

SANDOWN LODGE - RESIDENTS' HANDBOOK



A GUIDE FOR OWNERS AND RESIDENTS

HARD COPY AVAILABLE ON REQUEST

Our hard-copy version is in loose-leaf format to allow for updating of individual sheets. The binding works by pulling out the tab in the middle of the left-hand spine. Release dates for each sheet are shown in the Contents section below. Please ensure that when updated sheets are released, you replace/insert them in your handbook. Replacement handbooks in hard copy are available on request.

Alternatively, the latest version of this handbook may be downloaded at any time from our website: <https://sandownlodge.org.uk/resources>

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WELCOME TO SANDOWN LODGE

This handbook brings together in one place all you need to know about Sandown Lodge. It contains important information for new arrivals and provides an ongoing reference source for residents. Sheets are updated whenever details change.

Along with useful general material this handbook contains important legal information for owners and tenants.

Please see the section on Owner's Covenants (sheet 9). These are binding obligations that apply to everyone who owns or rents at Sandown Lodge.

COMMUNITY ENGAGEMENT

Sandown Lodge is a self-governing estate. All who own flats here share the freehold of its land and buildings via our company Sandown Lodge Estate (Epsom) Limited. All who live here, whether as owners or tenants, help to shape our community.

With self-determination comes responsibility. It is for us alone to ensure our estate is well-maintained and to plan our finances so that reserves are available for major works when needed. We alone are responsible for the rules agreed over time that help us to live in harmony together. These things are immeasurably easier to achieve in a community where engagement thrives.

Under our company constitution, shareholders need to appoint at least three directors from among our owners to take responsibility for the estate on behalf of all. This is an unpaid post, and over the years a long succession of residents has volunteered. The directors in turn appoint managing agents to help deliver their obligations and support the work of our estate team. Since 2007, Bartholomews of Kingston have held this role.

To assist the directors and managing agent, we also have a residents' committee to provide a further contact point for residents within each block. Block representatives are there to support neighbours and help the managing agents to ensure speedy resolution of issues. (See Sheet 4 – Residents' Committee).

Beyond this formal management structure, we welcome all forms of community engagement, whether looking out for others, helping in the gardens or sharing ideas for improvements.

Our Annual General Meeting provides an important opportunity for everyone to contribute to the decisions that need to be made, as well as to meet neighbours. Whether in large ways or small, we encourage all to play a part in making this a good place to live.

If you would like to know more about board or resident committee membership, please ask. We need volunteers to shape the future as well as the present.

BRIEF HISTORY

Sandown Lodge occupies five acres of high value land just ten minutes' walk from the town centre via Rosebery Park. In the past the land was used for stabling and exercising horses, and during the earlier part of the 20th century housed an interestingly progressive school.

The present development dates from the 1960s, when permission was granted to build a premium estate of eighty-one flats set amongst trees and spacious gardens. This is a low-rise, three-floor, estate. Each of the seven blocks is surrounded by light and space.

Initially we believe the target market to have been executives and their families working on secondment from the USA for a large oil company - hence the high-quality period styling of the entrance-ways and common parts, the generous dimensions and (in 6 out of 10 cases) additional ensuite bathrooms of the flats, plus the lifts and the underground garage - things that were unusual at the time.

During its first twenty-five years the freehold of the estate was held by an independent property company. In time this led to problems with maintenance and management. Eventually, in 1991 the then leaseholders came together and, after a difficult process, succeeded in purchasing the freehold.

Sandown Lodge Estate (Epsom) Limited has owned the freehold since then. Original plans and architects' drawings are held on file to aid structural renewal. Records of income and expenditure covering the years of our ownership are maintained to facilitate long-range planning for major works, and to help ensure that funds are available when required.

Each flat on the estate is subject to its own individual lease, which is the primary contract between the flat's owner and the freeholder. In 1994, after purchase of the freehold, a Deed of Variation was introduced to enhance leaseholder protections, including a right to extend the term of each lease to 999 years.

Design extends beyond original construction. In scale, the estate corresponds to 'Dunbar's number', the ideal size for human communities. This is a special place to live.

Brian Gee, one of our former Chairmen, liked to describe Sandown Lodge as 'Epsom's premier garden estate'. We agree with the sentiment and want to ensure it remains so.

Looking ahead our goal is to honour the flavour and quality of our 1960s design, while taking advantage of technology and innovation to make Sandown Lodge a premium estate for the future too.

