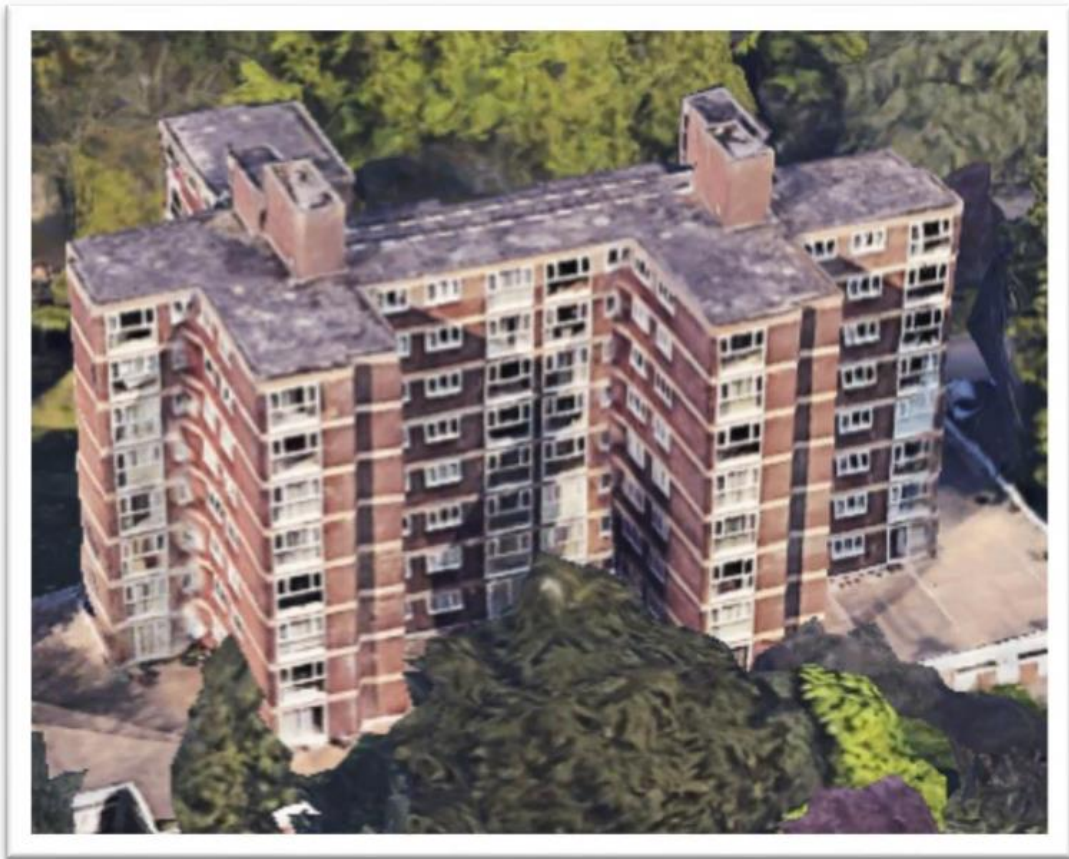


Living at Russell Mount

An A-to-Z Guide



2022

An A to Z of living at Russell Mount

2022

Welcome to Russell Mount if you are a newcomer and, for existing residents and owners, welcome to an updated handbook.

The scope of this handbook is to allow easy access to topics about Russell Mount and the services and facilities available.

It also serves to remind how our quality of life here depends on the behaviours of each and every one of us as neighbours. These are underpinned by the various legal requirements contained in your lease, if you are an owner, or rental contract in the case of tenants.

This handbook does not aim to reiterate nor interpret all the lease conditions and covenants but will reference those which relate to some of the most common issues that arise.

Please be aware that the Directors will enforce the requirements of the lease to protect the well-being of all leaseholders as well as fulfilling their legal obligations.

In the following sections Russell Mount is abbreviated to “RM”, Russell Mount Management Company Ltd to “RMMC” and the Managing Agents to “MA”.

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A

Access

There are two main frontal access points on Branksome Wood Road being the main vehicular access on the eastern corner of the estate and a pedestrian entrance midway along the road.

There is also pedestrian access from Bournemouth Gardens to the rear of RM through a metal grilled gate. Note that this access path is uneven, has tree roots and may be slippery at all times. It is also unlit. Use at your own risk.

