

## **Kings Court (Cox Street and Livery Street), Birmingham**

### **Residents and Owner's Manual**

December 2016



Document status					
Revision	Date	Status or comment	Prepared by	Checked by	Authorised by
1.1	01.06.11	Original	Kings Court (Birmingham) Management Company Ltd	Curry & Partners	Kings Court (Birmingham) Management Company Ltd
1.2	19/12/16	Scheduled update	Kings Court (Birmingham) Management Company Ltd	KWB Property Management Ltd	Kings Court (Birmingham) Management Company Ltd

## **CONTENTS**

## **PAGE**

<b>1.0</b>	<b>INTRODUCTION</b>	<b>2</b>
<b>2.0</b>	<b>MANAGEMENT</b>	<b>3</b>
<b>3.0</b>	<b>SERVICE CHARGE AND GROUND RENT</b>	<b>4</b>
<b>4.0</b>	<b>RESIDENT RULES</b>	<b>4</b>
<b>5.0</b>	<b>COMMUNAL AREAS</b>	<b>6</b>
<b>6.0</b>	<b>CAR PARKING</b>	<b>8</b>
<b>7.0</b>	<b>DELIVERY ACCESS</b>	<b>9</b>
<b>8.0</b>	<b>UTILITIES &amp; SERVICES</b>	<b>9</b>
<b>9.0</b>	<b>INSURANCE AND SECURITY</b>	<b>12</b>
<b>10.0</b>	<b>ADDITIONAL INFORMATION</b>	<b>13</b>

## 1.0 INTRODUCTION



This manual is for any resident or owner of a property in Kings Court. It is important you familiarise yourself with the content of this manual which contains important information relating to insurance, health and safety and general living rules. Failure to comply with these rules can lead to fines and in extreme circumstances legal action.

Kings Court is a collection of 73 dwellings, comprising of townhouses, apartments and duplexes with communal areas and facilities. Communal areas include the main structure and roof, the window frames and glass, entrances, basement car park, bin stores and all courtyard areas. Please refer to the plans found in the communal corridors for full details.

The development was constructed around 1990 with the Management Company holding a long leasehold interest from the freeholder and then granting individual long leases of 199 years to each of the 73 dwelling owners.

Communication from the management company will primarily be through letters and emails to owners of each dwelling and notices on the notice boards around the development, with each owner to ensure that individual occupiers are aware of any issues.

There is also an online portal of information for this development which includes any current updates. Full details of this document

can be found at [www.kwbresidential.com](http://www.kwbresidential.com) and by adding "Kings Court" in the search box, including important property information and emergency out-of-hours contact details.

Letters regarding day-to-day issues may be hand delivered to each resident in which case the resident will need to communicate to the owners as necessary. Any letting agents should also be notified.

Appendix A has a plan of the development.

**Owners - it is your responsibility to ensure that every new resident in your property is handed a copy of this manual and any welcome letter immediately upon moving into Kings Court.**

## **2.0 MANAGEMENT**

Kings Court Management Company (KMC) is the management company and owns a 199 year lease (from 1 January 1989) for the whole development. It retains ownership of all communal areas.

Each of the 73 dwelling owners is a shareholder in KMC and there are a number of shareholders who have been appointed as directors of the company (see section 2.3).

### **2.1 Managing Agents**

Maintaining Kings Court takes a lot of work. For this reason KMC has appointed KWB Property Management Ltd (KWB) as our managing agents. They are your first point of contact for any issues both property and company related.

The shared communal areas are maintained by KWB and include the internal stairs and corridors, external grassed areas, refuse room and the car parking areas. KWB carry out the day-to-day management of Kings Court, organising contractors to carry out maintenance work and collecting the service charge and ground rent. KWB are accountable to the KMC board, and meet with all Directors twice a year and any other additional times as necessary.