The Directors

Sandown Lodge Estate (Epsom) Limited

Company number 02612305

Incorporated in England 20th May 1991

Website www.sandownlodge.org.uk

CONTACT ADDRESSES/NUMBERS

Managing Agent

Nicole Di Martino
Bartholomews Property Managers
15 Penrhyn Road, Kingston upon Thames, KT1 2BZ
Telephone 0208 546 9441
Email enquiries@bartholomews.com

Caretaker

Nicky Berry – on site 8.00-11.00am weekdays or leave messages on 07565 919236

Resident committee block representatives

Block A – Tracy Doyle – flat 2 – tracydoyle2023@gmail.com
Block B – Ros/Vic Dyer – flat 18 – vicd08@gmail.com
Block C – Persis Zack – flat 24 - persisp@hotmail.com
Block D – Tim Richards – flat 43 - timothy.p.richards@gmail.com
Block E – Mary Green – flat 47 - aquablumeg1@gmail.com
Block F – Marianne Frawley – flat 64 – mariannefrawley@aol.com
Block G – Lynn Phillips – flat 79 - lynncphillips13@gmail.com

Directors

Terry Davey - flat 53 – terence.davey@sandownlodge.org.uk
Richard Grace -flat 10 – richard.grace@sandownlodge.org.uk
Tony Green – flat 47 – aj.green135@gmail.com
Andrew Humphreys – flat 26 - ahumphreys1975@googlemail.com
Paul Stokes – flat 41 – paul.stokes@sandownlodge.org.uk

For day-to-day issues please contact the managing agent in the first instance. Phone calls meet same-day (weekday) response, emails within 2-3 days and letters within 5 days.

For unresolved issues or matters of general concern please feel free to email or speak to your block representative, and we will do our best to help.

Parking

Dedicated contact email/text contact for permit requests:
parking@sandownlodge.org.uk / 07463 589868

BLOCK NUMBER DETAILS

Post code KT18 7QX:

Block A – flats 1 to 12; Block B – flats 14 to 22; Block C – flats 23 to 34;
Block D – flats 35 to 43

Postcode KT18 7QU:

Block E – flats 44 to 58; Block F – flats 59 to 67; Block G – flats 68 to 82

CHECKLIST OF ITEMS ON ARRIVAL

- Key(s) to your own flat
- Key to the entrance door of the block
- Key(s) to the bin cupboard and the meter cupboard on your floor
- Underground garage remote fob and pedestrian access key
- Your garage bay number (these do not match flat numbers)
- Registration of own vehicle(s) in the estate ANPR database
- Awareness of visitor vehicle registration (see Parking – Sheet 10)
- Access code to main (paladin) bin area - 1032
- A copy of this handbook

The key to the entrance door of your block is the same for every block, so visiting neighbours is easy. Similarly, the same pedestrian access key opens all four garage doors.

ELECTRIC VEHICLE CHARGING

Since 2023, electric charging has been available on the estate via a dual charge point situated at the two EVC-marked bays between blocks A and B.

Each charge point provides 7.2KwH and access is via a QR code and GSM connection to a downloadable app. Usage is straightforward but please report any issues or problems to the directors or managing agent.

The installation is future-proofed to allow up to ten charge points in the event of increased demand.

Users currently pay 40p per KwH, mostly to cover the cost of estate electricity but also to meet the system provider's connection tariff.

RESIDENTS' COMMITTEE

Most interaction between residents and the management of the estate involves day-to-day issues, small repairs, or other obstacles to peaceful contentment.

While our property manager has always been first port of call for such things, Sandown Lodge is far from being their only estate and things can sometimes get overlooked or delayed. In support of community satisfaction, our residents' committee acts as a further interface, there to assist the property manager in ensuring prompt issue resolution.

This service is provided by volunteers within each block who act with board authority, and board support, to ensure a happy estate. We thank them for their immense contribution.

ESTATE SUPPORT/SERVICE TEAM

We have an established team serving the estate:

Nicky Berry, our caretaker works 8.00-11.00am Monday to Friday. Her role includes emptying of bin cupboards (please see sheet 6 for the section on Rubbish and recycling). Nicky also attends to minor repairs on the shared areas of the estate and looks after lightbulb replacement and adjustment of door closers as required. Sweeping of paths, garage and garage stairways is a further routine task. Regular checks of communal smoke alarms and emergency lighting are included. Twice a year, roof drainage gullies are swept clear of any blockages and summer garden furniture moved to/from storage. Stopcock pits are checked six-monthly, and drainage manholes across the estate checked annually for roots and debris.

Nicky also assists with the upkeep of the grounds, lawns and gardens although these are primarily looked after by our gardener/greenkeeper (see below).

If you are moving to/from the estate and need parking bays coned off for removals, Nicky can assist with this.

Nicky's office/store is located by the paladin (bin) area behind block G and she can be contacted there or, alternatively, via a message on her phone 07565 919236. If an urgent problem arises and Nicky is unavailable, please contact the managing agent.

On a private basis Nicky may be able to assist with small domestic jobs on request at residents' expense and will give an estimate before undertaking such work. Please note that Nicky is not available for private employment during her scheduled daily hours.

Chris Osment, our gardener/greenkeeper, attends two days per week, usually Tuesday or Wednesday plus Friday, throughout the year. He brings a wealth of professional knowledge to the task of looking after our gardens and lawns.

Involvement by residents is welcomed, whether via suggestions or by taking on a small area, and Chris is always receptive to ideas. (Please see sheet 7 for the section on Gardens input/involvement.)

Mark Bennett looks after a wide range of tasks. Carpets in the common areas are vacuumed twice weekly and interior windows/entrance doors/porchways cleaned regularly. All exterior windows are cleaned every two months.

