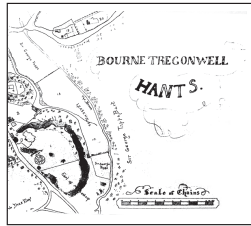


CONTACTING OFFICE

Here at Rebecks we operate an 'open door policy'. We recognise that we are working in partnership to maintain and enhance your investment and your home and as such we welcome you to call at the office, telephone, write or email us. All our staff will deal with your questions in a courteous, prompt and professional manner.

Did You Know?...
The History of Rebeck Brothers



We were delighted that so many of you found the piece in the last Newsletter about Lewis and Henrietta Tregonwell so interesting (it's on our website if you missed it). The history of Rebeck Brothers is closely entwined with the









development of the town of Bournemouth so we thought we would make this a regular feature.

Lewis Dymoke Grosvenor Tregonwell (1758-1832) was a Squire of Cranborne Lodge, Deputy Lieutenant of Dorset, Captain of the Yeomanry and a Justice of the Peace.

He and his wife Henrietta, built the first house in Bournemouth called 'The Mansion' (now part of the Royal Exeter Hotel). Tregonwell initially purchased 8½ acres of land in about 1808 for £179 11s (£21 per acre) from Sir George Ivison Tapps, the Lord of the Manor and later acquired more land for between £40 and £60 per acre. The estate became known as Bourne Tregonwell extending from the sea to Terrace Mount to the west and Yelverton Road to the east, including what is now The Square and the Lower Pleasure Gardens - W E Rebeck Esq was the Estate Manager. Following Tregonwell's death in 1832 some of the estate was sold for £600 per acre - it's interesting to note there was property inflation even in those days!

What We Have Done In 2007

Many leaseholders think that the role of the managing agent is simply to send out bills and pay contractors. Residential management involves a lot more than this – we are responsible for maintaining and enhancing the value of your investment and ensuring you are safe and comfortable in the surroundings of your home. Here is a summary of what we have done.

-  Attended over 100 AGM/Residents Meetings and circulated minutes to leaseholders.
-  Held over 200 meetings with directors and leaseholders on a formal and informal basis.
-  We have undertaken the equivalent of 50 working days over the year on site visits and inspections.
-  Blocks have received advice/recommendations on fire safety, electrical safety, lift safety, asbestos and water hygiene (where applicable).
-  We have dealt with over 20,000 pieces of mail, 12,000 telephone calls and 6,000 emails.
-  Placed over 100 insurance policies and dealt with over 125 insurance claims ranging in value from £200 to £100,000.
-  Dealt with pre-contract solicitors enquiries and change of ownership on 125 flats.
-  Handled in excess of 12,000 bank transactions.

...with all this activity we have increased the staffing levels to ensure we continue to provide a prompt and attentive service. Over the coming year we will continue to work in the best interest of your block and to further improve the level of customer satisfaction.

Customer Service Questionnaire
Win a Luxury Food Hamper.



We continue to work hard to improve our customer service. Our last newsletter highlighted some of your comments and the changes we have made. In order that we can measure our achievements over the last 12 months and understand more fully what you require, we would be grateful if you could complete and return the enclosed questionnaire by January 31st, 2008.

The returned questionnaire will be entered into a draw and you could win a luxury food hamper.

New Telephone System



Feedback from our clients highlighted the importance of getting through to the right person in the right department as quickly as possible. During November 2007 we introduced a new telephone system enabling callers to connect directly with the residential management department and then select repairs, accounts and general enquiries. Messages can also be left with either a member of staff or a voice mail system. We are confident that you will find this system quick and easy to use. Its operation will be reviewed and we welcome your comments either when you call us or on the questionnaire.

NEWS UPDATE

Macmillan Cancer Support.



During 2008 Rebbeck Brothers will continue to raise money for the work of Macmillan Cancer Support. We have recently taken part in the 'World's Biggest Coffee Morning' and held a fund raising cheese and wine evening with our contractors. Further events will be planned and we will let you know the total raised in our next newsletter

Rebbeck Brothers Reward Scheme

We recognise that our existing clients are the best way of advertising our management services. Whilst maintaining the level of service to our existing customers, we are now in a position to take on a few additional blocks of flats. If your recommendation to another block is successful then by way of a thank you, we will give you up to £1,000 (terms and conditions apply). For an information sheet and recommendation form please phone or email.

Buildings Insurance and Claims Procedure

On most blocks of flats the buildings insurance is arranged by Rebbeck Brothers on behalf of the Management Company or Freeholder. However, in some cases the Freeholder may choose to arrange their own policy. The insurance policy generally covers the following risks:-

Fire, flood, storm, subsidence, vandalism, theft/break-in damage, escape of water, collision, third party and public liability (terms and conditions and exclusions may apply). The insurance does not cover the contents of each flat. When you think there is a claim to be made against the buildings insurance, please contact the office for further advice. If you or your block would like to consider a separate insurance policy for the plumbing within your flat/block then please contact us for details.

Summary of Rights and Obligations

From October 1st 2007 any demand for service charges or administration charges must be accompanied by a "Summary of Rights and Obligations" in respect of these demands. In order to ensure that we comply with the law and that any non-payment of service charge is recoverable, this summary will be sent to you each and every time we send out a demand.

Special Projects and "Section 20 Works"

We often talk about 'Section 20 Works'... where the cost of individual items of work such as internal decorations, re-carpeting or rewiring of the common parts would be greater than £250 per flat, then we will consult with all leaseholders in the block by way of two statutory notices (Section 20 Notices). The first notice will detail the works to be undertaken and the second will detail the quotes for the work. This provides you the opportunity to have your say on what is being proposed.

Smoking In Communal Areas



With effect from 1st July 2007 the internal communal areas of residential blocks of flats are designated 'smoke free' – blocks should now be displaying the statutory notices on the main entrances. If you would like additional signs then please contact the office.

These regulations only relate to the communal areas and do not apply to individual flats. Please dispose of your cigarette ends in a considerate way before entering the building.

Website

Have you visited our website www.rebbeckbrothers.co.uk. Within the residential management section there are a number of useful forms and downloads as well as links to other property related sites. You can also email us via the staff directory.

Emergency and Out of Hours Procedures

As with most managing agents our offices are closed during public holidays, weekends and outside office hours. In the case of an emergency, or when the office is closed we have a number of trustworthy contractors you can call. Please note that if the emergency or repair relates to your flat, then the cost of the call out and repair will be your responsibility.

PLUMBING AND DRAINAGE:

Rescue Rod Drainage and Plumbing 01202 393541

GENERAL BUILDING:

RT Johns 01202 424389 or 07860 669507

ELECTRICAL:

Beales Electrical 07970 556696, 07989 355978
or 07813 609931



In the case of fire always raise the alarm, leave the building and call the fire brigade.

Do not try and fight the fire yourself.

General Disclaimer – this newsletter is provided for general information only. For specific advice relating to your block please contact us or refer to your lease and/or block regulations.



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