

Scheme Walk About – The Bottlekiln & Imperial Court

Date Completed: 3rd December 2025

Residents in Attendance: 4

Results

Issues Identified	Update
<p>Multiple issues reported with the new windows and trims that have been installed at The Bottlekiln.</p> <p>Also, residents have asked when the next phase of the windows will be complete.</p>	<p>The issues have been raised with the contractors that installed the windows and we are working closely with them to arrange for the issues to be rectified. The contractors are due to return week commencing 2nd February 2026.</p> <p>We anticipate the window installation will be completed by Spring 2026. We will send an update to residents that are awaiting window replacements once the contractors have returned in February.</p>
Water is dripping from the top and at the back of the Bottlekiln and there is a black mark on the ceiling. Also reports of fungi growing on parts of the brick work.	Residents are asked to send in any photos/ videos of the leak when it is happening so we can investigate this further The fungi has been removed and the Property Team will monitor this moving forward.
Key safes used by past contractors are still up at the main entrance to The Bottlekiln and Imperial Court	Our Property Assistants have removed the key safes that are no longer in use.
Front and Back doors at the Bottlekiln need replacement	The Front and back doors were replaced 11 th December 2025.
Some of the wooden panels on the stairs are squeaking and moving slightly and the metal balustrade on the 1 st floor is bent	This is being assessed by our Property Team.
Broken wet floor signs left on landings in the Bottlekiln	The signs have been removed.
Vent window at the back of the Bottlekiln needs replacing/fixing	The Property team are currently awaiting a quote for getting this replaced/ fixed.
There is a hole at the bottom of the outside door, that is located to the rear of the Bottlekiln	This has been raised to our contractors to replace.

Protective cage to the bottom of the overflow pipe at the rear of the Bottlekiln is missing	This has been passed to our Property Team to install a replacement
Items dumped at the rear of the Bottlekiln need removing	The items have been removed
Damaged gate at back of Imperial Court is broken and damaged	This has been raised with our contractors.
Gutters in need of a clean	A gutter clean was completed on 6 th January 2026.
Airer at the rear of the Bottlekiln is slanted and need repositioning	This has been passed to our Property Team to assess.
Bark area at the rear of the Bottlekiln is looking tired and in need of a refresh	Our Property Team are looking into this and the best options for making this look better moving forward.
Rats nest reported at the back of Imperial Court/ Bottlekiln	This has been passed onto our Pest Control contractor who regularly visits the scheme
Window Cleaning – residents have asked if a clean of all the windows could be completed.	Service charges for both Imperial Court & The Bottlekiln cover the cleaning of communal windows only.
It would help if people recycle more to free up space in the main bins However the recycle bins are screwed shut with a small opening where items have to be pushed through one at a time. This may put people off recycling	We have contacted Stoke on Trent City Council to see if there are any alternatives to the recycling bins that are currently in place.
CCTV- dummy cameras have been installed as a deterrent however none overlooking the carpark. Could we arrange to position one over the carpark? Could we consider allowing residents to install their own cameras in their windows.	Additional dummy cameras overlooking the car park have now been installed. Residents would need to submit a request for permission to install CCTV in their windows. The Point of view and positioning of the camera would then be reviewed to assess whether permission is granted.
Could grass seed be put on the areas where shrubs have been removed, as it is just soil at the moment.	We are currently looking into putting some slate/ gravel in this area to tidy up the area
The Bottlekiln- could a noticeboard be put up in the communal entrance way?	A notice board will be ordered and installed.
Could a bike store be installed near to the bin store area at the back of The Bottlekiln?	We are currently awaiting quotes for installing a bike anchor.
Sunken block paving on carpark between the Bottelkiln and the houses at Imperial Court	This will be repaired when the bike ground anchors are installed in the same area.
Fence panel is missing from the row of fencing that is near to the canal wall by Imperial Court and there is a broken tree.	The fence panel has been ordered and will be installed when in stock. The broken tree has been removed.
Lights Security light across the scheme appear to come on at various times and is sometimes not on in the morning when it is dark . It is also dark in the court yard area of Imperial Court.	The lights have been checked by our Electrical contractors. The lights are on photocells and each block may come on at different times based on the lighting levels. Additional lighting has been installed to the courtyard area outside the maisonettes.

There is a lamppost over the carpark that isn't working	Our electrical contractors are currently investigating this.
A security light at the front of The Bottlekiln is sometimes turned off.	This has been passed to our contractor to ensure that this can not be switched off inside the block.
There is a fenced off area at the side of Imperial Court that isn't used for anything, is this needed?	We are currently awaiting a quote to remove the fencing and open up the area.
The main door at Imperial Court can be locked on the inside and when this happens it prevents tenants from being able to buzz visitors in.	Our Property Team are currently looking into this issue, to see how it can be resolved.
Signs across the scheme in need of updating/removing if no longer in use	Signs with the old logo have been removed. Local information leaflet will be updated.

All the above is being monitored to ensure that the issues raised are dealt with however do contact us if you wish to discuss any of the above in more detail or if you are not happy once we have completed our actions.