

# RESIDENTS HAND BOOK



**MEADOWSIDE**

CAMBRIDGE PARK | EAST TWICKENHAM | TW1 2JQ



## MEADOWSIDE - Contacts

### Landlords

Meadowside Freehold Ltd  
Registered Office  
C/o J Tanna & Co Accountants  
180 Kingston Road  
Kingston upon Thames KT2 6QW

*(NB contact the Directors through the contacts page on the website or via the Managing Agents below)*

### Managing Agents

Wallakers Chartered Surveyors  
Robert Heald  
69 Victoria Road  
Surbiton KT6 4NX  
Tel: 020 8399 5381

Fax: **020 8390 8775**  
Email: **rheald@wallakers.com**

### Porter

**Adam – Mobile: 07704 981 119**



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## 1 THE MANAGEMENT STRUCTURE

The freehold of Meadowside was purchased by a group of lessees on November 2nd 2006 and a company, Meadowside Freehold Ltd (MFLtd) was set up to manage the future of the residence. The Board of Directors, all members of which own a flat in Meadowside, was elected shortly afterwards. You can contact the Directors via our Managing Agents. The Meadowside Freehold Company Ltd's Annual General Meeting will normally be held in April of each year.

Day-to-day management is undertaken by our Managing Agents:

Wallakers, 69 Victoria Road, Surbiton KT6 4NX, Tel: 020 8399 5381

Our manager is Robert Heald, who can also be contacted by email at [rheald@wallakers.com](mailto:rheald@wallakers.com).

### We have one permanent member of staff:

- The Head Porter can be contacted on 07704981119. He is responsible for day-to-day management of the site. He should be your first port of call for any problems. His hours are between 8am and 4pm on weekdays. Please respect his off-duty time and only contact him outside these hours in a genuine emergency that can't wait until the next day.
- We also have a contract gardener, who works one day each week.

### Porterage

A Porter is on duty daily between 8.00am and 4.00pm Monday to Friday. Outside these hours the Managing Agent is available in cases of emergency only and should be contacted by telephone on 020 8399 5381.

### Porterage includes the following:

- a) Cleaning the "common areas"
  - Daily:** Front entrance of all blocks, brasses and hallway; lift floor and door; stairs and staircases.
  - Weekly:** Outside areas (including sweeping of drive and service road)
  - Monthly:** Fire escapes.
  - As required:** Drains.
- b) Daily removal of litter from the common and outside areas.
- c) A constant security and maintenance watch.

By prior agreement only, the porter may take delivery between 8.00am and 4.00pm on weekdays, at the Porters Office, of absent residents' parcels. However, it would be prudent to supply the delivery company with the Porter's mobile phone number, in case he is working elsewhere on the site. At the resident's liability only, the porter will keep a resident's spare door key(s) in a secure key cabinet for use in an emergency. As this enables him to gain access should there be an emergency – usually for flooding – where it is not immediately obvious from which flat the water is coming. The keys are held under secure coded arrangements; and while this facility is optional, we would recommend that it would be to the advantage of residents to take it up. After all, it might be your flat that is involved or affected while you are away on holiday!





## 2 DAY-TO-DAY MATTERS

### Communication with residents and absentee landlords/lessees

The Directors of MFLtd will send a quarterly newsletter to each flat and absentee landlord/lessee, which contains items of general interest to lessees and residents. In addition, notices about more ephemeral matters will be placed on the notice boards in the ground floor foyers and the more prominent one in 'the tunnel'. Please feel free to use the boards for notices that you think might be of interest to other residents. The Directors will have occasion to communicate with all freeholders and leaseholders on matters of major importance to Meadowside (such as proposals for new major works). May we remind landlords and tenants that it is the responsibility of the former to keep the latter informed.

Not all residents go through their foyer daily. Consequently, if there is to be an interruption to block services (e.g. a drain down), the Head Porter will pop details through the relevant letterboxes or post a notice board on the driveway.

### Rubbish disposal

Household rubbish is collected from outside flat doors between Monday and Friday at 8am approximately (except at holiday times when special arrangements are set out on the notice boards). Please put rubbish out, suitably wrapped, just before collection time, or at the earliest, late the night before. Please do not leave rubbish in halls, staircases and landings during the day or at the weekend. Additional rubbish should be removed directly to the dustbin area, located at the rear of the garages at the top of the drive and on no account left to block the fire escapes. If you deposit your own rubbish into the bins, please make sure you do not over-fill a bin and that the lid can be closed properly – there are always plenty of empty bins.

For safety reasons, please ensure that broken glass and crockery is wrapped in paper before being put out for collection. We ask residents on the ground floor not to put rubbish bags with food in them out overnight as this attracts vermin. If you have workmen in to do work in your flat, they are responsible for removing their rubbish at the end of the job.

Removal from the premises of heavy items such as cookers, washing machines, refrigerators, old cupboards and contractors' waste is the responsibility of the resident concerned. If you have large items that you wish to dispose of there are three options:

- Richmond Council will remove them free for senior citizens; however, they do make a charge for other residents. Contact: **Tel: 020 8891 7724.**
- Quadron will also collect large unwanted items on request at no cost, but there is usually a long waiting time. Contact: **Tel: 01252 718 889.**

Townmead Road Public Amenity Waste Disposal Site, off Mortlake Road, Richmond, where you can take items for disposal.

Please make use of the paper and can banks by Garage 1. There is a bottle bank on the site of the old garages near the main entrance. However, because of the inevitable disturbance to residents in adjacent properties, please deliver your bottles there during daylight hours.

Please do not drop litter in the blocks or grounds, or throw anything out of the windows.



### **Windows**

In the past there have been residents who have not used appropriate materials as curtains. They have used such things as mattresses, cardboard or sheets and cloth tacked across the windows. This spoils neighbours' views and detracts from the look – and the value – of Meadowside. In addition, residents have hung washing directly in the windows as well as on or over balconies. The lease on your flat prohibits this and we hope these problems are now in the past. It is your responsibility to wash your windows. The Head Porter can put you in touch with a window cleaner. You may only fit secondary double-glazing (on the inside). This is so the look of the building is uniform and when we communally replace all the windows we will also ensure they reach the legal requirement for insulation.