Annually, Mark applies fresh white paint to kerbs, steps, bollards and garage stairwells. Garage doors and exterior walls, gas meter boxes and front porches are repainted or cleaned as necessary. Once every two years all our cladding, fascias and window sills are checked and given a thorough clean. Mark also covers bin collection when Nicky is on holiday.

RUBBISH AND RECYCLING

Rubbish is collected from the bin cupboard on each floor three times a week, on Mondays, Wednesdays and Fridays. This is a much-appreciated service but consideration on the part of residents is requested as follows:

- 1) Please keep bin cupboards clean and tidy.
- 2) Bin cupboards are to be used for normal household waste only, as per the information sheet displayed in each bin cupboard.
- 3) Please ensure all containers are emptied of liquids, cleaned and flattened before disposal.
- 4) General waste should be placed in the black sacks, wrapped first in knotted bags.
- 5) Waste suitable for recycling may be placed in the blue recycling bags.
- 6) Where available, a separate blue bag should be used for recycled glass to assist the caretaker with sorting.
- 7) If not recycling food waste (see below) please bag and seal this before placing it in the black sacks.
- 8) Nappies, cat litter etc. and/or potentially smelly food waste should be taken directly to the paladin area.
- 9) Small items of packaging can be left in the bin cupboard but should be flattened. Please take large items of packaging (again flattened) directly to the paladin area.
- 10) Large amounts of waste created by social or other one-off events should be taken directly to the paladin area.

The paladin (large rubbish bin) area is situated behind block G in Madan's Walk. This is fenced off, and both door and gate can be opened with the code 1032. Unmarked black paladins are for general waste. Other paladins are marked for different kinds of recycling. Separate wheelie bins are provided for glass and food recycling.

Furniture, mattresses, large items and electrical goods are not to be left in the bin cupboards or paladin area and should be taken to the Council recycling site. Alternatively, the caretaker may be able to arrange Council collection at residents' expense.

Waste created by home improvements should not be left in the bin cupboards or paladin area but taken off site by contractors or residents.

FOOD WASTE RECYCLING

Those wishing to recycle food waste are invited to apply to the managing agent or the caretaker for a small food caddy. Under a special arrangement with the local Council, these are provided free. The caddies do however need emptying by residents, who are required to take them over to the food recycling wheelie bins in the paladin area.

Please use ordinary plastic bags for food waste rather than compostable bags:

<https://www.epsom-ewell.gov.uk/why-it-ok-put-plastic-bags-food-waste-not-green-recycling-bin>

TREES

We have over 50 trees in the grounds of the estate. These are surveyed every three years by independent arboricultural consultants to ensure tree health and safety, and to aid longer-term planting and management. Many of our trees carry a small, numbered silver tag. A document listing and cross-referencing each tree number with its English name is available via request to any director.

GARDENS INPUT/INVOLVEMENT

Our grounds and gardens, including chairs and tables, are a shared resource to be enjoyed by all. We want our gardens to be as beautiful as possible within the constraints of a realistic budget. Maintenance of beds and green spaces is carried out by our gardener/greenkeeper and paid for out of the service charge.

Some residents may be keen to get involved, either by nurturing a specific area, introducing their own plants, looking after pots or helping with watering. Community involvement of this kind is keenly encouraged. We have a small, informal Garden Club and if you would like to know more about this, please speak to your block representative or a director.

Some of the plants on the estate have been introduced by past/present residents to commemorate loved ones or may hold sentimental attachment for other reasons. We also need to ensure planting is consistent with long term planning and maintenance by our garden team. For this reason, while encouraging input and involvement, we ask residents always to check first before removing or planting anywhere in the grounds.

On the grass over the garage, we have large green cowlings for garage ventilation. Please don't sit or climb on these, they are fragile and expensive to replace.

PEST CONTROL

We retain the services of a specialist contractor who maintains the rat control boxes around the estate. Other infestation such as ants, wasps, mice etc. while primarily the responsibility of individual flat owners should be reported to the caretaker or managing agent, who will assist as far as they can. Residents are requested not to leave food out on the grass.

DOOR CLOSERS AND COMMUNAL LIGHTING

Entrance doors to each block are fitted with door closers that are susceptible to changes in temperature and can need adjustment from time to time. Similarly, lights in communal areas within blocks and in the garage occasionally need to be replaced. If you notice these or indeed anything else that may require attention, please advise the caretaker – either in person or via phone message to 07565 919236.

TELEVISION

Aerial and satellite connectivity is provided to each flat on the estate by our contractor, Community Vision. Communal aerials and satellite dishes are situated on the roof of each block, and cabling to each flat is maintained by the estate.

Within each flat there are two main co-axial cable sockets, one marked “VHF/UHF” for radio and standard television services (including Freeview) and the other marked “SAT” for connection to Sky satellite services (including premium services such as Sky Q).

Sky services are not provided by the estate and need to be arranged by residents directly with Community Vision. Subscribers may need a telephone landline. Further information is available from Community Vision on 01892 722887 or www.communityvision.co.uk.

TELEPHONE AND BROADBAND

Many flats on the estate have an existing landline, although residents need to arrange connection via a provider. Broadband via copper is available at speeds of up to 60MB depending on provider and subscription level. Since 2024, full fibre is also available on the estate, offering up to 500MB. Full fibre connection must be arranged via the board to avoid damage to exterior cladding and expensive re-cabling at residents' expense.