Address

Your full address is:

*Flat xx, Russell Mount
28-30 Branksome Wood Road
Bournemouth
BH4 9JN*

The postcode is unique to Russell Mount

(The fact of having two numbers reflects that the site was originally occupied by two large Victorian houses.)

Antenna

Terrestrial analogue and digital signals are available via amplifiers to the TV socket in your flat. Digital signals require a set top box. Satellite dishes may not be installed.

B

Barbeques

Barbeques, fire pits or similar are not permitted on the estate.

Battery charging

If you have an e-scooter or e-bike you must only charge batteries whilst you are awake and alert so if a fire should occur you can respond quickly.

Do not leave batteries to charge while you are asleep or away from the home.

(In 2021 the London Fire Brigade alone reported 59 fires caused by e-bike and e-scooter batteries.)

RMMC have looked at the option to install electric car fast charging points and this will continue to be reviewed. At this time there are no facilities to charge electric cars at Russell Mount.

Bicycles

Bicycles should be parked in the garage where there are security rings in various places to lock bikes. Bikes are left at your own risk.

Please do not attach your bike to the white fencing around the podium nor leave on stairwells or landings or in the way of car access or in turning areas.

Bikes and the like should not be ridden on the podium.

Broadband

Full fibre cable (FTTH) from CityFibre is installed throughout RM with distribution boxes located immediately next to each flat's entrance.

The contracting of the final service to within a flat is the responsibility of the flat owner/tenant as is their choice of provider whether this be fibre or conventional broadband through their phone line.

Building works

Building and DIY work, including plumbing, decorating, carpentry, drilling, hammering and the like may only be carried out between **8am and 6pm Monday to Friday**, excluding Bank Holidays, except in case of emergencies.

Just to be crystal clear, no works may be carried out in the evenings, weekends and on Bank Holidays.

Flat owners are responsible for ensuring daily that any building works they undertake have not had a detrimental effect on the state of any common areas used or transited through.

Any additional work required by RM's contract cleaners to remedy the effects caused by such works will be charged directly to the flat owner.

Structural alterations may not be made without prior consultation with the MA and only upon obtaining written permission from the Board.

It would be a courtesy to your neighbours if you could notify in advance of any building works to be carried out. This could be via a note in the correspondence box or by directly affixing a note to the notice board.

C

Car washing

There is a dedicated space for car washing. This is located adjacent to the electricity sub-station doors on the garage down slope

A water hose on a reel is located to the right of the garage door. A wall mounted tap for the hose is located inside the garage on the immediate right as you enter where hose water gun attachments may also be found.

To lock the garage gate to an open position, turn the inner wall mounted circular switch one quarter turn anticlockwise. (*to the right and up from the tap*)

Please return hose attachments after use and release the garage gate mechanism with a one quarter turn clockwise.

Carpets

Flats are required to be suitably carpeted other than for the kitchen and bathroom.

CCTV

RM has a CCTV system running 24 hours daily with cameras covering entrances to the grounds, buildings and garage.

Recordings are made and stored for the purposes of the safety and security of residents, visitors and of the physical assets of RM.

Cleaning

The cleaning of flat windows, both internally and externally, is the responsibility of the flat owner. This includes the external sill.

Contract cleaners are responsible for the cleaning of common areas, the lifts, stairs and halls and external areas. They work to an agreed task list and schedule.

Common areas

The common areas incorporate the fire escape routes. Residents must not leave in these areas items such as prams, bikes, boxes or furniture which may obstruct or hinder evacuation in case of emergency.

Complaints

Complaints may be addressed to the MA or communicated to the Directors via the correspondence boxes.

Contact details

The Managing Agents may be contacted as follows:

office@bonitaone.co.uk

Tel 01202 736889

Correspondence boxes

There is a wall mounted cream-coloured correspondence box in the entrance area of each building.

Please use this to contact the Directors on any subject you feel appropriate. The box is checked weekly. If you require a reply or specific information, please give your contact details.

A legible hand written note is fine.

Urgent issues may be communicated directly to the Managing Agents.

Please do not knock on the doors of Directors; they are volunteers and have the same expectation of privacy and undisturbed residency as all flat owners.

Council tax

All aspects of Council Tax are the sole responsibility of the individual flat owner/tenant.

