

DU CANE COURT

GUIDELINES TO FLAT OWNERS

This booklet has been produced in consultation with the Residents' Association and the Freeholders, DORRINGTON BELGRAVIA LIMITED. It is intended to offer assistance and guidance on a number of areas likely to concern residents at Du Cane Court. The aim is to ensure that the building is run in the most efficient manner for the safety and collective benefit of everyone.

This guide provides information on general matters and also outlines the procedures to be followed for dealing with likely queries and problems that may arise. For more detailed consideration of specific topics, it is recommended that reference be made to your lease or tenancy agreement.

From time to time sections may be amended and up-dated.

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Please also find attached a membership application for the Du Cane Court Residents Association.

1. WHOM TO CONTACT

a) DU CANE COURT

If you are experiencing any problem concerning the building or have any general queries please contact **Estate Office staff Telephone (020) 8675 8894** or fax (020) 8772 9143. The Estate Office is open Monday to Friday, outside of office hours or if the office is closed **reception desk staff can be contacted on (020) 8673 8592. The reception desk is manned 24hrs a day.**

The team responsible for daily management matters are based at the Estate Office within the main reception are listed below:

Mr Adrian Bunney MIRPM Assoc RICS - Block Services Controller
Adrian.Bunney@allsop.co.uk

Miss Tippi Bamra - Property Manager
Tippi.Bamra@allsop.co.uk

Mr Colin Brooks - Estate Manager
cbdcc@hotmail.co.uk

We aim to deal with any problem and/or query immediately it arises by contacting the resident by telephone, visit or letter to advice on the necessary action being taken.

b) Head Office:

ALLSOP LETTING AND MANAGEMENT
Princes House
53-54 Queens Road, Brighton, East Sussex BN1 3XB
Telephone: 0300 3031526

2. SELLING, SUB-LETTING OR BUILDING ALTERATIONS

Your lease requires that written permission must be obtained from the freeholder (via their agent) Allsop Residential Investment Management in a number of situations. These include:

- a) When the lessee has a purchaser for their flat
- b) When the lessee intends to carry out alterations within a flat
- c) When the lessee wishes to sub-let their flat.
- d) Window replacement installation.

In all cases correspondence should be directed to the Estate Office who will then advise on the procedure to be followed.

3. ACCOUNTING PROCEDURES

a) All accounting matters for Du Cane Court are dealt with by the Brighton Office; however any query in the first instance should be raised with the Estate Office who will assist you. **Collections Team Tel: 0300 303 1527.**

b) Demands for service charge and ground rent will be dispatched to leaseholders in June and December each year. They should be settled within 14 days of the demand due date. Balancing demands are issued by the latest in July of each year with the previous year end accounts. Your service charge contribution is based on the percentage payable as per the lease for your individual property. Leases on a quarterly charge as defined by their lease will be issued in March, June, September & December.

c) Payments can be sent direct to Allsop Letting and Management's Leeds office or handed in person to staff within the Estate Office. Receipts are not normally issued for cheques except upon request, a SAE is required if sending to Leeds but receipts can be provided within the Estate Office without an SAE for residents living in the building.

d) The freeholder's policy on rent collection is attached to these Guidelines.

e) If you have a query concerning your demand, accounting procedures, or payment Please contact Ms Morton within the Estate Office as soon as possible and she will do all she can to assist you with your enquiry.

4. KEY PERMISSION SLIPS & EXTERNAL KEYS

a) Key Permission slips

In the interest of security porters will not release keys to a third party unless the resident occupant has completed a key permission slip request, which are obtainable from the main reception desk. Please note that you must specify the dates and names of the person able to receive the keys, should you have any queries please speak with either the Estate Office staff or reception staff.

Key permission slips can only be valid for 1 month at a time but only if you specify this and must be renewed after this time.

Non-resident leaseholders wishing to give access permission can contact the Estate Office by fax to provide the relevant permission or by email.

b) External Keys

Keys to the external doors are security cut keys and can only be purchased from the office at a cost of £7.50 however before we can issue this we must have full confirmation that you are a resident and if you are a tenant sub-letting your landlord must have completed the necessary documentation to sub-let in order for you to obtain a key.

Night staff will challenge any persons entering the building without keys please be advised that this is for your safety and security.

5. REPAIRS TO FLATS

a) Lessees are responsible for general internal repairs within their flats. All sanitary fittings, washing machines and dishwashers, with the associated pipe work, must be maintained in good condition and kept free from obstruction. In addition, most flats have an isolation valve for the water supply and this should be maintained in working condition. (If you do not know where your stopcocks are situated please contact the In-house plumber to assist you. The in-house plumber has a book held at reception, please contact or visit reception and your details will be entered into his book to enable him to contact you. Please note that the in-house plumber works Monday to Friday)

Compliance with this will have three consequences. First, water escape will be prevented and thus there will be no damage, inconvenience or annoyance to neighbours living below. Secondly, the fabric of the building will not be damaged. Thirdly, the building insurance premium will be kept to a minimum through fewer claims and this will be reflected within the yearly service charge budget.

b) Simple maintenance work, such as defective washers, minor blockages in the plumbing system etc, can be dealt with by the on-site by the plumber or the handyman. Please inform the porters of any problems & see the guidelines attached item 26. For using the in-house plumber.

c) Should any lessee need to employ the services of a plumber for alterations or repairs and a shut down or draining down is required; the on-site plumber must be consulted. Please contact the Estate Office to make arrangements. All costs are the lessee's responsibility. Please see item 26 procedures for using the in-house plumber and how to request this service.

d) Electric Meters and Main Fuses. Full schedules as to location of those for each flat are held on the main reception desk. Please speak to the porters.