COMMUNAL CUPBOARDS/STORAGE SPACES

The meter cupboards are not to be used for storage of any kind. Please note that any work required by utility providers (telephone cabling, electricity meters etc.) must maintain fire-safe integrity. Repairs, if required, will be charged to the relevant flat owner.

Bin cupboards are of variable size across the estate. Where large enough to accommodate a degree of storage, this is approved provided items are non-flammable, limited in volume (sufficient to allow the caretaker easy access to bins etc.) and acceptable to other residents/users. Please note that clearance may be required from time to time to facilitate deep cleaning.

Block D has the benefit of an additional storage cupboard on floors one and two. As with bin cupboards above, storage should be non-flammable, acceptable to other residents/users and will be subject to clearance from time to time.

BATHROOM EXTRACTOR FANS

The original estate build provided air extraction for all bathrooms without windows. The vent grille in each such bathroom connects to extractor fans located on the roof. Blocking the bathroom vent can give rise to excess condensation. If your extractor seems not to be working, please advise the caretaker and/or managing agent.

OWNER'S COVENANTS

Everyone at Sandown Lodge is required to abide by regulations put in place by the original lease and by a small number of additional provisions agreed by the estate at Annual General Meeting, as authorised by the lease.

The regulations are for the benefit of all. The following provides a summary:

1. Not to use the flat or permit it to be used for any purpose whatsoever other than as a self-contained private residential flat in the occupation of one family or household.
2. Not to permit the flat or any part thereof or the common parts of the buildings to be used for any purpose from which a nuisance can arise or for any illegal or immoral purpose.
3. Not to do or permit to be done anything which may render void or voidable any policy of insurance on any flat or part of the buildings or which may cause an increased premium to be payable.
4. Not to sublet the flat without formal prior application in accordance with the policy for temporary accommodation and subletting.
Please see sheet 19 for the section on Sublet application procedure.
5. Not to throw dirt, rubbish bags or other refuse into the waste or soil pipes in the flat or out of the windows.
6. Not to use lifts between the hours of 11.00pm and 7.00am except in emergencies or by the disabled, and for excessive noise to be avoided at all times but especially between 11.00pm and 7.00am from e.g. televisions, sound equipment, washing machines, household DIY maintenance work etc.
7. Not to undertake building work to flats without formal prior application in accordance with the policy for such works.
Please see sheet 18 for the section on Building/ refurbishment work.
8. No writing, drawing, signboard, plate or placard of any kind to be put in any window so as to be visible from outside the flat. No clothes or other articles to be hung or exposed outside the flat. No animal which in the opinion of the directors may cause annoyance to other occupiers to be kept in the flat.
9. The exterior of the flat is not to be decorated otherwise than by the lessor/freeholder.
10. Not to permit children to play in the gardens and forecourts of the buildings.
Children are welcome with parents/accompanying adults to enjoy sitting out in the gardens, but for anything more strenuous please note that Rosebery Park is happily adjacent.

11. No television or other aerial to be placed on the outside of the flat.

Satellite/aerial connectivity is provided under an estate-wide community scheme, see Sheet 8 – Television.

12. Entrance doors are to be kept shut as street doors and no lessee shall leave any item in the entrance hall, lifts, stairways or landings. Bicycles and pushchairs must be parked inside the flat or garage space rather than on the landings or hallways of the common parts.

13. All floors of the flat other than bathroom and kitchen floors are to be covered with carpet or similar material and all pianos or similar instruments shall be placed on rubber insulators.

14. Not to use the garage space except for the parking of a motor vehicle belonging to the lessee or any occupier of the flat.

Since our leases were drawn up in 1973, acceptable use has extended informally to storage in secure cupboards within garage bays, provided space remains for vehicle parking. For flats without a car, informal use of unused garage bays by residents with more than one car is encouraged to maximise garage use for the benefit of all.

14. Residents are not permitted to park vans or other commercial vehicles overnight on the roadways of the estate, nor display 'for sale' or other commercial messages of any kind in or on their vehicles when parked on the estate.

15. Car maintenance and repairs other than of an immediate/emergency nature are not to be undertaken on the roadways or in the garage bays of the estate.

Why so many rules?

Rules, like personality traits, tend to be asymmetric. Different criteria apply depending on perspective – whether looking outward at others or inward at ourselves.

"I am assertive, he/she is overbearing"

"I should be free, others should behave."

In truth, we don't have many rules. Our list is short compared to the average phone rental or insurance policy. Each is hard-won, agreed between us over time to help make this a happy estate for all.

One person's freedom can be another's tribulation. Loud music at 2am? Cowboy contractors risking safety, amenity, structural integrity? Overuse of limited road parking? Flats let out to noisy students or AirBNB parties? Messy bin cupboards? Misuse of lifts? A hundred other bi-directional perspectives and dilemmas about freedom.

Those who volunteer for board service on the estate acquire the dubious privilege of administering our small list of rules. Please give them your support.

