



LIVING AT
CARMICHAEL COURT
LONDON SW13 0HA



INFORMATION AND GUIDANCE
FOR OWNERS & RESIDENTS

PRINCIPIA ESTATE & ASSET MANAGEMENT
ON BEHALF OF CARMICHAEL COURT FREEHOLD LTD

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STATUS OF THESE NOTES

These notes are provided solely for the guidance of owners and residents of Carmichael Court. In no way do they amend or alter the terms of the Leases nor are these notes a statement of the legal rights of lessees or tenants, which remain those set out in the Lease and in any contracts between lessees and their tenants.

The Landlord, Carmichael Court Freehold Ltd, its directors, agents and advisors shall not be liable for any misrepresentation or false statement in this guidance handbook.

1. INTRODUCTION

Dear Resident

We hope that you continue to enjoy living at Carmichael Court in this beautiful part of The London Borough of Richmond upon Thames. If you are a new owner or resident, welcome to the building!

In order to make living at Carmichael Court as pleasant as possible for everyone, we have set out in this handbook some information about the management of the property, the facilities available and some do's and don'ts – most driven by the terms of the Lease. The handbook provides a note of whom you should contact in case you have any issues to bring to our attention – namely **us** as your managing agents – and some numbers that might be useful in an emergency.

It is important that all those living in the property act in a manner that is considerate to everyone else. The long leases between Carmichael Court Freehold Ltd and each leaseholder contains covenants and regulations designed in part to ensure that Carmichael Court continues to be a very pleasant place to live. The lease covenants are binding on all owners (lessees) and tenants.

The information provided in the following pages has been designed to remind existing owners and tenants of the rules and regulations, and be as helpful and informative as possible to new owners and residents. If you have a query that is not answered by this handbook, please do not hesitate to contact us. We will be receptive to any improvements that can be made to this guide.

With best wishes,



A Farrar Group Company

For and on behalf of Carmichael Court Freehold Ltd

2. CONTACT INFORMATION

Your Managing Agents

Principia Estate & Asset Management
The Studio
16 Cavaye Place
Fulham Road
London SW10 9PT

Office Hours: Mon to Fri: 8.30 a.m. – 5.30 p.m.



020 7341 0220



info@principialondon.co.uk

www.principialondon.co.uk

Property Manager: **Luke O'Connell**

Email: luke@principialondon.co.uk

Direct dial: 020 7341 0241

Emergencies – 7 days per week, weekends and Bank Holidays:



Masterfix: 020-7518 8675

The Landlord

The Landlord is **Carmichael Court Freehold Ltd.** If you wish to address a matter to the Directors of the Company, please email/post to:

The Directors
Carmichael Court Freehold Ltd
c/o Principia Estate & Asset Management
16 Cavaye Place
London
SW10 9PT

Email: luke@principialondon.co.uk

Either the Directors will respond to you directly or through us. Please note that the Directors are **volunteers** elected by the lessees.

Further information can also be found at www.carmichaelcourt.co.uk.

3. EMERGENCY TELEPHONE NUMBERS

LOCKSMITHS

Banham	020 7622 5151
Masterfix	020 7518 8600

PLUMBERS

Ernie Trinidad	07860 487 057
County Plumbing (Robert)	07860 446 135
Pimlico Plumbers	020 7928 8888
Masterfix	020 7518 8600

GENERAL HANDYMAN

RHJ Carpentry and Property (Ralph Morris)	07932 713 351
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ELECTRICIANS

Acetech (Clive)	07976 249111
Masterfix	020 7518 8600

GLAZIERS

Chelsea Glass	020 7720 6905
Glazier Fulham	0800 581 500

Please note: Principia Estate & Asset Management cannot endorse or recommend the contractors above. The list contains companies we use regularly (although we do not use Pimlico Plumbers unless the circumstances are dire). We cannot guarantee the availability of these services or the quality of service received. For emergency-service 7 days per week, weekends or bank holidays, please dial 020-7518 8675.

4. COMMUNAL FACILITIES

Disposal of rubbish

Domestic rubbish and recycling is collected once a week on Mondays.

All household rubbish (except large items – see below) should be placed in good quality plastic bags; the bags should be sealed or tied up, and placed inside the paladin bins provided for this.

Please do not leave rubbish bags anywhere outside your flat.

Do not leave rubbish bags on the ground in the bin area as they attract vermin.

