



PARKGATE ASPEN
property management

Head Office:
Wilberforce House
Station Road
London NW4 4QE

T: 020 8732 8888
F: 020 8732 8899
E: mail@parkaspen.co.uk

To All Tenants and Leaseholders
Canary Riverside Estate
Westferry Circus
London E14 8RH

27 September 2019
SU.pc

Dear All,

Management of The Canary Riverside Estate

I am writing to introduce myself as the newly-appointed manager of your estate, by order of the Residential Property Tribunal pursuant to Section 24 of the Landlord & Tenant Act 1987. This follows the grant of an original Management Order whereby Mr Alan Coates of HML was appointed for a term of 5 years from 1st October 2016. I am ordered to take over Mr Coates' role as from 1st October 2019.

I am managing director of Parkgate Aspen Limited which will be taking over HML's day-to-day management role as from the above date. By way of background, I am a Fellow of the Institute of Residential Property Management and Parkgate Aspen has been managing residential and mixed developments for almost half a century. It is one of the foundation members of our regulatory body ARMA and currently has around 6,000 flats under management including many blocks in your area with the benefit of a field office at London Bridge.

My objectives will be to resolve existing disputes, rationalise energy billing and cost allocation across the different parts of the estate and to start utilising reserve funds to restore standards, starting with refurbishment of the internal common parts. In short, I would like to leave Canary Riverside in a better physical and financial state than I found it.

Parkgate Aspen has a staff of some 45 management and accounting personnel from which I have tapped several to have an involvement with your estate. The lead property manager will be Jonathan Weisrose and he will be supported by Phillip Cove in terms of concierge and staff management. Our chief accountant Nilesh Shah will be supported by Paul Smith in credit control and Denise Mallalieu dealing with payments, standing orders and direct debits. All their contact details are set out for you at the end of this letter.

HML have recently issued bills for the half-year commencing 1st October. If you have not already paid HML, please now remit to: Parkgate Aspen Ltd, Wilberforce House, Station Road, London NW4 4QE. Alternatively, you may transfer your payment direct to our special client account as follows:

Bank	Barclays Bank PLC
Sort Code	20 72 33
A/C No	20213195
A/C Name	Parkgate Aspen Client A/c- Canary Riverside

PLEASE BE SURE TO QUOTE HML'S PROPERTY REFERENCE NUMBER, WHICH STARTS WITH "T02"



Parkgate-Aspen Limited (No 01195060, England)
Directors: TWS Burr; P Cove, NP Shah FCA, JG Sigalov,
E Unsdorfer; S Unsdorfer FIRPM, M Land Inst, D Weil BSc Hons Est Man
Registered Office: Wilberforce House, Station Road, London NW4 4QE
All correspondence Subject to Contract



As for electricity billing, this will be taken over from HML by a specialist firm by the name of Clever Energy. They are currently uploading the account status and history from HML and will be submitting their statements very soon. Both the service charge and utility billing data and contact details have been transferred securely, in accordance with GDPR policy.

For day-to-day management issues your first point of contact should be the concierge of your apartment block or the site manager Keely Skelson at the security office, all of whose contact details appear at the end of this letter.

Once my team and I have settled into the assignment, I will send an update on how things are progressing and apprise you of my weekly visits when I shall be pleased to meet residents and commercial tenants that may have unresolved issues or problems relating to the estate or the shared services for which we will be responsible.

I look forward to addressing the challenges and restoring standards and appearances for the benefit of all stakeholders in Canary Riverside.

Yours faithfully,



Sol Unschorfer, FIRPM
Managing Director sol@parkaspen.co.uk

LOCAL STAFF:

Concierges:
Berkeley Tower: 020 7516 0104 Sean / Margaret
Belgrave Court: 020 7516 0106 Mark/ Clive
Eaton House: 020 7516 0105 James/ Stephen
Hanover House: 020 7516 0102 Martin/Richard

Security Office & Site Manager: 020 7516 0103 keely.skelson@canaryriverside.net

PARKGATE STAFF:

Property Manager: Jonathan Weisrose DDR: 020 8732 8923 jonny@parkaspen.co.uk
Staff Management: Phillip Cove DDR: 020 8732 8950 phillip@parkaspen.co.uk
Credit Control: Paul Smith DDR: 020 8732 8918 paul@parkaspen.co.uk
Direct Debit/St.Orders: Denise Mallalieu DDR: 020 8732 8920 denise@parkaspen.co.uk

All other accounting enquiries to: Maureen Nedd DDR: 020 8732 8917 maureen@parkaspen.co.uk

Electricity Billing: Clever Energy: joel@au-ltd.co.uk