Curtains

The lease requires flat windows be furnished with curtains or blinds.

D

Damp

The presence of damp is a common feature in the UK residential housing stock due to a combination of climatic and behavioural factors.

Natural air humidity in residences is increased by respiration, showering and bathing, the steam from cooking and the drying of laundry. When warm humid air meets colder surfaces it will condense, producing moisture on windows and the inner side of external walls.

This can be countered by improved ventilation and heating and changed behaviours such as drying clothes outside, cooking with lids on pans and the use of dehumidifiers.

In RM there are large picture windows which attract condensation in the cooler months. To prevent mould it is advisable to wipe dry all windows when condensation occurs.

Deck – see **Podium**

Deliveries – see also **Forecourt**

Most deliveries to RM residents are trouble free and the regular delivery drivers for Amazon, UPS etc.. will deliver to your door.

If you are asked on the intercom to open the building main door for a delivery please only do so if you are expecting a delivery and the caller has identified the carrier.

Please do not ask for a parcel to be left downstairs in the lobby or outside the main door.

Directors

The Directors are drawn from leaseholders and serve on a voluntary basis. One of the Directors is voted Chairman/woman by the Directors.

The Board of Directors meets routinely to discuss matters relevant to the upkeep of RM and its financial position as well as any issues that may arise including compliance with lease requirements.

Any flat owner interested in joining the board of directors can contact the company via the mailboxes in each entrance lobby.

Description of Russell Mount

RM comprises two separate but conjoined blocks of flats each with its own entrance, security system, lift, fire escape and exit. Together with the garage and grounds this comprises the Estate.

In total there are 56 flats, of which 16 are one bedroom and 40 are two bedroom.

The East block has three units per floor for a total of 24 flats; West block has four units per floor summing 32 flats.

RM was constructed with a concrete framework supporting the floors. All other walls, with the exception of those surrounding the lift shaft and fire escape stairs, are non-supporting curtain walls of either breeze block or brick.

Disputes

It is not the role of the Directors to settle disputes between neighbours which should ideally be settled between the parties involved on a personal level.

If a dispute involves a clear and serious breach of lease conditions this may be referred either to the MA and/or to RMMC who will take any appropriate action.

Behaviour by a tenant which breaches lease conditions will be notified to the leaseholder landlord and may result in a veto by RMMC on the renewal of the rental contract.

DIY - see **Building works**

Doorbell Cameras

Doorbell cameras that record into common areas are not allowed for Data Protection considerations.

Drugs

Whilst the consumption of cannabis may be widespread in society it remains an illegal substance. It is also extremely pungent and a nuisance to other residents. Any indication that a flat is being used for the consumption of cannabis or other illegal substances will result in appropriate action.

Drying area

There is a drying area in the north west corner of the estate with 8 rotary dryers. Pegs are not provided. The plastic hanging lines may need a clean before use so a wipe down with a damp cloth is advisable.

Please avail yourself of this facility as it is a healthier option than drying indoors. Please remember that, as per your lease, no washing should be displayed so as to be visible in the window of your flat.

The drying of clothes on the podium, the white fence or elsewhere on the Estate is not permitted.

E

E-Bikes - See **Bicycles** and also see **Battery charging**

E-Scooters - See also **Battery charging**

Use of e-scooters is only allowed on private land to which the public do not have access.

Due to the constant flow of visitors, tradesmen and delivery drivers, the use of e-scooters within the RM estate is not permitted.

Electricity

Each flat has an individual metered power supply for which the owner/tenant is responsible.

There is a consumer unit located in your upper hall cupboard inside your flat for the internal circuits of your flat. The unit contains fuses and allows you to isolate individual circuits in your flat.

The mains supply risers for each column of flats are in the cupboards on the smoke landings. The main fuse for supply to the flats will be found in these cupboards on *alternate* floors.

If it is necessary to cut power to your flat for a change of meter the power company should be directed to these tall narrow cupboards on the smoke landings.

Electricity for the common and external areas, garage and lifts is paid for in the service charge.

There are several 13 amp sockets in the garage for using battery chargers, power tools or inspection lights, etc...

Electric vehicles – see **Battery charging**

Emergencies

Contact the emergency services on 999 for any genuine emergency.

For emergencies involving the lift, call Total Lifts on 01202 383690 giving your own name and number as the contact.

