

HAMILTON COURT



RESIDENTS' GUIDE

PROVIDED TO ALL LEASEHOLDERS.

ALL LANDLORDS SHOULD SUPPLY A COPY TO EACH INCOMING TENANT.

ADDITIONAL COPIES ARE AVAILABLE TO DOWNLOAD AT YOUR CONVENIENCE FROM THE DEDICATED HAMILTON COURT WEBPAGE, OR FROM THE MANAGING AGENTS.

2017 Edition

INTRODUCTION

This guide sets out the rules and regulations of residence at Hamilton Court.

By accepting a Lease or tenancy at Hamilton Court, you have agreed to adhere to the regulations at set down by the Lease and Hamilton Court (Pinner) Limited (HCPL).

Hamilton Court (Pinner) Limited are the Freehold Company with responsibility for ensuring the maintenance of the building, and the associated communal amenities. All flat owners, and by extension their tenants, have a legal obligation to ensure that they adhere to the covenants contained within the Lease, as well as additional regulations as set down by the Company. For this reason, all residents are urged to familiarise themselves with the contents of this document.

The contents of this guide have been prepared without prejudice to the rights and obligations, including legal rights and obligations of each owner set out in the relevant Lease.

DAY TO DAY MANAGEMENT

Hamilton Court (Pinner) Limited employ a Managing Agent to oversee the day to day running of the development. David Charles Property Consultants Limited (DCPC) are the first point of contact for all matters arising, and their details are as follows:



**29 High Street
Pinner
HA5 5PJ**

Tel: 020 8866 0001 Fax: 0208 868 2600

Mail: beverley@davidcharles.co.uk

Out of Hours number (for genuine emergencies only): 020 8 090 1576

KEEPING YOU INFORMED

DCPC provide access to a dedicated webpage where 'advice notes' for the attention of all residents can be accessed.

Formal documents for download by owners (such as copies of the insurance schedule) are also available to view / download.

Access is via a password by arrangement. Please contact DCPC to arrange access.

In addition to the electronic service, there are noticeboards within each block, and written correspondence is issued where urgent attention is required.

SERVICES PROVIDED:

By arrangement via DCPC, and funding from the annual service charges paid by the flat owners, the following communal services are provided (this list is not exhaustive):

Bins

The bins are disinfected monthly.

Buildings Insurance

The buildings insurance is affected by the Freeholders and extends to the fabric of the building, and the Landlords fixtures and fittings.

Residents should ensure that they have their own contents insurance in place to protect their personal belongings.

External Buildings Maintenance

Please report any items of disrepair to DCPC. They arrange for routine maintenance works as required, and liaise with Board of Directors concerning any planned major works.

Cleaning

The cleaning of the internal common parts is undertaken on a weekly basis, via the company's nominated contractor.

The common parts are 'deep cleaned' on an ad-hoc basis as required.

Grounds Maintenance

The routine maintenance of the communal grounds is undertaken on a weekly basis, via the company's nominated contractor.

Ad hoc additional grounds maintenance or planting projects are undertaken as directed by the Board of Directors.

Intercom System

There is an intercom system with door release mechanism. Should you experience any issues, please contact DCPC. Damage through misuse is not a cost covered by the service charges. Hamilton Court (Pinner) Limited would ask that residents do not 'buzz' any casual callers into the building.

Internal Maintenance

Please report any items of disrepair to DCPC. They arrange for routine maintenance works as required, and liaise with Board of Directors concerning any planned major works items.

The cyclical decoration of the internal common parts is arranged as required.

Televisual Equipment

There is a communal aerial and satellite dish located on the building. No additional dishes are permitted to be installed.

Utilities

Payment of the utilities serving the Landlords supply are settled by the company. Utility contracts are reviewed at each renewal by DCPC.

Windows

The external surfaces of the window panes, cills and frames are cleaned monthly.

INDIVIDUAL FLATS

Please note that any services exclusively serving any of the flats, or their occupants, are the responsibility of the individual flat owner(s) to maintain in a good state of decoration and repair.