PARKING

Overall policy

In a world full of cars, the ultimate ‘kerb appeal’ for any premium estate is uncrowded parking space – the luxury of arriving on private roadways and being met with a vista of uncluttered space and easy parking.

From the start, Sandown Lodge was designed for such impact. Every flat was provided with its own secure garage parking, with a generous further forty roadway bays (one per two flats) made available for visitors, contractors, deliveries, taxis, emergencies and short-term loading/unloading by residents.

As car ownership has grown over the years, the luxury of uncluttered parking has become an ever-greater asset, one our parking policies seek to protect.

1. Unauthorised parking - one of the most stressful and upsetting threats to estate parking over the years has been people with no right to park here. These days, camera recognition prevents it. (See the section below on ANPR operation.)
2. Authorised parking - a further challenge has been a minority of residents who, for a range of reasons, routinely prefer to use roadway parking rather than their allocated garage space, exacerbated in some cases by multiple car ownership. Such parking is only made possible by the community-minded majority who use the garage as intended and is strongly discouraged.
3. Community parking - most flats on the estate are now part of a community parking scheme. Its terms encourage a shared commitment to regular garage use.
4. Multiple vehicles - support is given for additional vehicles where possible but practical restrictions apply. Roadway space is limited and there is no lease entitlement to unlimited vehicle storage on the estate.

Flats granted authorisation for more than one car are required to park one (named) car in their garage bay overnight to protect limited roadway space. If available, spare garage bays may be allocated and, on allocation, garage use for overnight parking is also then required.

ANPR (Automatic Number Plate Recognition)

By invitation, UKPC operates ANPR on the estate. On entering and leaving, every vehicle plate is read to prevent unauthorised use of our roadway space. Vehicles staying more than

10 minutes, other than clearly marked supermarket delivery vans and/or emergency vehicles, are checked for authorisation.

Residents' own vehicles need to be notified to the estate and, where accepted, are held permanently in the ANPR system. For all other vehicles, residents are responsible for notifying visitor details to avoid parking charges.

1. One-day visits - these are administered by Barthomolews and can be notified by email or text, simply quoting flat number, visit date and vehicle registration (FLAT/DATE/PLATE) to:

parking@sandownlodge.org.uk

07463 589868

(The phone number is unmanned. Texts are automatically routed to the email address. No acknowledgement is given. Please keep a record of the request in your email or phone.)

2. Longer visits - please email or text as above with full details of the requirement.
3. Deadlines - advance notification may be given where details are available but, in every case, must be submitted no later than the day of the visit, to allow Barthomolews time to upload before the system deadline of midnight on the day following the visit.

Failure to notify exact details correctly gives rise to a parking charge of £100, reduced to £60 if paid within 14 days. Late payment adds penalty charges and costs. Visitors incurring charges, including contractors, may legitimately claim reimbursement from residents.

4. Signage - please note that UKPC signage indicates a maximum visit of 48 hours and no return for 24 hours thereafter. This is a standard notice to meet legal requirements for non-authorized parking and does not apply to Sandown Lodge authorised visitors.

Other

The lease for each flat designates a numbered space in the underground garage. Please note that garage bay numbers are not the same as the number of your flat.

Garage access - the same Yale-type key gives access to all four pedestrian entrances to the garage. Each flat should also have a remote-control key fob for the garage gates. Additional and/or replacement fobs can be obtained at cost from the managing agent. If a fob needs to be re-set the caretaker can assist. If your remote fob fails to work, a large green button is located on the pillar nearest to the gate at each end of the garage which operates the gates.

Garage spaces are not to be let out to non-residents.

Insurance terms prevent storage of loose items in garage bays. Storage cupboards must be small enough to allow a vehicle to park completely within the bay. Please note that garage contents are not covered by estate insurance.

Garage security

At all times when using the garage, please ensure gates are closed after use (and gates at the opposite end have not been opened accidentally).

Internal lights at each entrance are on 24 /7. Internal side/centre lights operate via motion sensors. External lights at stairwells and gates are controlled by light sensors and operate between dusk and dawn. The garage is covered by a CCTV system with a recording facility.

Finally, a request

To minimise exhaust fumes into flats, please park 'nose-in' when using the road bays in front of blocks C and F – and ask your visitors to do the same.

SERVICE CHARGES

All lessees (owners) are required to contribute to the day-to-day and long-term costs of running the estate. The directors are under an obligation to set budgets and report expenditures to lessees each year, and to ensure prior consultation and an opportunity to vote before undertaking major works.

The service charge is allocated between lessees based on the size of each flat and is payable quarterly in advance. The managing agent issues service charge invoices quarterly and prompt settlement is appreciated. If preferred, monthly payment can be arranged via request to the managing agent.

Since purchase of the freehold in 1991 estate policy has been to seek to spread the cost of major works where possible by building up a reserve, rather than through potentially large one-off levies. Day-to-day running costs are reasonably easy to predict and account for most of the total. Major works, such as window and lift replacement or roof renewals, are also predictable but with less precision and over a far longer timescale. Assisted by the managing agent, the board maintains records of past expenditure and estimated timing and cost of future major works to aid budget planning.