External walls

Nothing should be affixed to external walls without written consent from RMMC.

F

Fire alarm

There is no alarm system installed at RM.

Fire blanket

All flats have previously been issued with a fire blanket. This should be kept in your kitchen and readily accessible.

Fire extinguishers

Each smoke landing has a fire extinguisher. Take time to read the “How to use” label on the front.

However, do not risk your life trying to put the fire out if the fire is intense or you are unsure of how to use the extinguisher.

Fire procedure

In the event of a fire

- call 999.
- alert your immediate neighbours.
- evacuate the building (if it is safe to exit your flat).
- do not use the lift.

The stairs are your exit route in case of fire. Remember that there are fire exits at both the top and bottom of the stairwell.

The “ground floor” level fire exit doors are located on the ground floor for the East block and one level *lower* for the West block.

The top of the stairs exit in both buildings is through a fire door which leads onto the roof. There is a walkway across the roof to the corresponding fire door and stairwell of the other block.

Please take time to rehearse what you would do in case of a fire by *actually* using the stairs and locating the exits available to you. This should be done by all the family members in your flat.

The garage also has a specific fire exit door on the west side.

The fire exits have a glass tube which requires a sharp knock to break and release the door. There is a glass break rod or block on the frame – use this to break the glass.

Forecourt

The access to both buildings is a shared forecourt leading to the pedestrian access to the garage and the gardens, and forecourt parking.

There is large bay adjacent to the low white wall, marked with a “No Parking” designation, which may be used for drop off and pick up only and by delivery vehicles.

G

Garage – see **Parking**

Garage door

The electric garage door is operated by a key from outside (on the post as you come down the slope) or by pressing the button on the concrete column (on your right-hand side as you exit) within the garage. Remote controls are available commercially.

Gardens

The gardens and grounds are for the enjoyment of all residents. They are maintained by a gardening contractor.

Anyone who is interested in gardening and would like to take an active interest in the grounds should contact the Directors via the correspondence box in their building.

Gas

RM is not connected to mains gas.

Ground floor flats – see also Podium

Six of the seven ground floor flats have sliding doors instead of a large picture window and thus have direct access to the south side of the podium.

The podium is part of the common areas and is equally accessible for all residents.

Ground floor residents are reminded that they are free to enjoy the podium, as are all residents, but that items such as chairs, tables and personal possessions should be returned indoors when not being used. The area outside your flat is not conveyed with your property.

Please bear in mind that both noise and smoke carry to other flats, especially in summer.

Other residents are reminded that any activity on any part of the podium directly affects ground floor residents so please also show consideration. This applies especially when entering and leaving the building, use of the lifts and when on the forecourt on either side.

H

Hall cupboards

The cupboards next to your front door are conveyed with your flat for your own use.

Please do not store inflammable paint or other solvents in there for safety reasons.

It is not advisable to store personal items in any other cupboards within the hallways.

The stop cock for your flat is in the lowest cupboard (7th floor excepted) – see also **Water**

History

Russell Mount was built in 1969 on the site of two large Victorian villas, traces of which may still be seen in the grounds.

I

Insurance

RMMC arranges insurance for the building itself each year, the cost of which is included in your maintenance payments.

No contents insurance is arranged and this is the responsibility of each flat owner.

Intercom

There is an intercom system connecting each flat in a block to the intercom panel outside the front door of each building.

The intercom enables two-way communication with a visitor and allows you to open the front door remotely.

If you are asked on the intercom to open the building main door for a visitor or delivery please only do so if you are expecting that visitor or delivery.

K

Keys

There is a single entrance door to each building (with distinct locks), a locked stair gate for pedestrian access to the garage and a driveway gate opening mechanism for car access to the garage.

You should have been given copies of the appropriate keys as well as those for your flat, either by the previous owner or by your landlord. The Directors do not provide a key copying service nor do we hold copies of keys for flats.

The Directors are looking to have installed electronic locks with keypad or card control for ease of access.

Key safe box

If residents need to allow easy access for carers or similar a key safe box may be permitted. The box must be identified with the flat number.

Please contact RMMC via the correspondence box with your details and requirements.

The costs and installation are the responsibility of the leaseholder.

If no longer required, the box should be removed and any holes made good.

