

LAUDERDALE MANSIONS SOUTH

Welcome Pack and House Rules

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Introduction and Welcome

The information contained in this document is for guidance and does not replace the lease.

We are delighted to welcome you as our neighbour to Lauderdale Mansions South, whether as a fellow leaseholder or as a tenant. In this welcome pack we hope to introduce you to the building and answer some of the most common questions you may have. You may find it useful to keep this document as a reference tool, and you can also find a copy on our website (www.lauderdalemansionsouth.com). If you have any questions, please get in touch.

We hope you will enjoy living here!



Matthew Brettler

Chair, Lauderdale Mansions (South) Limited

About our Building

The building and gardens are managed by Lauderdale Mansions (South) Limited and owned by Manyplans Limited (its wholly owned subsidiary). We employ a dedicated management team and full details of their roles and contact details appear below.

We have appointed a board of directors to control the running of the block on a day to day basis. All members of the board own a flat in the building and carry out their duties voluntarily in the interests of everyone here. The board meet on a monthly basis and directors do not get paid for voluntary work.

If you would like to contact the board or volunteer to become a director, please speak to Penina Bowman, the Board's Executive Administrator or send her an email. Her details can be found at the end of this document.

About our Social Committee

We are proud of our active Social Committee who organise enjoyable events during the year, notably the Summer Party and the Bonfire Party. It is independent of the company although some of the committee are also directors.

We would be delighted if you would like to join the committee, please contact Penina Bowman for more details.

About our Team

We have a dedicated team most who have managed our block for many years and have always been very helpful in sorting our any issues we may have.

All their contact details are set out at the end of this document but we thought it would be helpful to list them with a description of their roles.

Lauderdale Mansions (South) Limited is the management company and Manager of the estate . It is run by the Board of Directors who delegate the day to day management to either Penina Bowman or Rob Davidson and book keeping to Rouse and Partners.

Penina Bowman Executive Administrator supports the Board of Directors and deals with all non-financial queries including applications for licence to alter, ;sub-letting, storage units and replies to purchaser solicitor enquiries.

Rob Davidson Site Manager runs the day to date repair and maintenance of the building and gardens with maintenance specialists and the resident porter.

Alan Roche Resident Porter lives on site and has a wide range of responsibilities including general security, daily maintenance and out-of-hours emergency call out.

Rouse and Partners are the book keepers for the management company and will collect service charge, ground rent and storage unit demands.

Moving in

As soon as you move in, please let the Executive Administrator and the Resident Porter have your full contact details including emergency contacts. Please keep these details up to date using the contact sheet attached. Please contact the Site Manager if you have any questions.

Familiarising yourself with the building

Resident Porter

The Resident Porter is responsible for many things including, general security and cleanliness of the building and gardens and supervising the state of the common parts. He makes weekly inspections of lights, locks, drains, gutters and downpipes. Please let him know if there are any problems with these items.

He is on duty 7.30am to 3.30pm Monday to Friday and 7.30am to 12noon alternating Saturdays.

He can be contacted outside these hours by phone in case of emergency.

Any deliveries must be pre-arranged and he is not permitted to wait at your flat for deliveries or tradespeople.

Gardens

The gardens are for the enjoyment of all residents and you are asked to behave in a respectful manner at all times.

Use of the gardens is a privilege and there is no automatic right to use them. The gardens are used at your own risk. The rules are set out in the House Rules below.

Rubbish and Recycling

There are rubbish bins in the external basement wells.

RED bins are for recycling metal cans, glass bottles and jars, plastic bottles, paper and card.

GREEN bins are for other household waste which cannot be recycled

Large items must be disposed of by you. You can contact Westminster City Council who will collect.

Parking

Westminster City Council issue your residents parking permit.

TV

There is a communal aerial and satellite dish to which you can connect. Under no circumstances install your own aerial or dish.

Bicycles

There are storage areas for bikes in the basement where you may find space on a first come first served basis.

Storage units

There are lockable storage units, subject to availability, for an annual fee. Please speak to either the Managing Agent or the Site Manager for availability and details of cost.

Notice Board

The notice board is in the communal hall way for your block. It is used for official communications to residents.

Noise Nuisance and Disputes with Neighbours

Due to the construction of the building, noise travels easily between flats. We want our block to be a peaceful environment and ask you all to be considerate with regard to the amount of noise both in and outside your flat. Please be particularly conscious that running and walking, moving heavy objects, TV, music, electrical appliances and doors slamming can all be heard by your neighbours.