Every penny of service charge goes to running the estate. Since 1994 the ground rent element attributable to the freeholder has been allocated fully to the service charge account. Sums built up in reserve are held in trust for lessees.

INSURANCE

Buildings insurance covers the structures of the estate and is paid for out of the service charge. Its prime purpose is to protect against catastrophic damage, but the cover extends to a degree to recompense for more minor mishaps such as localised water, fire or other damage. Where claims arise from resident carelessness or poor maintenance, excess charges of up to £1,000 apply. (See sheet 13 for the section on Leaks and water damage.)

Individual flat contents are not covered under the buildings policy, and if household contents cover is required you will need to arrange this separately.

Owners who sublet their flat may wish to take out a landlord's protection policy to include loss of rent and alternative accommodation.

If your flat is to be unoccupied for more than 30 days, please ensure the water supply is turned off. Please also advise the managing agent so they can notify the insurers and, if possible, arrange regular inspections while you are away.

Estate buildings insurance claims and reimbursements are handled by the managing agent.

ACCOUNTS

Sandown Lodge Estate (Epsom) Limited owns our freehold and, as a limited company, is required to file annual accounts with Companies House. Since 1994 however, when its ground rent income was assigned wholly to the service charge account, the company has been a non-trading entity.

Under the terms of each lease, the directors have a separate obligation to report certified annual budgets, spending and reserves to lessees. Since 2017, we have filed these more detailed accounts at Companies House along with the limited 'official' non-trading accounts. This allows them to be viewed free of charge at any time by visiting:
<https://find-and-update.company-information.service.gov.uk/company/02612305>

Notice of newly filed accounts is given to every resident and/or owner annually. Printed copies if required may be obtained on request to the managing agent or any director.

ANNUAL GENERAL MEETING

Under both the lease and our company constitution we have a legal obligation to hold an Annual General Meeting for lessees and shareholders. Voting where required is restricted to owners and one vote per flat but for the most part our AGM provides an opportunity for all involved in the estate to come together to discuss issues of shared interest or concern.

We want to make our Annual General Meeting as inclusive as possible. Along with owners, tenants living on the estate are warmly welcomed. Members of our estate support team are also invited to take part. Wine and refreshments afterwards make for an enjoyably sociable end to the evening.

Our local school, St. Martins, has provided the venue for many years now. Late July/early August tends to be the preferred date, usually on a Thursday evening. All who own property or who live on the estate are encouraged to attend. We look forward to seeing you!

WEBSITE

In recent years the estate has introduced its own website www.sandownlodge.org.uk. A copy of this handbook may be downloaded from the site. The application forms that are required prior to undertaking building work, subletting or joining the community parking scheme may also be downloaded.

WHATSAPP

We have an informal WhatsApp group, run by residents, that enables the sharing of local news, items that residents may have for sale/gifting, recommendations for cleaners and other services, car lights accidentally left on in the garage etc. This has become a useful and enjoyable forum. If you would like to join, please ask any director.

LEAKS AND WATER DAMAGE

Particularly in communal blocks such as Sandown Lodge, water in the wrong place can cause serious damage. Please take care when using baths, showers and appliances. Always check sealant around baths, showers and sinks for visible damage.

Rubber hoses to washing machines and dishwashers need to be checked from time to time. Annual servicing of gas appliances provides an opportunity to check radiators and water tanks. Regular inspection of cisterns, inlet valves, appliance taps, wastes and discharge rate can also save some of the potentially large costs outlined below. If you do not have or know a trusted plumber, the managing agent can offer suggestions.

It is important that all stop valves are operable and in good working order. Familiarise yourself with the location of mains stopcocks and appliance isolation valves, so you know how to turn your water off in an emergency or when away on holiday.

For clarity, accidental overflows (e.g. from baths or sinks), leaks from faulty appliances or failures in pipework serving your flat alone are your responsibility. Pipework within your flat but serving other flats in common is the responsibility of the estate, along with roof leaks or other issues emanating from common parts.

Regardless of cause, all leaks which result in damage to your flat or a neighbour's, even if minor, need to be notified to the managing agent so insurers can be put on notice. In the event of a leak into a neighbouring flat, you must take urgent action to arrange for its prompt repair and provide evidence of this to the managing agent (e.g. via a plumber's report), while keeping neighbours affected fully informed. Early assessment of damage is important, even if only provisional while awaiting formal quotes for repair once affected areas have fully dried out.

Our insurance policy is subject to a claim excess (currently set at £1,000, although this figure is subject to change annually). Up to this figure, if the leak is attributable to your flat, you will be responsible for the cost of making good within your flat and reimbursing the repair costs of other flats affected. Thereafter, the insurer may reimburse costs if the claim is accepted, but only for the balance of costs above the excess.

If an insurance claim is made, insurers will require a formal claim application and may appoint a loss adjuster to carry out independent assessment if the damage is significant. In such cases, the loss adjuster will advise affected parties about how to proceed.

Should it be needed, either party may request involvement by the managing agent. Depending on the situation this may include arranging repairs, assessment of damage caused, quotes for making good and liaison between leaseholders and insurers. Such involvement is outside the managing agent's usual terms of service and may give rise to an additional charge to the leaseholder responsible for the leak.