L

Leasehold conditions

Owners hold their property as leaseholders and their enjoyment of their flat is regulated by the conditions of their lease. The Directors of RMMC, the owner of the freehold, *are legally obliged to police and*

enforce those conditions if you, the leaseholder do not comply with your lease.

Legal structure - see also **Directors**

Russell Mount Management Company Limited owns the land and buildings that make up Russell Mount and is the leaseholder.

The Company is owned by its shareholders who are the owners of the flats at Russell Mount with each flat entitled to one share held jointly or individually by the owner(s). Your share was conveyed to you when you purchased your flat.

Shareholders may take some decisions usually exercised at a General Meeting which is held periodically.

The running of the Company is entrusted by the shareholders to the Directors, typically elected or re-elected at the AGM, who in turn, contract a professional property company as a Managing Agent.

The Directors run the Company according to the requirements of the Company's formation documents, the lease under which flats are held, and the requirements of Company Law.

Letting and Tenant Approval

(Technically this is sub-letting as all flats are already held on a lease.)

Sub-letting (i.e. renting) is allowed on *a furnished basis for a period of not less than 12 months and for a period not to exceed three years in total in any four year period. The tenant must constitute a single family.*

Short terms lets or holiday letting is not permitted nor sub-letting on any other basis.

If you wish to rent out your flat this is subject to the prior approval of RMMC before letting. This shall not be unreasonably withheld as long as it meets the leasehold conditions above.

Prior approval also applies to **a renewal of a rental contract** for an existing tenant. This shall not be unreasonably withheld.

However, RMMC will withhold consent to renewal if the tenant has been the subject of complaints which have been upheld or whose behaviour would have placed them in breach of leasehold conditions, as detailed in this Handbook, had they been an owner. Any such complaints and/or behaviours will have been communicated to both the tenants and owner which may be in writing by post, by hand or to an email address previously provided.

It is your responsibility as an owner to ensure your tenants are provided with a copy of this Handbook and that they confirm they are aware of and familiar with its contents as they apply to them.

Lifts

Each building has a lift serving all residential floors. The lifts do not descend to the garage.

The lifts are maintained under a service contract which includes 24 hours call out. See “Emergencies” for contact information.

Please do monopolise use of a lift by wedging open lift doors no matter how busy you are with removals or similar. Fellow residents also require access.

M

Maintenance

Upkeep of the building and grounds is managed by RMMC. Please inform the company about any issues you notice or feel should be addressed.

Managing agents – see also **Contact Details**

Bonita One Management are employed by RMMC to manage the running of the building. The Directors give instruction on significant expenditure and agree strategy but all other activities are undertaken by the agents.

Motorbikes

There is a designated parking area in the underground garage for motorcycles.

Please do not take up car parking spaces as these are limited.

Visitors on motorbikes may park on the stretch of pavement immediately next to the first parking space next to the white fence.

Mould – see **Damp**

N

Noise

This is probably the most frequent complaint received at RM. Fortunately, it can be the most easily resolved given goodwill and understanding by those involved.

Noise may be, at best, inconvenient, but at its worst can cause loss of sleep and disturbed sleep patterns with consequences on a person's health.

There are restrictions arising from your lease. As a general rule noise levels should not be such as to disturb other residents and specifically no music, radio, television or the like should be audible from outside your flat between the hours of 11pm and 7am.

Notice boards

There is a notice board in each building in the common area entrance.

As well as general notices such as fire procedures there will be targeted notices addressing topical issues or for information.

Please take the time to check for new notices.

O

P

Parking – Garage

The garage was designed and built when vehicles were much smaller than they are today. The original 56 spaces have thus been consolidated to allow for the reasonable use of space available given the current mix of owners' vehicles. Currently the garage can accommodate some 43 cars.

A space in the garage will be allocated upon request (see below) and according to availability and the size of your vehicle. There may be a waiting list. When allocated the number(s) of the space will not correlate with your flat number.

If you have a space, please use it as failure to do so may result in it being reallocated to another resident.

Use of the garage is at your own risk.

Parking – Ground level

There are 21 parking spaces at ground level of which 8 immediately in front of the buildings, 3 sited adjacently and 10 to the side and backing onto the neighbouring property.

Residents without a garage space may park in any available space which are occupied on a first come first served basis.