Please be aware if undertaking any DIY works to your flat that in order to minimise the disturbance to other resident's works must be carried out between 8am - 5pm Monday to Friday and Saturday 8.30 - 1pm on Saturday. Sunday & Bank Holiday work is not permitted. Contractor parking within the grounds closes at 5pm Monday-Friday & 1pm on Saturday, so please ensure that they complete works within this time in order to leave site before the parking within this courtyard is closed.

Please ensure that if you are undertaking works of a noisy nature you notify your surrounding neighbours including above & below in advance of such works and approximate length of time these will take, this allows neighbours who are home or shift workers to be able to plan accordingly.

If you are undertaking refurbishment works please the Estate Office prior to undertaking works so we can advise you of the correct procedures to follow and in some instances in accordance with the lease you may require a Licence before undertaking the works. We also have a guidance leaflet for refurbishment works within flats that are not affecting the layout of the property but are to refurbish the bathroom and kitchen which contains important information and is available upon request.

It is important for leaseholders to be aware that access is available to the service duct/main stack within your property and ensure that you do not make this inaccessible by tiling over. This provides access to valves, all main services, rooding eye and in some flats you may find that you share these services with your neighbouring flats.

If an emergency such as a leak were to occur and we needed to access the duct/main stack which may either be located in your kitchen or bathroom area then we would have to break away the tiling and put in an access hatch and you could be liable for the costs involved in this if you have covered over the access area.

If you are employing a contractor to undertake any works to your flat please in addition observe the conditions relating to the contractors guidelines on site - please see section 22 attached. Please also ensure that you speak with Estate Office staff.

6. BUILDING INSURANCE

- a) The building insurance has twelve months' cover renewable on 24 June each year. (Please see the section on making a claim for the policy excess payable)
- b) The policy covers the fabric of the building, including walls, floors (uncarpeted), and ceilings. In addition the policy covers fixtures and fittings, which are considered to be permanent. For example, fitted wardrobes and kitchen units (but no appliances), toilets, sinks, baths, doors. Please be advised that if you require to make a claim on the policy that the excess is £1000.

This information may be used to determine whether you have adequate contents insurance which should cover, apart from your personal effects, carpets and curtains, movable items of furniture and kitchen appliances such as washing machines, refrigerators, cookers, etc. **In addition it is necessary for all lessees to have contents insurance, in case they cause damage to other flats.** (See additional insurance notes at section 24.) In the event of a claim you may be required to pay the policy excess.

In order to reduce the number of insurance claims there are some simple steps that residents can take.

- Ensure that you check your stop tap annually (if you do not know where this is please contact the in-house plumber via the main reception desk, see item 26)
- Check taps are turned off when you leave your home
- Do not leave plugs in basins, baths and sinks when you go away
- Check hose connections to washing machines and dish washers regularly as these can become loose
- Make sure that if you are going away a key is left with main reception and that you leave emergency contact details with the Estate Office.
- Do not leave running taps unattended
- Ensure bath and shower sealants are in good order and effective shower screens or curtains are installed

7. NUISANCE & NOISE

- a) It is important to remember the need for co-operation with other residents. For this reason leases impose various restrictions. The most common form of nuisance is noise, and residents are asked to ensure that the level of any noise caused by them is not audible outside the flat. It should be borne in mind that sound carries through the building more easily at night and in hot weather when windows are open.
- Always ensure that the level of any noise is not audible outside your flat.
 - It is a condition of the lease that floors must be carpeted with underlay in all rooms except the kitchen and bathroom to minimise noise disturbance.
 - Please be aware that door slamming and heaving thuds on your floor and the moving of furniture around your flat can also cause a disturbance.
 - Avoid noisy housework like vacuuming late at night or early in the morning.
 - Please refrain late at night from standing outside other resident's windows or within the corridors chatting with friends or talking on your mobiles as this can cause a disturbance to other residents.
 - Please be aware if undertaking any DIY works to your flat that in order to minimise the disturbance to other residents that the works must be carried out between 8am - 5pm Monday to Friday and Saturday 8.30 - 1pm on Saturday. Sunday & Bank Holiday work is not permitted. Please also ensure that you have read the section on repair works within flats in conjunction with this.

Please ensure that if you are undertaking works of a noisy nature that you notify your surrounding neighbours including above & below in advance of such works (at least 24hrs) and approximate length of time these will take. **Refurbishment works or works involving replacing kitchens and bathroom we ask that you speak to Estate Office staff prior to undertaking these to ensure that you are compliant with the lease as a Licence to Alter may be required in accordance with the lease dependant on the works being undertaken and also to ensure that due to the nature of noisy works distribution of letters to flats within the area of works is correctly carried out.**

- Always ensure that any complaints received from your neighbours and/or in house staff in respect of noise are respected and that you rectify the cause of complaint immediately.
- No mechanical instrument, television, radio or other noise making instrument of any kind shall be played or used in the demised premises between the hours of 11pm and 8am and nor at any time so as to cause any nuisance or annoyance to any of the residents in the building and the decision of the Managing Agents as to what constitutes a nuisance or annoyance shall be final and binding on the parties.