### **Security and visitors**

With the many access doors Meadowside is particularly vulnerable to people wishing to gain unauthorised access. Challenge suspicious strangers only if you feel confident in doing so and report your suspicions to the Head Porter or, if necessary, to the police ASAP. Let the Head Porter know if you are going to be away and if you have long term guests staying with you or using your flat. You are responsible for the behaviour of your visitors, even if they are unknown party gatecrashers!

### **Hot water and central heating**

The cost of these are included in the service charge paid either by you as a lessee or your landlord. The hot water, including the towel rail, is on a separate system from the heating and operates all year. Residents are asked to note the location of the hot- and cold-water stopcocks in their flat and check they are working before they are needed in an emergency. If they do not work, you should notify your landlord or have them repaired if you are the owner-occupier. Please use the regulating valves fitted to radiators to control the temperature in each flat. Please ensure that dripping taps are repaired promptly.

*Flats should consider some electric supplementary heating, especially for 'cold snaps'.*

Like most blocks of flats of this sort the heating at Meadowside is 'seasonal'. We turn the heating on at the first signs of a cold spell after Oct 1st. The heating is normally turned off again at the end of April. Residents are advised to have some supplementary electrical heating source for colds in the summer months. The hot water in the taps is constant throughout the year and the towel rail should stay on through the summer. You can manually turn it off using the inlet valve at the bottom.

The bathroom towel rail may have a round chrome 'bleed' screw for letting out air trapped at the top. The other radiators need a 'bleed key' (you can buy these at any DIY store) and you should check your radiators for trapped air as soon as the heating comes on. For those who have never done this before this is an essential 'skill for life'! Please refer to the instructions below or use the web-link to a short instruction video.



<http://www.uktvstyle.co.uk/index.cfm/uktvstyle/StandardItem.step/aid/2539/displayVideo/lo.shtml>

If the lower half of the radiator is hot, but the top is cool, then air is trapped in the system. Use a radiator-bleeding key to open the air vent at one end of the top of the radiator. Make sure you have a piece of rag ready to collect the water once it starts to flow. Do not open the vent completely. One turn is usually sufficient to hear the hissing of the escaping air. Once water starts to appear at the vent, close it up. The water can be very hot, so it is safer to turn the heating off while you complete this job. When the heating starts up is also a good time to sort out any leaks at the base of the radiators and all such internal leaks and valve maintenance issues are the responsibility of the lessee. If you need any help with bleeding your radiators contact Steven or Adam.

### **Lifts**

Residents are asked not to use the lifts between 11.00pm and 8.00am unless they are disabled. Residents are also asked to ensure that nothing obstructs the free operation of the door when using the lift.

### **Doors to the blocks**

These doors can be held open with a catch in order to enable large items, prams etc, to be taken through. The catches should be released after use, to ensure that the hallways are kept warm; to promote security and, on windy days, to ensure that leaves and dust are not blown in.

### **Floods**

Due to the age of the building, the piping is rather delicate. Furthermore, not all flats have stopcocks that work. In recent years, there has been some severe flooding of flats where pipes have been broken while new bathroom suites or kitchens are being installed. This has been a particular problem when it has been a DIY installation. If in doubt about an installation, please ask for advice from the Porter or the Managing Agents. It is in your own interest to ensure that your builders are insured and you have sufficient insurance cover to meet the cost of any claims against you and your workmen.



### Use of Appliances

We ask that, wherever possible, you use your washing machine or dishwasher at a time when you will be at home for the full cycle, and may therefore have a chance to spot a flood before it damages the flat below.

### Drain Downs

If you wish to install items that require the hot or cold water to be turned off or the heating system to be drained down, please speak to the Porter well in advance to arrange a suitable date. The costs of a drain-down, which have to be borne by the individual flat owner, can be shared sometimes by quite a few people. In order to co-ordinate drain-downs they can be planned to take place, by prior arrangement with the managing agents, on the 2nd Thursday of a month.

### Blocked drains

We have contracts with companies who know the plumbing and drains of the block well and their contact details can be obtained from the Managing Agents. If you have a problem that may involve other flats, before you take any remedial action, please have a word with the Porter, who may be able to advise and may already have contacted someone. The cost will be borne by the service charge account if the fault is with the central services. Blockages are the responsibility of the flat owner if they happen inside the flat or before your pipe enters the main soil and waste systems. If it is clearly just your problem, you are free to call out anyone else you find in Yellow Pages and you are responsible for meeting their charges. Please do not delay in getting the problem remedied just because you are concerned about who will pay. That can be sorted later.

### Infestations of insects and rodents

These are very rare at Meadowside. However, due to the extensive communal piping, any infestation in one flat quickly travels to adjacent ones. If you think that you have an infestation of cockroaches or something similar, please immediately have a word with the Porter, as he may already be in touch with our pest control contractors. As with floods, you will be responsible for meeting the cost if it is only your flat that is affected or if it is considered that your negligence is the cause. Normally we use service charge monies to remedy the problem before it spreads. If the source is unclear, the cost will be met by the service charge account. Please do not delay in getting the problem remedied just because you are concerned about who will pay. That can be sorted later. The important thing is to get rid of the infestation. Disposing of your rubbish daily will help to reduce the risk of infestation. Please do not throw food scraps etc. onto the lawns for the birds or squirrels. Apart from the nuisance and damage caused, food left outside the block attracts foxes and vermin that can carry disease. Be aware that squirrels climb the walls and have been known to get into cupboards!

### Reporting faults

If these are urgent or important, you should contact the Porter during working hours (e.g. the landing light bulb has gone). Please just pop a note through the letterbox in the Porter's Office in the Foyer of Block B. Outside working hours, for serious emergencies (i.e. electricity/water) requiring immediate attention, contact the Managing Agents on the following emergency number – **Tel: 020 8399 5381**.