Spaces may also be used by visitors and tradesmen. Residents with a garage space may park here but this should be for brief periods only and not overnight.

For safety reasons, please do not park in the car washing space next to the power transformer room to which free access must be maintained for emergency services. Similarly, do not park in any other location where a space is not delineated for this purpose.

Parking – Register

Please contact RMMC to register your vehicle(s) when you move in (or change your vehicle) so that we can verify that vehicles are on site legitimately.

Details required are name, flat number, contact number, make and model of vehicle with dimensions and registration. Please indicate whether you are an owner or tenant and, if the latter, state the length of your tenancy.

The e-mail address to register your vehicle is:

russellmountparking@gmail.com

Parking – Restrictions

The lease refers to “car parking spaces”. No vehicle higher than 6 feet 6 inches high nor bearing any advertising may be parked in any car parking area, except for loading and unloading.

Parking – Visitors (including tradesmen)

For visitors, each flat has a visitor permit to place in the windscreen.

Please ensure your visitors use these so that unauthorised use of the car park may be challenged.

Pets

No animals may be kept in the grounds of the estate.

Further, no pets shall be kept which may cause annoyance to any other resident.

Any resident wishing to keep a pet should contact the Managing Agent via the Correspondence Box with details, asking for written consent. Your neighbours may also be contacted for their feedback.

It should be noted that the lawns and grounds are for the enjoyment of all and must be kept free from animal fouling.

Phones – see Telephones

Podium – see also Ground Floor Flats

The podium is the large concrete floor or deck that surrounds the buildings and is fenced off. The fence has different parts - a low concrete wall offers protection against vehicles on the north side whereas a white panelled fence is used elsewhere where there is a drop.

The podium allows access to those ground floor flats which have sliding doors.

Please note that the podium is not a play area nor is it a storage or parking area. Games and cycling on the podium are not permitted. The white fence is adequate for its purpose but is not load bearing – **DO NOT SIT OR LEAN ON IT.**

There are concrete planters around the podium which the gardener maintains. Residents should not place flower boxes and pots outside their flat nor affix anything to the walls.

R

Recycling – see also **Rubbish**

Recycling has been in force in the UK for years and most residents are aware of how to use the scheme. If you are unsure then please refer to the BCP website for guidance.

[Household recycling bin collections \(bcpcouncil.gov.uk\)](http://bcpcouncil.gov.uk)

All material in recycling should be placed loosely in the bins – recycling machines are very good at sorting waste but are unable to pick up and empty your bags or boxes.

Boxes should be folded flat so that space is available for others.

In recent months the Council has refused to collect recycling when it has been “contaminated” by residents placing inappropriate items in the bins. This has included a television, bed slats, carpets, and a chest of drawers.

Rental – see **Sub-Letting**

Roof

Roof access is only permitted in case of emergency

Rubbish – see also **Squirrels**

There are 4 large general waste bins in the recess to the left of the garage doors. Only your own private household waste may be placed in these.

Bins should not be left overflowing and should only be filled level with the top of the bin. All waste should be bagged.

Do not leave items alongside the bins in the hope that it will be collected. It won't!

Note that electrical items, furniture, wood etc will not be collected by BCP Council and you must dispose of such at the at the local waste recycling centre.

If in doubt BCP has a list of what is and isn't permitted in household waste. See:

[Household rubbish bin collections \(bcpcouncil.gov.uk\)](http://bcpcouncil.gov.uk)

S

Security

The security of the residents and their possessions is a matter to which we can all contribute.

Measures which contribute to our mutual safety include:

- Not leaving the building front doors open on the hooks; these are only provided to aid the passage of large items.
- Not opening the building front door from your intercom unless you are expecting a visitor or delivery.

- Not placing the garage door mechanism on “Open” and leaving the area unattended.

Selling

Should you be selling your flat it is imperative that all service charges and any other charges or levies are fully paid prior to leaving.

Service charge

Charges are due quarterly in advance.

Payment details can be obtained from the MA.

RMMC will pursue any late payment or non-payment of charges or levies and will seek to recover any monies due in accordance with the leasehold provisions. This may involve further costs for the leaseholder.

Smoking

Smoking in the common areas of the buildings and the lifts is legally prohibited.

If smoking in your flat please do not blow smoke out of a window as this invariably enters neighbouring flats.