#### **Contacting the Managing Agents**

By telephone on: 0121 233 2330  
By fax on: 0121 233 4773  
Or in writing to: KWB Property Management Ltd  
Lancaster House  
67 Newhall Street  
Birmingham  
B3 1NQ

**Website:** [www.kwbresidential.com](http://www.kwbresidential.com)

**General contact, including accounts and sales-packs:** Andy Nuttall, Property Manager – [anuttall@kwboffice.com](mailto:anuttall@kwboffice.com)

**Emergency contact:** Dane Hopwood, Building Manager – [dhopwood@kwboffice.com](mailto:dhopwood@kwboffice.com)

**Main contact:** Mark Lenton, Director – [mlenton@kwboffice.com](mailto:mlenton@kwboffice.com)

### **2.2 Complaints**

The managing agent is responsible for the upkeep of the communal areas and all service charge and management-company matters. If you have a complaint about the general services provided at Kings Court e.g. rubbish collection, window cleaning, corridor cleaning, gardening, then please contact KWB using the details above. They are also the first point of contact for complaints about other residents such as noise and other domestic issues.

### **2.3 KCM Management Board**

The management board consists of a group of owner shareholders who act as the Directors of KMC. Part of their role is to review costs/services and make mutually beneficial decisions on behalf of all owners. The board hold regular meetings and liaise frequently with the managing agents.

KCM hold an annual general meeting for formal business and to discuss the management strategy, which all resident owners and non-resident owners are welcome to.

If you would like to contact a director, KWB should be your first port of call.

## **3.0 SERVICE CHARGE AND GROUND RENT**

Kings Court requires regular cash-flow to carry out maintenance services and repairs.

The service charge certificate is issued on an annual basis and provides a full break-down of the service charge account. An annual budget is issued at the end of the calendar year for the following year effective from the 1<sup>st</sup> January.

Invoices for service charge and ground rent are raised every 6 months on the 1<sup>st</sup> January and 1<sup>st</sup> July. If you want to pay by monthly standing order, please contact the managing agents. If you pay monthly, you must pay the total sum before the due date.

A Reserve Fund is held to hold any separate monies for longer term and recurring expenditure items.

**If you own a property, the service charge and ground rent must be paid in full before the due date (1 January and 1 July).**

### **3.1 Late payments**

If you are late paying your service charge and/or ground rent, interest will be automatically added to your account. The interest rate is set out in your lease.

Under circumstances where owners have continued to delay payment, legal action will be taken to recover the amount due. Legal fees will be added to your service charge account. The costs charged by the company's solicitors may be higher than those automatically added to a judgment debt.

Any excess charges incurred by the management company because of a delay will also be added to the owner's account for the person in default, as permitted by the lease.

When a property is sold all outstanding sums will need to be paid before the Management Company's consent is issued to the sale, including any monies due in advance.

## **4.0 RESIDENT RULES**

Living in a multi-unit development like Kings Court is very different to living in a house. The leases lay down specific obligations for considerate living but it is, in any event, only courteous to respect the privacy of your neighbours.

## Rules

During early morning and evening hours:

- Don't carry out any DIY that generates noise
- Shut your windows / doors if you are entertaining guests or talking loudly
- Turn off your music / TV or keep your windows shut and turn the volume down
- Go inside if you are having a party in the courtyards

**If you are in the courtyards or have your windows and doors open remember to keep your voices, TV and music at an absolute minimum. Consider that the majority of your neighbours face into a courtyard and the sound carries incredibly easily. Remember not everybody has standard working hours and so your neighbours may be trying to sleep during the daytime or early evenings.**

## Considerate behaviour

- Warn your neighbours if you are planning a party or to do some DIY
- Shut your doors and windows if you are generating any noise
- Put rubbish in the basement bin store in the wheelie bins provided – don't leave it lying around
- Keep rubbish in your flat in a sealed bin and do not leave food out, to avoid rodent problems
- Close the pedestrian gates gently
- Park in the correct space
- Pay your service charge and ground rent on time so we can keep on top of maintenance

If you are affected by excessive noise then we urge our residents to report it to the managing agents or a KMC director. We have a system in place to deal with repeat offenders. You can also contact the City Council's noise abatement team on 0121 303 1112. If it becomes serious or results in criminal behaviour the matter can be raised with the police.