### Floors

Floors need to be insulated so the normal domestic noise, for example walking around in your flat, cannot be heard by the flat below. The older leases required carpeting and adequate sound-absorbing underlay. There has been a trend in recent years to cover the floorboards with laminate or real wooden flooring or to restore the original block flooring. Where you have, or are planning a wooden floor feature, we ask that you consult with your neighbours downstairs to determine the level of annoyance to them and take remedial action by supplying rugs or carpet on top of those areas most heavily trodden. Owners contemplating having open wooden floors or installing anything other than carpet, should consult with the Managing Agents and obtain advice, or run the risk of potentially costly consequences.

### Fire security

The rear fire escape areas must be kept clear of obstructions at all times. Plants, plant pots, tubs and garden or similar furniture are not permitted in these areas. There are regularly maintained fire extinguishers situated on all the internal staircases. It is recommended that Residents fit and maintain a smoke detector (which complies with British Standard 5446 Mark 1 and also has the British Standard Kitemark) at ceiling level in the flat hallway. To avoid the staircase becoming a "chimney" in the event of fire, the top floor landing windows should be kept shut. In the event of a fire, telephone for the FIRE BRIGADE (999).

In the event of a fire, close all doors and then call the porter or other assistance as required. You should only tackle it if you feel confident you know what you are doing. Please raise the alarm and call the Fire Brigade ASAP. Fire officers have advised us that as the building is concrete and brick, and there is a concrete 'fire trap' between floors, it is normally safer to stay in the safety of a flat not affected by the fire, close all the windows or doors and await the advice of the fire services.

**IN THE EVENT OF FIRE DO NOT ATTEMPT TO USE THE LIFT.**

### Aerials and cable connections

Meadowside has communal aerials for digital radio and TV satellite reception, the cost of maintenance being met by the service charge account. In addition, you may wish to be connected to the Virgin Media Telephone, TV or Broadband cable system, which simply means asking them to hook you up to the cabling which runs outside your window (although this service is maintained at your own expense). We also have one satellite dish that picks up Russian and Arabic channels through the 'Hot Bird' satellite, though you will have to pay for connection to this upgrade. Contact our managing agents for information if you wish to connect to another system, for example SKY or SKY+. The lease does not permit individual residents to install their own systems, e.g. individual satellite dishes. Please speak to the Head Porter or the Managing Agents if you have any problems or questions.

### Wrongly delivered mail

If you receive mail for a different flat, it would be a neighbourly gesture to deliver it yourself. If you do receive mail for your flat but the mail is addressed to an unrecognised name, rather than "return to sender" why not pass it to the Porter? Our staff will probably know the name and the correct flat.

### Pets

No animal or bird is to be kept without the Landlords' consent (Meadowside Freehold Ltd). Normal domestic pets are allowed with the permission of the Managing Agents, as long as they do not cause a nuisance to other residents. Residents are asked to keep their dogs under control in the grounds and not allow them to foul the grass, paths or drives and to clear up any messes.



### **Moving in or out**

- a. Advise the porter in advance, so that the parking space for the removal van may be made available near your block entrance.
- b. It is your responsibility to ensure that damage is not caused to the entrance doors, walls and staircase, and that the lift doors, where appropriate, are not damaged or the lift overloaded as you may have to pay for any restitution needed.
- c. It is a condition of the Head Lease that furniture or bulky items only be taken in or out of the flats between 10.00am and 5.00pm on weekdays. No removals are allowed at weekends.

### **Gardens**

The gardens are one of the greatest joys of living in Meadowside. The MFL Board's Gardens' Representative liaises with the gardener and the MFL Committee on any matters relating to the garden. Residents should address any queries or comments to the Managing Agents who will discuss them with the Board's Garden Representative.

In addition to the benches sited in the gardens, the area for sitting out for quiet enjoyment, for sunbathing and children's play is the 'lower meadow' between the formal gardens and the river. The main lawn in front of the flats is not used for any of these purposes. This ensures that the main intrusion of privacy and noise levels are kept to a minimum.

The path around the main lawn is for the use of pedestrians. Please do not ride bicycles in this area. Similarly, those residents who have food or other items delivered by motorcycle messenger are asked to ensure their goods are delivered via the service road and not the main lawn.

Residents are also asked not to feed the goldfish in the ornamental pond, as overfeeding kills the fish.

### **Garden plots**

Garden plots are currently available for residents' cultivation in the old kitchen garden by the greenhouses. The Managing Agents are responsible for their allocation, and all requests for plots, or notification that a resident wishes to give one up, should be addressed to them. There is a list of conditions available from the Managing Agents which apply to all plot tenants and include:

1. Plots may not be passed on to others by the current user.
2. As plots become vacant through the departure of residents, or a resident no longer wishing to tend a plot, or where plots are neglected, untended or misused, they will be taken back and returned to grass.
3. We are in the process of restoring the lower meadow to grass with an attractive sitting-out area in a sunny position, for residents to socialize and enjoy the riverside and this will commence as from October 2011.
4. In order to allow keen gardeners a chance to tend a plot, only one plot is allowed per applicant.
5. The plots may only be used for the cultivation of plants or vegetables that will enhance the gardens and the wildlife it supports. There are a number of plants that are completely unsuited to planting in such a plot which must not be planted (such as bamboo). A full list is available from the Managing Agents however, if you have any queries please ask.
6. Garden furniture should be tasteful and suitable for our beautiful estate.



### **Water pipe**

There are two taps available, one in the kitchen garden and one in the lower meadow for the general use of tenants. The Managing Agents, who look after all pipes and stopcocks in the grounds, are responsible for the maintenance of the pipe and the taps.

Residents are reminded that, in the interests of safety, hoses are to be coiled up and left by the tap after use. Failure to comply will result in the removal of the hosepipe from the tap.

### **Key to the river gate**

New residents should receive a key for the gate to the river from their landlord or the previous owner. For security reasons this must be kept locked at all times.

