

# A GUIDE TO THE GLEN



for  
Residents, Landlords & Tenants



2018 Edition

## 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. Please take some time to read through this document and familiarise yourself with the content.

### ▪ 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 to enjoy. In return residents, whether owner-occupiers or rental tenants, must comply with the conditions imposed by the Lease and Conservation Area rules to maintain the expected standards.

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 Glen Residents Association Limited (GRA), who are all unpaid volunteers, are elected to the Board by the shareholders at the company's Annual General Meeting. Each leaseholder holds one share in the Association. If a shareholder wishes to make a nomination, they should please obtain a Nomination Form from a Director.

The Freehold is held by The Glen Residents' Association Limited and each maisonette is privately owned on a long Lease.

The Estate is managed by Managing Agents, David Charles Property Consultants, who are responsible to the elected Board of Directors. Leaseholders should please direct any enquiry to the Managing Agent who will liaise with the Board if required.

### ▪ 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 or guests do not cycle over the grass.

### ▪ Barbecues

Please do not use a barbecue on your ground floor veranda or first floor balcony as it may present a fire hazard. If and when using barbecues in the garden adjoining your flat, please have a bucket of water on hand and take all reasonable steps to reduce the smell and smoke of cooking, to avoid inconveniencing your neighbours.

### ▪ 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 will keep washing away from windows and doors when drying indoors so as not to be visible to other residents.

- **Balconies & Patio Terraces**

Please ensure that all planting is kept well-tended to and in particular, please avoid any plants from growing beyond the boundary and onto your neighbours balcony or terrace. In particular ivy is discouraged and in no circumstances may ivy be allowed to grow into or around the gutters and hopper heads.

- **Feeding Birds**

If you would like 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 that vermin are not attracted.

- **Pest Control**

For the same reason as above, please do not put any food out on the grounds, this includes in the bonfire area. 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](http://www.bpca.org.uk) or telephone 01332 294288. See also “Useful Contacts” on the last page.

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](http://www.prbka.co.uk).

- **Building and External Maintenance Requirements**

As per 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 any proposed external work to be undertaken must be submitted to the Managing Agent for formal approval by The Board before any work is started.

Nothing may be affixed to the exterior of the buildings – 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 provision. The soffits and fascias on which the gutters are fixed are the responsibility of the top floor Leaseholder.

- **The Brick and Wood Dustbin Stores**

To maintain the quality of The Glen's appearance the dustbin stores need to be regularly cleaned, clear of debris and in good repair to deter vermin and deterioration.

- **The Garages and Garage Area**

Please maintain your garage door as required by the Lease. Keep it clean, painted white and in a good state of repair.

Residents are requested not to, or allow their visitors or visiting contractors to, park in the garage area at any time as this restricts access to the garages. Please ensure that you give parking permits for your visitors and/or workmen to enable them to park in the designated parking bays on the public highway.

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; and to avoid wasting the water that is metered and paid for through the service charges.

Each garage is fitted with an individual electricity meter for the purposes of feeding lighting and small appliances; that should be regularly checked. Electricity cards are available from the Managing Agent in denominations of £16.00 or £32.00. Please make cheques payable to 'DCPC re: Client GRA' or contact the managing agent for details on how to make a bank transfer. Cash is not accepted. The GRA Director Ian Seely (No. 27) holds some cards in the event of a genuine emergency – however garage users are requested to monitor their meter to avoid the funds from running out unexpectedly.

- **Trees**

Most of the many trees in The Glen are protected either by the designated Conservation Status or by specific Tree preservation Orders. Any work, except in an emergency, requires formal permission from Hillingdon Council's Tree Preservation Department which can at times be a lengthy process sometime involving re-planting. The Board of Directors undertake an annual review with the Managing Agent to agree a specification of work for the coming year, taking into careful consideration the available funds and urgently required work. For these reasons, tree pruning cannot be undertaken at request, however your requests are welcomed via the Managing Agents.

- **Grounds**

Garden maintenance to include (but not limited to) lawn mowing, hedge trimming, weeding, 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 notified.

Residents are required to maintain any flowerbeds against the brickwork of their maisonette by keeping them free of weeds and attractively planted to the standard of the rest of the grounds.

This should be undertaken directly by the owner, resident, or via a private garden contract as preferred. If Lessees no longer wish to maintain these small areas, please remove any plants and level the ground whereupon the Managing Agent will arrange for the area to be turfed and adopted into the main grounds by prior arrangement.

No area of the grounds may be separated from the whole by any means what-so-ever and the GRA reserves the right to remove any structures.

Any plants or shrubs planted within the grounds are considered to have been donated to the GRA for the enjoyment of all residents; however any planting undertaken without prior approval may be removed.

Garden waste can be placed 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 – green waste only. There is a designated area for the collection of fallen leaves. Residents are welcome to use the compost mulch on their own garden areas.

- **Noise**

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 may like peace and tranquillity. Therefore there is a need for parents and grandparents with children to be considerate and watchful and for seniors to be tolerant. Ball games may create enthusiastic shouting and risks accidentally damage to trees, shrubs, fencing and windows - and is not encouraged for these reasons. The grounds are available for the enjoyment of all residents so please consider your neighbours and do everything you can to maintain the peace and quiet of the area and avoid disputes arising.

- **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 owing to limited space, so if you have two cars you are requested to please put one of them in your garage if you have one. If you go on holiday, please leave your car in your garage. To enable us to maximise the parking space available, please ensure where possible that your vehicle does not leave unusable space at either end of the parking bays.

Parking restrictions are in operation 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 may residents, their visitors or contractors dispose of non-soluble objects down the sinks, basins, baths, showers, lavatories – ie anything plumbed into the communal drain system - at any time. Thames Water state that it is critical for drains that none of the following are put down toilets or sinks: **cooking 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, machine oil, paint, chemicals.** The presence of such items will cause blockages.

The main drainage system in Green Lane is the responsibility of Thames Water to maintain, however as a preventative measure, The GRA contracts a company to jet-wash the main run of the communal drain annually.

Plumbing problems within individual maisonettes are the responsibility of the owner of the property.

▪ **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 <b>Managing Agent</b> 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:	<a href="mailto:beverley@davidcharles.co.uk">beverley@davidcharles.co.uk</a>

The mains water supplier at The Glen / Northwood is **Affinity Water**. If you see a mains water leak in The Glen or Green Lane, please report this to Affinity Water on 0800 376 5325 / <https://www.affinitywater.co.uk/report-a-leak.aspx>.

The wastewater services are supplied by **Thames Water**. For non-domestic sewage blockages please phone Thames Water on 0845 920 0800 / 0800 316 9800.

**Northwood Residents Association** (NRA) is active and has an annual meeting in March - [www.northwoodresidents.co.uk](http://www.northwoodresidents.co.uk).

**London Borough of Hillingdon** Council - [www.hillingdon.gov.uk](http://www.hillingdon.gov.uk) / 01895 250111.

Old Bill's **Pest Control** – [www.oldbillspestcontrol.co.uk](http://www.oldbillspestcontrol.co.uk) – 01494 581803 or 07581 574593.

**LANDLORDS - PLEASE ENSURE THAT YOUR SUB-TENANTS ARE PROVIDED WITH A COPY OF THIS BOOKLET AT EACH CHANGE OF TENANCY.**

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**<https://davidcharles.co.uk/property/the-glen-northwood-middlesex-ha6-2up>**