

NEWSLETTER

Bebington Hall Park Ltd

June 2024



Welcome

Our Newsletter aims to provide owners of Bebington Hall Park Estate (Flats & Houses) - on Service Charge Spend and Information to keep you up-to-date with what's happening in your community

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Newsletter Welcome

You may feel that nothing has been going on for a while now. There has actually been big changes in the running of Bebington Hall Park.

Apart from new members for your Council of Management, we replaced Smith & Sons as our management agent and our accountants Robinson Rice as suggested at the last AGM.

We are pleased to say that Keystone Property Managers are the new management Company and they already seem to be doing a **great job. Thanks!**

As you can appreciate there has been a lot of administrative work to be completed for the changeover and they have to "find their feet", but we have a lot of faith in this team and they are already working behind the scenes to really improve the running of Bebington Hall Park.

The Council members Jeremy Williams and Gail Cross are now joined by Maria Rennie and Max O'Halloran as co-opted members following the support indicated at the last AGM. Jacqui Seatle left us following the new members joining and we express our sincere thanks for her most valued contribution.

We all hope to introduce ourselves in person at the Next AGM on the 5th July 2024

Email council@bebhallpark.co.uk

Best Wishes

Jeremy, Gail, Max and Maria

Here's to the future for us All!

Save us costs - Please

If you haven't received this by email please send your email address and phone number to office@keystonempm.co.uk

Still confused about payment of the service charge?

We're managing to continue to reduce demands (6 months - Flats 2022 was £264 now £167.47, Estate 2022 was £180 now £51.59), you should have just had an email (and for those of us who don't have access to emails a letter), giving us all the details of what we should pay and where to pay it.

Some reported we hadn't received anything last November, for which we can only apologise – we have updated records as we heard.

If anyone is still unsure as to what to do or where to pay your service charge, please contact Keystone and they will give you your details for paying your service charge.

Our service charge is payable every 6 months in advance. This is deducted from your account at Keystone.

Anyone who wishes to make monthly payments towards future demands must have paid the previous demand.

If we have an inadequate balance on 1 May or 1 November then we will have to pay the charge demanded in full - which is perfectly acceptable.

The elephant in the room has been the subject of the sinking or reserve fund.

There can be no reserve fund demand but we can pay into our own account each month to accumulate our own reserve fund for any unforeseen expense. This is your money and cannot be taken without your authorisation - only the 6 monthly service charge can be demanded.

We hope this helps to clarify this issue.

**Keystone Property Managers
CONTACT 0151 639 5000**

How to raise issues relating to Bebington Hall Park

Some of us will be aware of the portal online which is set up to report issues. It allows us to follow what is happening about the issues we have raised and keeps a record of progress.

However, there will be a lot of us who don't fully understand how to use it or haven't got access to the internet.

If this is the case, then simply telephone the Management Company Keystone Properties with the issue.

If you would like to be able to raise an issue and be kept updated or if you are someone who is happy to raise an issue on behalf of a neighbour or friend, then please let Keystone Properties know so we can help.

We're also pleased to say that some agents charges imposed on sellers and buyers have been eliminated altogether.

Help Desk online <https://bebhallpark.co.uk>

KEYSTONE PROPERTIES
CONTACT

0151 639 5000

Next AGM – Diary Date

We've arranged the AGM at Grange United Reformed Church Parlour - 87 King's Road, Higher Bebington, Wirral CH63 8LX for the 5th July at 6.00 pm., we hope to see you there. It would be great to see as many members as possible to hear what's current and have your say.



Fire Risk Assessment

We are obliged to commission a fire risk assessment and have it reviewed regularly.

The previous assessment was undertaken on a limited basis and could not be reviewed. A current report with the proper scope has now been obtained and can be accessed at <https://bebhallpark.co.uk/documents/BuyersInformation/20240224FireRiskAssessment-Flats.pdf>

There are recommendations and we are being advised as to the best way forward to achieve compliance.

Please do note any flat doors and surrounds to be replaced are to be fire doors and need BHP approval prior to works.

If you are a flat owner and have replaced your door can you please send an urgent copy of the certificate for the door to Keystone.

Email office@keystonemp.co.uk

Proof of annual servicing or a copy of the gas fire safety certificate is also required each year to be compliant.

This is a lengthy assessment and does raise some concerns – please do take the time to read the report as it is entirely for your safety.

Your credit balances on sale

If you pay monthly or are in advance (lots are) the balance at Keystone is financially protected and is yours. It can be repaid or transferred to the new owners. As service charge is payable 6 months in advance you can also apportion to the buyer the amount you have paid. **Ask your solicitor to do this.**

24 Kings Close

For any “newbies” this flat is owned by you, the members of BHP.