The suggested course of action in the event of noise nuisance is for the resident, to ring the main reception desk immediately at the time of the disturbance on 020 8673 8592 and staff will approach the offender on your behalf.

Please ensure that any formal complaint is made in writing to the Estate Office and every attempt will be made on your behalf to stop the nuisance.

For persistent noise offences such as loud music, despite intervention by reception staff and office staff should this persist then we advise that you ring Wandsworth Council Environmental Services on 020 8871 7869 and if you leave a message and contact number (this is for staff protection) then they will call you back to assist with your problem. The Officers do have the power to remove noise making equipment and enforce orders against offenders. The calls are logged and if further action is to be taken this will be necessary as a log of events.

8. CARPETING & WOODEN FLOORING

It is a condition of your lease that floors must be carpeted with an underlay in all rooms with the exception of the kitchen and bathroom to minimise noise and disturbance. Wooden flooring is not allowed under the terms of the lease for Du Cane Court. Flats found to have this flooring will be asked to rectify this as breach of lease and it can also affect the sale of your property.

9. ANIMALS

- a) In accordance with the terms of the lease animals may only be kept in the building with the prior consent of the Landlords. For permission, please apply to the Estate Office.
- b) If permission is granted then any animal must be supervised and kept under control if permission is granted, especially in the common parts. The Landlords will exercise their right to revoke any consent given if the animal is a nuisance or dangerous.

10. WINDOW DRESSING & LAUNDRY

All flats must have be properly curtained in the style appropriate to a private residence.

Please refrain from hanging shoes or laundry out of windows and displaying laundry items hanging visible in windows. This is a condition within your lease.

Residents are responsible for the cleaning of their own windows, the common parts windows are undertaken by a contractor through the service charge.

If you wish details of a local window cleaner these are available from the main reception desk.

11. SECURITY

- a) Security arrangements throughout the building are extremely important. Fire escape doors are only to be used in an emergency. They should never be propped open as this allows access to undesirable persons. Once such persons are inside the building they are able to roam around freely. Therefore, for your own and others' security, please use specified entrance and exit doors.

We ask that fast food deliveries after 11pm are met by with you down in the main reception as we do not wish to have persons roaming around the building late at night.

b) We recommend you advise the Estate Office if your flat is likely to be unoccupied for any length of time. It is also helpful if an address and telephone number (or other contact, such as a neighbour) can be provided for use in the event of an emergency.

c) Security at Du Cane Court can only be maintained with residents' vigilance. **PLEASE CONTACT DESK STAFF IMMEDIATELY IF YOU SEE OR HEAR ANYTHING SUSPICIOUS TEL 020 8673 8592.**

d) Should you wish to allow access to your property to a third party please read section 4 on key permission slips which are obtainable from the main reception desk.

For the safety of all residents we ask that at night you use the main foyer doors for your entry/exit into the building.

Keys to the main entrance doors can be purchased from the Estate Office at £7.50, we may require proof of ID and also if you are tenant we require a Licence to Sub-let from your landlord before this can be issued.

12. CHUTE ROOMS AND REFUSE/RECYCLING

a) Chute rooms are located on each floor in F, H and K blocks for the disposal of everyday refuse, except glass, paper and cans. Please if using these late at night can you do this as quietly as possible so as not to disturb residents who live in this vicinity.

b) Residents living on the ground floors may leave refuse, securely wrapped, outside their front doors only and not in any other area before 9.00 am on Mondays to Saturdays for collection by the yard staff.

c) If you have refuse which has not been disposed of during the daytime, please keep it in your flat until the morning. **UNDER NO CIRCUMSTANCES MUST REFUSE BE PUT IN THE SERVICE LIFT AREA.** This is unhygienic and unpleasant for everyone in the vicinity.

Our rubbish collection days are Mondays and Thursday by the local council for refuse and on Tuesday for recycling, this may be subject to changes by the Council and beyond our control.

If you wish to dispose of non-domestic refuse such as cookers, heavy furniture, carpets etc you should contact the Refuse Department of Wandsworth Council directly on 0208 871 8558. Please do not dump unwanted fridges and washing machines in the skip area. If you have any queries please speak to Estate Office Staff.

The British Heart foundation is always looking for unwanted furniture and electrical goods and can arrange free collection. They can be contacted on 020 8871 0677.

RECYCLING

We have recycling units within the grounds of the property and these are emptied once a week by the council and are located in the following areas:

- H Bin Store = 4 units (This area is locked for safety outside working hours)
- Garage Area = 5 units
- Skip area at the rear of the garage area = 6 behind the skip and 2 in front

Please do not dispose of your recycling items within non-recycle carrier bags as this does defeat the purpose.

Wandsworth Council provide a recycling orange bag to flat owners, please contact them directly if you have not received one as this was carried out in bulk at the

property by the council and the previous occupant of your property may have taken this with them in error.

13. SKIPS

A skip is provided for the use of residents at the rear of the garages for disposal of larger household items that cannot be accommodated by the chutes. Please note this is not for builders' debris nor old kitchen/bathroom units and carpets when refurbishment is taking place. These should all be removed by your contractors or by you to the local authority tip.

Should you wish to be able to use your own skip during refurbishment works, please contact the Estate Office for further information.