## Smokers

Smoking is prohibited in the enclosed internal communal areas of Kings Court. We also encourage residents to avoid smoking indoors altogether. If smoking in the courtyard areas please stay well away from your neighbour's properties, particularly open windows and doors. Remember to dispose of your used cigarette butts and not to leave them lying around the courtyards – refer to section 5.3.

## Pets

Pets are permitted at Kings Court so long as they are on a reasonable basis, for example no high noise levels, or fouling in communal areas. The Management Company reserve the right to refuse any request on reasonable grounds, and request that any pets are removed with suitable notice.

## 5.0 COMMUNAL AREAS

The communal areas, including the bin store, corridors and courtyards are regularly cleaned every week on a Thursday by contractors. A deep carpet clean is completed every 6 months in the spring and summer. External windows are cleaned every two months, including the wall windows to each dwelling but excluding the roof windows. We can all help to minimise this cost:

- Clear away any rubbish you find in communal areas
- DO NOT leave any shoes or other articles outside the apartments as these all have to be moved by the cleaners and are a health and safety risk
- DO NOT leave cigarette butts in communal areas, flowerpots, on balconies or in gardens
- DO NOT put rubbish in the bin store by the car park entrance ramp, or leave it in communal areas

### 5.1 The Courtyards



All the garden and patio areas are communal, owned by KCM. They are maintained at communal expense. If there is a problem with a part of the garden which is near your flat, you must inform the managing agents.

The gardens and patio areas do not belong to any one flat. If you would like to make improvements to the garden near or outside your flat, then you can submit a request to the managing agents. You must not place plant pots (or any other items) on the fire escape balconies or on paths as they could impede or cause injury during escape. It is against the terms of the lease. We do not allow ball games as they often

result in damaged plants and cause disturbance to your neighbours.

No grit is provided in any communal areas during colder winter periods therefore all residents need to take appropriate measures to ensure these are safely used during these times, particularly the courtyards which are more exposed.

### 5.2 Bin room and rubbish disposal

All bins are located in the basement bin store by the entrance ramp to the car park and are collected by Birmingham City Council on a weekly basis. Please ensure that all food and household waste is securely bagged to avoid dirtying communal areas on the way to the bin room.

- DO NOT over-fill the bins (the Council will not take them)
- DO NOT leave any rubbish outside the bins or on top of the bins – cardboard etc. must be broken down and placed in the bins
- DO NOT leave rubbish in the communal areas of the development – it encourages mice and rats
- DO NOT leave rubbish (even temporarily) in the car park
- DO NOT put anything in the bins other than normal household waste (see below)



## **What should go in the bins?**

The bin room is only for normal household waste. Under no circumstances should the bins be used for disposal of other items such as furniture, building waste or electrical equipment. Even temporary storage of this rubbish in common areas is unacceptable. This means no additional items such as cardboard boxes left in the bin area, or larger items and building materials left in the basement, courtyards or other common areas.

**Care should be taken when a resident first moves into Kings Court or there is a notable change in occupation of repairs/re-decoration works at the development, so that all additional rubbish is taken away by the resident and not left anywhere on site, including any cardboard boxes.**

### **5.3 Recycling and disposing of non-household items**

We do not have any separate bins or areas for recycling and all household waste should be placed in the bins provided.

If you would like to arrange your own recycling Birmingham City Council has local drop-off points for glass, plastic and paper. You can find details on their website.

For larger items such as old furniture, bookcases, ironing boards and unwanted electrical goods you must dispose of them yourself by taking them to a local tip or arranging for the Council to come and collect them, however ensuring that these are actually collected by them rather than just left in the basement car park or courtyards assuming they will be collected. They will have no access to the development from Cox or Livery Street. Again you can find details on the Birmingham City Council website.

The nearest recycling for glass and cardboard is on the corner of Ludgate Hill/Lionel Street.

