



# Chobham Manor Bulletin

NOVEMBER 2018

ISSUE 1



## Activity

The last month has been another busy and productive month. We have delivered additional signs to our parking bays and will be looking to deliver additional road signs across Chobham Manor by 16<sup>th</sup> November 2018, bay marking will follow soon after.

We have started to deliver corner protection within the internal communal areas of the blocks, these will provide protection to the vulnerable corners in the communal spaces which often become chipped and damaged through normal wear and tear, they also look good and keep the communal areas looking tidy.

We have procured a new telephone line dedicated to the residents of Chobham Manor, this line will be staffed 9-5 Monday to Friday, preventing the need to wait in line for your call to be answered. WhatsApp is now available for residents to phone, message and send images to your management team free of charge if you have a WIFI or internet connection.



Welcome to your neighbourhood management bulletin, this publication is intended to provide information and updates on matters within the community of a management nature. During the past months it has become apparent that a number of items impact upon the wider community and updates are necessary to provide some assurance that these matters are known to your management team and updates on progress made.

## Community Safety

We receive notifications of activity on Chobham Manor which may be of a criminal or anti social behaviour (ASB) nature. We work closely with our partners such as the Park Security, Police and Newham Council to address these matters.

From the recent reports it seems that we have had a number of incidents from opportunist criminals, resulting in a number of thefts from motor vehicles and an attempted forced access to an address within Chobham Manor.

Please ensure that you report any suspicious activity to your management team, we can work with the Police and seek action to address your concerns.

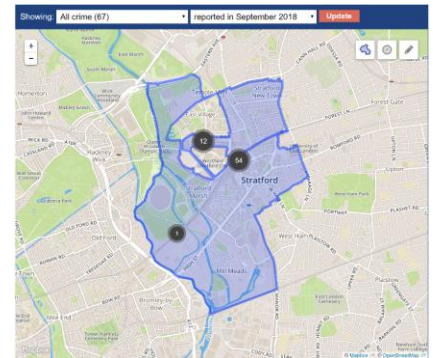
Please ensure you do not leave items in your vehicle on display and ensure your vehicle is secured. If you have a keyless entry vehicle, do not leave your keys in view or near your front door, current advice includes keeping such keys in a metal tin to prevent the signal being picked up by a scanner outside your home and used to access your vehicle.

Please do not let unknown parties into any internal communal areas, we have recently received a report of an individual using the intercom to contact a resident and request access. They introduced themselves as a contractor. In this case always ask for ID. Please note that any appointments for communal access should be coordinated with your management team who will facilitate access to the areas required.

Reports of youth nuisance seems to have reduced in recent weeks, the Police and Park Security have carried out some good work to disrupt the activity in the Park and surrounding areas. We meet regularly at the Police Ward Panel meetings and discuss issues that affect the community.

At the last Police Ward Panel meeting, the Police reported that Chobham Manors' crime statistics are comparatively very low when compared to the London average. Including the wider E20 area we have an average of approximately 4 crimes per 1000 residents, this compared to the Stratford City Centre statistics report high crime of 36 per 1000 residents.

You can view additional information regarding policing in your area by visiting the Metropolitan Police website: <https://www.police.uk/metropolitan/00BB02N/>. Currently Chobham Manor is captured under the Stratford and New Town neighbourhood. From this page you can access a map that provides up to date data on reported crime with location details:



Chobham Manor is a safe community and we want to keep it that way, as a new development with a changing landscape, we will from time to time experience issues, so it's important to ensure that we report issues where possible to allow us and our partners the opportunity to address your concerns.

## Velodrome

A number of residents raised concerns regarding the Velodrome and the use of the surrounding land. We met with Velodrome Management to discuss the concerns of residents and the proposed responses from the Velodrome.

In response to reports of noise, the Velodrome monitor noise levels and wind direction during events and make the appropriate adjustments when required. They have updated the way they position speakers to reduce the noise experienced by Chobham Manor residents.

They have relocated the area for use of the generator that can cause significant noise during large events, to the rear of the Velodrome. We have been advised however that the BBC intend to use the front of the Velodrome for their generator in an up coming event. The Velodrome have made extensive efforts to work with the BBC to address this matter. We have been assured that the generator will be turned off over night but will run for the duration of the event.