The company will not normally become involved directly in noise problems and disputes unless there is a clear breach of the lease. However, it will be happy to advise you if you have been unable to resolve things face to face with your neighbour. Please contact the Executive Administrator who will supply you with the Anti Social Behaviour Policy

Security

Our building is in a central urban area with associated security risks. We ask you to take responsibility for ensuring security by being vigilant at all times. There are a few simple things we ask you to do:

- ✓ Please keep the main front door and basement doors closed at all times.
- ✓ Do not allow entry to the building via the entry phone unless the caller is for you.
- ✓ Tell the Resident Porter if you are going to be away for any length of time, he will be able to hold a set of keys for you for use in case of emergency.
- ✓ Please supply your contact details to the Executive Administrator including emergency numbers.

Fire

The main escape route is through the main front door to the street. There are smoke alarms and fire extinguishers on each landing.

In case of fire, call 999 immediately. Close all doors and leave the building immediately. Inform the Resident Porter as soon as you can.

Pets

You must have permission from the company to keep a pet in your flat. Please apply in writing to the Executive Administrator for the company's approval which will be subject to conditions. There is a strict "no dogs" policy in the gardens.

Questions about the lease

Subletting

If you decide to sub-let your flat, it is important the sub-tenants promise to observe the terms of your lease and the House Rules. You will need a Licence to Sub-let and supply full contact details in case access is needed for inspections or in case of emergency. Details of the process are available from the Executive Administrator and on the website.

Repairs and Building Work

You are responsible for keeping the internal parts of your flat, doors and windows in good condition. Please give your contractors the Notes for Contractors if you carry out any refurbishment works. The Notes are available from the Site Manager or the Executive Administrator.

You must supply copies of your contractors' insurance for approval by the building insurance company. The buildings policy will not cover work caused while it is being worked on so this risk needs to be covered by you or your contractor.

Alterations

You must have permission from the company before you carry out any structural alterations to the flat. The company's Structural Surveyor will be able to give you guidance on whether the works you propose are of a structural nature. This is an old building and any changes to rooms or room partitions may have a structural impact. Full details of any works must be supplied to the Executive Administrator who will give you details about the Licence to Alter process.

Insurance

The building and common parts are insured on a block policy by the company and includes the fixtures and fittings of your flat if damage is caused by an insured risk. Insurance details are available from the Executive Administrator.

The building insurance may not cover your flat if it is left unoccupied from more than 30 days. You may be able to arrange cover in advance, please contact the Executive Administrator.

You are strongly recommended to arrange your own insurance to cover items and liability not covered by the block policy.

Service Charges

All flat owners pay a quarterly sum in advance towards the maintenance of the building. It is used to pay for maintenance including communal electricity, cleaning, and gardening, as well as professional fees and staff salaries as permitted by your lease.

You will be sent an invoice from the Managing Agent informing you how much you need to pay. We ask you pay promptly on demand so that maintenance is not interrupted. Late payments may be met with legal action and, under the lease; you will be liable for costs associated with collection of your arrears.

You can arrange to pay by standing order which has been found to be helpful to both flat owners and the Managing Agent.

House Rules

You are advised to refer to your lease and any other regulations of the company

- ⊗ Flats are only to be used as a single self-contained flat for one private family
- ⊗ No pets without permission of the company
- ⊗ No dogs in the gardens
- ⊗ No balls games except for children under 10 under continual supervision of a responsible adult
- ⊗ Not to leave anything in the common parts. This includes the front steps, communal hallways and staircases, basement areas, rear pathways and garden areas. It also includes any window ledges, balcony or bay area outside your flat. If you do so, they may be removed without notice and a charge made for disposal. You will be responsible for any damage caused by leaving anything in these areas, including damage caused by water penetration to flats below.
- ⊗ Not to allow children to play or loiter in internal common parts
- ⊗ Cover the floors of all rooms in accordance with the lease to prevent sound penetration
- ⊗ Not to smoke in common areas
- ⊗ Not to throw rubbish or cigarette ends out of windows or doors
- ⊗ Not to keep inflammable liquids, gas cylinders or other flammable items in your flat that may void the insurance cover. You are advised to fit smoke alarms in your flat.
- ⊗ Not to move fire extinguishers except in case of fire
- ⊗ Keep noise levels low between the hours of 11pm and 7am
- ⊗ Only use washing machines, tumble dryers and dishwashers in daytime hours and never between 11pm and 7am
- ⊗ Ensure all plumbing inside your flat is checked regularly for leaks, you are responsible for any damage caused by leaks from your plumbing or appliances
- ⊗ Not to leave food in gardens, or throw out of doors or windows
- ⊗ Any Barbeque must be at least 15 meters from building and not placed directly on grass.
- ⊗ No groups or noisy activities after 10pm in gardens – any party over 20 guests needs the permission of the company. You should be aware the block insurance does not cover your party and you will need to check your own insurance.
- ⊗ Do not damage plants or trees or carry out work in the gardens. They are planted and maintained by the company's gardeners.
- ⊗ All guests to the building and gardens are to be accompanied at all times.

