@brentforddock.com</a>
Galba & Romulus	(Vacant)	<a href="mailto:galba.romulus@brentforddock.com">galba.romulus@brentforddock.com</a>
Romulus	Roy Swainston	<a href="mailto:romulus@brentforddock.com">romulus@brentforddock.com</a>
Numa	Phil Stephenson	<a href="mailto:numa.west@brentforddock.com">numa.west@brentforddock.com</a>
Numa	(Vacant)	<a href="mailto:numa.east@brentforddock.com">numa.east@brentforddock.com</a>
Otho	Chris Birch	<a href="mailto:otho.syon@brentforddock.com">otho.syon@brentforddock.com</a>
Otho	Mike Edwards	<a href="mailto:otho.thames@brentforddock.com">otho.thames@brentforddock.com</a>
Nero	(Vacant)	<a href="mailto:nero@brentforddock.com">nero@brentforddock.com</a>
Julius & Marcus	Paul Booth	<a href="mailto:julius.marcus@brentforddock.com">julius.marcus@brentforddock.com</a>
Augustus Close	Brigid Scott-Baker	<a href="mailto:augustus@brentforddock.com">augustus@brentforddock.com</a>
Commercial	Leslie Ferber	<a href="mailto:commercial@brentforddock.com">commercial@brentforddock.com</a>

(If you are not able to use email you can still write a letter and put it through the letter box in the office).

Please note that Veronica Wray wears two 'hats': matters relating directly to Maurice or Leo Court should be sent to the 'Block' email address, whereas 'Company' matters should go to 'Chair'. You may also note from the above that there are currently 3 vacant 'constituencies' on the Board; if you are a shareholder and would like to discuss these please contact, in the first instance: [chair@brentforddock.com](mailto:chair@brentforddock.com)

## Residents' Comments / Housekeeping Issues

- **LBH Mental Health Development** - David Williams who is a Social Worker with the LBH has contacted the office and asked if the residents of the Dock could help with a project. They are trying to quantify how many people may have mental health issues that go unreported and where families may need some support. If you would like more information please contact him: [david.williams@hounslow.gov.uk](mailto:david.williams@hounslow.gov.uk) or on 07811236969.
- **Van Hire** - 'Brentford Van Hire' in Dock Road (where the old London Buses are) apparently offer very good rates to Dock residents.
- **Parking Posts** - 5 residents have taken up the offer of new parking posts (owners pay for the post, we install free of charge). Please contact the office next week if you are interested.