



# The Link

Chainbow

Issue Six Q1 2008



# Welcome from the Chairman

Welcome to the latest newsletter. It seems like just yesterday Santa was heading down our chimneys, yet we are already a quarter of the way through the year.

What a three months it has been - the financial markets not knowing if they are in turmoil or not, media unsure if house prices are rising, slowing or crashing and Ken Livingstone hoping London does not prefer blondes!

Well Chainbow are clear they are here to add value and, in these uncertain times, are targeting estate agents to ensure the properties we manage are seen in the best light, have their benefits flagged and you can maximise your values.

We are constantly surprised at the lack of service in residential management and it is one area that has confused me; why would you not want to give service in a service industry?

Well I can see how agents go down the same road and it is unfortunate but the minority who are rude and boorish may spoil it for the majority. Some of the rudeness beggars belief but that is always just a reaction. I certainly know I can be guilty if I face poor service. However, we are here to help and we have a fantastic team; please treat us as you wish to be treated.

We are proud to deliver service and always be available; we can't meet everyone's expectations but we can manage for all. I hope you enjoy our latest newsletter.





## Britannia Village - Britannia Village Community Pride Day

Over the next few months the public spaces at Britannia Village will be examined in collaboration with residents and a combination of appropriate proposals for improvement such as lighting, landscaping, play facilities and benches will be developed.

This process included a Britannia Village Community Pride fun day on the 29th March 2008. The purpose of this event was to build upon the success of the Britannia Village Community Pride event held in September 2007 and to contribute to a consultation exercise with the residents to improve the community environment.

The Community Day aimed to promote a sense of collective responsibility between all stakeholders for keeping the Village well maintained and attractive. During the day there were both fun and serious activities including recycling, household rubbish clearance, tree and shrub planting, a bouncy castle, face painting, a barbeque and a raft race and that's just for starters!

There were also representatives and information stands from stakeholders (East Homes, Peabody, London Borough of Newham and residents), useful Council services, Neighbourhood Watch and Chainbow.



## Sponsor Us - Chainbow raise money for SPARKS

Sparks is the only UK childrens charity that funds medical research across all paediatric illnesses and conditions.

Chainbow has decided to team up with Sparks in order to raise £62,767 over 24 months to aid research into diagnostic immune markers in childhood arthritis and the associated eye disease, uveitis.

The Chainbow staff have already contributed to this fantastic cause by enjoying a relaxing Temple Spa evening hosted by Temple Spa representative, Sara Bergin. As Sara kindly agreed to give 10% of all takings on the evening to Sparks we were able to raise £135 on that evening alone.

We are now looking forward to several other challenges that are enabling us to support Sparks. We are pleased to have entered two teams into the Matthew Pinsent Corporate Regatta 2008 and several staff members are looking both to face their fears with a charity skydive and improve their fitness with the Coast to Coast bike ride!

If you would like to help us reach our target by sponsoring us, please contact Helena Piper on 020 7928 9944 or [helenapiper@chainbow.com](mailto:helenapiper@chainbow.com)

### Twickenham rugby with Jason Leonard

More than 40 children took part in a Rugby Camp delivered by East London Rugby Club during the half term. The sessions took place in Lyle Park, Custom House and at the Rugby Club in Memorial Park. Two days of tag rugby were followed by a day of tackling and matches. The highlight of the four day camp was the trip to Twickenham. Nearly fifty children, parents and coaches were taken on a tour of the ground and, thanks to Chainbow's introduction, met Jason Leonard, the most capped England Rugby player of all time. He answered questions, signed autographs and gave a blow by blow account of what goes on in the changing room.

The success of the rugby camp is thanks to the hard work of Martin White and his young coaches at East London Rugby Club. They are currently delivering after school sessions in the schools surrounding the Club and have just been awarded a 'Go for it' grant which will enable them to expand into more schools. They now have four youth teams who train on Sunday mornings and Thursday evenings.