If you wish to recycle, please use recycling bins provided.

Recycling bins must only be used between 8 am – 8 pm.

Please do not throw rubbish, rags or any refuse down your sinks or toilets.

Disposal of large items

Large items of rubbish such as unwanted furniture and electrical appliances of all kinds and other similar items must **not** be dumped (even temporarily) anywhere on the property (including outside flats).

Please contact The London Borough of Richmond Upon Thames for collection of household bulky rubbish on 08456-122 660, or online by going to the council's website www.richmond.gov.uk and clicking on Environment and Planning, then click on Rubbish, waste and recycling **and** fill in the online form to arrange a collection. The Council charges a minimum fee.

Any large items of rubbish left anywhere on the property will be removed at the owners' expense if they fail to make alternative arrangements.

Cleaning, sweeping and litter picking

The external common parts are regularly cleaned. The hard surfaces are regularly swept. If you feel that a particular part of the building is not being kept as clean and tidy as normal, please let us know.

Lighting

Throughout the external common parts, adequate lighting is very important to ensure as far as possible that residents and visitors feel safe and secure. If you notice a light out, please contact us so we can arrange for a swift repair. We will of course note any faulty fittings / blown bulbs on our regular inspections.

TV system

There is a terrestrial aerial for communal use as well as a communal satellite dish. The aerial provide all the free-to-air television and radio stations, and the satellite dish will provide various satellite TV stations depending on the package that you subscribe to.

Additional satellite dishes for Sky or any other broadcaster are not permitted; if an additional dish is installed by a resident, it will be removed (along with any associated cables) without notice and any costs will be charged to the flat responsible. Any residents who encounter problems with the TV service should contact us.

Bike Storage Area

The Bike Storage Area is not to be used as a dumping area for unwanted bikes, toys etc. and is to be kept tidy at all times. If you do not use your bike regularly, please make alternative arrangements for its storage.

5. YOUR LEASE COVENANTS & CODE OF CONDUCT

The lessee's covenants (with the landlord) and the lease regulations are set out under Clause 3 of your Lease. The list below is by no means exhaustive and applies to all lease holders, tenants, contractors and any visitors to the property.

Structural Alterations

Not to make any structural alteration to the flats without the prior written approval of the landlord, and to ensure that any Licence for Alterations and planning permissions as may be necessary are obtained first, at the Leaseholder's own expense.

Flooring

To keep all floors in the flat covered with carpet or other suitable soundproofing materials to prevent any noise disturbance to other flats.

Signboards and other external fixtures

Signboards, television aerials or similar are not permitted on the outside of the premises at any time. Any such signboards, aerials etc will be removed at the lessee's expense.

Hanging washing/other articles

Not to hang washing or other articles outside your flat (e.g. hanging baskets, window boxes or flower pots) or attach anything to the external wall or pipes on the building. Not to leave any brooms/brushes/prams/bikes/dead Christmas trees/untended plants/plant pots or any item detracting from the appearance of the building outside flats.

Noise Disturbance

Not to cause any annoyance to other occupiers (e.g. loud parties, musical instruments, pets, children playing on roller blades/scooters etc) between the hours of **11 pm and 8 am** so as to be audible outside your flat.

In particular, noise in the courtyard and on the North Wing is to be kept to an absolute minimum after 11 pm and before 9 am.

Pets

No pets are allowed in the property without the first written consent of the Landlord. Please send your application to us so that we may forward it to the Landlord for consent.

Aerials

No additional television or other aerials (e.g. satellite dishes) may be erected or kept outside the flat at any time.

Rubbish

Please use the large bins provided in the courtyard or at the end of the North Wing for disposing of your rubbish, in securely tied bags. Do not leave rubbish bags on the ground in the bin area as they attract vermin (See above for more details).

External common parts

Carmichael Court Freehold Ltd is responsible for the use and health & safety of the common parts.

Residents are asked to keep the external common parts clear of any personal possessions such as pushchairs, bicycles, furniture etc.

Bicycles are not to be kept on walkways or balconies or outside flats.

Please also refrain from tenants, children, visitors, contractors and employees playing or loitering on the staircase, landings, courtyard and passageways of the property. **No children are to be left unsupervised in the courtyard or playing on scooters/roller blades.**

No cycling, skateboarding, rollerblading or ballgames anywhere on the property at any time.

