



McCarthy & Stone

## TUDOR ROSE COURT NEWSLETTER

### MESSAGE FROM THE ESTATE MANAGER

I would like to thank you all for making me feel welcomed to your home at Tudor Rose Court. Having only been here for a short period of time I feel that I still have a lot to learn. So far my experiences have been mostly positive. I feel very fortunate to have an amazing team of people to work with and I am confident that in time; we will be able to exceed your expectations.

MURAT CANBEK



### “WHAT IS HAPPENING.....”

As we all aware with recent announcement from the government we have had to make slight changes to our services. Below is a summary of services and changes.

Meals –In line with the advice we have had to close our dining room, however we are able to offer a service delivering your meals to your apartments without occurring any further charges.

Breakfast –This will continue same as meals, it will be delivered to your door between 9am and 9:30 am.

Communal Lounge – Unfortunately all communal lounge spaces will remain closed until the 2<sup>nd</sup> December and we will keep you informed nearer the time. In the mean time you can still go into lounge by the main entrance to the building for the purpose of collecting and/or dropping books/games etc. When you do so please make sure there is only one household present at the time.

Gardens – You can continue using the gardens, as this is outdoors and a large area it would be reasonable for more than one household to be there same time but please make sure there is at least 2 meters with anyone from another household.



***Ann has now decided to enjoy her retirement with her family. She will be leaving early December; We would like to take the opportunity to thank Ann for her impeccable service.***

Laundry – Those using the laundry service this will continue as normal. Those manage their own laundry can continue using the laundry room as this is an essential service. However, we ask our residents only to enter the laundry room one household at the time.

Domestic cleaning services will carry on as usual.

The Well being Suite and Guest Suite will remain closed for the time being.

We have recently completed some major works which has caused some inconvenience to you all. We have addressed a problem with the lift pits which has caused an inconvenience. Please accept our apologies for this. However, I can now confirm that this task is now complete and McCarthy & Stone have covered all the cost of remedial works.

There was also a leak from one of the high pressure water supply pipes for the upper floors. This has now been fixed. During the remedial works for this leak we have had to temporarily turn the water supply off. We would like to apologise for the inconvenience and thank you for your co-operation on this matter.

The fault with the outside lights has now been addressed, it appears that the fault is on the decking lights. Therefore the decking lights have been isolated for the time being but this will be rectified in near future.

Vent-Axia units servicing will go ahead on Monday the 9<sup>th</sup> for those chosen the VentfiltersRus. Those chosen to service by Vent-Axia is scheduled 1<sup>st</sup> and 2<sup>nd</sup> of February 2021

HIU – Heating units are scheduled to be serviced starting on 20<sup>th</sup> January 2021.

### **"COMING UP!....."**

It is not long now before we start thinking about wearing our Christmas jumpers. For sure, this will be a strange Christmas with no hugs but we will have to make up for it with laughter and joy. We would love to hear your ideas on how we can make it a "Better Christmas". Please include this on your feedback sheet attached.

I am hoping that we will be able to squeeze in a "fine dining evening" before Christmas but this of course will depend on the government advise.

A new way of residents meeting is on schedule. We will be meeting online with those able to use the internet. However, it is imperative that everyone is given the opportunity to voice their opinion, therefore please use the overleaf feedback form to let us know your opinion, we would love to hear what is "important to you". Murat (Estate Manager) will bring up your points on the meeting on your behalf if you are not able to join through Zoom.

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*"Please use the attached feedback sheet to share your thoughts, ideas and matters that important to you"*

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### **"HAVE YOUR SAY....."**



***Your feedback is very important to us, please fill in below any comments for the issues important to you. Particularly, if you are not able to join the online meeting it is imperative we have your feedback so we can bring it up on your behalf during the meeting.***

**Name :**.....

**Apt NO:**.....

**COMMENTS:**