

The Arena Newsletter – August 2024

Please find below an update for your development, The Arena.

Joan Jules Cleaning – Retirement

Joan's last day at The Arena was on Wednesday 31st July before she started her retirement. On behalf of everyone at The Arena we would like to thank Joan for 20+ years of service and dedication to The Arena! I think we can all agree that Joan will be dearly missed, and we wish her well for this new chapter in her life.



Gary McCartan (ARAL Chairman) & Joan Jules



Arena Residents



Gary McCartan (ARAL Chairman), Joan Jules & Stuart

We would like to welcome ALM Cleaning Services, Angie Millward, to The Arena who has taken over the cleaning contract on a 3-month probationary period. Angie will be working Mondays, Wednesdays and Fridays 11.30am – 5.30pm.

Car Parking

The car park at The Arena is patrolled daily by Vehicle Control Services (VCS), the external parking enforcement company. Please ensure vehicles parked in the car park are displaying a valid permit at all times. Please be advised tickets are issued if vehicles are not displaying a visible valid permit. Signs are displayed to detail this within the car park. Replacement permits can be purchased at a cost of £5.00 each, please contact the Concierge to request a permit on 07495 511858.

Please ensure you are parking within the white lines or as close as possible for your allocated parking space. If vehicle wheels/body work are overhanging the white lines particularly the front and side white lines, it makes parking difficult for others which can lead to accidents and other residents being unable to use their parking space.

Concierge

Stuart Millward is your full-time Concierge and is your first port of call if you have any queries or need any help. Stuart can be contacted on 07495 511858 or via email arenaconcierge@gmail.com. Stuarts working hours are Monday-Friday 11.30am – 6.00pm and Saturdays 9.00am – 12.00pm.

Out of Hours Emergency

For any out of hours emergencies relating to the communal areas of the development please contact Barry Parnham on 07977 099014.

Fire Safety - In Your Building

For everyone's sake, it's important to take fire safety very seriously. Please ensure that you are familiar with any fire action notices and signage located within the communal areas of your building at The Arena. The below expands on the information circulated on the 27th March 2024.

In addition, please follow these rules:

- All fire doors should be kept shut when not in use. You must not prop a fire door open. If there is a fire, these fire doors will help prevent the spread of smoke and fire and ensure fire systems operate correctly.

- If you notice a fault or damage with a fire door, you should report it to us immediately.
- Communal hallways should always be kept clear of items. If there is a fire, these items will provide 'fuel' for a fire to spread. These items could also block/impede your escape in an emergency, especially if smoke makes visibility poor.
- Do not store any items in communal cupboards or carpark areas, for the same reason as above.
- Do not dispose of cigarettes over balconies or throw butts out a window.

Fire Safety - In Your Home

Most fires in blocks of apartments start within a person's home, not in communal areas. Therefore, residents have a duty to each other to take steps to prevent fires from occurring within their apartment. Please adhere to the following advice from the Fire Brigade and Fire Safety Regulations:

Front door

The front door to your apartment should prevent fire and smoke spreading to communal areas. In the event of a fire, this will help ensure the common parts remain safe to use by residents as a means of escape and for fire fighters to gain access.

Residents have an important role to play in ensuring that, if there is a fire in your property, your entrance door is an effective barrier to the spread of fire and smoke into the common parts.

You must ensure that:

- You (or anyone else) should not tamper with self-closing devices; they should always be in working order.
- You should never alter or change your front door without prior agreement to ensure it does not negatively impact on the fire risk assessment for the building.

Smoke alarms

The easiest way to protect your home and family from fire is with working smoke alarms. Smoke alarms can provide an early warning of a fire and allow you to make your escape – but only if it is working. You are more than twice as likely to die in a fire if you do not have a working smoke alarm.

- Fit at least one smoke alarm in any room where a fire could start
- Remember to test all your alarms monthly
- Fitting interlinked alarms will give everyone in your home the earliest warning of fire
- Never disconnect or take the batteries out of your smoke alarm

Smoking

- It is safer not to smoke inside
- Try to smoke outside and make sure cigarettes are put right out and disposed of properly
- Never smoke in bed, or anywhere else if you think you might fall asleep
- Do not leave a lit cigarette or pipe unattended
- Use proper ashtrays and never throw hot ash into the bin
- Do not throw butts out a window, over a balcony or near the perimeter of the building
- Keep matches/lighters away from children

Candles

- Ensure candles are secured in a proper metal or glass holder and away from flammable materials, eg. curtains

Heating and electrics

- Sit at least one metre away from heaters
- Keep heaters away from anything that can catch alight
- Don't overload electrical sockets