### **Barbecues**

There is a designated and marked area in the corner of the lower meadow for the use of barbecues, which must be booked in the same way as the tennis court (by entry into the diary which is kept in the foyer of Block B). If you see that someone else has booked a barbecue before you on that day then please liaise with them to see if they can run compatibly and or if alternatives can be arranged to respect the peace of other residents. For social and health and safety reasons, barbecues are not allowed anywhere else on site (including balconies). Residents having a barbecue are wholly responsible for all health and safety issues, including the safe conduct of children. After use, the area must be completely cleared of all rubbish, particularly food that attracts vermin and rodents and the barbecue itself must be removed. If barbecues are left out they will be removed by the staff.

Under no circumstances are disposable or small portable barbecues to be placed directly on the grass.

### **Summer garden party**

The MFL Committee organises an annual summer garden party. These provide a fun way of meeting other residents and of enjoying the garden with family and friends. MFL provide some drinks and food but we rely on residents to volunteer picnic food. A notice will be put on notice board well in advance.

### **Garden parties and gatherings**

The MFL Committee encourages the use of the gardens by small groups of family and friends. For larger gatherings of more than 15 people, application for approval should be made to the MFL Chairman. It is important to bear other residents in mind, to keep noise to reasonable levels, and to clear away any outdoor furniture and rubbish.

Sound systems are not allowed to be used in the gardens or surrounding areas.

### **Tennis court**

The tennis court is for the use of Residents and their guests. A copy of the rules and the reservation diary are on the table in the hall of Block B. Appropriate footwear must be worn and it is appreciated if players are suitably dressed.

### **Internal alterations and decorations**

To minimise disturbance to other residents, noise generated by drilling, hammering and other noisy maintenance, by you or your workmen, may only be carried out between the following times:

- **Monday to Friday 8am to 5pm**
- **Saturday 8am to 1pm**
- ...and at no time on Sundays or Bank Holidays except in emergencies or exceptional circumstances with the prior permission of the Managing Agents.



### **Placards**

The flats are to be used solely as private residences and not for any business purpose or religious or political meetings. No placard, advertisement or notice is to be shown outside the building or in windows. House Agents' sale boards, contractors adverts, soccer team support banners, political notices etc. are prohibited by the terms of the lease and are therefore, expressly forbidden on the site, including outside the main entrance gates.

### **Emergencies**

The Managing Agents operate an emergency service out of hours and you should contact the Head Porter on his mobile phone and he will liaise with them or directly with emergency plumbers, electricians etc. This is available outside normal working hours for urgent problems only, e.g. emergency plumbing or electrical faults which must be dealt with promptly.

## **3 GARAGES AND PARKING**

### **Roadways and parking of vehicles**

An outside security company controls all parking and all vehicles parked must be roadworthy, display a current tax disc and a Resident's Parking Permit. These are obtainable from the Managing Agents on the basis of one resident and one visitor permit per flat and the car must be that of a registered lessee or tenant and be registered against that numbered permit. Any vehicle not parked wholly within the white lines prescribed for parking is liable to be wheel clamped, even if displaying a valid permit.

You must collect your Visitors' Parking Permit back from your visitor when they leave or you will have to apply to our Managing Agents for a replacement. Visitor parking permits allow for parking in marked spaces in the driveway only (these are the spaces opposite the white garages) and not the front courtyard area or the service driveway alongside Marble Hill Park. Visitors and tradesmen will be allowed 10 mins by the clamping company to collect a permit from their host. Visitor parking permits should be used to allow tradesmen etc. to park. All contractors should report the presence of their vehicle(s) to the Porter who can arrange for parking in the rear service road in certain circumstances. If you have regular essential visits from a district nurse or other health professionals, please discuss special arrangements with the Porter.

Larger commercial vehicles such as larger panel vans and lorries are not permitted to park because of their size, unless of course they are here conducting maintenance work. Residents with smaller commercial vehicles must apply to the Managing Agents for permission to park.

Residents and visitors are asked to refrain from leaving car engines running whilst stationary, turn off car radios and avoid slamming car doors or sounding horns at night. Please avoid keeping taxicabs with noisy engines waiting. A speed restriction of 10mph has been imposed within the boundaries of the property because of joint pedestrian/vehicle use of the approaches to the block, blind corners and less mobile residents. Please keep within this speed limit.

Water is available from taps in the drive and garage areas for washing cars. Please wash vehicles – and carry out repairs – in these areas and away from the block.



### **Garages**

Meadowside has a reasonable number of parking spaces and a total of 53 garages, all of which have owners with long leases. From time to time, garages are available for rent or purchase and any resident wishing to secure one is asked to contact the Managing Agents direct.

### **Motorbikes**

For convenience and security, these should only be parked in the designated spaces. If these are full please park parallel to the kerb on the adjacent bend.

### **Bicycles, pushchairs and prams**

The area behind the lattice enclosure, near the 'paper and can banks' by Garage 1, is provided to keep bicycles out of sight and to protect them from the weather. Security cannot be guaranteed by MFL, so we do recommend that you include your bicycle in your personal insurance arrangements. Bicycles may only be stored in the racks provided in the bike shelter and not taken into the entrances of the main building. The code for the bicycle shed lock is available from the Porters. Bicycles must be registered with the Porter and have the small sticker displayed (available from the Porters) which identifies which flat they belong to. Please do not bring bicycles into the buildings as, over time, they cause considerable damage to the lifts, doors and stairwells. Bikes parked anywhere else will be removed and stored for collection. Pushchairs and prams must be taken into the flats and not left in hallways or on landings where they will cause obstruction in an emergency.

## **4 NOISE and NUISANCE**

### **Peace and quiet**

Noise is the main cause of annoyance and frustration to flat dwellers! We have a wide variety of life styles and work cultures here in Meadowside - '9 to 5'ers', shift workers, retired people and students. For some it is their permanent home, for others, just a transient stay. "An Englishman's home is his castle" – we do not want our residents to feel that their flat is under siege! Noise travels strangely within Meadowside, so we ask all residents to play their full part in considering their neighbours and making this a quiet and pleasant place in which to live. High noise levels in blocks of flats are the most common cause of friction between neighbours and are easily prevented with a little courtesy and consideration. We would ask residents with wooden flooring and/or blinds to remember that these do not absorb general sounds in the way that carpets and curtains do.