For bulky waste and furniture collection call 0121 303 1112 or go to [https://www.birmingham.gov.uk/info/20009/waste\\_and\\_recycling/86/bulky\\_waste\\_collections](https://www.birmingham.gov.uk/info/20009/waste_and_recycling/86/bulky_waste_collections)

**The removal of rubbish / cleaning of the bin room is a significant cost for KMC. If we need to arrange for the removal of items that are identified to be from a specific apartment or house, then the individual owner will be liable for the full cost of removal plus any administration fees on behalf of the KMC.**

### **5.4 Pest Control**

The management company have taken the necessary steps to deter rodents in all communal areas, mainly through bait-boxes to attract any rodents which are regularly maintained. This includes the courtyards and basement carpark and refuse area. But, as with all city centre apartments, Kings Court regularly has furry visitors.

Any pests and rodents within each dwelling are the responsibility of the owner to resolve. Even though they will probably have come from the communal areas, the management company can only take reasonable steps to deter these with each owner needing to ensure any blockages or deterrents are arranged in their own area.

It is important that you take your own precautions to stop the spread of vermin, disease and rodents. Basic steps such as clearing away food, washing up and taking bins straight down to the bin room, ensuring no rubbish is left in the refuse area etc. should ensure your living space remains pest-free.

## 6.0 CAR PARKING

The car park is located in the basement and is exclusively for the use of cars only. Under no circumstances should unwanted items be stored there. We strongly recommend that you DO NOT store bicycles in the car park as this has led to a number of break-ins and thefts. If you own a bicycle it should be stored in your living area.

### 6.1 Parking Spaces

Owners are assigned one car parking space. The car park numbers match plot numbers, not flat numbers (with one or two exceptions). Look at your lease or consult the managing agents if you are unsure which parking space you should use.



The spaces should never be loaned or rented out separately; they belong to the flat. You are only allowed to use the space allocated to your flat unless a special arrangement has been agreed with the owner of the other space and the managing agents have been informed.

To help everyone out:

- Park in the correct space
- Park within the outlined box defining your parking space
- Be vigilant when entering the car park to ensure thieves do not follow you in
- Use common sense – do not park in unmarked spaces or try to cram two cars into one space

Make sure your vehicle is suitable to get into and out of the car park. The ramps in and out are steep and the roof is of varying height throughout the car park.

**NEVER loan out your car parking space – giving out fobs can cause major security problems. Any resident which is found to be doing this will be in breach of their lease terms and may be liable for the cost of replacement security systems.**

### 6.2 Visitor Parking

There are four un-numbered spaces which are for the use of temporary visitors and contractors. It is not acceptable to use these spaces on a permanent basis or as a second parking spot if you have two cars. These spaces are for everybody to share and so please do not attempt to 'hold' the spaces.

**A carpark management firm is instructed to help manage this area, with KMC able to instruct a penalty notice on any vehicle not correctly parked, both unauthorised vehicles and those in the wrong spaces. Please contact KWB and NOT the car park management firm direct if you note unauthorised parking in your or other areas.**

## 7.0 DELIVERY ACCESS

Kings Court is unique in that two addresses are allocated within this one development. If you have a door facing the gardens of Livery Street or can only access your corridor from the Livery Street gardens, you have a Livery Street address. All other flats have a Cox Street address.

The buzzer at the Livery Street entrance will only work for flats with a Livery Street and address and vice versa for the Cox Street buzzer. The correct Royal Mail addresses are:

Cox Street (No's 1-12, 14-46)	Livery Street (No's 1-12, 14-19)
Flat #, Kings Court	Flat #, Kings Court
25 Cox Street	108 Livery Street
Birmingham	Birmingham
B3 1RD	B3 1RR

Make sure you instruct the delivery driver to go to the correct pedestrian entrance for your address. If possible, arrange delivery by Royal Mail as they have access to our complex.

Delivery agents should not use the car park. The Livery Street gardens are slightly lower than the Cox Street gardens and it would be easy for a high vehicle to become stuck on, or damage, the fire system or electrical wiring in the car park.

## 8.0 UTILITIES & SERVICES

### 8.1 Electricity

Electricity supplied to each apartment is individually metered. Your electricity supplier will automatically arrange to visit Kings Court to read your meters. Take a meter reading when you first move in. Electricity meters are in the cupboards next to your flat or in the white cupboard by the front door to your house. Meter cupboard keys are available from DIY stores.