14. CAR, MOTORCYCLE AND BICYCLE PARKING

Application forms for parking permits are available from the main reception desk. Please be advised that there is no automatic right to park. The freeholders have agreed to allow residents parking subject to the conditions set out below and also on the car disc application forms:

Du Cane Court is easy prey for car drivers looking for free parking in this area and to ensure that illegal parking does not take place, car-parking discs are issued to leaseholders who have a car. Clamping is also undertaken and the management accepts no liability for any vehicles clamped/ticketed. In the case of a dispute due to any clamping/ticketing this must be dealt with directly with the company and not the managing agents.

Cars parked in Du Cane Court not displaying a current permit will be ticketed/clamped.

To obtain a disc please contact the Reception Desk. You will need to demonstrate that the vehicle is taxed, insured and roadworthy and that you are a legitimate resident of Du Cane Court. Only **one disc can be issued per flat**. If you are a tenant and your landlord has failed to obtain a licence to sub-let in accordance with the lease we will not be able to supply you with a parking permit.

Parking for cars is available in the front courtyards A/B/C and C/D/E and the rear of the building. Parking bays and garages can be rented via the Estate Office. **NO**

PARKING IS AVAILABLE IN THE INTERNAL COURTYARDS. YOU MUST NOT PARK WITHIN THE YELLOW MARKED BAYS AS THESE ARE PRIVATELY RENTED AND ANY UNAUTHORISED VEHICLES WILL BE CLAMPED.

Parking for motorcycles is available around the estate. Please contact the Estate Office with details of your motorcycle and for information about where to park. Do not park on any footpath or anywhere that causes an obstruction. Do not ride your motorcycle through either of the rear courtyards when the gates are closed.

There is no visitors parking, you are able to obtain a day permit for visitors from Wandsworth Council or Balham Library.

You can also obtain a Wandsworth Residents Parking Permit, which allows you to park in the surrounding streets. Details can be obtained from the Council on (020) 8871 6000.

If you have a bicycle, we have internal storage areas available at a small charge. Free external bicycle rings are available in the inner courtyard of D,F, G & H. Should you wish to store your bicycle within an enclosed area please obtain a form from reception. **ANY BICYCLES FOUND IN ANY OTHER AREA THAN THE DESIGNATED BICYCLE HOOPS AREA WILL BE REMOVED.**

BICYCLES ARE NOT TO BE CHAINED TO RAILINGS OR POSTS OR TREES anywhere within the grounds AND WILL BE REMOVED.

15. TELEVISION AERIAL/SATELLITE SERVICES

Satellite TV can be obtained by ringing Sky directly who have a Sky Digital installation at Du Cane Court. Please contact skyforflats.com or call 08442 411 823. **No individual dishes are permitted at DCC.**

If you already have Sky installed within your property and have any issues with the system then please contact Love Digital who have the contract with Sky for the maintaining/maintenance and repairs of the system.

The contact procedures are as follows:

Resident issues – 08452912012 and follow instructions on the phone system

System issues (this is for the main communal system) – call 02087607653 to get through to the team that deal with systems, please note though they cannot book service calls for individual residents as they are two separate sets of engineers and this number is if the main system is down/affected only.

If you're unsure if it's a resident or system issue then call the 08452912012 number.

Residents only need to call sky for billing enquiries or for the initial setting up of Sky

Aerial installation is individual liability - access to the roof must be pre-arranged, once you have arranged for the installation please advise staff of the date and time and details of the company attending. Details of a company frequently used is as follows - Bruce Berry of Aerial Excellence is the contact 07986 533 649

16. IN CASE OF FIRE

If you suspect there is a fire please dial 999 immediately and advise the porters/security as soon as possible only if safe to do so. Close all doors and leave your flat by the emergency stairways. **DO NOT USE THE LIFTS.** All flats are strongly encouraged to fit smoke detectors and to be aware of the nearest **FIRE EXIT.**
REMEMBER - GET OUT - STAY OUT- CALL 999

The easiest way to protect your home and yourself is with a working smoke alarm

- A smoke alarm can provide an early warning of a fire and allow you to make your escape, but only if it is working.
- Test your smoke alarms regularly.
- Never disconnect or take the batteries out of your smoke alarm.

If you do not have a smoke alarm within your property you can make an appointment with the London Fire Brigade for a free home fire safety visit. The London Fire Brigade offers personal fire safety advice in your home and will also fit a free smoke alarm where needed. If you or someone you know wants a home fire safety visit, you can call free on: 08000 28 44 28 or email at: smokealarmlondon-fire.gov.uk

You can prevent a fire from happening by taking a few simple steps

- Do not leave cooking unattended
- Be especially vigilant when cooking with oil, Don't overfill chip pans and NEVER throw water on a chip fire
- Make sure cigarettes are extinguished properly, use a proper ashtray, never throw cigarettes from flat windows
- Don't overload electrical sockets
- Turn off appliances when not in use
- Make sure candles are secured in a proper holder and away from materials which may catch fire, never leave lit candles unattended.

Keep safe and plan your escape

- Ensure you have a smoke alarm
- **Make sure you are aware of where your nearest fire exit is to from your flat, do it now don't wait until an emergency. if in doubt speak to the reception desk staff. Fire Exits are also shown on the attached floor plan.**
- Close doors at night especially the doors to the kitchen to prevent fire.

17. LIFTS

Attached is a plan showing where lifts are situated and the lift number they are known by. Lift number 10 is the service lift. If you experience a fault, please advise the porters immediately. Should a lift stop between floors or fail whilst you are in it, press the Emergency Call Button on the panel, which will ring in the porters' area. Immediate steps will be taken to release you.