KEY SAFES

It is recognised that residents may occasionally need to fit a key safe, to allow emergency or other access to their flat for approved visitors. We want to ensure this works for everyone.

All applications for a key safe must be referred in the first instance to the managing agent or to a director, so siting of the key safe can be agreed.

Key safes are supplied via the managing agent in standard type – see illustration below.



In addition to purchase, installation will be arranged by the managing agent. The fee payable (currently £250) is to cover the cost of key safe purchase, installation and, in due course, removal and making good.

After installation the resident will be given an initial four-digit code to operate the key safe, along with instructions on how to re-set the code to their own preferred number.

Siting of key safes – in most cases, external siting is the preferred option because it allows users to gain block as well as flat access. Whether external or internal, siting needs to be by prior agreement and in accordance with aesthetics as well as practicality.

Removal of redundant key safes – we want to minimise the incidence of redundant key safes on the estate. Where apparent that a key safe is no longer in use, the estate will arrange for its removal and for making good.

Where residents notify the estate that their key safe is no longer required and give the access code to facilitate removal and making good, then half their original installation cost will be refunded.

ENTRYPHONE SYSTEM

External doors are fitted with Yale-type locks and self-closing devices for your security. Between 6.00am and 1.00pm the outside door may be opened by pressing the TRADES button and pushing the door at the same time. (This allows the delivery of post, groceries, newspapers etc.) At other times visitors need to press the button with your flat number. They then need to push the door open as you are pressing the button on your internal entryphone handset. Most flats also have their own individual doorbell.

Residents are requested only to admit people they know, or who can show proper identification.

In all blocks the door can be hooked or wedged open to allow access for deliveries etc. Please do not leave the door open and unattended for long. When entering or leaving the building, especially at night, please ensure that the external door closes completely because occasionally, due to fluctuating temperatures, doors may not click fully shut. Please close the door quietly if using very early or late at night.

KEYHOLDERS/EMERGENCY CONTACT NUMBERS

It is recommended that everyone places a spare key to their flat with a neighbour or local friend or relative, so that this person can be contacted in an emergency such as illness, water leaks, etc. Please advise any director of your key holder details, so the record can be updated and quick contact made if the need arises.

Please be aware that if it became necessary, for any reason, to break into a flat, a replacement fireproof door could cost around £1,000 for which the owner could be liable as it may not be covered by insurance.

UTILITY SERVICES

Water, gas and electricity services are payable by each flat rather than by the estate.

Water meters have been installed in (or outside) many of the flats on the estate. These are the sole responsibility of individual owners. In their absence standard water rates apply. In each of the bin cupboards there are diagrams showing the location of mains water stopcocks for each flat.

Most flats on the estate have gas meters located in white boxes on the wall outside the block. The boxes require a standard meter box key. In a few cases, meters are located in adjacent bin cupboards or inside the flat.

Electricity meters are located in the meter cupboard on your landing. In most cases, the key to the bin cupboard also opens the meter cupboard. Many of the meters have been labelled with the flat number but please familiarise yourself with your own meter.

FIRE SAFETY

Sandown Lodge is a purpose-built low-rise estate. Fire risk is small but needs to be taken seriously. We have regular independent assessments, and the following guidelines reflect current professional advice.

Our buildings are designed to incorporate a high degree of 'compartmentation' between flats and communal areas. Each flat is effectively a fire resisting box. There is a low probability of fire spreading beyond the flat where it broke out and a low risk of fire in communal areas. Accordingly, a stay-put procedure is advised. This means that unless the fire breaks out in your flat, it is safest to stay in your flat unless you are asked to leave by the fire service. There is no need for simultaneous evacuation or fire drills. Fire extinguishers are no longer advised for communal areas.

Residents in the flat where the fire broke out should evacuate and call the fire service. Other residents are safe to stay in their flats. In an extreme emergency, our windows offer fire service-aided exit. (Please see sheet 17 for the section on Windows.)

The front door to each flat is a vital part of fire compartmentation and is designed to give at least half-hour protection in the event of fire. It must never be replaced without prior consent. If you do need to evacuate your flat, it is important to ensure the front door is closed behind you. In the event of a fire, lifts are not to be used. Emergency lighting and smoke alarms are installed on each floor of our common parts.

Statistically, most fires in estates like ours arise within individual flats. Regular inspection of electric wiring/appliances is therefore recommended, as are annual checks/servicing of gas boilers and other gas appliances. Landlords letting property are under a statutory obligation to ensure such things, but they are good practice for everyone.

Smoke alarms are now widely used in the UK and have cut the incidence of death and serious injury. Their installation within flats is strongly recommended. Please also take care not to overload electric sockets and stay vigilant when cooking.

In recent years, electric bicycles and scooters have become popular. They have also been the cause of some horrific fires and an increasing number of deaths. Unlike normal fires, a battery can explode into an intense fireball in under five seconds. Conversion kits (turning an ordinary bike into an e-bike), damaged or non-standard batteries present particular risks. For your sake and that of neighbours, extreme caution is requested. Please see: <https://www.london-fire.gov.uk/safety/lithium-batteries/charging-electric-bike-and-electric-scooter-lithium-batteries/>

Finally, Surrey Fire & Rescue offer a free advisory visit to Surrey residents on request: <https://www.surreyinformationpoint.org.uk/Services/2800/Surrey-Fire-Rescue>

WINDOW OPERATION AND MAINTENANCE

The original Crittall-style steel windows were replaced across the estate in 2005 with double-glazed uPVC frames. These have a long life and are expected to serve us through to next scheduled replacement in 2040 or later.

