

Associação de Proprietários da Quinta da Encosta Velha (APQEV) (Quinta da Encosta Velha Owners Association [OA])

Dear Owners

I hope you are well and making plans to use of your QEV property this year. In this letter I have a number of important topics to update you on.

Electricity, water and internet outages

When we have cuts in the supply of our utilities, owners naturally will want to know if the outage is just to their property or general and how long it is expected to last. Planned outages are almost never communicated to customers in advance so when I am made aware of an outage, I immediately post on the OA website under 'breaking news'.

<http://www.qevoa.co.uk/breaking-news>

When one of your utilities stops working, please first check the above web page – if there is no information there, then do contact me with a message (using whatsapp or SMS) - not a phone call, please, because I tend to be inundated if a general outage. This will allow me to focus on investigating the problem and post an update on the site for all to see.

Emergency procedures

If an owner or guest needs emergency assistance – fire, police or ambulance – they should dial 112 in the first instance, giving Quinta Da Encosta Velha, Budens, 8650-060 as their location.

These instructions should be clearly visible in your house, especially if your house is used by friends or guests, who may be less familiar with Portugal.

I am available to assist with emergencies 24/7 if you experience difficulties with reporting directly, but please first try to contact the emergency services yourself – help will then be on its way more quickly.

My emergency number is 00351 915 074 264 including Whatsapp

Swimming pool news

Heating of the round and triangular pool will start on 1st April this year and end 5th November

The electronic entry gate at the triangle pool will be changed to the large gate on the right of the pool, rather than the existing low-level gate to make it entry and exit more secure and reliable. This should be in place for the beginning of the season.

APQEV, Casa Encosta, CP2008-A, Quinta da Encosta Velha, 8650-067 Budens, Vila do Bispo, Portugal

New guidelines for pools will be published before 1st April to include this change.

Over-bath shower screens

This is a general alert to all owners – I am seeing an increasing number of the original bath screens becoming loose from their frame and falling. The glass is very heavy and therefore dangerous and owners are encouraged to replace any original glass screens with new ones which are bolted through the glass, not glued. This relates only to over-bath screens – shower cabins so far have not seen this problem. Your property manager should be able to provide suitable solutions.

Members benefits

The OA membership cards, which give discounts at a selection of local restaurants and shops, expire at the end of March – new cards will be available for collection from my office towards the end of March. A list of participating businesses can be found on the website.

<http://www.qevoa.co.uk/members-benefits>

Disposal of large domestic furniture and appliances

You will know that the local ‘green bin’ areas often attract larger household items in addition to the intended domestic rubbish – eg sofas, sunbeds, kitchen appliances. As an alternative to dumping these items at the bins, you can request the Camara to collect – it is not quick, but if you are patient, they provide collection service and the cost is very economical. You can send an email to find out more to: geral@cm-viladobispo.pt

Kind regards

Ian Hodges

Estate Manager

QEVOA