

# Royal Artillery Quays News

## WELCOME

Welcome to the winter edition of the Royal Artillery Quays newsletter. Which we hope you will find informative. Our aim is to provide residents with news from around the development and local area.

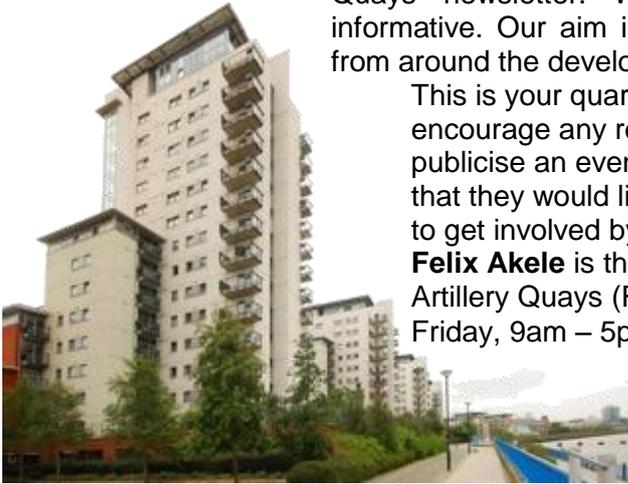
This is your quarterly newsletter so we encourage any resident who wishes to publicise an event or have an interesting story that they would like to share with their neighbours to get involved by contacting Felix Akele.

**Felix Akele** is the Development Manager at Royal Artillery Quays (RAQ) and works Monday to Friday, 9am – 5pm. Felix can be contacted on:

**0208 317 3149 or 07767 040437**

Or email

[felix.akele@consortpm.co.uk](mailto:felix.akele@consortpm.co.uk)



### Concierge Service

RAQ offers a 24hour Concierge service for residents. We have two teams of Concierge staff available to assist you, they are:

**Day Concierges:** Philip Weyinmi

**Night Concierges:** David Clark - Michael Okereafor

**Development Cleaner:** Solomon Abraham & Teo Heras Illescas

You can contact the Concierge team at any time using the following numbers: **020 8317 3149 & 07950 341074**

**Do we have your correct contact details?**

Help us communicate with you more effectively by ensuring that we have your correct email address

Email us to update your details now:  
[customerservices@consortpm.co.uk](mailto:customerservices@consortpm.co.uk)

### RAQ Games Makers

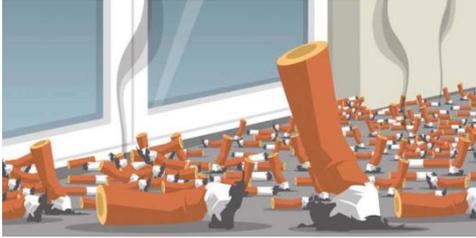
There were a number of residents who volunteered to be part of the 2012 Olympic and Para-Olympic Games.

London 2012 volunteers were called 'Games Makers', as they helped to make the Games happen. Up to 70,000 'Games Makers' took on a wide variety of roles across the venues; from welcoming visitors; to transporting athletes; to helping out behind the scenes in the Technology team to making sure that the results were displayed quickly and accurately.

'Games Makers' are from a diverse range of communities and backgrounds from across the UK and overseas. The vast majority gave up at least 10 days of their time to volunteer during the Games.

The Games really put the country back on the map and we are all very proud of those that gave up so much of their time to be a part of something so memorable.





## Smoking

We know that nearly all the people who smoke on the development are really considerate. They don't do it in lobbies, stairwells, underground car parks or corridors. They get rid of their cigarette ends responsibly too.

But a few people are smoking in communal areas and leaving cigarette ends outside the buildings. If that's you, please stop. It's making the development look unpleasant for everyone.



## Making parking a little easier. . .

We know how important parking is, and how it can be a real problem. Here's how to make it a bit easier for everyone:

- Only park in your allocated space.
- If you have one space but two cars, park one car off the development.
- If you don't have visitors' spaces, ask your visitors to park off the development.
- Please don't park where you'll obstruct the refuse areas. It makes it really difficult for the refuse collectors to get the bins out.

*If you need our help, please get in touch.*



## Christmas Carol Service at RAQ

In the spirit of the festive season, there will be Christmas Carol event held by Members of Plumstead Salvation Army which will take place at RAQ, on the river front between Albert & Wyatt Point on **Saturday 15 December @ 16:30**.

Everyone is invited and it's free. So dig out your hats and gloves, get the family together and meet us at the river front for what is sure to be an event to remember.

We look forward to seeing you all there.

