



Elm Quay Court is owned and managed by Elm Quay Court Management Ltd, a company in which all lessees are shareholders. Overall running of the block is carried out by the Board of Directors who serve without remuneration and who are elected each year at the Annual General Meeting. The AGM is normally held between October and December, and the Board generally meets once a month.

The Managing Agent, Crabtree Property Ltd, is retained by the company to run the block on a day-to-day basis dealing with matters such as maintenance issues and insurance claims as well as collection of the service charges and ground rent (on behalf of Elm Quay Freehold Ltd).

Crabtree PM Ltd

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Our Porter Anton Gerber, is on duty between 7.30am and 4.30pm Monday to Friday and from 8am to 12pm on Saturday.

Please make sure that Anton has an up-to-date contact number and email address in case it's necessary to contact you urgently.

Anton can be reached on 07961 317 164 or by email: concierge@elmquaycourt.com

Elm Quay Court has its own website where residents can monitor news and events relating to the block and surrounding area: www.elmquaycourt.com

RESIDENTS GUIDE

Balconies

- Please remember that in many cases your balcony is part of your neighbour's view. Keeping it clean and free of clutter is not only a considerate gesture but also a requirement of the lease.
 - It is not permitted to place washing on your balcony or terrace or where it can be seen by other residents.
- When cleaning balcony glass, please use a mild detergent and warm water. Avoid products containing solvents and use only non-abrasive cleaning equipment to avoid damaging the special 'self-cleaning' laminated layer.
- Any equipment used to clean the outer surface of the glass should be secured by a rope or cord to prevent injury to passers-by below.
- Please report any damage, pooling water or rust to Anton Gerber.
 - Consideration should also be shown when playing music, listening to the television, socialising on the balconies, etc as the block's construction is such that this noise can

easily be heard by adjacent flats after 11pm.

- Entertaining on your balcony/terrace is not permitted after 11pm

Building Works,

DIY & Noise Issues

- Works must only be carried out between the hours of 8am and 6pm Monday to Friday and (if absolutely necessary, quiet work only 8am to 12pm Saturdays). No works are permitted on Sundays. Noise from power tools must be kept with the apartment and not on the balcony.
- Any repairs or building works (alterations, improvements, etc) which will potentially affect a common area, wall or service or which will change the layout of your flat requires a License to Alter. This is a requirement of your lease and without it permission to sublet or sell your flat may be withheld.
- Further information and applications for a License to Alter can be obtained from our Managing Agent, Crabtree Property Management.
- Please note that the window frames, external doors, balconies, patios and common parts (including the fire lobbies) do not belong to the individual flat-owners and cannot be changed without written consent from the Managing Agent.
- When installing a new boiler flue, it is your responsibility that the surrounding external brickwork is made good and that a building regulations certificate is obtained together with a gas certificate, a copy of which must be sent to Crabtree.
- Please inform Anton Gerber of any building works being undertaken. An inspection of the relevant common parts will be made before and after the works, and any damage incurred during the works to these areas will be the responsibility of the leaseholder.
- Please ensure that any tradespeople working within Elm Quay introduce themselves to Anton before commencing works.
- It is recommended that prior to commencing works residents forewarn their immediate neighbours including those above and below if applicable.

Car Parking

- Residents should park in their allocated spaces only.
- Please take care to park considerately as some parking bays are very tight.
- Residents should not park in the Visitor Parking area.
- Residents must not store combustible items in their parking bays as this contravenes fire regulations. Please keep your parking bay free of unsightly clutter.
- Please do not park in the pick-up/drop-off zone as this must be kept clear for emergency vehicles.
- Where possible, bicycles should be stored within allocated parking bays, Special wall-mounted security anchors are available upon request (please contact Anton Gerber). No bicycles should be stored on balconies.
- Visitors/contractors vehicles must be registered with Anton Gerber in advance to obtain a visitors permit. Failure to do so may result in a penalty notice.

Cleaning & Gardening

- Cleaning of the common parts and maintenance of the grounds is the responsibility of subcontractors. Should you have any comments or suggestions, please address these to Anton Gerber who will ensure they are passed on to the appropriate person.

Your assistance in keeping these areas looking their best is greatly appreciated.

Lifts

- Please be careful not to overload the lifts as this may cause them to breakdown. The lifts carry a maximum of six people or 450kg. Residents who overload the lifts are responsible for any repair costs incurred.

- Please report faulty buttons or any other problems with the lifts to Anton Gerber.

Fire & Safety

- If you discover a fire, call the Fire Brigade immediately on 999. If possible, also inform Anton Gerber

- Upon hearing the fire alarm, residents are advised to remain within the safety of their flats (unless it is affected by smoke or heat, or if the Fire Brigade have specifically advised you to evacuate).

- If instructed to evacuate, use the stairs and not the lifts.