Flat owners are expected to attend to any items of disrepair as a matter of urgency, and immediately upon receipt of a formal request from Hamilton Court (Pinner) Limited.

Tenants should report any items of internal disrepair to their Landlords as soon as possible, particularly any water leaks or issues related to electrical or gas appliances.

All flats should have a stop-cock serving their individual flats installed, and all residents should know the location of the stop-cock. In the event that residents become aware of a leak, then it is expected that the water supply to the responsible appliances will be shut off, or the appliance or fitting not used until the required remedial work has been completed.

Overflow pipes should be regularly checked for any sign of a leak, and attended to urgently in this event.

Residents are responsible for their own televisual equipment, including leads. Before reporting an issue with communal aerial or satellite system, please check your equipment including to see that all leads are correctly installed. Flat owners will be recharged the cost of any call-out that is as a result of failed equipment within the flat.

No alteration to or cutting through the external building surfaces is permitted without the express permission of Hamilton Court (Pinner) Limited.

Any fences or patio areas that exclusively serve an individual flat's demise are to be maintained by the applicable flat owner. This includes keeping the areas in an aesthetically pleasing condition to include cutting ivy away from the building and controlling weeds.

Please keep all rooms well ventilated, to avoid condensation.

RESIDENTS' USE OF THE COMMUNAL PROVISIONS

Bin-Store

Harrow Council provide both recycling and general waste bins however residents should be mindful that the limited bin provisions serve 17 households, and as such the correct use of the bins must be followed for the benefit of all residents.

The general waste bins are provided for the disposal of normal household waste only. It is strictly prohibited for large items to be placed in the bin. As such any large cardboard boxes should be either broken down into small pieces so as not to fill the bin(s), and should otherwise be disposed of at the local civic amenity site.

Where possible items should be recycled. The last page of this document contains a poster detailing the items that may be placed within each bin. The Council will refuse to empty the recycling bin(s) if they consider that the bin has been 'contaminated' by non-recyclable materials. It is an expectation that all residents will exercise due care and attention to ensure that they are placing their household waste in the correct receptacle.

Hamilton Court (Pinner) Limited operate a zero-tolerance policy to fly-tipping. Any witnessed or otherwise proven incidents will be reported to [your Landlord where applicable and] the Local Council who have the jurisdiction to issue fines for this illegal activity. Landlords be warned - if your incoming / outgoing tenants leave a large amount of rubbish or furniture upon vacating or moving in, the costs will be recharged to you.

Harrow Council offer a 'bulky items' waste collection service, and the closest civic amenity site is on Forward Drive, Wealdstone, HA3 8NT.

Car Park

There are xx available parking spaces in the car park, so there are not enough spaces for each flat to have the use of a bay. By way of managing the use of the car park, Hamilton Court (Pinner) Limited request that 'second vehicles' and visitors' vehicles are parked off-site. Where unavoidable, could members of the same household please double-park, to leave bays available for other users. With permission you may arrange to double-park in front of your neighbours vehicles. However please be reminded that access to the car park, including to allow emergency vehicles free passage and space to turn in, should be maintained at all times.

Each flat is allocated a garage for their particular use. It is requested that where possible Landlords include the use of the garage in the tenancy agreement to relieve the pressure on the limited spaces available in the car park.

CCTV

Residents should be aware that, as per the signage displayed, there is CCTV monitoring the external car-park area, the main entrances and the bin-store. This installation is primarily for security purposes, however footage will be used to prosecute any fly-tippers.

Garage Area

It is requested that residents do not loiter in the garage area as this triggers the CCTV which has limited recording capacity. Please instead make use of the communal grounds where it would be appropriate to do so.

There is a power plant located near the garages and access into this area is not permitted under any circumstances.

Accessing the garage roofs is strictly prohibited. Instances of this will be reported to the police, and the applicable lessee held liable for any damage caused; to include a professional survey following such trespass.

Grounds

There is a large area of lawn at the rear of the building that is for the enjoyment of all residents. The garden can be accessed by using the code 'C1970' to unlock the number keypad.