It had been vacated after a tenancy and was found to be in need of quite extensive refurbishment. Work has been taking place to refresh and improve the flat, with new extractor fan, flooring and a fresh painting throughout. It's being rented out once more now asking £675 per month.

This can only be good news for Bebington Hall Park in the longer term, it will mean funds again for the benefit of the whole estate as quickly as possible.

Some photos for Us



Grit Bins

Lovely as this scene may be it makes it a gritting time for BHP.



There have been a further two grit bins purchased for the estate. One wasn't really adequate for the whole estate and gritting took much longer than need be. There is now one situated at the top of the hill at Mount Avenue and one near the houses in between the sub station and houses.

A grit spreader has been purchased in order to spread the grit evenly and quickly, therefore saving time and money in the future.

Electrical defects

You may be aware that we have been having a lot of problems with lighting, especially with the houses in Kingsway, whose lights tripped out constantly over the Christmas & New Year period, and plunged them into darkness. This was comparatively recent work but defective.



The new electricians renewed some of the wiring and it seems to have fixed the above problem. We've had no more trips since. We now also have access on site to be able to

reset the trips should it be necessary.

The recently installed flats emergency lighting failed its first annual test with over half the fittings being inadequate. The original contractor would not return but we were able to eventually negotiate free fittings and a substantial contribution to the labour charges from the manufacturer. Work is now complete.

We have dealt with repairs to a good few landing lights – if yours isn't working please let Keystone know. We do intend to upgrade these fittings.

All the lights around the Estate will be numbered soon so when reporting a fault you only need to quote the number not "Llanfairpwllgwyngyllgogerychwyrndrobwllllanttsiliogogogoch"

So bear with us and do let us know if you are having any problems with your communal lighting where you are.

Pest Control

Substantial sums were previously spent on pest control. While the problem is not widespread on the estate we have taken the view it is impossible to eliminate external vermin. We are ensuring entry to flats is controlled and this policy is producing good longer term results as well as savings.

Dampness

We have had some concerning notifications of damp problems within some properties. Keystone have investigated a number of these cases in detail to determine if the buildings needed attention.

Whilst minor works have been identified (not breakdown of damp proofing) advice has been given regarding the control of condensation. It has been noted particularly that a good number of bathrooms and or kitchens are not fitted with extract fans ducted to outside. To install these through the

wall BHP approval is needed – this will be given wherever practical. It is requested that everyone look at their own situation and apply for approval if needed via Keystone. General ventilation is also very important and window trickle vents are considered useful. - Thanks to those who allowed detailed inspections to take place.

TREES

A Comprehensive tree survey was carried out around the estate on the 16th November, 2023.

The survey revealed that "None of the trees within the Tree Preservation Order Area required removal but some do require remedial pruning."

This is good news!

One tree however adjacent to Kings Close, whilst very attractive, is restricting light to the adjacent flats and there is no satisfactory alternative to its removal. One further tree is alleged to have damaged a property adjacent to the estate. This may also need to be removed.

There are three dead trees which will be removed. There is a list of recommendations to maintain the trees throughout the year which are being managed by our agents Keystone.

Parking

We know the car parking on the estate is well used. We wish to ensure all members have fair useage. Some commercial vehicles, a trailer as well as a caravan have been seen parked on BHP land.

Only a private motor car belonging to members or their visitors can be parked at any time.

Please help ensure we all act in the community interest.

Insurance Claims

We have been faced with an escalating cost each year for insurance. We have continued the

practice of maintaining a generous level of cover and plan to continue for as long as it is available at a manageable cost.

We have discovered instances where private claims from flat owners have been made. The excess was in some cases wrongly charged to the service charge. The excess remains the responsibility of the members where the losses are not BHP responsibility.

Please help keep the premium under control by avoiding claims wherever reasonable.

Animals

While keeping animals is restricted without consent we are aware more and more residents now own a dog.

We understand that your dog may be perfectly well behaved off a lead but in consideration of all residents we ask that All dogs – Please - be kept on a lead whilst in the grounds of Bebington Hall Park - Thank you!

Rent out your property?

A substantial number of our properties have been bought as investments.

Please could everyone ensure every tenancy agreement includes the restrictions in the "Fifth Schedule" (houses and flats) so all occupiers are properly informed. Sample documents are available at <https://bebhallpark.co.uk/documents/19830429FlatsLease.pdf> or <https://bebhallpark.co.uk/documents/19830429HouseConveyance.pdf>

Bebington Hall Park is here to be enjoyed by every resident.

Best Wishes for the coming year Jeremy, Gail, Maria and Max.