Kitchen

- Fit a heat alarm in the kitchen; they detect the increase in temperature caused by a fire but will not be set off by cooking fumes
- Never leave pans unattended when cooking
- Don't cook if you are tired, have been drinking alcohol or taking medication that might make you drowsy

Balcony fire safety

If a fire breaks out on your balcony, it could spread much faster than a fire inside your building. Inside buildings, there are walls and doors that can help contain a fire, as well as a limited supply of oxygen to keep the fire burning. But outside, there's an unlimited supply of oxygen – coupled with the wind – which can make fire spread unpredictable and occur in multiple directions. A fire that spreads from balcony to balcony seriously undermines the fire safety design of the building.

Please note that within the terms of your lease, balconies have certain restrictive covenants in relation to the use of balcony areas which you must adhere to;

30.

30.1 *No candle shall remain lit in an apartment when the apartment is unoccupied or unattended.*

30.2 *No candle shall be used on a balcony nor (save as permitted by 30.1) shall any form of flame or fire be used in an apartment or on a balcony or elsewhere on the Estate.*

30.3 *No barbecue of any type or however powered shall be used anywhere on the Estate.*

In general, do not start a fire or risk enhancing the spread of fire on your balcony. This means:

- **You must not use any type of BBQ on your balcony.** Flames and falling embers pose a major fire risk to balconies above and below you.
- Do not use/store a gas heater or gas cylinder or on your balcony as they are highly combustible.
- Take care when smoking on your balcony. Use an ash tray or bucket with water in to dispose of cigarettes safely. Never drop the cigarette over the side of the balcony as it could cause a fire on the balcony or ground below.
- Keep your balcony clear of combustible/flammable materials. If a fire was to break out, these materials on your balcony will put your apartment at greater risk of fire spreading more quickly. The Fire and Rescue Service recommends that you keep your balcony clear of any such items.
- Any furniture on the balconies should be secured or moved to an internal location during adverse weather.

E-Bikes & E-Scooters

E-bikes and E-scooters can be convenient to zip around on but there is a serious potential fire hazard that users need to be aware of and take appropriate precautions to minimise.

There has been a significant number of fires linked to the re-charging of these devices, fires which are sometimes reported in the news. These fires have resulted in property damage, serious injury and sadly, some fatalities.

E-scooters, electric bikes, segways and hoverboards all come with rechargeable batteries. These are typically charged using a cable plugged into a 13amp wall socket. These devices are powered by lithium-ion batteries, which can become unstable if they are not used properly, or become damaged or overcharged, which can lead to the battery and device catching fire and releasing toxic smoke.

To reduce the likelihood of an incident developing – causing risk to you and others – the following safety measures should be followed:

- Storing or charging e-bikes and e-scooters (or other lithium-ion devices) is **prohibited** in communal areas, hallways, car parks, escape routes, lobbies or in any other communal area.
- Charge your device away from your home/building.
- Only buy devices and charging equipment from a reputable retailer or directly from a manufacturer who will perform rigorous tests to ensure their products meet UK safety standards. This will ensure that the battery charging commences at the right level and ceases before overcharging occurs.
- Follow the manufacturer's instructions when charging. Never use charging equipment that isn't compatible with the make of your e-scooter, e-bike etc, and unplug your charger when finished.
- Batteries should not be left to charge unattended.
- You should avoid leaving items continually on charge after the charge is complete. Unplug battery chargers when not in use.
- Do not use a battery that has signs of damage, has received a sharp blow, has been dropped, or is in poor condition. Replace it with a new one compatible with your device.

Following these recommendations could help prevent a catastrophic fire and save lives.

Emergency Access

We advise all apartment owners to nominate an emergency key-holder for your property. In the event of an emergency (such as a water leak), we may need to gain access to your property if we are unable to contact you in the first instance. This is preferable for everyone as the only alternative is to force entry. Please ensure we always have your correct contact details (including mobile phone and email address) and keep us updated if the emergency key-holder changes.

Vulnerable Persons

To comply with current fire legislation, we are required to log any residents who may require assistance in the event of an emergency such as fire or flood etc. If you or your tenant have any disabilities or special needs in such circumstances, please contact us in confidence and will make additional arrangements where possible, <https://www.encoreestates.co.uk/help/vulnerable-persons.html>. Details of this will also be noted on our records for use by the emergency services.