It is strictly forbidden for cigarettes or other items to be thrown from the windows into the grounds. Similarly it is forbidden for cigarettes or other rubbish to be left in the grounds. All cigarettes should be fully extinguished before being disposed of in the appropriate bin.

Children should be supervised by an adult at all times.

Please congregate, including when children are playing, away from the building to avoid disturbing the ground floor residents that have direct access into the grounds.

Please do not leave food out for the local wildlife, this may attract vermin.

There is a communal washing line for use by residents. Please collect in any laundry once dry, and do not leave the washing out any longer than necessary; this is to allow other residents the use of the provisions.

We thank-you are your attention to these matters.

REGULATIONS AS REFERRED TO IN THE LEASE

- (1) No clothes, rugs, mats, carpets or laundry shall be hung upon or shaken from any window, passage or entrances of the Block.
- (2) No part of the demised premises shall be used for any trade or business purposes, or any illegal, immoral, offensive, noisy or noxious purpose.
- (3) No clothes or other article shall be hung put on any external part of the premises (except the drying area provided for this purpose).
- (4) No musical instrument, radio, or television set shall be played or operated in such a manner or at such time as to cause annoyance or inconvenience to the occupier of any other unit.
- (5) Nothing shall be done which may cause annoyance or inconvenience or the Lessor or the occupiers of any other unit or any neighbouring property, or prejudice the amenities of the Estate as a high class residential estate.
- (6) No sale by auction shall be held at the property.
- (7) No caravan or other chattel adapted or intended for use as a dwelling or sleeping apartment shall be permitted on any part of the Estate.
- (8) No hoarding or advertisement or notice of any kind shall be placed on any part of the demised premises.
- (9) No Lessee shall make or allow any person, persons, or child or children under their control to make any undue noise in or about the Estate or Block, or to loiter.
- (10) No Lessee shall in any way encumber or interfere with access to or egress from the place or leave and refuse or rubbish upon any part of the building nor allow any cycle, buggy or other item or thing belonging to them or their visitors to be placed within the common parts.
- (11) No garage be let separate from the flat nor used for any purpose other than to keep a private motor vehicle belonging to the Lessee.
- (12) No Pets. No items to be placed on the exterior (including window boxes) and no fires may be lit on the grounds to burn rubbish or any other purpose.
- (13) Not to obstruct the access ways or car-park area and not to allow any vehicle to leak (lubricant, fuel or other liquid).
- (14) No commercial vehicles - except for the purposes of loading or unloading.

HEALTH & SAFETY

GENERAL

No items are to be left in the corridors as these prevent a trip hazard or otherwise encumber a rapid exit, particularly in the event of an emergency.

No items are to be stored in the service cupboards as they are considered as combustible material.

Generally please exercise due care and attention whilst travelling around the property, particularly when contractors are on site undertaking works.

It is illegal to smoke in the internal common parts.

FIRE SAFETY ADVICE FOR RESIDENTS

Protect you and your household

The easiest way to protect your home and family from fire 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. You are more than twice as likely to die in a fire if you do not have a working smoke alarm.

- Fit smoke alarms on every level of your home
- Make sure your smoke alarms meet British and European standards
- Test your smoke alarms regularly
- Never disconnect or take the batteries out of your smoke alarm

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

- Do not leave cooking unattended and avoid leaving children in the kitchen with cooking on the hob
- Be especially vigilant when cooking with oil. Do not overfill chip pans and NEVER put water on a chip pan fire
- Make sure cigarettes are put out properly, use proper ashtrays and do not smoke in bed
- Do not overload electrical sockets
- Turn off appliances when not in use
- Keep matches and lighters out of the reach and sight of children
- Make sure candles are secured in proper holders and away from materials that may catch fire
- Children should not be left alone with candles

In the common areas

- Do not leave your belongings or rubbish in corridors or the stairway
- Do not obstruct exit doors
- Ensure that all fire doors are kept closed

This could affect you and your neighbours if there is a fire.