The highest number of complaints is always in the summer months when windows are open. The hard of hearing can now obtain special equipment, such as a loop system, to enable them to listen to television or radio without the need for high sound levels.

You will see from your lease that loud disturbing noise should stop at 11pm and residents should be able to enjoy peace until at least 8am in the morning. However, when there is a good reason for an occasional celebration, we recommend that you discuss your plans for a party with the Porter, negotiate some parameters, and let your neighbours know. Remember, you are responsible for the behaviour of your guests.

We ask you to be particularly considerate of your neighbours at night, when sound travels more. So please keep noise to a minimum when coming home after a good night out and resist chatting late on the lawns, holding loud conversations in the corridors or the main forecourt. Please ask your friends not to sound their car horns to attract your attention, or to leave their engines running while you and they have a long conversation. We aren't trying to set out to be complete killjoys, but just trying to ensure that we can all get a proper night's sleep.





Anti-noise legislation has been tightened considerably in recent years and a variety of remedies are now available to help you, including confiscation of the offending musical instrument or sound systems. If you are having problems with noisy neighbours, the first step should be to ask them politely to stop/turn down the music or the offending noise. If the noise continues, either then or on a subsequent occasion, you should ask the Head Porter to intervene. If the noise still continues on this occasion, you should ring the Richmond Council Noise Patrol (see useful contacts). If the noise continues on subsequent occasions, you should keep a log of the occurrences and report them to our Managing Agents.

The Board of Directors takes a particularly strong position on the issue of noise and will, in serious cases, take any necessary legal action.

## 5 POLICIES

Lease and legal notes apply to every flat and inform policies to protect the community from intrusions that may affect the quality of life on the site or the value of owning an individual flat. Most of the matters mentioned in this policy section are to be found in more detail under the "Third Schedule" of the Head Lease. The rules, regulations and covenants in the Head Lease and Trust Deed (for every flat) lawfully govern our buildings and grounds.

### The collection of service charges

Meadowside Freehold Ltd's policy is to act as a responsible landlord and to deal fairly with our leaseholders. Late service charge payments can adversely affect our Managing Agents' ability to manage your property effectively. A well-managed and maintained property enhances the value of your investment in your home and your quality of life. Cash balances in service charge accounts earn interest for the benefit of the service charge fund, so it is unfair to lessees who do pay on time to allow others to delay payment, because they still share in the interest accruing. Late payments add to the cost of collection and may result in legal fees, which become part of the service charge and thus penalise those who pay promptly. For all these reasons, Meadowside Freehold Ltd asks its Managing Agents to insist on prompt payment of service charges. The full details of the policy are contained in Appendix A to this Handbook.

### Insurance

The building is insured by the Landlords, (Meadowside Freehold Ltd.), and the premium is included in the service charge. Residents may ask the Managing Agents for a summary of the cover if they wish. This insurance does not provide cover for the contents of the flats. Residents need to make their own arrangements to insure against comprehensive household risks, including public liability.



### Subletting

Meadowside Freehold Ltd's consent is required before subletting of a property can take place. When considering applications to sublet, we will take account of the specific terms of each lease, and will not discriminate on the grounds of race, colour, disability, sex or age. We will also consider the effect any subletting may have on occupiers of other flats and on the condition of the property. Any subletting must be for occupation by a single household or group of friends.

Landlords will be aware that the letting policy was not effectively enforced in recent years by our previous Managing Agents. Furthermore, the new Houses in Multiple Occupation (HMO) legislation applies to Meadowside flats and requires additional bathroom and kitchen facilities for flats with more than 5 occupants. It is our intention to serve notice on all landlords that our Managing Agents will be enforcing the letting policy and licensing fee for all renewable shorthold tenancies and asking the local authority to apply the HMO regulations where appropriate. The fee charged by our Managing Agents for administering permission to sub-let and checking the references and lease conditions will be £50 plus VAT, providing the work is straightforward. The full details of the policy are contained in Appendix B to this Handbook.

### Licences for alterations

Under the terms of your lease, some alterations to your property can only be done with Meadowside Freehold Ltd's consent. Decorative works and renewal of fixtures and fittings are not regarded as alterations provided that changes to walls, pipework and waste pipes are not involved. Our consent is required for:

- **any work which affects the structure of the property or services to it;**
- **any work that can be seen from the outside; or**
- **any structural work on the outside of the property.**

Unless surveys are required the administrative charge for issuing a licence to alter will be around £150 plus VAT if the approval is straightforward. Please note that not having evidence of approval may delay or hamper a future sale of your property. The full details of the policy are contained in Appendix C to this Handbook.

### Sales

Under the terms of the Leases of the flats (and garages) the Landlord's (Meadowside Freehold Ltd) formal permission to sell is required. This is called a Licence to Assign (see below) and the procedure is that the incoming purchaser will be asked to provide a banker's reference confirming ability to meet the current service charge payments, and a personal reference from a solicitor, Doctor or person of similar standing confirming that the proposed purchaser is a respectable and responsible individual.

These references should be sent to the Company's solicitors by the existing owner's solicitors. Following approval of the references by the Directors, the Company's solicitors will issue a draft Licence to Assign. The existing owner will be expected to meet the legal costs involved in the Licence. It will probably help your sale to proceed more smoothly if you give a copy of this information to your Solicitors at an early stage in your sale.

