

## Newsletter 36 – March 2022

### 1. What has been happening?

Replacement balconies are nearly complete, plumbing inspections have been carried out and the concierge role has been reviewed.

### 2. COVID 19

Many thanks to everyone for helping to keep the Arena safe from COVID 19, and it is hoped to keep it that way.

The infection will fluctuate over time, and we ask that you continue to show consideration for others who may not feel safe being close to others or sharing a lift. If in doubt please ask.

### 3. Fire Safety

We have conducted a fire risk assessment recently, which shows the risks for our building to be tolerable, in spite of the wooden balconies not having been replaced at the time of inspection. There has been a tightening up of requirements, and we now need to provide a Gerda box, which contains all relevant information for the fire brigade on attending a fire. In addition, we will be implementing wayfinding signage on every floor, which helps the fire brigade navigate the building.

So now the timber cladding has been replaced with render, and once the aluminium balcony programme has been completed, there will be a focus on delivering the other recommended actions. The fire risk assessments will be carried out every year, to ensure we will always meet recommended guidelines for keeping the building fire safe.

In addition, we attach the fire procedures to this newsletter, to ensure everyone has a copy. Please remember we continue to have a stay put policy, as the building has been robustly designed to isolate any fire.

### 4. Improvements

- The white lines in the car park have been repainted.
- We continue to try and source a suitable provider for Car Electric Charging, and will advise when a potential solution becomes available.
- The provision of BT Openreach has progressed, albeit slowly, and we expect this to be available soon. This will provide an alternative to Hyperoptic for broadband, which is already in place.
- The fire doors have been upgraded in line with recommendations.

### 5. Plumbing and Safety Inspections

The plumbing inspections have been carried out and is nearing completion. The indicators are that we have had a reduction in urgent works needing to be carried out, which is good news.

In addition, all the front doors were tested to ensure they met fire guidelines.

We remind you that the plumbing inspections are for insurance purposes, to help keep our premiums low, and do not provide a guarantee that your apartment does not have any leak problems. Leaks can occur at any time, so all leaseholders should be vigilant in checking their apartments and dealing with any remedial works urgently.

# Arena Residents Association Limited

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## 6. Concierge Review

A review of the concierge service has been conducted, and a number of changes need to be made to ensure the Arena:

- Adheres to the increasingly stringent legislative requirements through a focus on safety and security
  - Carry out regular stringent checks
  - Maintain a specialist Gerda box (for the use of the fire brigade)
  - Paperwork needing to be kept on site and up to date
- Improve communication through greater utilisation of electronic methods:
  - to enable swift response to anti-social behaviour
  - enabling residents to arrange things when it suits them e.g. booking guest suites and paying for them, car parking.
  - Proactive approach to identifying issues, and engaging relevant parties to resolve swiftly.
- Identify ways to improve parcel delivery.

The cleaning and maintenance will be contracted separately, as was done in the past.

## 7. Guest Suites payments

A reminder of the current payment options for the guest suites. Price for the first night is £40, and subsequent nights £30. Contact concierge to book.

Options to pay are:

- Over phone during working hours 01158411155 Option 5
- Direct to bank account NatWest Bank Plc Sort Code: 560061, Account Number: 78607167, Account Name: Fisher Hargreaves Proctor Ltd

## 8. Social Events

Although very much delayed due to COVID, a celebration of the photo competition is planned for Wednesday April 13<sup>th</sup> at 7pm. This is dependent on COVID declining, so look out on the notice board for more details.