Initial reports from the community indicate improvements in these areas.

The Velodrome have confirmed that the WIFI is turned off over night. However, this can be late at night and turned back on early as and when required for the venue to operate.

All events held at the Velodrome are listed within the events calendar on [Chobhamlife.co.uk](http://Chobhamlife.co.uk), providing details of the times these events are likely to impact the community.

## Parking

We have received a number of complaints from residents regarding the use of bays across Chobham Manor, including contractors parking inappropriately, non-residents parking in private bays and non-action from PCM (Parking Control Management).

For clarity we are limited in the actions we can take in response to offending vehicles. A few years ago the legislation changed and private land owners are unable to clamp or remove vehicles from private land, as such we are limited to ticketing offending vehicles. This unfortunately doesn't assist a displaced resident at the time of incident. In response we are looking at alternatives for parking management, we have initially installed signs which reflect the local authority signs as an additional deterrant. The road signs detailed previously should help reduce the through traffic and therefore inappropriate parking.

We are working with Taylor Wimpey to address a recent increase in contractors parking in private bays and inappropriate locations. PCM have agreed to increase their patrols on Chobham Manor, Taylor Wimpey will engage their contractors and ensure they are aware of the expectations.

We are continuing to monitor the parking on site, if you do experience any issues please ensure these are reported to your management team to help shape the service moving forward.

Please be advised that we have no parking bays available for

purchase or let, this currently includes the electric bays across site.

## Fire safety and use of balconies

We have received isolated reports of issues across Chobham Manor regarding the use of balconies. This is a gentle reminder that no open fires such as fire pits or barbeques are permitted, candles should be shrouded in a flame retardant holder, no candles or josticks/incense should be left unattended. All items need to be cleared away fully to prevent the risk of them falling onto the balconies below.

Cigarettes should be extinguished fully and placed in an appropriate ash tray. No cigarettes should be thrown or allowed to fall on the communal areas, footpaths or balconies below.

Please be considerate of your neighbours and how your behaviour may impact upon them.

Of course smoking is strictly prohibited in any enclosed communal area and for clarity this includes josticks/incense and vaporisers.

## Personal items in communal areas

It has been noted that in some areas of Chobham Manor, residents have taken to leaving personal items in the communal areas, internally and externally of the blocks.

For clarity no personal items of any nature should be left in the communal area. This includes door mats, shoes, furniture, plants (living or plastic), decorations,

stickers, bikes, push chairs/prams etc.

Communal spaces include the riser cupboards accessible from the communal hallways. Although some of these may appear to be storage units linked to flats, this is not the case. Any items found within the cupboards or communal areas will be removed.

Please refrain from leaving items such as bikes chained on the public highway, these either need to be stored on your land or in the facilities provided. Offending items can and will be removed without further notice.

## Caretaker update

We are progressing with recruitment of site staff. Unfortunately there has been delays with some of the necessary checks we complete prior to the start of employment. I am liaising with our HR Team to speed up the process.

We are in process of finalising all the back-office items to ensure that the office is ready and caretakers have the necessary equipment to start the service as soon as possible. Once available we will circulate details of the new starters and office open times.

We have given notice to our current cleaning and grounds maintenance contractors. We have not agreed an end date due to the delays in delivery of the caretaking staff, we are however looking to have a small overlap to ensure that there is no disruption in service.

## Roads

Concerns have been raised by residents of Chobham Manor regarding the roads around Chobham Manor. We worked with LLDC to coordinate a meeting and discuss the concerns raised. This meeting included representatives from the Metropolitan Police, Newham Council, Park Security, Velodrome Management, L&Q and the LLDC.