Flat owners with shorter leases who wish to purchase a 90 year lease extension and those who wish to apply to purchase a 999 year lease and share of the freehold should apply in writing to: The Chairman, Meadowside Twickenham Ltd, c/o Robert Heald, Wallakers Chartered Surveyors, 69 Victoria Road, Surbiton KT6 4NX

**Tel: 020 8399 5381 Fax: 020 8390 8775**

**Email: [rheald@wallakers.com](mailto:rheald@wallakers.com)**



**Licence to assign:**

A licence to assign, (which is a form of consent given to the vendors so that they may sell their lease to a purchaser who can establish that they are of suitable character and financial standing to live at Meadowside) is required from the freeholders (Meadowside Freehold Ltd). This is a service provided by our Managing Agents at an administrative cost of £150 plus VAT, and is a normal practice organised between the vendors' and purchaser's solicitors. The practice between solicitors complies with discrimination and data protection legislation and is a mechanism used only to ensure, for example, that no one of known ill repute or with a significant history of non-payment of debts is granted a lease.

**Management information charges:**

When a lessee wishes to sell their flat the purchaser's solicitor will request a 'management information pack'. This will include an up-to-date statement relating to service charges and arrears, lease information, approved service charge budgets and reserve fund accounts, the major works plan, the handbook and a list of outstanding disputes between the flat owner (if any) and the Managing Agents or other leaseholders. The Managing Agents charge a fee of £125 plus VAT (which includes the licence to assign above) to the vendor (seller) for collating, printing and posting hard copy of this information and answering any subsequent enquiries or concerns.



## 6 IN CONCLUSION

Living in a flat is not at all the same as living in a house in that householders can block their own driveway, cause noise, smells or water overflows and usually only their household will suffer the consequences. In a large block of flats like Meadowside, where neighbours live close to each other, the lives and tranquillity of others become affected by such actions.

From all the foregoing, it may seem that Meadowside is hidebound by regulations and covenants. Those in place are there for the benefit of all and to help keep it a delightful place in which to live. It is simply that living in the type of small “village” that Meadowside is, requires a bit more consideration for one’s neighbours so that all continue to enjoy the full amenities of a place that has given many people a great deal of pleasure over the last 70 odd years.

We hope you will soon be seeing improvements to the site and amenities as a result of our purchasing the freehold. We know we have no hope of pleasing everyone on every decision. However, as your elected representatives, we will endeavour to continue to work for the common good and, where possible, to consult and keep you informed of change. As well as individual objections and protests, please consider just occasionally encouraging your committee members by feeding back some of your positive impressions.

***Meadowside Freehold Ltd, Wallakers Managing Agents***



## **APPENDIX A: POLICY ON THE COLLECTION OF SERVICE CHARGES**

Meadowside Freehold Ltd's policy is to act as a responsible landlord and to deal fairly with our leaseholders. Late service charge payments can adversely affect our Managing Agents' ability to effectively manage your property. A well-managed and maintained property enhances the value of your investment in your home and your quality of life. Cash balances in service charge accounts earn interest for the benefit of the service charge fund, so it is unfair to lessees who do pay on time to allow others to delay payment, because they still share in the interest accruing. Late payments add to the cost of collection and may result in legal fees, which become part of the service charge and thus penalise those who pay promptly. For all these reasons, Meadowside Freehold Ltd asks its Managing Agents to insist on prompt payment of service charges.

### **Collecting the Service Charge:**

Service charges are collected in advance in accordance with your lease terms. We ask our Managing Agents to submit service charge demands, so far as practical, at least 14 days before they are due. If payment is not received by the due date, action will be taken to recover the unpaid sums. Please do not ignore reminder letters or letters advising you that we intend to take recovery action. Interest may be incurred on late payments. Recent changes in law mean that we have to take prompt legal action. As soon as solicitors are instructed, costs begin to arise. These may have to be paid directly by you, or by the service charge. If our solicitors begin proceedings, then we will claim against you not only the arrears but also interest on late payment (currently 4% above the Bank of England base rate), as well as legal costs. Our last resort for the non-payment of service charges is an action for forfeiture of your lease and repossession of your property. Legal action against you for service charges will result in notices being served on your mortgagees. Bear in mind that judgements obtained for non-payment of service charges may have an adverse effect on your ability to get credit elsewhere.

### **Your responsibilities:**

Be aware of the dates when service charges are due and how much they are. Our Managing Agents produce full estimates each year and the sum payable by each lessee is established in advance. Please do not arbitrarily withhold service charge sums. In the event of a service charge query, first pay your bill in full, and then raise your question in writing to the Managing Agents. If you dispute the sum demanded, there are certain limited grounds on which you may be entitled to a refund:

- if you believe that the sum expended is not part of the service charge obligation under your lease, or that it is an unreasonable expense; or
- if you believe that there has been a mistake in the way your account has been maintained or your service charge computed.

In these circumstances you should make these specific points in writing to our Managing Agents. Your ultimate recourse is to apply to the Leasehold Valuation Tribunal for a ruling on the reasonableness or otherwise of the charge. We also have the option of going to the Tribunal to enforce payment.





**Further information and complaints:**

If you would like more information on service charges, you can obtain information at both the Shelter and Leasehold advisory service web sites:

Shelter <http://england.shelter.org.uk/advice/advice-187.cfm>

The Leasehold Advisory Service <http://www.lease-advice.org/newintro.htm>

70/74 City Road  
London EC1Y 2BJ  
**Tel: 020 7490 9580**

Meadowside Freehold Ltd requires its Managing Agents to comply with the RICS Residential Management Code, which was approved by the Secretaries of State for England and Wales under the Terms of Section 87 of the Leasehold Reform Housing and Urban Development Act 1993. Copies of this document are available from:

RICS Books, 12 Great George Street, London SW1P 3AD

***If you wish to make a complaint or comment on this procedure, please write to:***

The Chairman, Meadowside Freehold Ltd, c/o Robert Heald, Wallakers Chartered Surveyors, 69 Victoria Road, Surbiton KT6 4NX **Tel: 020 8399 5381 Fax: 020 8390 8775 Email: [rheald@wallakers.com](mailto:rheald@wallakers.com)**



## **APPENDIX B: POLICY ON SUBLETTING**

The terms of the Leases prohibit underletting (subletting) without the Landlord's (Meadowside Freehold Ltd's) consent. When considering applications to sublet, we will take account of the specific terms of each lease, and will not discriminate on the grounds of race, colour, disability, sex or age. We will also consider the effect any subletting may have on occupiers of other flats and on the condition of the property. Any subletting must be for occupation by a single household or a group of friends. Subletting by sharers will not normally be approved. Subletting to a company may be granted providing the physical occupation at any one time is by a single household and the name of the occupier is given. A licence will normally only be issued if the proposed tenancy is an assured shorthold for one year or less; the licence must be renewed after twelve months or less if the tenant changes.