There is a separate meter for our communal electricity consumption (lighting, smoke extraction, gate operation, video entry system).

**Please note that there is no gas supply to Kings Court and it is against the terms of the lease to hold any form of bottled gas on the premises.**

### 8.2 Water and Drainage

Water rates are included in your service charge. Water use is a significant communal cost so please be careful with your water use and you will save money for us all.

The management company will recharge individual owners any additional water-consumption charges that have been unreasonably incurred from that particular unit.

All owners are responsible for drains and services like sewerage and water pipes within their apartment. The management company deal with the shared systems and may need to liaise with and charge individual apartment owners for problems caused within their property which affect communal usage or areas. The management company are only responsible for the communal system and any specific issues from this system affecting an individual unit, with each owner needing to first inspect their own drains to confirm if this is the case.

Your boiler may leak into the car park if the thermostat is too high or if a pressure valve has broken. The effect of this on the long term structural integrity of the concrete below your apartment is unknown and has previously caused damp problems. Therefore, it is important that you quickly resolve these issues, with CS Electrical (01562 741111) a recommended contractor if you need repairs carried out.

**These boiler or toilet repairs must be immediately rectified once notified of by the management company. A £50 administration cost will be charged to the owners within 7 days if this has not been completed, with a similar additional charge every 7 days afterwards. All other associated management, repairs, and water-supply charges will also be raised to the owner. In an emergency the management company will need to break into the property to stop the water supply.**

### **8.3**      Communications

Each apartment has at least one BT style master telephone socket. If a telephone service provider needs access to the communal equipment, please contact the managing agents well in advance for access.

Each apartment has at least one socket for digital TV and FM radio. Currently residents only have access to Sky TV which can be arranged directly with Sky. Other cable TV suppliers do not currently provide TV services in our area (correct at time of printing).

### **8.4**      Fire Alarm System

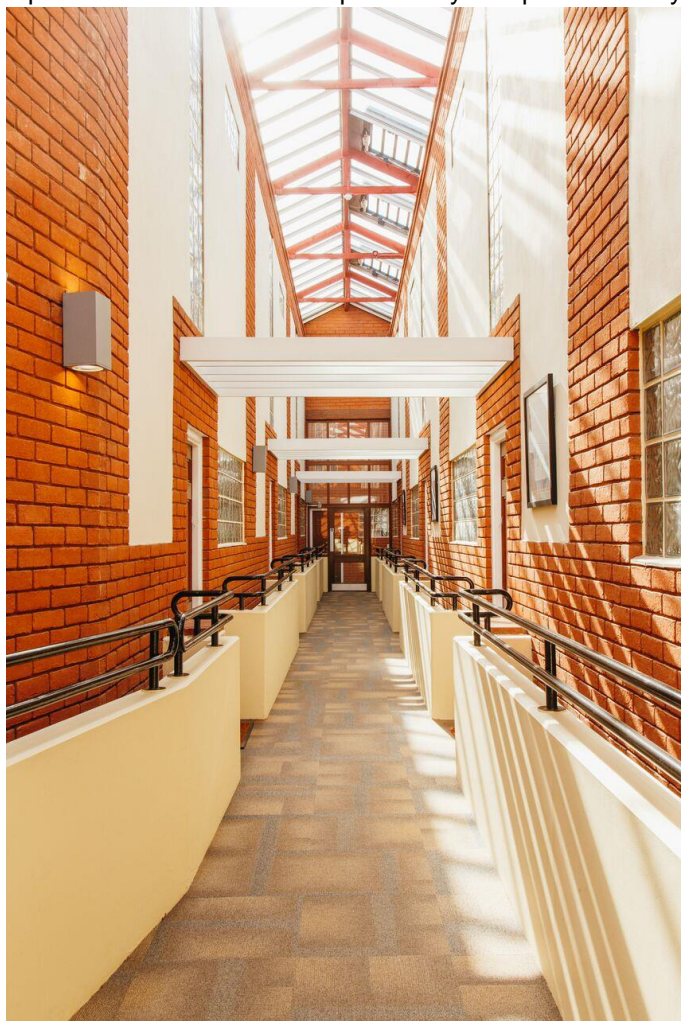
The Fire Strategy at the development is Stay Put, meaning that you only vacate the development if any fire is directly affecting your own dwelling or you are in a communal area. Otherwise all residents stay in their dwelling and immediately contact emergency services to attend the development.