- There are regularly maintained fire extinguishers located in all internal staircases on all floors, however do not attempt to deal with the fire yourself if you are unable or unsure how to do so.

- The installation of smoke detectors is encouraged. These should also be tested on a regular basis.

- The fire alarm is tested fortnightly on Saturday between 11am – 12pm.

- It is recommended that safety checks on gas and electrical appliances are undertaken regularly. Leaseholders renting out their flats have a legal requirement to ensure that safety checks on gas appliances, portable electrical appliances and the fire safety of furnishings are performed annually.

- Gas valves are located in the corridor area at the entrance to each flat. Mains water can be shut off from within the flat. Please be sure you are aware of the location of each of these controls in case of emergency.

- Buildings insurance is included in the annual service charge. If you require details of the insurance or need to make a claim, please contact our Managing Agent, Bryce Robinson.

- Residents are reminded that they are personally responsible for contents insurance and anything else not covered by the buildings insurance.

Leisure Centre

- The leisure centre is open each day from 5am to midnight except when essential cleaning or maintenance may require its temporary closure.

- Non-residents can only use the facilities as guests of a resident who must accompany them at all times. Children must be supervised at all times.

- Food and drink must not be taken into the leisure centre.

- A full list of regulations is displayed on the Notice Board at the entrance to the leisure centre and you are asked to read these carefully. Please respect the rules and guidelines which are in place for the common benefit and safety of all.

- Please report faulty gym equipment, problems with the Jacuzzi or sauna, or any other problems to Anton Gerber.

Lobbies & Stairwells

- Please keep stairwells, corridors and lobbies clear at all times.

- Internal lobbies are communal areas and as such must remain clear of all personal effects.

- Fire doors throughout the building must be kept closed at all times in accordance with fire regulations.

Moving In and Out

- Please inform Anton Gerber when moving in or out of the building. An inspection of the relevant common parts will be made before and after the move and any damage incurred during the process will be the responsibility of the leaseholder.
- Removal van access is available by prior arrangement with Mike.
- Your lease requires that you obtain written permission from the Managing Agent before sub-letting your flat.
- Short term/Holiday lets of less than six months are not permitted at all.

Pets

- No Pets are allowed without written consent of Management and are not permitted at all for sub-let rental tenants

Security

- Door entry is either by key or the use of a Co-tag. If you lose your Co-tag or it stops working, please inform Anton Gerber immediately.
- Please ensure that the entrance doors close securely when entering and leaving the building.
- Do not allow anyone into the building unless they are known to you.
- Report suspicious behaviour to Anton Gerber or to the police.
- When entering and exiting the garage, please take a moment to ensure that the garage door has fully closed. In the past, this has been the main point of access for thieves entering our property.

Television

- Elm Quay Court has a communal satellite dish allowing residents to subscribe to Sky Television should they wish to do so (Sky+ is not available). Individual aerial and satellite installations are not allowed as per the terms of the lease.
- Should you experience any problems with reception, etc, please inform Anton Gerber.

Window Cleaning

- Resident's are responsible for cleaning their own windows. The window design is such that they can be rotated and both sides cleaned from the inside. If you need assistance with this, or if there is a problem with your window or door frames, please contact Anton Gerber.




Flooring



- Under the terms of the lease it is not permitted to have wooden flooring. Any property which has installed such flooring may be liable to re-instate their flooring to carpet in the event of noise disturbance to neighbours. Please remain considerate at all times.

Refuse & Recycling

- Domestic refuse and recycling is collected from outside your door every morning (except Sunday) between the hours of 7am and 9am. Please do not leave rubbish in any communal area outside of these times.
- The refuse and recycling bins are adjacent to Visitor Parking and are accessible 24 hours per day.
- Please contact Anton Gerber for advice on disposal of furniture, white goods, builder's debris, etc. These items must not be left in the bin area (or any communal area) without prior permission.
- We enjoy one of the most convenient recycling schemes in the country, and encourage you to recycle whenever possible. Guidelines for using the orange mixed recycling bags can be found below.

ELM QUAY COURT RECYCLING GUIDELINES

	YES PLEASE	NO THANKS
 paper, card & cardboard	White & coloured paper, card, cardboard & leaflets, catalogues & directories, newspapers, books, magazines	Wet paper
 glass bottles & jars	Glass jars & bottles	Lids, tops or corks, Pyrex, mirrors or window glass, broken glass
 cans, tins & empty aerosols	Cans, tins & empty aerosols	Foil or foil containers

 <p>food & drink cartons</p>	<p>Milk, juice & soup cartons, Tetra Pak cartons</p>	<p>Plastic tops, coffee cups, ice cream tubs, Pringle's</p>
 <p>plastic bottles</p>	<p>Plastic bottles including: drinks bottles, detergent bottles, shampoo bottles</p>	<p>Plastic bags, lids or tops, plastic film, food trays & packaging, margarine tubs, yoghurt pots</p>