Other Dos and Don'ts

Your lease has detailed dos and don'ts which include:

- ⊗ not to damage the Freeholder's property, including the common parts or gardens
- ⊗ to meet any claims for damages by neighbouring occupants in respect of water penetration from your flat
- ⊗ not to open old chimney flues
- ⊗ not to attach any object to an outside wall, e.g. a TV aerial or satellite dish
- ⊗ to pay the cost of sending you a statutory notice in connection with any breach of a covenant on your part
- ⊗ not to object to any reasonable work of reconstruction, repair or renewal of the exterior or common parts of the building
- ⊗ keep your flat in good order in accordance with the lease and allow inspection by the Site Manager

The company has the right to make regulations governing the general management of the building with which you must comply under the terms of the lease.

Useful Contacts and Links

Rob Davidson Site Manager
The Estate Office, PO Box
The Boiler House: 0207 289 0820
Email : rob@lauderdalemansionssouth.com

Alan Roche Resident Porter
209 Lauderdale Mansions South
Landline: 0207 289 2673
Mobile: 07709 145103

Penina Bowman Executive Administrator
Email : penina@lauderdalemansionssouth.com

Rouse Partners LLP
55 Station Road
Beaconsfield
Bucks HP9 1QL
Landline: 01494 675321
Email sue.sumner@rousepartners.co.uk

Westminster City Council
Customer Enquiry Line - 0207 641 6000 Monday to Friday 8am - 8pm
Website: <http://www.westminster.gov.uk/>

For:
Bulky Item collections
Resident Parking Permits
Council Tax

Thames Water
Website: <http://www.thameswater.co.uk/>

Lauderdale Mansions South

Website: <http://www.lauderdalemansionssouth.com>

FLAT NUMBER LAUDERDALE MANSIONS SOUTH

EMERGENCY AND ACCESS CONTACT DETAILS (TO INCLUDE OUT OF HOURS)

OWNER NAME	
OWNER ADDRESS (IF NOT IN OCCUPATION) Plus UK contact details if overseas	
DAYTIME TELEPHONE	
EVENING TELEPHONE	
MOBILE TELEPHONE	
EMAIL	

KEYHOLDER NAME	
DAYTIME TELEPHONE	
EVENING TELEPHONE	
MOBILE TELEPHONE	
EMAIL	

OCCUPIER 1 NAME	
DAYTIME TELEPHONE	
EVENING TELEPHONE	
MOBILE TELEPHONE	
EMAIL	

OCCUPIER 2 NAME	
DAYTIME TELEPHONE	
EVENING TELEPHONE	
MOBILE TELEPHONE	
EMAIL	

Return by post to: The EstateOffice

Return by email to: penina@lauderdalemansionsouth.com

APPENDIX 1

NOTES FOR WORKS CARRIED OUT IN FLATS BY RESIDENTS OR CONTRACTORS TO BE GIVEN/SHOWN TO CONTRACTORS BY RESIDENTS

1. Dust sheets or protective material must be laid in the common parts stairs and landings leading the flat when deliveries of materials or removal of rubbish is made through the main door to the block with all proper precautions taken to avoid trip hazards. The cost of repair or cleaning the common parts caused by failure to do so will be charged directly to the owner of the flat to recover from contractors.
2. Only carry out work out during normal working hours, ie. 8.30am to 5.00pm, Saturday 8.30am to 12.00
3. No work to be carried out on Sundays or Bank Holidays or outside normal working hours.
4. Keep all noisy work (e.g. drilling, sawing, hammering, sanding) to a minimum
5. Do not carry out noisy work on Saturdays
6. The common parts or passages cannot be used for working in, or as storage areas.
7. Music which can be heard from outside the premises is not permitted.
8. The front door must be kept closed whilst work is being carried out in the flat.
9. No overnight rubble dumping any where on the Estate
10. Builders waste and rubble must be removed from the Estate by the flat owner or contractor
11. Do not use Estate bins for disposal – any waste found will be returned to the flat for disposal and the cost of return will be charged directly to the owner of the flat to recover from contractors.
12. No advertising boards may be displayed.