The lifts are for the benefit of everyone and graffiti in them can cause offence and distress. Removal of graffiti costs money, which is paid by the service charge. Anyone found defacing the lift cars would be charged for the complete removal of all graffiti.

Lifts 1, 2, 3, 8 and 9 are shut down each evening at around 11 pm and reopened at around 5.30 am. **No furniture or items other than people and small hand luggage are to be transported in the lifts as this causes damage to the lifts and we are billed for mis-use under our maintenance contract for the lifts.**

A SERVICE LIFT IS AVAILABLE FOR TRANSPORTING LARGE ITEMS AND FOR CONTRACTORS USE. Please see item 18.

18. SERVICE LIFT

The service lift is available from 8 am to 5 pm Monday to Friday for the use of lessees for transporting large items and furniture and also for workmen use. On Saturday it is available from 8am - 1pm, however we are able to allow residents only to continue to use this lift until 4pm on a Saturday for transporting furniture and large items. No Bank Holiday or Sunday use. **Please do not ask staff to use the lift out of the above hours.**

Please ensure when using this lift that you close the door correctly as other people may wish to use this lift and if the bell is continually sounding to call the lift due to the doors not being shut properly it can cause a disturbance to other residents.

Residents moving in and out of the building please be aware of these timings as out of these hours you will not be able to transport items within the passenger lifts and also you may have to move all your items by using the stairs.

19. BOILERS

The boilers are situated in the basement and are gas fired. Constant hot water is supplied throughout the year and heating is supplied between 1 October and 1 May as stipulated by the lease. It is occasionally necessary to carry out emergency repairs to the system in which case notice will be given to residents where possible. Disruptions are kept to a minimum but we have no control over the supply of gas or water to the boilers.

Repairs to radiators should be carried out between May and September when the heating is off as draining down deprives other residents of heating. Please see notes on plumbing liabilities (item 23).

If you have any problems with radiators please contact the on-site plumber. (See item 26) Repair costs for radiators and associated pipe work are the responsibility of the lessee.

A book is held at the main reception desk to report any problems/faults for the in-house plumber, you will be required to provide details and a contact name and number. (See item 26)

20. PEST CONTROL

A contract is held with a pest control company for the standard-type pests, i.e. mice, rats, cockroaches, common cloth moths, ants, pharaoh's ants and bed bugs. If you experience such problems please advise the Estate Office.

Please act quickly on the suspicion of pest infestation to avoid an unnecessary outbreak.

21. GARDENS

- a) Gardens are situated within all courtyards for the pleasure of all residents. Please respect them and leave them as you would wish to find them. Do not throw rubbish down - take it back to your flat or put it down the chutes. Please do not throw cigarette ends on the ground but dispose of them within the receptacles provided.
- b) No Estate Agents' boards may be erected in or around the grounds. Any found will be immediately removed.
- c) No BBQ's are allowed to be used anywhere on the Estate.

22. CONTRACTOR GUIDELINES

Please ensure if you have any contractors undertaking works to your property that you make them aware of these guidelines.

1. No contractors' vehicles (apart from those employed for the maintenance of Du Cane Court) are allowed to park in the inner courtyards without the express permission of the Manager.
2. All deliveries of materials to be made through the rear entrance where the service lift is situated.
3. All workmen to use this same entrance. Under no circumstances may workmen use the passenger lifts.
4. All work to be carried out during normal working hours i.e. 8.30 am - 5 pm Monday to Friday and Saturday morning until 1 pm. Sunday and Bank Holiday working is not permitted.
5. Any work of a noisy nature i.e. hammering, drilling, sawing etc must be kept to a minimum and neighbours above and below should be notified in advance of such works of at least 24hrs minimum notice and if at all possible noisy works should be avoided on a Saturday. **Please speak to Estate Office staff with regards to notifying neighbours.** Re-furbishment works are not to be carried out on a Saturday. No sawing is to be carried out in any of the courtyards or corridors. The use of a Kangoo is strictly forbidden. To save the common parts from dirt, wear and tear etc, a dustsheet must be used outside the relevant flat door during working hours and then removed each day.
6. It is not permissible to use either the common parts bin store areas or passages for storage or working.
7. The playing of transistor radios so as to be heard outside the flat is not allowed.

8. The removal of all rubble, rubbish, etc relevant to the work is the responsibility of the contractor. It must be retained in the flat until removed from site.
9. Arrangements for individual skips should be made with the Manager.
10. No advertising boards may be placed anywhere in the curtilage of the building

23. PLUMBING LIABILITIES

a. IN-HOUSE PLUMBER

The staff plumber carries out small works in the building on communal installations. He also finds the source of leaks when reported. His services extend to changing washers, clearing blockages and non-major pipe work repairs. Generally these services are free, but if he is working on individual pipes or cisterns, his materials and his time will be charged to the flat concerned. (Please see below INDIVIDUAL LESSEE LIABILITY). If he is undertaking work he, or the office, will advise if it is a charge to the flat. *If in doubt check with the office.* Any recharge made is much cheaper than if

outside contractors are called in. Please find attached the procedure for using the in-house plumber. Make sure that your tenants are aware of this if your property is rented.