Remember:

- Test your smoke alarm regularly
- Keep the exit route from your flat clear so you can escape in an emergency
- Close doors at night, especially the doors to lounges and kitchen to prevent fire spreading

PLAN YOUR ESCAPE NOW. Be prepared and do not wait until it happens

FIRE ACTION NOTICE
ACTION IN THE EVENT OF A FIRE
EVACUATION OR 'GET OUT' POLICY

Landlords - please provide a copy of this Notice to all incoming tenants

If fire breaks out in your home:

- Leave the room where the fire is straight away, then close the door
- Tell everyone in your home and get them to leave. Close the front door of your flat behind you (to reduce the spread of fire)
- Do not stay behind to put the fire out
- Call the fire services
- Wait outside, away from the building

If safe to do so, alert other residents in the immediately vicinity on the way out (knock on their doors).

If you see or hear of a fire in another part of the building:

- You must immediately leave closing the front door of your flat behind you (to reduce the spread of fire)

If safe to do so, alert other residents in the immediately vicinity on the way out (knock on their doors).

To call the fire service:

- **Dial 999** or 112
- When the operator answers, give your telephone number and ask for FIRE
- When the fire service reply, give the address where the fire is
- Do not end the call until the fire service has repeated the address correctly

What goes where for blocks of flats...



Plastic bottles



Plastic pots & containers



Glass bottles & jars



paper, magazines & directories



Aerosols



Tins



Aluminium foil



Cardboard



Children's toys



Nappies



Plastic film



Vacuum cleaner bags



Vegetables & peels



Polystyrene



Black bags



To resolve both overloaded/overweight or contamination, you have 3 options;

- The contents from the non-collected bin can be taken to the Civic Amenity Site, before the next scheduled collection.
- The contents from the non-collected bin can be removed and kept to one side and placed back in the bin after the next scheduled collection ensuring it does not overload and contaminate the bin again.
- Contact us and arrange for a special collection of your bin which will require a payment prior to clearance.

Weekly Service - Blocks of flats

- Bins will be collected from the allocated point of collection only

Reasons for non collection

- If your bin has incorrect items
- If the lid is not closed on the bin
- If you place excess waste on or by your bin
- If no reasonable access to the bins

Did you know?

- We do not offer assisted collection service for residents of flats as most have communal bins
- We do not offer an Organic Waste collection service from flats at this time

The Civic Amenity Site

If you have waste which is too large or bulky to go in your bin or you are a trader you can bring it along to the Civic Amenity Site.

The Centre site can be found at Forward Drive, Wealdstone HA3 8NT and is open seven days a week 362 days a year from 8.30 am till 4.30pm (except Christmas, Boxing and New Years day).

The Centre accepts the following items:



Household Waste

Members of the Civic Amenity Site Team are on hand on the upper level to assist with your waste and where possible help you to recycle.

Any resident or trader wishing to use a van to dispose of waste at the Civic Amenity Site will be charged.

The upper level for cars will be free for residents of Harrow (and other WLWA Boroughs) to dispose of their household and recyclable waste. Cars will be monitored to ensure trade waste is not being disposed as household waste.

Commercial (Trade) Waste

All commercial waste is subject to a charge and all vehicles carrying trade waste must report to the weigh bridge on the lower level. It is an offence to dispose of commercial waste without paying.

You are required by law to provide evidence of correct disposal of your waste, and if a regular carrier of waste, a licence must be obtained.

If the waste is a result of building, gardening work or similar that has been carried out and brought in by a contractor, this is considered commercial waste and we will make a charge.

If you require any further information on the disposal of waste at the Civic Amenity site please contact **020 8424 1091**.

Best recycling London borough by 2017

If you are unable to move the waste yourself to the Civic Amenity Site you can arrange a...

Large or Heavy Item Collection

We provide a separate service for collecting large or heavy items such as fridges, cookers and furniture.

Wherever possible we recycle these items. Collection charges apply.

To arrange a collection or find out about charges, go to www.harrow.gov.uk/waste



Courtesy

Violence and aggression, verbal or physical assault toward any members of the council's staff will not be tolerated and the Police will be called. CCTV is in operation to protect both staff and members of the public and will be used to aid prosecution.