



Ellis Quay, Dublin 7

#### Contact details:

##### Adrian

Ph: 087 9217079

Office Ph: 01 6403387

Email:

Adrian@amestatemanagement.com

##### Paul

Ph: 086 8541756

#### Inside this issue:

Email list	1
The Basics	1
Car park Lining	2
Bicycle racks	2
Doors & Fobs	2
Did you know?	2
Upcoming events	2

#### Security tips

Keep Clifden Court safe:

- Always ensure doors close behind you.
- Never allow persons unknown to you to enter the building.
- Always report suspicious activity to the Gardai and Adrian or Paul.
- Always report lost fobs or keys to Adrian or Paul.
- Never keep valuables in your

# Clifden

April 2009

Issue 1

Welcome to the first issue of our new Clifden Court Newsletter. This is a new initiative by the directors of Clifden Court Management Company to keep owners and residents informed of some of the important events at Clifden Court. We hope you'll find it informative and interesting, and we'll try to mix in some of the more light hearted occurrences too!

## Email Distribution list

We are compiling an email distribution list. Why not email us at [Clifdencourt@hotmail.com](mailto:Clifdencourt@hotmail.com) to receive this Newsletter and other updates via email. Once we have sufficient numbers, we will begin sending this newsletter and regular communications by email. Please email us your name, apartment number, and whether you are an owner or tenant. This will help us to improve communication with owners and residents, and help the environment by reducing paper.

## Clifden Court Basics

Clifden Court is managed by a voluntary committee of owners, who are directors of Clifden Court Management Company. There are seven of us and we meet monthly, although we are usually in daily contact to manage the day to day activities at Clifden Court. Adrian Muldoon is the Managing Agent, and Paul Payne manages all on site maintenance. Here's a little more about them:

**Adrian** is responsible for all administrative matters. He collects the service charges, pays all the bills, addresses residents' issues, keeps the accounts, obtains quotes for all projects for the committee to consider and ensures all contractors provide good service. He also handles all legal and insurance matters, co-ordinates the AGM and committee meetings, and provides a 24 hour emergency contact service.

Adrian reports to the management committee. He is not based on site, but visits regularly and is contactable during business hours at the contact details on the left hand side of this page.

#### Further information

If you would like more information about Management Companies and Apartment living, please refer to the websites below.

<http://www.consumerproperty.ie/>

<http://www.npsra.ie/website/npsra/npsraweb.nsf/page/whatwedo-en>

<http://www.amestatemanagement.com/> (Adrians company website)

For questions or comments specific to Clifden Court, please email Adrian and he will pass your mail on to the committee.

**Paul** is based on site and is responsible for the maintenance of the common areas. This includes arranging bin collection and maintaining the bin areas, repairs to paintwork or spillages etc, monitoring security cameras, supervising car and bicycle parking, dealing with contractors while they are on site, ensuring all equipment is maintained (water pumps, sewerage pumps, lifts, electrics, door access, fire alarms etc).

We're sure you'll agree he is very helpful so feel free to call him if you need assistance with any matter relating to the common areas, but he's a busy man so don't keep him chatting too long!



### Upcoming Events

- AGM: The Annual General Meeting will probably be later than usual this year as we have yet to receive some 2008 information from our previous managing agents. We will keep you updated.
- Front Door: We might replace the front door later this year if we can do it at an acceptably low cost.
- 

### Paul is re-lining the

Paul is working on re-lining the Car Park. This will take some time as it can only be done when parking spaces are empty and dry. We expect this work will be completed in the coming weeks.

He's doing a great job at a fraction of the cost we would otherwise incur, so please try to facilitate him.

### Doors and Fobs

In early March, all courtyard block doors were replaced. In conjunction with this, we implemented a fob system to replace keys on the block and basement doors, as well as the car park pedestrian entrance and front entrance. This work improves look and quality of Clifden Court as a place to live, but also improves security and will help reduce costs.

Due to the number of different keys entering each lock, in recent years the locks had to be repaired or replaced frequently at a significant cost. As the new system is non-contact, there is no friction or wear so maintenance costs should be lower. Fobs are also more difficult to copy and can be de-activated if lost or stolen, so please report any lost or stolen fobs to Adrian. Replacement fobs cost €45, and are available through Adrian.

Our thanks to Adrian for managing this difficult project.

### Did You Know?

We include this section to answer some frequently asked questions, highlight some interesting facts and recent events.

- The annual budget of Clifden Court for 2009 is down about 22% due to the end of the Capital Expenditure levy. All capital expenditure planned at the beginning of the levy in 2006 is now complete. The committee will continue to make improvements, and as always, value will be the key factor in determining whether we proceed with a project.
- We have not increased base service charge since 2005, and even achieved a small decrease for 2009. We actively seek to minimise costs, while ensuring we spend enough to maintain the improvements made over the past three years.
- Cleaning the sewerage pumps is a costly (and nasty!) job. Items found blocking the pumps include children's nappies and mop heads. The toilet is not appropriate for disposing of such items!
- A sign was once placed in the lobby offering to cut the front door security key for €10! Thankfully this is not likely with the fob system.