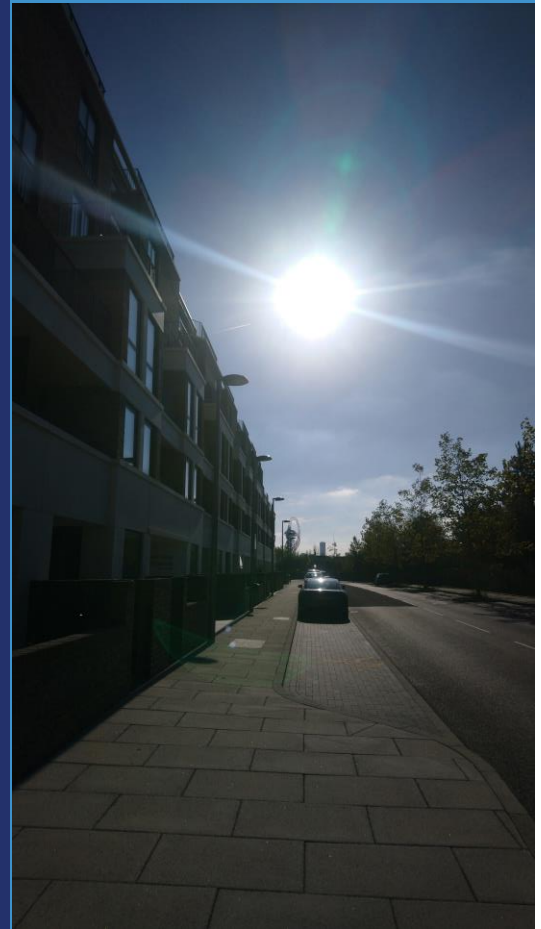
LLDC commissioned a review of the roads by an external provider. The report confirmed that Abercrombie Road and Olympic Park Avenue are 30 mph roads. During the course of the report the roads were monitored and motorists were found to be driving southbound with an average speed of 22.6 mph and in a northerly direction with an average speed of 22.8 mph.

The current road layout, existing speed limits and history of collisions were considered, a conclusion and recommendations were made. It states that there would be benefit to reduce the speed limit and some road calming alterations to the road layout at the junction of Olympic Park Avenue and Honour Lea Avenue.

We will provide further updates as this matter progresses, regular meetings will continue with our partners on a quarterly basis.

In addition to the report, your management team have been reviewing the roads within Chobham Manor. You will note that additional parking signs have already been installed, additional units will be installed across site as necessary. We have purchased 20 mph signs and 'no vehicles except for residents' signage to deter non residents.

We must however acknowledge that Chobham Manor is not a "gated community" and we want to encourage an open and inviting community.

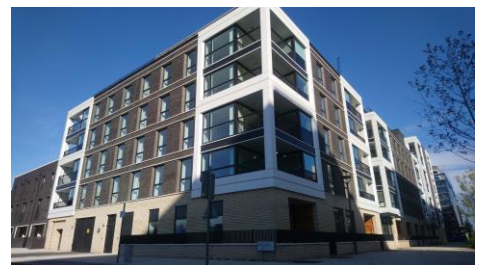


## **Handover of Nolan Apartments and L&Q office**

We can now confirm the L&Q office will be handed over in December 2018, once finalised we will communicate the opening hours. Nolan Apartments will now be received in January 2018.

## **Delivery of Phase 2**

As I am sure you have noticed, work on phase 2 of the Chobham Manor development has progressed well in recent weeks. We are looking at delivery of the first half of phase 2 in December 2018 with the remaining blocks being delivered in the first half of next year.



**Duty phone lines and ways of contact**

Chobham Management Team:

Duty desk T: 07415 096 994 E: [ChobhamManor1@lgroup.org.uk](mailto:ChobhamManor1@lgroup.org.uk)

L&Q Contact Centre T: 0300 456 9996

**Repairs and Maintenance****Need to report a repair in your communal areas?**

If you need to report a repair in any communal areas, please email [ChobhamManor1@lgroup.org.uk](mailto:ChobhamManor1@lgroup.org.uk) with a description of the repair, it's location and your contact details

**Need to report a repair to your home?**

If you need to report a repair for your home please follow the guidance below:

Private purchasers - Taylor Wimpey Customer Services T: 01277 236 888

L&Q Residents Tenants and Shared Ownership T: 0300 456 9996

**Problems with heating and hot water supply?**

For any issues relating to your heating and hot water supply, please contact ENGIE T: 0800 520 2005