

Bulletin No	001
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## Is it too late to say we're sorry?

Neither the Board nor our agents, Chaneys, have been engaging with members as well as we should have. We've been so focused on dealing with the day-to-day issues facing our Estate that we stopped responding effectively to you, our members. And for this, we're sorry.

Our less than perfect communications - combined with prolific use of social media - has allowed small cracks in an otherwise well run estate to be maliciously exploited... and for that we can only apologise. But please don't confuse a failure to engage with a failure to manage. The Estate has been, and continues to be, well run - as any independent review will show.

## Our Priorities have not changed.

Our focus remains on keeping Service Charges as low as is sustainably possible. This means we'll continue to prioritise the safeguarding of our residents and protection of long-term investments over making unsustainable short term savings.

Our priorities remain:



Together with our on-site staff, the Chaneys team has worked hard to maintain the fabric and feel of the estate. In recent months, many maintenance, repair, and safeguarding projects have been delivered, these include:

- Collaborating with local law enforcement to introduce more regular site patrols;
- Installing CCTV to discourage crime;
- Extending the Site Office to comply with H&S / staff welfare requirements;
- Implementing Covid secure safeguards across the estate for workers and residents alike;
- Renovating lobbies;
- Enhancing external estate appearance;
- Proactively reviewing fire safety;
- Implementing a Waking Watch;
- Evaluating the feasibility of site guardians.

## What next?

Fixing the cladding must remain our priority – and we'll be sharing more information about what this likely means for members at the EGM. But that doesn't mean we shouldn't seek to better understand our members wider priorities.

**We'd like to invite as many members as possible to join us in a series of up-coming Roundtable discussions – we'll be sharing more information about the Roundtables soon!**