Consort Customer Services and 24hour payment line

**08451 947044 (lo-call\*)**

Open Monday- Friday 8am-6pm

Fax: 08451 947066 Email: [customerservices@consortpm.co.uk](mailto:customerservices@consortpm.co.uk)

Consort Property Management Marlborough House, Wigmore Place, Wigmore Lane, Luton, Bedfordshire, LU2 9EX

\*The 08451 number allows customers calling from BT land lines to have their call charged at a 'lo-call' rate wherever they are in the country. As mobile and other providers' charges may vary you can also call our customer services team on 01582 401819.



**Storing things in communal areas**

We realise it's often handy to store things in communal areas, but things stored outside your property can trip people up, block exits and invalidate your insurance. It's also against the terms of your lease. If you have anything stored of left in the communal areas, please remove it.

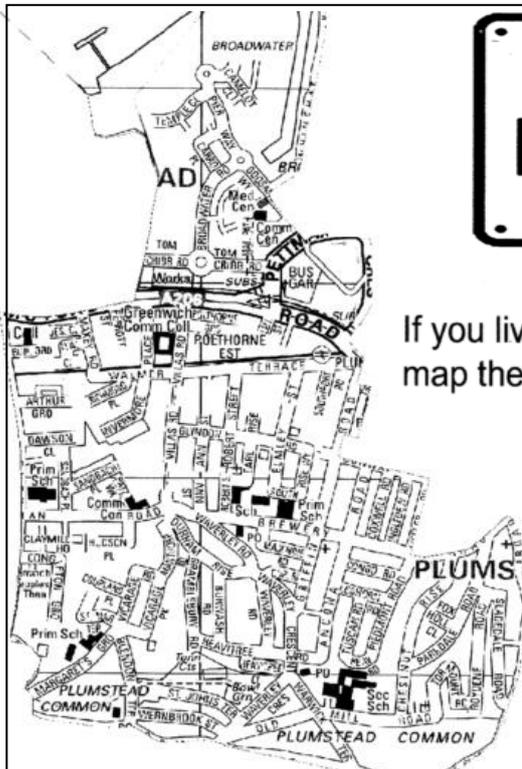
*Thank you*

**RAQ Residents Association – 2012 annual meeting**

The Residents Association now has around 200 members, and they held their AGM in November 2012.

Residents wishing to become members should e-mail: [join@eraqra.org](mailto:join@eraqra.org).

Let your view's count and be part of the decision making process.



**SAFER NEIGHBOURHOODS**  
LOCAL POLICE, LOCAL KNOWLEDGE

If you live in the area shown on the map then we want to hear from you.

- We want to know about
- Anti Social Behaviour
- Drug users
- Graffiti

Safer Neighbourhood Team  
**02087212638**

Glyndon.SNT@Met.Police.UK

**In an Emergency Call 999**



Working together for a safer London

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## Refuse & fly tipping

Just a reminder... when you're getting rid of rubbish, please:

- Put everything in sealed plastic sacks.
- Put sacks in the bins in the refuse area.
- Make sure the lids of the bins are shut afterwards.
- If you've got an external bin-store with a door, please shut it behind you so it doesn't slam or get damaged.

If you have any large rubbish i.e. old electrical items, furniture, please take it to the tip or ask the council to dispose of it for you. If we have to get it removed, we have to charge everyone in your block.

If you need our help, please get in touch. *Thank you*

## Communal Gardens

The communal gardens are to be enjoyed by everyone on the development. However, may we remind residents that riding bikes or playing ball games is not permitted.

## Maintenance work

**The paving of the wash away between Albert & Wyatt Point.**  
The grassy lawn on the river front was beginning to look tired from those using it as short cut. We have now replaced the area with stone paving which has made a big difference and improved the overall look there.

**Birds Nesting** – There is an on-going problem with birds nesting in and on the roof, including the health and safety risk posed by bird waste and roof beams rotting away. The areas under the roof sections and beams where the birds used to nest have been netted to prevent nesting. Spikes and wires have been installed on the stainless steel abseiling beans to prevent the birds nesting also. So far there has been considerable reduction in the amount of bird excrement on the patio of the penthouse apartments



## YOUR PROPERTY ONLINE

THE INFORMATION YOU WANT, WHEN YOU WANT IT

Your dedicated, onsite property management team has the experience, expertise and focus on detail required to manage a complex residential development like yours.

And to make life easier for all our residents, including tenants\*, we've created Consort **'Your Property Online'** – enabling you to access information about the management of your development 24/7, 365.

\*Please note limited access to tenants

**It's safe, simple and secure.**

- Access development-specific information
- View your Statement of Account
- View your Service Charge estimate
- View Year-End Accounts
- View insurance policy information
- Receive text and email maintenance alerts

You can even sign up for our new paperless billing service to receive your Service Charge and Ground Rent invoice online.

Visit [www.consortpm.co.uk](http://www.consortpm.co.uk) today to register or view an online demo. For further information please email: [support@yourpropertyonline.co.uk](mailto:support@yourpropertyonline.co.uk)

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