Under no circumstances is sub-letting of part of a flat permitted under the terms of the lease, i.e. letting of, or advertising the availability of single room occupancy. If it becomes apparent to our Managing Agents that this is happening they will seek approval of the Freehold Board of Directors to issue immediate legal proceedings. There is an administration charge of £50 plus VAT (2005) levied by our Managing Agents for the additional work involved in the approval and registration of persons named in every new shorthold tenancy.

An application for approval of a subletting must be made to the Managing Agents and be accompanied by:

1. The draft tenancy agreement.
2. Three references for the tenant, including a financial reference, an employer's reference where appropriate, and a personal reference.
3. Payment for the costs of considering the application, including any legal or other professional fees, or a solicitor's undertaking to be responsible for such costs.

The tenancy agreement must provide for the tenant to comply with the covenants and regulations in the lease. The application for subletting must be made at least five working days before the tenancy agreement is due to be completed. The term of any subletting must be at least six months or more, subject to the terms of your lease and the specific policy for Meadowside. Further details of subletting requirements can be obtained from our Managing Agents.

If you wish to make a complaint or comment on this procedure, please write to:

The Chairman, Meadowside Freehold Ltd, c/o Robert Heald, Wallakers Chartered Surveyors, 69 Victoria Road, Surbiton KT6 4NX **Tel: 020 8399 5381 Fax: 020 8390 8775**  
**Email: [rheald@wallakers.com](mailto:rheald@wallakers.com)**



## APPENDIX C: POLICY ON LICENCES FOR ALTERATIONS

Under the terms of your lease, some alterations to your property can only be done with Meadowside Freehold Ltd's consent. Decorative works and renewal of fixtures and fittings are not regarded as alterations provided that changes to walls, pipework and waste pipes are not involved.

Our consent is required for:

- work which affects the structure of the property or services to it,
- work that can be seen from the outside, or
- structural work on the inside of the property.

We have no objection in principle to any improvements you may want to make to your property, provided there are no adverse effects on its structure or appearance, or any impact on other units in the property. We will consider all applications carefully and will make a decision as quickly as possible after receiving the opinion of our professional advisors. If you wish to make alterations which may require our consent, you should write to the Managing Agents telling them the type of alteration. They will advise you whether Meadowside Freehold Ltd's consent is necessary. If it is not, you may proceed with the work. If the Managing Agents believe our consent is or may be required, they will ask you for: a cheque for £150 to cover the costs of appointing a surveyor to represent us in reviewing the plans and, if necessary, supervising the works in so far as they affect our or adjoining owners' property; full details of the proposed work including where necessary detailed architects' and engineers' drawings as well as engineers' calculations; and an undertaking to meet any other reasonable costs we may incur in considering and supervising the work.

When these requirements have been met, the Managing Agents will instruct surveyors to consider the information on our behalf. If we give our consent, solicitors may be instructed to draw up a Licence for Alterations. This document is important and should form part of the title deeds of your property, which will be needed when you sell. In certain circumstances, the Managing Agents themselves will draw up the Licence. Fees are payable in both cases. Before you even start this process, you should ask the Managing Agents for an estimate of the costs of applying for and receiving a Licence for Alterations. You may also ask for a copy of a standard Licence for Alterations so that you can familiarise yourself with the conditions involved. Local authority consent may be required in some cases.

If you wish to make a complaint or comment on this procedure, please write to:

The Chairman, Meadowside Freehold Ltd, c/o Robert Heald, Wallakers Chartered Surveyors, 69 Victoria Road, Surbiton Surrey KT6 4NX **Tel: 020 8399 5381 Fax: 020 8390 8775 Email: [rheald@wallakers.com](mailto:rheald@wallakers.com)**



## **APPENDIX D: POLICY ON USE OF THE GARDENS & PLOTS**

The long-term aim is to restore the whole of the riverside land to watermeadow with an attractive sitting-out area in a sunny position, for residents to socialise and enjoy the riverside.

As the gardens are available for all Meadowside residents to enjoy and share equably, the following points apply:

### **Garden Plots.**

1. Plots may not be passed on to others by the current user.
2. As plots become vacant through the departure of residents, or a resident no longer wishing to tend a plot, or where plots are neglected, untended or mis-used, they will be returned to grass.
3. In order to allow keen gardeners a chance to tend a plot, only one plot is allowed per applicant. It is to be expected that plot tenants will allow other residents peaceful enjoyment of the gardens. Any disputes which cannot be resolved amicably, should be referred to the Gardens' Representative, who will, if necessary, refer it to the MFL board.
4. The plots may be used only for cultivation of plants or vegetables.
5. Garden furniture should be tasteful and suitable for our beautiful estate. Some items of garden furniture have, in the recent past, been stolen. This estate is very open; therefore, small items of garden furniture such as folding/stacking chairs, small tables etc. when not in regular use should be stored in the garden shed (this has very limited space). Items must be labelled with your flat number, and a key to the shed can be obtained from Paula Vokes.
6. Water pipe for watering plots. There are two taps available, one in the kitchen garden and one in the lower meadow for the general use of plot tenants. The latter was kindly supplied some years ago by the Chairman of the then Residents' Association, in the days when the plots were used for 'Dig for Victory' in World War Two, and which stretched right across the water-meadow.

The gardens we enjoy today are the result of many years of loving cultivation by past residents.