No access to roof **at any time** unless prior notification to managing agent.

Individual owners or residents cannot make any changes that may affect the common parts. There may, however, be certain times when owners have to undertake certain works that could affect these areas. In all such cases, Principia must be contacted and permission obtained prior to any work commencing, as a Licence to Alter may be required.

Barbecues / Fireworks

No barbeques are allowed on walkways or balconies, and no fireworks are to be set off anywhere on the property.

Renting out flats

No owner is allowed to rent out their property without first obtaining the written consent from Carmichael Court Freehold Ltd. Owners must first contact the managing agent, who will then contact the directors of Carmichael Court Freehold Ltd to seek consent.

Building work – permitted hours

The local council's byelaws state that building work is **only** permitted from 8 a.m. to 6 p.m. Monday to Friday, and from 8 a.m. to 1 p.m. on Saturday.

No building work (including DIY/home improvements) is allowed on Saturdays after 1pm, Sundays and public holidays.

Any resident who is disturbed by building noise outside the permitted hours should first ask those carrying out the works to stop and, if this does not produce the desired result, should seek the assistance of the Council's Commercial Environmental Health Department on 020-8891 7994. Please also note that builders, flat owners, tenants or their agents that undertake noisy work outside of these hours may be liable for prosecution and a hefty fine.

Parking

Parking in the archway is forbidden save for essential deliveries etc. No delivery vehicle can park there for more than one hour.

Please also refrain from parking across the entrance to the courtyard for extended periods of time as it should be kept clear for Fire Brigade access.

6. SOME USEFUL INFORMATION

Common parts

The parts of the building that are not demised by the Lease to any individual leaseholder are known as the 'common parts'. These common parts comprise of external common areas (pathways, courtyard, balconies and staircases) and the responsibility for maintaining them is with Carmichael Court Freehold Ltd.

Keys

We usually hold keys for the main front door to the buildings we manage; however in the case of Carmichael Court this is not applicable. We can however hold keys for individual owners of flats for use in emergency situations only. If you would like us to hold a set of flat/house keys, please contact your property manager.

Security

It is in the interest of everyone that the highest priority be given to security on the development requiring the cooperation and vigilance of all residents.

Please keep entrance doors of your flat closed and secure.

Any suspicious activity should immediately be reported to the police by calling 999.

Water leaks

If any flat is damaged by the entry of water, it is the responsibility of the resident of the flat to inform the owner or tenant of the flat from which the water originated so they may arrange for the water to be stopped. If in any doubt, please contact us without delay. If an insurance claim needs to be processed, please speak to us.

Contents Insurance for the Flats

It is important for leaseholders to appreciate that Carmichael Court Freehold Ltd insures the fabric of the building, **but not the contents of individual flats. It is the responsibility of lessees and tenants to arrange their own cover for their possessions and to have appropriate third party cover for any liability that they might have to others.**

If owners rent their flats, they should ensure that they have contents insurance and adequate cover for their rentals. Tenants are advised to seek insurance for their own personal items. Please note that whilst most buildings insurance policies cover wood flooring, damage to carpet would be claimable under your contents policy.

During times of external works where scaffolding is to be used, it is advisable to notify your contents insurer of these external works. We would also advise being particularly vigilant during external works, by removing any valuable possessions from view and ensuring windows are locked shut.

Pest control

Whilst it is the lessee's responsibility to deal with any occurrence of vermin within their property, any sightings in communal areas should be reported to us as quickly as possible so that treatment may be arranged.

Your own notes

(You can keep your own notes, contact details etc on the following blank pages)

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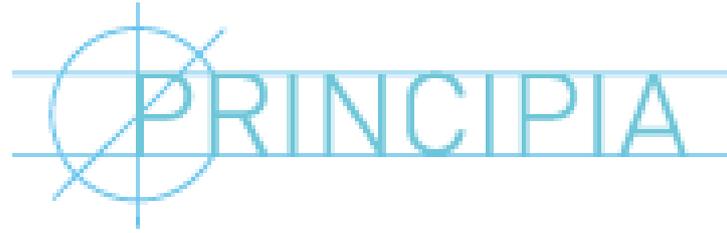
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Carmichael Court, Grove Road, London SW13 0HA
Carmichael Court Freehold Ltd



We hope that you have found this booklet useful.
We welcome any comments. Please email us on:
info@principialondon.co.uk with your feedback and comments.