There is a fire detection system for the communal areas which does not sound in the communal areas upon a fire being detected in a dwelling. Each dwelling owner must ensure they have their own working smoke alarm, with minimum cover being a single point battery operated smoke alarms provided in the corridor at each habitable level of all flats/town houses. The main entrance door to each apartment from the communal corridor must maintain full fire and smoke resistance through operational self-closers and intumescent strips between the doors and frames.

**Appendix B has the full Fire Evacuation Procedure which all occupiers must be made aware of.**

**8.5**      **Other Equipment**

If problems arise which are specific to your apartment only and do not affect other apartments or the communal areas then it's the owners responsibility to solve the problem. If it does affect other apartments or communal areas and you do not take necessary steps to resolve the issue, the managing agents may have to force entry (after serving the necessary notice) and carry out any necessary repairs, the full amount of which will be recharged to you.



If the lock in the door to your flat develops a fault, you will need to get a locksmith to repair it at your own cost.

Light bulbs in communal areas are regularly replaced. If a bulb needs to be replaced urgently because an area is unsafe or dark, then please contact the managing agents.

You need to carry out a regular electrical testing within each dwelling, which will need to include items such as the shower and kitchen appliances.

Measures must be taken to ensure there is adequate natural ventilation in each unit to reduce issues such as condensation, for example on the roof ceiling of the first floor duplex flats. Any window or roof velux trickle vent must be kept open, and regular opening/closing of all windows. The management company must be notified of any intention to install mechanical ventilation that will extend within the management company's areas, for example an extractor fan to bathrooms

which require a duct reaching to the outside external areas.

## **9.0 INSURANCE AND SECURITY**

### **9.1 Buildings Insurance**

The service charge covers your buildings insurance and therefore you do not need to purchase this separately. KWB deal with any insurance concerning the main building and is to be immediately notified of any potential / actual risks or claims.

This includes window frames and glazing, and any permanent fixtures to the building structure for example fitted kitchen units and bathroom suites, but excludes say floor coverings and your own shelves.

Any costs and excess payments will be processed from the service charge, however the management company reserve the right to recharge any costs directly to an owner or not include within an insurance claim if reasonable to do so.

All works intended to be through an insurance claim need to be first checked with the insurers through the managing agent as they may require additional quotes or a preferred contractor, however emergency repairs and works are permitted.

### **9.2 Contents Insurance**

Each occupier needs to arrange their own insurance cover for personal contents and items.

### **9.3 Security**

Every effort is made to maintain the security of Kings Court. However, we are all responsible for safety and you can help with security by:

- when exiting any of the pedestrian gates, ensure it closes securely behind you
- when entering/exiting the car park, be vigilant for vehicles or pedestrians tailgating - if necessary, stop in front of the gates until they have closed
- if you see people acting suspiciously in or around the development, report this to the managing agents or police immediately
- do not store anything in your car parking space – these items can attract thieves or rodents and will be removed by the managing agents
- report any loss or theft of your fobs to the managing agents immediately\*

There is a fob-based access control system limiting access to the pedestrian and carpark entrance points at the development, and down into the basement carpark areas from the internal corridors. There is no CCTV cover at the development although this will be re-considered in the future.

Each flat has an intercom at the respective nearby pedestrian entrance for guests to buzz. Each resident needs to pick up the handset in their area to hear the guest speak and trigger open the gates by a button if access is agreed. This system is maintained through the management company, however issues relating to the miss use from individual owners will be recharged as needed, and access may be required to carry out any repairs.

**Additional fobs for the pedestrian and carpark entrance/exit points can be purchased from the managing agent for a cost of £20 + VAT each. These can be issued within 7 days of request unless otherwise agreed, and paid by cash-upon-collection from their offices or prior bank payment before collection.**

## **10.0 ADDITIONAL INFORMATION**

### **10.1 Buying or Selling**

If you are looking to purchase or sell a flat within Kings Court please contact KWB for further information and advice.

