



# Bridgefield Court

2021 NEWSLETTER



## Meet The Team



**Lisa Calvert – Block Manager**



**Stuart – Cleaner**



**Mark – Gardener**

## Welcome

Welcome to our first newsletter for Bridgefield Court! Since Horizon Management took over the management of Bridgefield Court on 9th November 2020 there have been a number of improvements that we want to share with you.

Horizon are committed to providing transparency and communication at the heart of our management. We feel this newsletter is the best way to keep residents and Leaseholders updated. We hope you find it informative and helpful, and we want to ensure Leaseholders know where their Service Charge payments go.

## Services Charges

We are currently still in the financial year as budgeted by our predecessors, DJC Management. Therefore, we have not been able to make any adjustments to your Service Charge payments.

The new financial year for Bridgefield Court starts on 1st May 2021. With this newsletter we have sent out the new Budget for the financial year 2021/22 where there is a significant reduction in these charges, which we trust is welcome news to leaseholders.

Whilst we intend to reduce the Service charges further in future years, Horizon are committed to increasing the standard of management at Bridgefield Court.

## Company Secretary Update

Since taking over, Horizon has taken on the role of Company Secretary and have undertaken significant due diligence. As part of the terms within the lease, each Leaseholder automatically becomes a member of the Residents Management Company. Unfortunately, this was not allocated correctly previously and so we have taken steps to rectify this; therefore, all Leaseholders now have a share certificate. If you sell your property this document will be needed.

We will post this share certificate out to all Leaseholders so please do ensure that we hold your correct contact details. You can register your details at [www.horizonmanagement.co.uk/register](http://www.horizonmanagement.co.uk/register)



# What We Have Done

Now that we have been the managing agent of Bridgefield Court for a few months, we wanted to write to you to keep you informed of what we have already done, what we are working on, and our plans for the future.

We realise that some of the works we have completed are 'behind the scenes' and therefore wanted to lay everything out here so you are aware of how your Services Charges are being spent.

## EICR

This has been completed for the electric circuits in the communal areas. This is a legal requirement and is valid for 5 years. Landlord Leaseholders may be aware that such a certificate is shortly a legal requirement for the electric supply in any rented property.

## Lifts

Since our takeover, it was apparent that several lifts needed remedial work to be compliant with current safety regulations. The auto diallers were not connected and therefore, if anyone had been stuck in the lifts, they would not have been able to call for help. Legally, we had to take these out of operation until the connection was up and running.

## Street Lights

At the start of our management, many of these were not working. They have since been repaired making the car park a safer environment, especially during the winter months.

## Bin Store

As with many apartment blocks, waste disposal is a prominent issue. We converted an unused bike shed into an extra bin store and added 3 extra mixed waste commercial bins to ensure the highest possible capacity that can be allocated by the local authority. We believe that this has alleviated the build-up of waste in the other bin stores reducing bin store misuse and the associated Health and Safety issues.

## Removal of Bulky Waste

Unfortunately, it appears some residents have dumped bulky items such as sofas and cabinets in communal areas. We have therefore had to arrange special collections for such items to be removed at an added expense to the block. We are aware this has been a common occurrence previously. We request residents act in a neighbourly way and refrain from this behaviour.





## Landscaping Works

We have been working closely with Mark, the gardener at Bridgefield Court. He has completed many extra projects for us including the removal of a broken fence, the thinning out of trees and the jet washing of pathways. We have other projects in the pipeline for him to improve the general landscaping.

## Communal Cleaning

Stuart and his team are continuing their weekly clean of all blocks and doing a wonderful job.

## Decorating

The ground floor communal areas have been given a lick of paint to improve the aesthetics and make Bridgefield Court a more homely and welcoming environment.

## Carpeting

It was apparent that the old communal entrance hall flooring was a slip hazard when wet as well as looking dirty and tired. This has now been replaced with carpet.

## Signage

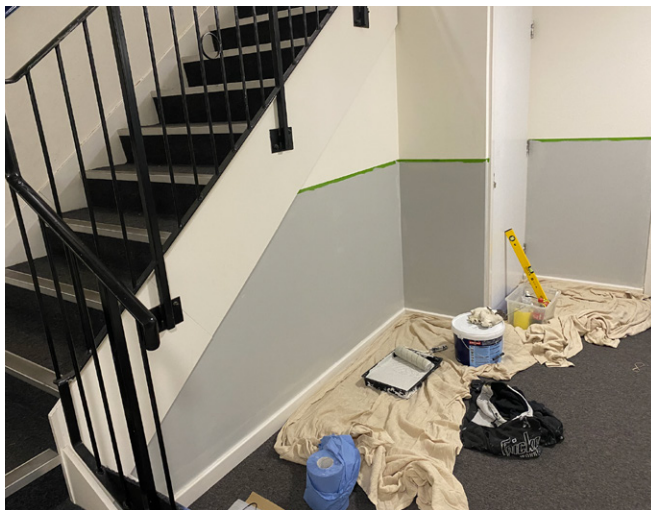
We have put up signage around the blocks for extra information, particularly concerning intercom usage as we discovered that the intercom at each entrance only works for certain apartment numbers leading to residents thinking that the intercom was faulty.