The in-house plumber is on site Monday to Friday from 8am to 4pm, if you are having any plumbing works carried out within your flat we strongly advise you to have this carried out within these hours, this way if a problem does arise the in-house plumber should be able to assist you. If you carry out plumbing works at any other time and a problem does arise or a leak develops in any part of the plumbing within your flat for which you are responsible you will be charged for the resulting emergency call out and

We cannot guarantee that the in-house plumber will attend, you may then need to use an independent firm.

Several residents have enquired about the fitting of thermostatic valves; this is an individual flat owner liability and not a service charge item. The fitting of this can only be undertaken and completed whilst the heating system is off. Please consult with the in-house plumber (See item 26)

b. COMMUNAL PIPES (Service Charge Liability)

The building is responsible, through the service charge, to maintain the communal installations. These are the supply pipes in the ducts to the flats, which serve hot and cold water and also central heating. The waste pipes in the stack are also communal.

INDIVIDUAL LESSEE LIABILITY

Pipes individually serving one flat are the liability of that flat's lessee. This includes waste pipes, hot and cold feed pipes from the service duct, plus stopcocks to sinks, baths and basins, as well as the waste pipes from these fittings. Radiators and their valves are also the lessee's individual liability and the pipe work once it leaves the main system.

c. RECOMMENDATION

If in doubt ask! Immediately report all leaks/faults to the desk for the in-house plumber. If you are having plumbing works carried out please check with the office and **ALWAYS** have the stopcocks checked first to ensure they work. If they do not, this must be your plumber's first job. Any requests for water shut downs must be notified to the desk at least 24 hours in advance. We always try to accommodate such requests but no guarantees can be given.

Please ensure if you are considering changing your radiators that you are aware that the heating system here is an open system and that some radiators are not suitable.

We would advise that you or your contractor speak to the in-house plumber prior to undertaking any plumbing works within your property.

24. INSURANCE LIABILITIES

Several residents have queried the responsibilities for insurance. As the consequences of wrong or no insurance are enormous I hope to clarify the responsibilities and liabilities below. See below for details on making a claim.

a. CONSEQUENCES

If you do not have proper cover there may, in exceptional circumstances, be a claim against you. The result of using cheap and incompetent contractors has given rise to instances in the block where substantial damage has been caused by water leaks to flats directly due to contractors' errors. In some instances the contractors did not have liability insurance and the lessee did not have contents insurance. The buildings' insurers who have met the claims are seeking to recover their losses against the lessees of the flats from where the leak originated. Some claims have been for over £6,000!

b. SERVICE CHARGE

Through the service charge payments the Buildings Insurance is paid. This covers the structure, which includes the roof, walls, foundations etc as well as the common parts contents, e.g. carpets. There is a separate engineering insurance to cover the mechanical matters with lifts and boiler plant. Residents are responsible for their own contents insurance.

c. LESSEE LIABILITY

The lessee of each flat is responsible for his or her own contents insurance. This includes their carpets as well as personal effects. This protects **you** in the event of damage to your or another property as a result of something occurring in your flat e.g. washing machine overflowing. *If in doubt check with the office*

d. TENANT'S LIABILITY

As sub-tenants of a leaseholder, or tenants of the freeholder, you are responsible for your own contents i.e. those items not covered by your immediate landlord. If you are in any doubt ask your landlord or the agent you rented through.

INSURANCE LIABILITY OF ASSURED SHORT HOLD TENANTS - (STATEMENT FROM DORRINGTON BELGRAVIA LIMITED)

As your landlord, we are responsible for paying the insurance premium for insuring the building and the common part contents against fire, theft or accidental damage. You should be aware that this "Buildings Insurance" does **not** cover the contents of your flat or any damage, accidental or other, to your Landlord's or any third party's property or contents due to an act by yourself, family or visiting guests.

Also, please be aware that it is your own responsibility to insure any personal belongings or possessions brought into the flat against such risks.

For example, should water damage occur to the contents of the flat below due to a tap left running or overflowing bath/washing machine, this may not be covered by any buildings or landlord's contents insurance policy and any claim would be made against you directly which may run into many thousands of pounds.

It is advisable for you to be properly insured against all risks and if you have not already done so, you should arrange appropriate cover as a matter of urgency. An insurance company or broker will be able to advise you on the most appropriate policy.

Making a Claim

Before making a claim, please keep in mind that, as in the case with motor insurance, the premium payable this year and in future years is directly affected by the number of claims.

If you find it necessary to make a claim, please contact the Estate Office at Du Cane Court.

The excess under the buildings insurance from 24 June 2012 to 2013 has been raised by insurers to £1,000.00. This means that you will be responsible for the first £1,000 of the claim which you will be required to pay. If the cost of the works is below £1,000 then you are required to meet the cost yourself and no claim may be made.

25. FREEHOLDER POLICY ON RENT COLLECTION

STATEMENT FROM DORRINGTON BELGRAVIA LIMITED

Dorrington's policy is to act as a responsible landlord and to deal fairly with our tenants. Your rent will be requested as defined by your tenancy agreement or rent registration, usually on a calendar month basis in advance. Some rents are payable quarterly. Some rents are paid by standing order.

We ask our managing agents to submit an initial request for payment, as far as practical, at least ten days before it is due. If rent is unpaid on that date you will be sent a reminder. If your rent is paid by Housing Benefit you must instruct the Housing Benefit Department to pay your rent directly to our managing agents.

What you need to do – Be aware of the date that your rent is requested and how much you have to pay, and ensure that you pay the rent due to the managing agents. Many tenants find it easier to arrange payments by standing order and we encourage this method.

