

PETCHROSE LTD
STOURTON AVENUE * FELTHAM * MIDDLESEX

NEWSLETTER
January 2018

Petchrose Ltd is the freeholder of flats 60-154a
Stourton Avenue.

Shareholders are entitled to the assistance of
Petchrose Ltd when selling their flats, to attend the
Annual General Meeting, and to stand for election
onto the Administrative Committee.



Petchrose Administrative Committee

Hazel Köhler, Company Secretary

Company Directors:

Scott Williamson, Treasurer
Georgina Herbert
Natasha Hobbs

Registered office:

74 Stourton Avenue, Feltham, Middlesex, TW13 6LF

Company number: 1593112

CONTACTING THE COMMITTEE

Petchrose Ltd has two dedicated mobile phone numbers and an email
address. Details are shown on this Newsletter and on our website.

**PLEASE DO NOT CONTACT ANY MEMBER OF THE
COMMITTEE ON THEIR PRIVATE PHONE NUMBER OR
EMAIL ADDRESS.**

Website: www.petchrose.co.uk

Email: admin@petchrose.co.uk

Tel: 07377 467019

Tel: 07985 281263



SMOKING

We would like to remind everybody that, in accordance with the law on smoking in public places, smoking is not permitted on the stairwells. Please also show consideration for your ground-floor neighbours by not smoking immediately outside their windows.

The committee has received complaints from the gardeners and others about the number of cigarette ends left in the flowerbeds, particularly around the communal front doors, and under the benches. Please ensure that you dispose of your cigarette ends safely in a suitable container, and either throw them in the wheelie bin (making sure they are properly out, first!) or take them inside your flat for disposal.

We will not be installing cigarette bins beside the front doors, as these are a fire hazard.



CHANGES TO THE GENERAL DATA PROTECTION REGULATION

Like all other businesses and organisations, Petchrose Ltd must comply with the provisions of the General Data Protection Regulation. In May 2018, certain changes to the GDPR will come into force, so the committee has checked with the Information Commissioner's Office to make sure that we are doing everything we need to.

As Petchrose Ltd is purely an administrative, voluntary organisation, which does not trade, disseminate ideologies, and is not a charity, very few of the provisions of the Regulation apply to us. This newsletter will therefore set out what information we hold, how we hold it, and your rights with regard to access, correction and deletion.

WHAT INFORMATION DO WE HAVE?

Contact details for all owners of flats. You have all given us this information freely and voluntarily. The contact details may be your own personal home or work address, email address and/or phone number, or you may prefer us to contact you via an intermediary, e.g. a solicitor or estate agent. As long as this is a reliable method of getting in touch with you, we do not mind what details you have given us.

We do NOT have any details of family members, except in those cases where the names of both partners are given on purchase paperwork or on the Petchrose share certificate.

Contact details are used for sending out any individual or mass communication which Petchrose Ltd feels is necessary.

All contact details are deleted from our records when the person concerned sells their flat.

Except in very rare circumstances, for instance when the tenant of a rented flat contacts us, we do not have names or contact details for tenants, only for owners.

Petchrose Ltd cannot be held responsible for using outdated contact details if you have not let us know of any email or physical address changes.

Records of sale/purchase of your flat. It is rare that we have contact with the buyers and sellers of flats. Almost all correspondence during flat sales is from solicitors representing the interested parties.

All paperwork is kept on file until such a time as the flat is sold again, at which point it is destroyed.

Records of payment of maintenance charges. As well as records of what payments have been received when, these records will include letters regarding over- or under-payments, or to those who wish to make payments at intervals other than monthly. These letters may be on paper, or on email, and are destroyed when the person concerned sells their flat.

We do NOT have details of your bank account.

Maintenance ledgers are destroyed after 7 years.

Car registration details. This applies only to owners and other permitted users of the numbered parking spaces (front and rear car parks), and is required for the issue of parking permits. We hold the number of the parking space, the flat to which it belongs, the make and registration number of the car,

and the name and status (“Resident”, “Visitor” “Owner”, “Tenant”) of the person to whom each parking permit is issued. We do NOT have any other details of your car ownership. When a permit holder changes their car, the old details are deleted and the old permit is invalidated.

HOW DO WE KEEP THIS INFORMATION?

Contact details and records of maintenance payments are kept on Excel spreadsheets.

Correspondence regarding sales of flats and other matters are on Word documents.

Records of flat sales are primarily on paper, and are kept at the Registered Office.

All electronic records are stored on a password-protected external drive, which is connected to the Company Secretary’s computer only when the files are actually being updated.

WHO HAS ACCESS TO THIS INFORMATION?

Contact details for flat-owners are shared only with other members of the committee, at need. Email addresses are stored on our email service, to which all members of the committee have the password. The password is changed whenever a member of the committee leaves, or if there is reason for mistrust.

Records of maintenance payments are shared by the Company Secretary and the Treasurer.

Car registration details are shared with other members of the committee.

Every flat-owner or tenant has the right to ask Petchrose Ltd for full disclosure of all information we hold on you, and for that information to be corrected or destroyed if necessary. Petchrose Ltd is obliged by law to respond within one month.

Petchrose Ltd will not divulge any information to anybody except the person to whom that information applies. The only exception to this is when a solicitor or other representative of the law makes a lawful request for e.g. records of maintenance payments or breaches of the lease. This is normally, but not exclusively, during the process of a flat sale.

FURTHER INFORMATION

For details of the General Data Protection Regulation, please see:

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/>