## CCTV System

This is now up and running and in use. When Horizon took over this was not functioning yet the phone line was active.

## Security

We have been informed that plant rooms and meter rooms were being used for 'social gatherings'. We have secured a number of these rooms to ensure that they are not being misused.



## Block Home Page

We have created Bridgefield Court's very own webpage where you have access to information on your block. This is a great way for us to keep you informed of any notices or updates so please do visit [www.horizonmanagement.co.uk/bridgefieldcourt](http://www.horizonmanagement.co.uk/bridgefieldcourt) or scan this QR code:





# Resident's Voice

## Leaseholder Zoom Meeting

Following a Zoom meeting that was open to all Leaseholders in December, to introduce ourselves and discuss the future management of the block, various issues were of particular concern:

## Security Gates

We are aware that the entrance gates have been broken for a long time and even when repaired, we believe they were forced open or broken almost immediately after. We are very conscious not to waste Service Charge funds on the repeated cycle of getting these repaired, particularly as functioning gates bring further issues such as how delivery vehicles would gain access. In order to have the gates functioning, a major overhaul of the current system would be necessary at a large expense.

We therefore propose to completely remove these gates but would like your feedback on this matter before we do. Please contact us at [hello@horizonmanagement.co.uk](mailto:hello@horizonmanagement.co.uk) with your thoughts.

## Extra Car Parking

Following research into the leases for Bridgefield Court, we identified that there is one designated parking bay allocated to each apartment. The parking bays have never been numbered and therefore it appears there has always been a "first come first served" approach. We realise that trying to install a new parking enforcement system, in whichever form, would be problematic after many years of non-enforcement.

Initially we sourced quotes to extend the existing car park onto the grass area at the rear of the far car park. However, the concerns raised during the December Leaseholders Meeting were that this area was too far away for residents to park and that they did not want to lose the green space.

There is a gravel area in front of Block B which has been mis-used by residents parking vehicles there. In response a parking enforcement company is operational at Bridgefield Court, however, it is doing little to deter this parking from happening. We are also aware that gravel from this area often gets kicked around and looks untidy. Our proposal, therefore, is to convert a portion of this area into extra car parking bays.

We would be able to fit an extra **12** unallocated parking bays here which would include a disabled bay and visitor parking. Please see the annotated image below illustrating the proposed car park extension. Shown on the image are areas A and B, both these sections would



need to be developed in order to create the 16 additional spaces. This new parking area would be in keeping with the existing car park.

After speaking to a number of residents, we are aware of concerns, especially from the ground floor apartments, that vehicles parked in the additional spaces may be intrusive and restrict daylight. We therefore propose not to extend the car parking spaces too close to the building and to plant a hedge line between the pathway and the new parking bays to act as a more pleasant barrier which will be in keeping with the existing laurel hedge.

The cost for this work to be completed will be approximately £25,000. We do not want to, or plan to, increase your annual Service Charge. These funds could be sought from Bridgefield Court's reserve fund, which is monies that have accumulated over the years for one off works that are not budgeted for within the financial year.

We are very keen to have as much feedback on this matter as possible. Please do let us know if you have any thoughts to the above proposal by 31st March 2021.

# Where You Can Help Us

## Anti-social Behaviour

We are aware that there have been some issues with anti-social behaviour recently, particularly involving non-resident gangs of kids using Bridgefield Court as a place to congregate during these Covid times. Please call the Police immediately on 101 as the Police have been given greater powers during Lockdown to break up such gatherings / parties and hopefully a greater Police presence will deter future anti-social behaviour.

## Building Security

We ask that all residents check that doors are closed and locked securely when entering and exiting the building to ensure your security. We realise that a Fire Escape Door may be your most convenient exit however please only use these Fire Doors in an emergency.

## Noise

We ask all residents to be mindful of the level of noise coming from their apartment. Please respect the neighbours by keeping your noise to a minimum.

## Bulky Waste

We have had to use some of the block's funds to remove bulky waste such as sofas and mattresses. As well as being an eyesore, such items present a Fire Risk and should not be dumped anywhere on site. It is the resident's responsibility to remove these items at their own expense. If you see any resident disposing of such items in this matter, please report them to us immediately.

As always, we are open to any suggestions or ideas that you may have in order to run the development as efficiently and effectively as possible. We realise that Bridgefield Court is home for many of you, and an important investment for others. We believe that our shared goal is to ensure Bridgefield Court is as pleasant an environment as possible and for Service Charges to be spent in a prudent manner.

## And Finally

We are proud to manage Bridgefield Court! We are very aware that the vast majority of residents are conscientious and respectful neighbours and for that we thank you. However, if there ever is an issue, we will always aim to deal with such instances promptly.

We believe that Horizon will provide a higher quality and cheaper management service than the previous management company and we aim to stop the Service Charges creeping up every year.

Thank you for taking your time to read our update. We hope it's been useful and let us know anytime how we can make the building even better!



## Contact Us

If you have any concerns or questions regarding the block, please feel free to email us on

[hello@horizonmanagement.co.uk](mailto:hello@horizonmanagement.co.uk)

we'd love to hear from you.



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**PROUD TO BE DIFFERENT**

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