For the convenience of smokers who smoke outside their flat there is an ash bin on the wall next to the stairs to the garage.

Speed limit

The speed limit at RM is 5 mph.

Squirrels

Grey squirrels may be found at RM given the wooded nature of the estate and area and their ability to access the general refuse bins. They may be occasionally seen on the white guardrail at the rear of the property.

Please do not encourage them and **DO NOT FEED** them.

RM will employ pest control measures if necessary.

Stairs

The stairs are the key component of fire escape at RM and **MUST** be kept clear at all times. There are periodic inspections to ensure that this means of escape remains safe with no obstructions or trip hazards.

Both blocks have an emergency escape door at the foot of the stairs. These have a break glass lock and must only be used in an emergency.

For normal use of the stairs at night there are push light buttons at intervals on the stairwells.

Please advise if there are any issues you become aware of.

Stopcocks see Water

Store room

There is a store room in the garage. This is an unlocked room and anything placed there is left at the owner's risk. Please use responsibly.

Sub letting

The lease prohibits sub-letting a flat or part thereof on an *unfurnished* basis.

A flat may be let on a *furnished* basis for a period of not less than 12 months and for a period not exceeding in total 3 years in any period of 4 years.

T

Telephones

Services are provided for telephones by both traditional copper cables or modern fibre. Please contact a service provider to arrange your services.

RMMC is not involved in the provision of telephone connectivity.

Television

An arial connection is provided in your flat. No satellite dishes are permitted.

Televisions must not be set at a volume that allows them to be heard outside your flat.

Tenant approval – see **Letting**

Trades button – see also **Security**

The intercom system located adjacent to the entry doors has a trades button. This permits entry to the building up to midday for postal deliveries, contractors, etc...

U

Use of flats

Flats may not be used for business purposes.

Flats may not be used for illegal purposes.

Flats may only be used by **one family**.

V

Ventilation – see also **Windows**

Your lease requires that your property be kept in a good decorative state. As such ventilation is important throughout the year.

The trickle vents located on the top horizontal frame of your windows allow ventilation with a good level of rainwater resistance.

Your windows have two opening positions for ventilation.

Do not prop open your front door to ventilate your flat. Just because your favourite dish has strong aromas does not mean that your neighbours will share your appreciation.

Visitors

Your visitors are your responsibility. Please ensure they conduct themselves appropriately in accordance with the provisions of this Handbook.

Visitors may park in available parking spaces only and should display a visitor permit. Whilst there is no restriction on the number of visitors there are limited parking spaces and you are asked not to allow more than 2 vehicles to park on site.

No garage access is permitted.

Volunteers – see **Directors**

W

Warnings – see also **Letting**

The Managing Agents will write to any leaseholder who has been identified as in breach of leasehold conditions and request that they conform to their lease conditions.

If the leaseholder continues to be in breach after a reasonable time, RMMC will take appropriate steps which may include seeking an injunction or initiating forfeiture proceedings.

An analogous procedure will apply to tenants who will be at risk of consent being withheld for renewal of their rental contract.

Washing lines – see **Drying area**

Water

Mains water is metered as it enters the estate and is distributed via a riser in each of the seven columns of flats.

Each flat has a stopcock which may be used to stop the flow of water or to regulate the pressure of the supply. The stopcock is situated in the lower service cupboard outside each flat. (7th floor flats have a stopcock on the 6th floor)

There is a separate stopcock at the bottom of the riser for each column and a main stopcock in the grounds.

There are two external cold water taps; one in the garage and the other on the external wall of East block in the area of the podium.

Water is paid for out of the service charge.

Windows

Windows and frames must be kept clean. This also includes the external window sill.

Any window units requiring replacement are the responsibility of the leaseholder. They must respect the existing or approved window designs and colour.

Note that written consent for window replacement is required from RMMC which should be obtained before installation. Any conditions in the consent must be adhered to.

Window opening mechanism

The opening windows currently installed have two open positions.

The restricted position limits the opening aperture and is the **safety position where there are children in the flat or a risk of fall from height.**

The wider opening is released by moving the slider clip located within the frame. This allows for improved ventilation, easier cleaning or emergency escape.

Z

Zoning

Communal washing lines are placed on the west side of the Estate as the eastern part of the site is covered by local by-laws prohibiting the hanging of washing outside!