

A GUIDE TO THE GLEN

For Residents, Landlords & Tenants

Revised Autumn 2015



Welcome to The Glen

52 spacious, well-kept maisonettes built in the late 1950s, set in mature landscaped grounds with many specimen trees and designated a Conservation Area in 2007.

For the benefit of all residents, this booklet explains how the estate is managed and what responsibilities you have as a resident, tenant or owner.

▪ Living in The Glen

Properties in The Glen are highly sought-after. People enjoy living in this peaceful area, which is maintained to a high standard for all residents. In return, residents, whether owner-occupiers or rental tenants, must comply with the conditions imposed by the lease and Conservation Area rules.

By choosing to live in The Glen we are, in effect, agreeing to honour the conditions laid out in the lease, and to maintain our property including any garage and garden. These requirements are not negotiable. Any work that does not comply with Conservation Area requirements will need to be corrected to comply with the original external design at the owner's expense.

▪ How The Glen is managed

The Directors of the Association, who are all volunteers and unpaid, are elected to the Board by the shareholders at the Annual General Meeting. If a shareholder wishes to make a nomination, please obtain a Nomination Form from a Director.

Each maisonette is privately owned on a long lease. The freehold is held by The Glen Residents' Association Ltd (GRA). The estate is managed by Managing Agents, David Charles Property Consultants, who are responsible to the elected Board of Directors.

Please direct any enquiry to the Managing Agent, initially through the leaseholder. Each leaseholder holds one share in the Association.

▪ Pathways

The paved paths have been laid out to provide easy access to each maisonette while protecting everybody's privacy. Please keep to the paths and do not cycle over the grass. Residents are responsible for ensuring their workmen do not park their vehicles on the grass or pathways, and their newspaper deliverers do not cycle over the grass.

▪ Barbecues

Please do not have a barbecue on your ground floor veranda or first floor balcony as it may inconvenience your neighbours and it could also be a fire hazard. If and when using barbecues in the garden adjoining your flat, please be aware of your neighbours and take all reasonable steps to reduce the smell and smoke of cooking.

- **Rubbish Collection**

The London Borough of Hillingdon provides an excellent weekly service. On Mondays, they collect black bin bags, clear recycling bags for plastic, paper, tin and glass **(but not nappies or garden refuse)** and small food waste green bins. As a rule, on Bank Holidays, the collection is the following day.

Please wash plastic bottles, glass and tins before putting them out and avoid leaving the recycling bags outside for longer than one night because various wildlife will tear them open. More recycling bags can be obtained from Hillingdon council on 01895 55600 or the local library. Large Items should be taken to the Hillingdon Recycling/Waste Disposal Site.

- **Washing**

It is not permitted to hang washing out to dry anywhere that is at all visible to other residents – not on the first floor balcony, ground floor veranda or in the gardens.

It is hoped that Owners/Tenants would keep it away from windows and doors when drying indoors.

- **Feeding Birds**

If you want to feed birds please ensure that a hanging container is used, suspended on a bracket, clear of the ground and keep the area clean so vermin are not attracted.

- **Hillingdon Pest Control**

For the same reason as above, please do not put food out on the ground. In the unlikely event you see rats or mice phone Hillingdon Pest Control on 01895 250155. The advice from the Hillingdon Pest Control Manager is to report this as a single privately owned household and they will deal with the situation without charge.

Wasp nests are no longer dealt with free of charge. The Council recommend contacting the British Pest Control Association on www.bpca.org.uk or telephone 01332 294288. See also "Useful Contacts" on the last page.

- **Bees**

Bees are different from wasps in that bees are a protected species we are not allowed to kill. For a swarm or any problem with bees contact a local beekeeper Mr Ryan on 01895 464108 and look on the informative bee website www.prbka.co.uk

- **Building and Maintenance Requirements**

According to the terms of the lease and Conservation Area designation, there are clear rules to uphold. Alterations made to the exterior of any Glen property must maintain the original style. All building work, window or door replacement, dustbin stores, garage door or roofing tile, must replicate, complement and blend with the original design. Replacement bricks need to be colour "Dartmoor Heather" or the closest match, and pointing colour must match existing pointing. Full plans showing the detail of all external work to be undertaken must be submitted to the Managing Agent for approval before any work is started.

Nothing may be fixed to the outside of a property – no television aerials, satellite dishes or signage of any kind, except the number of the maisonette.

Gutters are communally-based items and their repair and maintenance will be funded from the Service charge. The soffits and fascias on which the gutters are fixed and new guttering are the responsibility of the top floor leaseholder.

- **The Brick and Wood Dustbin Stores**

To maintain the quality of The Glen appearance and, out of respect for our neighbours, the dustbin stores need to be clean, clear of debris and in good repair to deter vermin.