### **Use of barbecues.**

There is a designated and marked area in the corner of the lower meadow for the use of barbecues, which must be booked in the same way as the tennis court (by entry into the diary which is kept in the foyer of Block B). Only one barbecue may be booked on a particular day. For social and health and safety reasons, barbecues are not allowed anywhere else on site (including balconies). Residents having a barbecue are wholly responsible for all health and safety issues, including the safe conduct of children. After use, the area must be completely cleared of all rubbish, and the barbecue itself removed.

### **Garden parties and gatherings.**

The Estate Management Committee encourages the use of the gardens by small groups of family and friends. For larger gatherings of more than fifteen people, application for approval should be made to the Meadowside Freehold Ltd Chairman via the contacts page on our website



## APPENDIX E: USEFUL CONTACTS

### Richmond Trading Standards Department

Consumer Protection  
London Borough of Richmond upon Thames  
7B Parkshot  
Richmond TW9 2RT

**Telephone: 020 8891 7994**

**Fax: 020 8891 7726**

**Email: [commercialeh@richmond.gov.uk](mailto:commercialeh@richmond.gov.uk)**

You can contact Consumer Direct by telephone on 0845 404 0506 to speak to a qualified adviser. The service operates from 8pm to 6pm Monday to Friday and 9am to 1pm on Saturdays, excluding bank holidays and public holidays. You will receive advice and information free of charge. Your telephone call will be charged for and costs no more than 4 pence per minute for BT customers (other networks may vary). If your complaint or query is outside the remit of Consumer Direct it will be referred to the appropriate Trading Standards department or similar agency. This will depend on where the trader is situated and/or where the contract was made.

You can visit the Trading Standards department at The Town Hall and speak to a member of staff between: 9.00am - 12.30pm and 1.30pm - 4.30pm Monday - Friday.

### Police

For assistance when it is NOT an emergency, you can contact them by phoning Twickenham Police Station on 020 8607 9199 – 41 London Road, Twickenham, TW1 3SY. The station is open 24 hrs a day, every day of the year.

The Community Safety Unit (CSU) is responsible for the investigation of hate crimes within Richmond Borough. This includes racist crime, domestic violence, homophobic crime and hate mail. The unit is staffed by male and female officers who are specially trained to deal with these crimes. The Unit is committed to working in partnership with both statutory and voluntary organisations in the borough to improve the quality of life for the residents.

To contact this Community Safety Unit, dial **020 8247 7204**.

There is an answer phone for out of hour's calls. All enquiries will be dealt with confidentially and the caller will be dealt with in a discreet and sensitive manner.

### Noise nuisances

If you experience problems of noise nuisance, Environmental Health can give advice and, if necessary, investigate your complaint.

### Weekend Noise Service

Richmond Council's Environmental Health staff operate a weekend noise service. The service responds to noise complaints including parties, neighbour noise, car and burglar alarms and complaints about commercial premises. The service operates every Friday and Saturday night between the hours of 10pm and 3am the following morning (except over the Christmas holidays). All complaints regarding noise nuisance during the above hours only should be notified directly to the officer on call. The number is: **07944 038 495**





Any resident calling about noise nuisance at any other time must call the Environmental Health Team during normal office hours.

London Borough of Richmond upon Thames  
7B Parkshot  
Richmond TW9 2RT  
**Telephone: 020 8891 7994**  
**Fax: 020 8891 7726**  
**Email: [commercialeh@richmond.gov.uk](mailto:commercialeh@richmond.gov.uk)**

Noisy neighbours and domestic burglar alarms: **020 8891 7737**

Commercial Noise, building sites and car alarms: **020 8891 7994**

Environmental Health Web Pages:

<http://civica.co.uk/UK/About/Public+Knowledge+Magazine/Spring+2006/Tackling+anti-social+behaviour/>

### **Refuse collection hotline**

Please phone the call centre on **08456 122 660** for information on the following services:

- Graffiti clearance
- Green garden waste recycling collections
- Recycling collections
- Refuse collection
- Removal of abandoned vehicles
- Special collection service (bulky items)

### **Community websites**

- For community websites run by and for people in the borough, see Online Communities Ltd [www.oncom.org.uk](http://www.oncom.org.uk), the independent community network for Richmond upon Thames.
- St Margarets Community Web Site - information for the residents of St Margarets, Richmond and Twickenham [www.stmgrts.org.uk](http://www.stmgrts.org.uk)
- The Richmond Music Trust [www.richmondmusictrust.org.uk/](http://www.richmondmusictrust.org.uk/) provides a range of high quality musical and educational opportunities for the benefit of young people and others in and around the London Borough of Richmond upon Thames.
- The 'Best of Richmond' [www.thebestof.co.uk/richmond](http://www.thebestof.co.uk/richmond) is a community and business directory website containing local news, events and information, together with a directory of local businesses and services in Richmond Borough.



## **Meadowside useful contact details**

Meadowside Head Porter Adam: **07704 981 119**  
Hours: 8.00am and 4.00pm Monday to Friday

Wallakers Managing Agents: **Tel: 020 8399 5381**  
**Fax: 020 8390 8775**  
**Email: [rheald@wallakers.com](mailto:rheald@wallakers.com)**

Twickenham Police: **020 8607 9199**  
Crime Stoppers: **0800 555111**  
Environmental Health: **020 8891 7994**  
Flood, water damage and boilers:  
B & M Plumbing – Mr Mike Massey **07977 001321**  
Plumber - Tony Hayball **020 8660 0880** or **0860 455225**  
Thames Water emergency: **0845 9200800**  
Gas emergency: **0800 111999**  
Locksmith: **07919 884918**  
Emergency glazing: **020 8894 5060**  
Emergency electrical: **0800 0857591**  
NHS Direct: **0845 4647**  
Emergency Dentist: **020 8894 6115**  
Maple Leaf Pharmacy: **020 8894 5034**  
RSPCA: **08705 555999**  
Veterinary Surgeon: **020 8898 0528**  
Samaritans: **020 8399 6676**  
Childline: **0800 1111**  
Richmond Council: **020 8891 1411**  
Airport Cabs /Minicabs: **0800 0646422**