There is no formal 'Letting Pack' available, but formal Replies to Enquiries can be issued for £100 + VAT.

The Management Company will confirm consent to any sale as dictated by the leases, including Deeds of Covenants where necessary and re-issuing new Share Certificates after the former Certificates and Stock Transfer forms are issued, for a cost of £100 + VAT (or £50 + VAT respectively).

### **10.2 Letting**

If you are an owner and decide to rent your property out then these must be on an Assured Shorthold Tenancy for at least six months. Please provide the following information for all permitted lettings:

- the name and contact details for each occupier of the flat
- your new contact details
- a copy of the tenancy agreement.

This is in accordance with the restriction in each owner's lease to only permit a single single-family private residence.

No business use is permitted for any part of the dwellings.

**It is important that you provide us with this information. The owner will ultimately be charged if KWB need to force entry or carry out emergency repairs where there is a lack of contact information.**

## APPENDIX A - PLAN





## **APPENDIX B – FIRE EVACUATION PROCEDURE**

### **Kings Court, 25 Cox Street & 108 Livery Street, Birmingham**

This development has been built in such a way as to protect the people in it if a fire breaks out. The important thing to remember is that if the fire starts in your home, it is up to you to make sure that you can get out of it.

#### **AT ALL TIMES**

- Make sure that any smoke alarms in your home are working.
- Do not store anything in your hall or corridor, especially anything that will burn easily.
- Use the fixed heating system fitted in your home. If this is not possible, only use a convector heater in your hall or corridor. Do not use any form of radiant heater there, especially one with either a flame (gas or paraffin) or a radiant element (electric bar fire).
- Do not store things in the cupboard(s) where your electricity meter is fitted.
- Do not block access ways to the development and courtyards.

#### **IF A FIRE BREAKS OUT IN YOUR HOME**

- If you are in the room where the fire is, leave straight away by the main or other exit, together with anybody else, then close the door.
- Do not stay behind to try to put the fire out.
- Do not use any fire extinguishers in the shared areas unless trained to do so and unless any fire is blocking your evacuation route.
- Tell everybody else in your home about the fire and get everybody to leave. Close the front door and leave the building.
- Do not use any open smoke ventilation windows in the corridors.
- There is no need to activate the communal call points for the fire alarm system unless smoke or flames are affecting the communal areas.
- **CALL THE FIRE BRIGADE.**
- Wait at Fire Assembly Points on Cox & Livery Street

#### **IF YOU SEE OR HEAR OF A FIRE IN ANOTHER PART OF THE BUILDING**

- If you are in the shared corridor and stair areas then press the nearest call-points to sound the fire alarm then proceed to leave the building as above.
- It will usually be safe for you to stay in your own home, even if hear the communal fire alarm system activated.
- **CALL THE FIRE BRIGADE.**
- You must leave your home if smoke or heat affects it. Close all doors and windows.

#### **CALLING THE FIRE BRIGADE**

The fire brigade should always be called to a fire, even if it only seems a small fire, and even if you just hear the communal fire alarm activated. This should be done straight away.

The way to call the fire brigade is by telephone as follows.

1. Dial 999 from a land-line or 112 from a mobile phone.
2. When the operator answers give the telephone number you are ringing from and ask for FIRE.
3. When the fire brigade reply tell them clearly the address where the fire is.
4. Do not end the call until the fire brigade have repeated the address to you and you are sure they have got it right. The fire brigade cannot help if they do not have the full address.

# **KEEP CLEAN &** **CLEAR**

- **Household rubbish ONLY in the basement bin store**
- **No separate recycling facilities**
- **Leave no items in the corridors/communal areas or bin store**

# **RESPECT** **OTHER** **RESIDENTS**

- **Only use your own car park space**
- **Keep noise levels low**
- **Arrange your own access fobs and delivery times**

# **MAINTAIN** **YOUR AREAS**

- **Maintain fire systems and electrics in each dwelling**
- **Regularly check for water and boiler leaks**
- **Keep well ventilation**