Exterior cleaning is done by the estate. Windows are cleaned every two months, and external sills and fascias cleaned when needed. Please note that when cleaning inside the flat, warm water and non-alkaline detergent is recommended. Steel wool, strong acids or alkalis and abrasive cleaners should not be used on uPVC finishes.

Generally, any structural issues with window frames or glass are dealt with by the estate. In contrast small moving parts such as hinges, handles, locks and catches are the responsibility of the individual flat owner. In the event of problems in either case, please feel free to contact the managing agent who will be able to advise further.

All flats have at least one fire escape window which opens wide. Generally, this is in the main bedroom and can be identified when opened by the clip fastener that can be unhooked to allow wide-open access/egress. The restraints on ground-floor flat windows are such that windows can be left open slightly and cannot be forced open from outside.

All windows have adjustable 'trickle-vent' ventilators. It is recommended that at least one ventilator in each room is left open because if all are closed this can lead to condensation caused by moisture from normal occupancy. By law the ventilators in the kitchen are fixed in the open position. (Please see sheet 18 for the section on Boiler replacement.)

LIFTS

The lifts in each building were replaced in 2015/16 by PIP Lift Service Limited and are maintained and serviced by Unique Lifts Ltd. If a lift is not working, call Unique Lifts on 0203 733 8107. This number is displayed in each lift and on the ground floor outside each lift.

In the event of getting trapped in a lift, follow the emergency procedure detailed on the (PIP-branded) panel inside the lift – as per below:

Pressing the Yellow Alarm Button on the car operating panel in the lift car for more than 3 seconds as advised on the notice on the car operating panel, automatically connects the lift occupant via an auto-dialler to Unique Lifts' 24 hour call out service. Unique Lifts will arrange for an engineer to attend and will maintain communication and offer further advice to the occupant in the lift car for as long as necessary.

BUILDING WORKS APPLICATION PROCEDURE

Owners wishing to carry out work to improve the condition of their flat are given every encouragement to do so. However, it is important that all such works are within the terms of the lease and are carried out in such a way as to ensure minimal disruption and disturbance whilst maintaining the value, integrity and appearance of the buildings.

Accordingly, formal approval is required before any work is undertaken beyond basic redecoration.

A *Form of Application for Alterations* may be downloaded from our website, or is available on request from the managing agent, for completion by the owner of the flat or their professional adviser, surveyor or contractor. An application fee is payable to the managing agent for processing the application where professional inspection is deemed necessary.

Please note:

- No work may be started until the detailed plans have been approved and written consent has been received from the managing agent.
- Owners are responsible for ensuring that their contractors protect lifts and carpeting from damage during works, that any waste materials are removed promptly and that the site is left clean and tidy at each day's end. Repairs and/or additional cleaning, where required, may be arranged by the estate at the owner's expense.
- Work on flats must not continue after 6.00pm on weekdays or at weekends (Saturday noon to Monday 8.00am) to avoid noise and disturbance for neighbours.

If a parking bay is required for a builder's skip, or parking permits needed for contractors, these should be notified when completing the application

BOILER REPLACEMENT

The installation or replacement of boilers is included in the above procedure, but there are additional specific requirements for this type of work. These are set out in a policy document *Installation or Replacement of Boilers*. Please ensure you have a copy (downloadable from our website or available on request from the managing agent) and that its provisions are incorporated in any application.

NB: some gas engineers have claimed when servicing appliances located in kitchens that the window ventilation is insufficient. For reassurance, the two vents in kitchen windows each give a ventilation area of 5000mm², so a total of 10000mm². This is well above the advised minimum necessary ventilation.

SUBLET APPLICATION PROCEDURE

While acknowledging that owners of flats may want or need to sublet, it is very much in the interest of all that sublets abide strictly by the provisions agreed by the estate and the conditions of the lease. These provisions include formal written application before any sublet of your property.

Applications need to be made by submission of a form available via download from our website or on request from the managing agent, submitted along with the agreed fee and supporting documents. The form may be completed by a letting agent but must be signed by the owner. Applications need to be submitted at least seven working days beforehand and the tenancy must not start until confirmation is received.

Lettings must be by Assured Shorthold Tenancy, and the contract must include all the owner's covenants under the lease to ensure that no disturbance is caused to other residents. (Please see sheet 9 for the section on Owner's covenants.)

The letting must be to a single individual, a married couple, a cohabiting couple or a bona-fide family unit (parents and children). Sharing by unrelated occupants is not permitted. No other individual is to be permitted to stay at the property regularly without prior formal consent. Holiday lets are not allowed. All over the age of 18 residing in the property must sign the contract.

The allocated garage parking space for the flat must be included, free and unencumbered, as part of the sublet.