Refuse Disposal

We would like to remind all residents to ensure your domestic rubbish is bagged securely and placed in the correct bin. Please do not leave rubbish bags outside your front door in communal corridors. If you have large, unwanted, bulky items such as mattresses, furniture, please do not dispose of in the bins or leave it the bin store area because it will not be collected by the council. Residents need to make their own arrangements to either take these items to the nearest recycling centre located at: *Lenton Household Waste & Recycling Centre, Redfield Road, Lenton Industrial Estate, NG7 2UJ* or contact the council to book a bulky waste collection.

General Household Waste

Please ensure your general household rubbish is **bagged** and placed securely inside the large bins. Do not leave rubbish bags outside or on the floor for the following reasons:

- **Non collection:** the council refuse collectors are instructed not to pick up any rubbish left lying on the floor. This rubbish often gets caught in the wheels of the large bins when the collectors empty them, creating a mess.
- **Pests:** bags left on the floor attract pests such as mice, rats, squirrels and foxes, who tear open the bags as a potential food source, leaving an unhygienic mess. The presence of pests is a health risk to all residents.
- **Additional cost:** a special contractor needs to be arranged to clean and remove rubbish from the floor. This cost is borne by property owners.

Recycling Waste

Please ensure your recycling waste is **not bagged** and all cardboard boxes are flattened prior to being placed within the bins. Failure to do so results in space within the bins being taken up unnecessarily and the bins becoming fuller much quicker. For full details of what clean items can be recycled please visit <https://www.nottinghamcity.gov.uk/information-for-residents/bin-and-rubbish-collections/household-waste/>

Good Neighbours

A pleasant environment

As you live in a shared community – and all owners contribute towards its upkeep – we would like to take this opportunity to remind residents to be respectful of common areas to help minimise costs. Please adhere to the estate rules and any notices to help ensure The Arena is a pleasant place to live.

- Do not leave any personal items in the communal areas, including shoes, doormats or items in hallways or the carpark – items may be combustible and can reduce/block your escape in an emergency.
- Dispose of your household waste correctly. Please ensure rubbish is always placed in the correct bins. Cardboard boxes should be flattened. Do not dump large items such as furniture in the bins as this will not be collected.
- Do not leave any items/bin bags on the floor in the bin areas/stores because they will not be collected and could attract vermin. This includes furniture and large items.
- Please be careful not to mark or damage the walls with deliveries or furniture.
- Please do not wheel your bike through the building, please use the designated bike storage areas.
- Help maintain security. Always close the communal doors, including the pedestrian gates, behind you and don't let strangers into the building.

- Please ensure your neighbours are not disturbed by noise from your property (note the restrictions within your lease). Remember that sound travels, particularly at night and often across adjacent apartments, please respect your neighbours.
- Please ensure all smoke alarms within private apartments are fully functioning and in an operational order with no faults.
- If you sublet your apartment, remember you are responsible for your tenants' behaviour, so please ensure they are aware of and follow the rules.
- Only ever park in your designated space. Never block someone else in, or park outside of a designated parking space that will restrict access for others.

Anti-Social Behaviour

We kindly ask you to be considerate of your fellow neighbours and the communal spaces. We encourage residents to build relationships with your neighbours and have a friendly, quiet word if any problems arise (if you feel comfortable and safe doing so). If the situation is more serious, you can report the matter to your local council or the police. These authorities have powers to act and issue enforcement measures such as fines, orders, injunctions or Anti-Social Behaviour Orders (ASBOs). For more information, you may wish to consult: www.gov.uk/browse/housing/noise-neighbours

Places App

Introducing our new app/portal, Places



Places is our new app that is being progressively released in 2024. It will replace our current portal, MyPropertyOnline. You should have been sent an email/letter with your personal invitation key (your unique access code) and instructions on how you can download the app and register. Registering with your personal invitation key will enable you to access your owner profile and see your service charge account information, along with all the other useful and important information for your estate.

Communicating with us

Communicating by email

We encourage everyone to receive their correspondence by email as it enables us to communicate effectively in an emergency. It also reduces our impact on the environment and gives you access to our app/portal. If you haven't provided us with your email address, please complete this form: www.encoreestates.co.uk/help/go-paperless.html

Are your contact details correct?

If your contact details (shown at the top of this letter) are incorrect, or change in the future, you are required to advise us in writing by completing the relevant form on our website: www.encoreestates.co.uk/help. Even if your correspondence preference is email, we always need your current postal address as certain documents may need to be sent by post.

Need help?

Our website has lots of useful information on common requests. If you would like to report a maintenance issue, request a licence (e.g. alteration, subletting), change your correspondence address or request a direct debit mandate, please go to: www.encoreestates.co.uk/help. You can also view our Privacy Notice on our website.

We hope this newsletter has been useful. Thank you for giving these matters your attention.