

# Brenley Park Management Limited

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management@brenleypark.co.uk



5<sup>th</sup> August 2019

Dear Leaseholders,

A short update on key matters relating to our estate, so please do read this letter to avoid any confusion going forward.

## COMMUNICATION

As previously advised, all leaseholders are able to contact Treehouse or the Director team themselves (using the details below) and many have done so when they have had a query. When you're contacting the team for queries via the established process, you are speaking for yourself and not others as previously advised. As a team, we have and will never ask anyone to speak on our behalf to leaseholders and if you have any queries/concerns, please contact us directly so we can address them. If you have concerns about anyone speaking on our behalf, please contact the team about this.

We are a team and therefore when anyone emails us or requests to meet and they haven't advised their concerns, we will request these so that the team members most equipped to answer those questions are able to do so. For those who have contacted the team over the last few months will know responses come from different members of the team and not just one member.

Please email [treehouse@brenleypark.co.uk](mailto:treehouse@brenleypark.co.uk) for all your day to day queries/concerns/ heating and service charges enquiries and [management@brenleypark.co.uk](mailto:management@brenleypark.co.uk) for anything else. As previously communicated we are all available between Monday morning to Friday 5.00pm, however any emails to [management@brenleypark.co.uk](mailto:management@brenleypark.co.uk) will have a delay in response as we log on between our working day and spare time.

## EMERGENCIES

When there is an emergency - no water/hot water etc... the first person to notice this, please contact the **Treehouse emergency number 07769 681037** to report & if you're on WhatsApp, please post a message to say it's been reported to Treehouse.

## CONTRACTORS

We've been notified by contractors that some leaseholders have contacted them directly and we have given them a clear directive to revert these queries/emails to Treehouse. The majority of leaseholders follow the process, so would appreciate that ALL leaseholders follow the process of contacting the management team and it will be dealt with through the appropriate process.

## NEXT RESIDENTS MEETING DATES

Tuesday 15th October 2019 (Thursdays all booked up, and from the doodle poll, Tuesday was the next winner)

Thursday 16th January & Thursday 16th April 2020.

Many thanks,

Management Team, Brenley Park Management Limited  
On behalf of Directors, Brenley Park Management Limited