Please do not ignore our initial request, the reminder or letters advising you that we intend to take recovery action. Do not arbitrarily withhold your rental payments. If you have a query about your account, raise it in writing with our managing agents, but your payment must be made.

Non-payment of rent – If your rent is not paid on time we will have to take action. After the managing agents have requested your rent and reminded you of your obligations to pay, you may then be issued with a Statutory Notice advising you of our intention to begin legal proceedings for the recovery of the rent and repossession of your home.

The Courts can oblige a tenant to pay not only the unpaid rent but also costs in relation to the legal proceedings and interest on the unpaid amount. A court judgement can adversely affect your ability to get credit.

If you would like to know more about your rights as a residential tenant you can obtain a free leaflet published by the Department of the Environment, Transport and the Regions from DETR Free Literature, PO Box 236, Wetherby LS23 7NB – Tel: 0870 1226 236 Fax 0870 1226 537.

If you wish to make a complaint or comment on this procedure please write to The Managing Director, Dorrington Belgravia Limited 14 Hans Road London SW3 1RT Fax 020 7753 7611 – Email: customer.care@dorrington.co.uk

26. PROCEDURES FOR USING THE IN-HOUSE PLUMBER

The in-house plumber carries out small works in the building on communal installations and also finds sources of leaks when reported. His services extend to changing washers, clearing blockages and non-major pipe work repairs. Generally these

services are free but if he is working on an individual pipe or cistern then his materials and time will be charged by the Estate Office to the flat concerned. Any re-charge is then immediately reimbursed to the service charge account.

Individual liability - Pipes serving one flat are the liability of the flat's lessee. This includes waste pipes, hot and cold feed pipes from the service duct, plus stopcocks to sinks, baths and basins, as well as the waste pipes from these fittings. Radiators and their valves are also the lessee's individual liability.

If you are having any plumbing works carried out please check with the office and ALWAYS have the stopcocks checked first to ensure they work. Any requests for water shut downs must be notified to the office at least 24hrs in advance. We always try to accommodate requests but no guarantees can be given and there is a charge payable in advance for this service. £15 to shut off one supply either hot or cold or £25 for both hot & cold.

Radiators

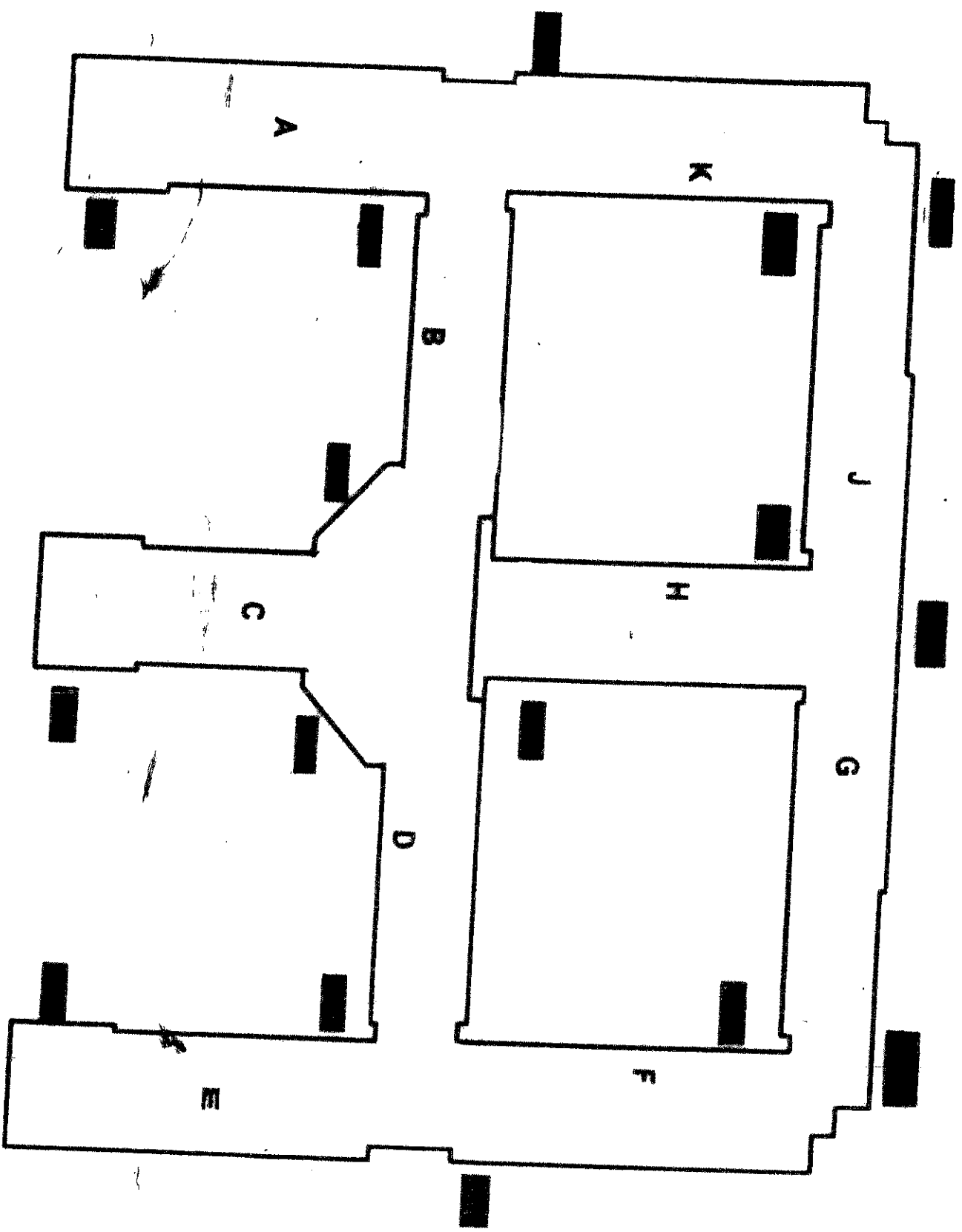
Residents should be aware if they are planning to replace their radiators that we are on an open system and that we would advise that you speak with the in-house plumber for advice before changing radiators.