Newham will also play host to the RFU who are delivering their first Level 1 coaching course in the borough at Eastlea School in March. Eastlea School's Year 9 Rugby team are also in the news having qualified for the Regional Emerging Schools competition to be held on 6th March at Coopers School in Upminster.

If you would like further information regarding rugby in Newham please call Paul Belcher (LBN Sports Development) 07900 291 412 or Martin White (East London Rugby Club) 07957 386 924



### Local development promotes local artist through development refurbishment

Limehouse East Management Co. has completed a major refurbishment of the Basin Approach development by commissioning local artist, Gillian Burrows, to produce an art installation project for four blocks within the estate. Basin Approach is an exclusive development of 179 homes with views over Limehouse Basin and situated within easy reach of the Docklands Light Railway. Chainbow took over the management of the development in 2005 and co-ordinated the refurbishment works on behalf of Limehouse East Management Co.

Simon Butler, director of Limehouse East, comments "Gillian Burrows is a local artist and is now regarded as one of the foremost artists in Docklands and best known for her work depicting the Docklands area and its landscape. She has exhibited at the Royal Society of Painters in Watercolours, the Society of Women Artists, and the Royal Academy Summer Exhibition."

Simon continues "The hallways have been brought to life by Gillian's artwork. It also provides a feeling that the development is being looked after by discerning owners."

Roger Southam, Chief Executive and Chairman of Chainbow comments "At Chainbow we are more than aware of the importance of community spirit within and surrounding a residential development. Through commissioning Gillian Burrows, we are not only helping the local community but we are also promoting a sense of pride in our developments and their environment."

Roger continues "We are pleased to have had the opportunity to play a part in providing these residents with a bright and welcoming entrance installation and the chance to work with and promote such a vibrant and inspiring artist."

For further information on Gillian Burrows, contact Gillian at Tel: +44(0)207 515 9935, email: [gillian.burrows@artistgb.com](mailto:gillian.burrows@artistgb.com)



## Frequently Asked Questions - Property (next issue Accounts!)

### 1. What is the role of Chainbow as Managing Agent?

Chainbow are appointed to look after the amenity areas (common parts) of your development. The precise responsibilities will depend upon the lease and the nature of the development. Often this includes:

- The structure of the building
- Cleanliness and lighting in corridors and reception areas
- Estate roads and gardens
- Budgets and the service charge
- Health and Safety for the common parts

We do not look after anything within your property.

### 2. What are my responsibilities as a homeowner?

Homeowners remain responsible for areas under their control. This obviously includes the property but also often extends to your post box and any car parking space if allocated to your property.

Less obvious, however, is that all the pipes and wires that exclusively serve a homeowner's property will generally be the homeowner's responsibility.

Water leaks are an area which often cause confusion with residents and therefore we have set out some guidance on this subject in order to assist.

(If you are a tenant, please contact your Landlord or Letting Agent if you have any issues relating to the property).

### Responsibility for leaks from a Property

If another resident contacts you regarding a leak likely to be coming from your property, please contact a plumber to investigate as soon as possible. If the leak turns out to be a common parts issue, the cost of the plumber will be reimbursed from Service Charge. In these circumstances, please save invoices which have a description of works carried out, and then contact Chainbow.

### 3. What are the Sinking & Reserve Funds?

A sinking or reserve fund is like a savings account for your development and accumulates over the years to pay for large items such as a new roof or internal and external redecorations. This money is not returned to residents if they move, however, it is often reflected in the ability to sell and the price achieved for your property. In other words, a development with a healthy sinking fund is better than one without sufficient funds.

### 4. What insurance is included in the Service Charge?

Building and Terrorism insurance premiums are charged either within the service charge or as a separate item. The process is generally set out in the lease.

Please note the insurance cover for the development will not include the contents of your flat and therefore homeowners and residents should take out their own contents insurance.



