

# FHMC Newsletter

Issue 12a // [www.fairfieldhall.net](http://www.fairfieldhall.net) // Bonus Update

## A Bonus Edition

With so many things happening at breakneck pace we thought we would update everyone on a couple of news items.

### Change of Managing Agent



For some time the Board has been considering the replacement of Encore as our Managing Agent in light of their very poor level of performance. We are aware that many Leaseholders have felt dissatisfied with Encore's performance and the Site Team have also felt hampered by the existing arrangement. Therefore, following an in-depth analysis of our operating processes alongside the increasing capability of the Site Team, it was concluded that we didn't need to replace Encore with a like for like alternative.

The Board has spent a lot of time evaluating the market to identify an organisation that could interface with our existing team, rather than be superimposed over it. After interviewing a number of possible candidates, we came upon P&R Management Services Limited. All the references that we contacted, including the Chairmen of other local Estates, gave glowing recommendations and following an in depth negotiation the decision was taken to appoint P&R with operational effect from 01 July 2020.

P&R is a local company based in the Central Beds area and were able to demonstrate their ability to adapt to our requirements rather than simply imposing a template over the Hall that isn't tailored to our Leaseholder and organisational requirements.

We have served notice of termination on Encore effective 01 April 2020 and the handover process has now started.

This decision was not taken lightly and we know that it is of paramount importance that the transfer is completed as smoothly as possible. For Leaseholders there will be no visible change in processes for some time, but as the components start to fall into place updates will be given in forthcoming Newsletters. Any requirements for maintenance should still be directed through [maintenance@fairfieldhall.net](mailto:maintenance@fairfieldhall.net) and meter readings continue to be provided through [meters@fairfieldhall.net](mailto:meters@fairfieldhall.net).

During the period up to 30 June 2020 Steven Hunter will be acting as the Estate Manager of Fairfield Hall so please do not copy any other members of the Encore team. You can email him on: [Steven.Hunter@encoreestates.co.uk](mailto:Steven.Hunter@encoreestates.co.uk)

We look forward to delivering an improved level of service to all Leaseholders and residents at the Hall.

### Other News

Please keep your e-mails coming in for volunteering. We are OK at the minute but it is fantastic to know you want to help. E-mail us on [directors@fairfieldhall.net](mailto:directors@fairfieldhall.net).

Also unfortunately the tennis court is going to be closed on advice we have been given. We hope to open it up as soon as humanly possible.

You will also have seen that we have provided 3 months break on the CWP segment of the monthly service charge. We hope that will help in a very difficult time.

*Remember we are here for you if you need anything. Please stay safe and healthy.*

*Your Directors,*

*Jo, Alan, Sharon, Darren & Gavin,*