Thermostatic valves can be fitted to radiators undertaken by the in-house plumber only during the period when the heating is shut down, for further advice please contact the in-house plumber.

In the Event of a leak/Fault

REPORT IMMEDIATELY ALL LEAKS/FAULT TO THE DESK FOR THE IN-HOUSE PLUMBER. TO REPORT THESE FAULTS PLEASE ENSURE THAT YOU GO TO RECEPTION DESK TO CARRY OUT THE FOLLOWING:

DU CANE COURT FIRE EXITS ON ALL FLOORS



RAI DHANARAYAN

1. You must supply brief details of the fault and your flat number
2. A contact number for yourself - This is very important in case we need to speak to you directly.
3. Access details - Are you going to be at the property if not then we require you to complete a key permission slip allowing the plumber access.
4. If you are a tenant of the property you must ensure that you have made your landlord/letting agent aware of the problem and please also supply us with a contact number for them also - without this works can be delayed as we in some instances require the landlords authority to undertake works if a cost is involved.

Remember we need all the details otherwise failure to supply us with this can greatly delay us being able to assist you quickly.

ADDITIONAL INFORMATION

Residents are responsible for paying Council Tax, Electricity (for your own use within your flat) & Water Rates. These are not service charge items.

Council Tax - Contact Wandsworth Council directly who will assist you with regards to payments for your council tax.

Tel: 020 8871 6000
Wandsworth Council
The Town Hall
Wandsworth High Street
London
SW18 2PU

Electricity Supplier - you are able to choose your own electricity supplier to provide you with electricity within your own flat. Should you require a meter reading and your meter is not located within your property please speak to reception desk staff who will be able to assist you.

Water Rates - Savings can be achieved on water rates by contacting Thames Water and tell them you want to be transferred to the Assessed Household Charge Tariff.

This is the tariff for people living in properties where they cannot install a meter; it is not possible for individual meters to be installed at Du cane Court.

They will probably send an inspector to see you and he will confirm that a meter cannot be installed. Thames water will then transfer you to the Assessed Household Charge tariff. You may also be able to get a further reduced rate if you are 'single occupier'.

Contact details for Thames Water

Email: customerservices@thameswater.co.uk

By phone 0845 9200 800, weekdays 8am to 8pm and Saturday 8am to 1pm (Minicom: 0845 7200 899)

By post: Assessed Household Charge, Thames Water, PO Box 436, Swindon SN38 1TU

Water Hygiene

The water hygiene at DCC is of a good standard and we are keen to keep it that way, as part of our water management as we are on an open system it is important that residents also understand the importance of carrying out simple water hygiene maintenance within their properties. Please see the steps below that you need to follow.

- Make sure that all your taps and showers are used at least weekly. If any tap or shower is not used for a week or more (for instances when you are on holiday) then please run these gently for 3 or 4 minutes when you return. Also remember to clean your shower heads.
- Heated towel rails should be left permanently on with the valve fully open at all times, including the summer. Although this may not be convenient on hot days, leaving the valve open means that hot water flows through the towel rail and prevents any growth of bacteria.
- Thermostatic Mixing Valves (TMVs) typically found in modern shower appliances should be serviced at least annually.

Finally we hope that you will enjoy living at Du Cane Court and please remember that all these arrangements have been made for the benefit of all residents and your co-operation is vital.



DU CANE COURT RESIDENTS ASSOCIATION

Residents Association

The Association acts on behalf of the residents in discussions with the landlord's managing agents on such matters as the service charge, maintenance works to be carried out, standards of service and particular problems and grievances. The affairs of the Association are run by an elected Committee who hold regular meetings and equally meet regularly with the manager of the block.

All residents of Du Cane Court qualify for membership of the Association (whether a leaseholder, a tenant of a leaseholder or a tenant of the landlord) and any member may stand for election to the Committee at the Annual General Meeting. Subscriptions are £5 per year, or £3 for anyone retired or unwaged. A membership application is printed below.

Members can benefit from a discount at Chadwick's Butchers, 109 Balham High Road [opposite Waitrose] who offer a 10% discount to Association members.

MEMBERSHIP APPLICATION

To: Hon Membership Secretary, Du Cane Court Residents Association

From: Name _____ Flat No _____

I apply for membership of the Association for the year 2015

I am a Lessee / Tenant of a Lessee / Tenant of the Landlord
[please delete as appropriate]

I enclose my subscription: Full: £5 _____
Retired/unwaged: £3 _____

Signed _____ Date _____

Please place this completed form and your payment in the Association's letter box in the main foyer.

Du Cane Court • Balham High Road • London SW17

