

Dear Resident,

Estate guidelines - some reminders to help make St Davids Square a pleasant place to live

The Concierge Office provides a Welcome Pack to all new residents. The guidelines cover various aspects of living in St Davids Square, including car parking, utilities, the leisure facilities, service charges, keys and parcel procedures, repairs, satellite dishes, washing and more.

Things can easily be forgotten, especially with changes in tenants and owners, so here are a few reminders.

Waste disposal

Let's ensure waste is managed safely and correctly. Unfortunately there have been some instances where rubbish has been left inappropriately wrapped and in the wrong place. There are bin room/chute guidelines on all notice boards, but if you are in doubt about types of waste which can be disposed of in the bins, please ask at the Concierge Office.

- Only **domestic** waste can be disposed of in the bins. All items should be bagged and securely tied and small enough to fit inside the bin chute. Please don't leave bags of rubbish in the communal corridors or outside your doors, and remind cleaners not to do this, even for 5 minutes. Leaking bags damage carpets, and they are a fire hazard and health and safety risk.
- Pink recycling bags are available at the Concierge desk, to be placed in the recycling bins. The bags show what can be recycled in them.
- Contractors employed by residents are not permitted to dispose of building/construction waste, furniture, bathroom fittings or other waste in the bin rooms. They must make arrangement to dispose of building waste separately, and taken off site.
- For all non-domestic waste and bulky waste, please contact Tower Hamlets Council on 020 3645 004 or book a collection online at <http://www.towerhamlets.gov.uk>.

Parcel collection

Our friendly Concierge staff know most residents, but occasionally we use Agency staff who may not know you.

- To ensure that all parcels and letters delivered to the office are given to the right person, please bring the parcel notification slip and photo identity such as a passport or driving licence when you collect your items.
- Our parcel room is very small, please collect parcels as soon as possible, within 48 hours, to avoid us being unable to accept parcels for other residents.
- We accept many deliveries each day and the room reaches capacity quickly. We cannot accept large or heavy parcels, large electrical goods, beds, mattresses or similar large items. Please arrange to be at home to receive bulky items - we cannot take delivery of them for you.
- We are unable to handle items being returned - you must either be at home for the item to be collected, or take it to a nominated collection point for your carrier.

Water leaks

The buildings in St Davids Square are between 14 and 20 years old and inevitably some deterioration has happened in the plumbing systems.

- You are responsible for the maintenance of all fixed water pipes, water equipment and boilers within your apartment. Please check them on a regular basis.
- If you find a leak this must be addressed urgently by contacting a plumber or your landlord/managing agent to avoid damage to other properties below and beside you, and the communal corridors.
- In order to reduce insurance claims and inevitable premium and excess increases, leaks must be rectified immediately.
- If we believe there is a leak which will damage surrounding property, we have the right to enter an apartment.

Security – Doors and underground car park gates

We must all share responsibility for the security of the estate.

- Doors should always be closed after entering and exiting the buildings and car park.
- Each of the main entrance doors have double door bolts. If you are having deliveries that require both external doors to be open, please ensure the courier secures the bolts when leaving the premises.
- Always be aware of people behind you and do not let anyone in who does not live in your block/estate.

CCTV cameras

The estate has limited CCTV coverage as a deterrent to thieves, fly tipping and vandalism.

- These cameras do not face inside the buildings or onto terraces, to protect your privacy.
- Any crime or theft should be reported by the resident to the Metropolitan/local police (non emergency contact is 101).
- We are permitted to provide CCTV footage to the police only after a 'Data Request' has been made. Images and information that are stored and held are protected under the Data Protection Act therefore we cannot provide you as resident with any of it.
- Due to the risk to our staff, our Concierge staff are not permitted to engage with or intervene in incidents.

Subletting

Consent must be obtained to use flats for this purpose.

- All subletting requests must be made to FirstPort Property Transfer Department (email: sublethelp@FirstPort.co.uk; telephone: 01582 40770).
- Within the covenants of the Lease no business should be conducted within the demise of your property. Short term lets with companies such as Airbnb are considered as a business. The terms for residents who have mortgages on their property will be legally affected as their contracts may stipulate domestic mortgage and not commercial, this also applies to the block insurance which is also domestic not commercial. Treating your property as a hotel and not a home can also cause problems with damage as well as noise complaints from your neighbours.
The covenants of your Lease deem the subletting period should be for no more than 3 years and not less than 6 months otherwise your flat does not constitute a private residence.

Smokers

You must dispose of your cigarette butts carefully. It is not permitted to throw cigarette butts or other items from windows/balconies etc onto paths, gardens or other people's balconies. This also constitutes a fire hazard. We urge all residents to use covered ashtrays at all times and to be mindful of the second hand smoke being transferred to your neighbours.

As a Health and Safety Fire Risk mandate, residents are not permitted, under any circumstances, to store items within the electrical cupboards or any other cupboards (these are the brown doors with fire label) within the communal hallway. This constitutes a fire hazard.

Please do not dry washing outside on balconies or terraces. It is not permitted under your lease.

If you would like to meet and discuss this further, please visit the Concierge Office or call us on 020 7093 2455.

Thank you for your attention in this matter.

Best regards
Robert Williams
Development Manager