- **The Garages and Garage Area**

Please maintain your garage door as required by the lease. Keep it clean, white painted and in good repair. This area is not a parking zone because parked cars can block access to other garage doors. Residents are requested not to allow their visitors, or visiting workmen, to park in the garage area at any time. Please ensure that you give parking permits for your visitors and/or workmen. There are two outdoor taps for the convenience of washing your car. Please use a bucket and sponge to do this as the taps are not strong enough to attach any type of hosepipe; also it saves water that is metered and paid for through maintenance charges.

Electricity cards are available from the Managing Agent. For an extreme circumstance GRA directors Ian Seely (No. 27) and Nina Ciuffardi (No.34) hold some cards. Cards cost £16 or £32 – please make cheques payable to 'DCPC re client GRA'. Cash cannot be accepted.

- **Trees**

Most of the trees in The Glen are protected. Any work on them needs permission from Hillingdon Council's Tree Preservation Department. Please speak to the Managing Agent if there is a query about trees.

- **Grounds**

Garden maintenance, lawn mowing, tree cutting and burning of garden debris is carried out by the Garden Contractor under contract to The GRA. If you see something that needs attention please contact the Managing Agent and the Contractor will be informed.

Residents are asked to maintain the small areas of garden against the brickwork of their maisonette and keep them free of weeds and attractively planted. If you are unsure where these are in your case, please ask the Managing Agent.

For those owners who do not wish to maintain their individual garden themselves, the Managing Agent can arrange for the Garden contractor to carry out the work twice a year for a fee which would be added to the Service Charge.

Garden rubbish can be put on the general heap at the back of the garages. Please ensure that **no plastic bags, tins, plant pots, metal, stones or bricks** are left here. There is a designated area for the collection of fallen leaves. Residents are invited to use the compost on their own garden area.

- **Noise**

The grounds are available for the enjoyment of all residents, including children, but please consider your neighbours and do everything you can to maintain the peace and quiet of the area.

The Glen is regarded as a friendly community of all ages and it follows that we should be mindful of one another's interests. Children want to play, families to chat on a balcony or loggia and seniors like peace and tranquillity.

There is a need for parents and grandparents with children to be considerate and watchful and for seniors to be tolerant. Playing with a football can possibly create enthusiastic shouting and risks accidentally damaging trees and shrubs and is not encouraged for these reasons.

- **Fireworks**

Due to their explosive nature and fire risk, fireworks are not allowed to be ignited anywhere in The Glen.

- **Parking**

Car parking is a problem, so if you have two cars, please put one of them in your garage. If you go on holiday, please leave your car in your garage. To enable us to maximise car parking, please take care when parking so that your car does not leave usable space at either end of the parking bays.

Parking restrictions operate and Wardens check the cars twice daily! Residents' and Visitors' parking permits are available from The London Borough of Hillingdon. Residents are responsible for ensuring that their visitors and visiting workmen have the necessary permits.

- **Drains**

Under no circumstances dispose of non-soluble objects down the sink or toilet at any time. Thames Water state that it is critical for drains that none of the following are put down toilets or sinks: **fat & oil – wet wipes – tampons – sanitary towels – nappies – kitchen roll – food waste – incontinence products – colostomy bags – cotton wool – cotton buds – razor blades – tights – plasters & bandages – condoms – dental floss – medicine & tablets – engine oil – chemicals - paints.** The Managing Agent hires contractors to power-clean The Glen drainage system annually.

The main drainage system in Green Lane is the responsibility of Thames Water. Plumbing problems for individual maisonettes are the responsibility of the owner of the property.

The Glen water is supplied by Affinity Water.

- **Grit Bins**

There are two grit bins, one at the entrance to The Glen and one in the garage area containing salt/sand for use in icy weather.

▪ **Useful Contacts**

The Glen's Managing Agent is: David Charles Property Consultants Limited
Address: 29 High Street, Pinner, HA5 5PJ
Telephone Number: 020 8 866 0001
Contact: Beverley Leonard
Direct Line: 0208 429 9004 (direct line)
Email: beverley@davidcharles.co.uk

If you see a mains water leak in The Glen or Green Lane, phone **Affinity Water on 0800 376 5325**.

For sewage emergency (non-domestic) phone **Thames Water on 0845 920 0800**

Northwood Residents Association (NRA) is active and has an annual meeting in March - www.northwoodresidents.co.uk

London Borough of Hillingdon Council - www.hillingdon.gov.uk - 01895 250111

Old Bill's Pest Control – www.oldbillspestcontrol.co.uk – 01494 581803 or 07581 574593

**PLEASE LEAVE THIS BOOKLET
IN THE PROPERTY IF YOU MOVE**