

KENILWORTH COURT

Welcome to Kenilworth Court



We are all delighted that you have decided to join the Kenilworth Court Community and sincerely hope that you will be happy living here.

This document has been prepared for residents, and it covers frequently asked questions and other useful information. It does not cover the “Rules of the Association”, of which all Leaseholders are members, and these are available from the Management Office.

If you have any questions or would like further information, please do not hesitate to contact the Estate Office on 020 8789 1473 who are based in H Block or the Maintenance Team (07962 534678) who are based in the Lodge at the entrance gates.

All of the staff, and fellow residents, will be happy to help you settle in.

Steve Logie

General Manager

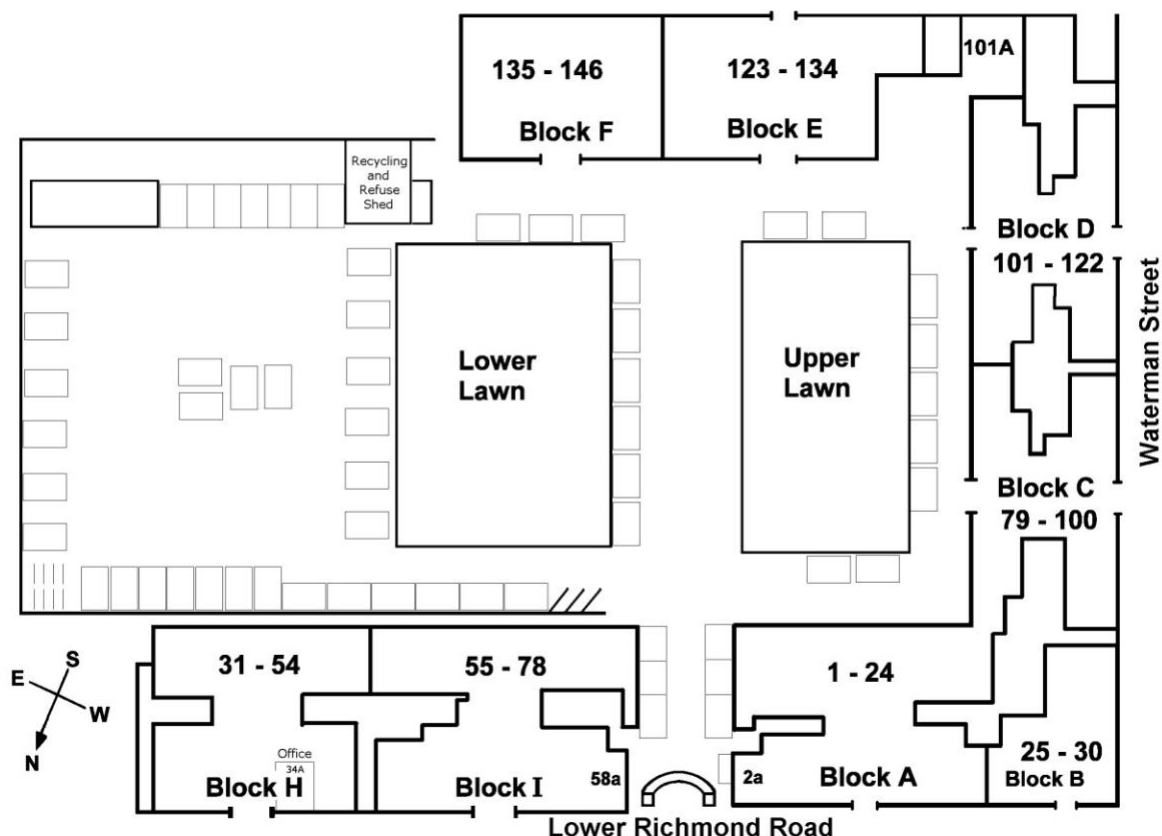
Kenilworth Court Co-Ownership Housing Association (KCCHA) Ltd

Living at Kenilworth Court Index

General Manager's Welcome.....	Page 1
Index.....	Page 2
1 - Plan of Kenilworth Court.....	Page 3
2 - Contact Information.....	Page 4
3 - Committee of Management.....	Page 5
4 - Services Provided.....	Page 5
5 - Definitions.....	Page 6
6 - Access and Security.....	Page 6
7 - Bicycle Storage.....	Page 6
8 - BBQs.....	Page 6
9 - Broadband.....	Page 7
10 - Car Park.....	Page 7
11 - Combi-Boilers.....	Page 7
12 - Complaints.....	Page 7
13 - Contractors Regulations.....	Page 8
14 - Fire Safety.....	Page 8
15 - Gardens.....	Page 9
16 - Insurance.....	Page 9
17 - Internal and External Block Decorations.....	Page 9
18 - Lease Issues.....	Page 9

19 - Noise.....	Page 9
20 - Permission to Alter Flats.....	Page 10
21 - Post and Deliveries.....	Page 10
22 - Recycling.....	Page 10
23 - Roof Access.....	Page 10
24 - Rubbish Collection and Disposal.....	Page 11
25 - Security.....	Page 11
26 - Social Events.....	Page 11
27 – Solar Panels.....	Page 11
28 - Stairways and Landings.....	Page 11
29 - Sub-letting.....	Page 12
30 - TV Aerials.....	Page 12

1. Plan of Kenilworth Court



2. CONTACT INFORMATION

Estate Office: Flat 34A, Block H (closest block to Putney Bridge), Lower Richmond Road, Putney, London, SW15 1EN.

Phone number: 020 8789 1473

The office is open 9am to 4pm Monday to Friday, excluding bank holidays.

General Manager: Steve Logie - stevelogie@kenilworthcourt.com

Association Secretary: Monika Senk - monika@kenilworthcourt.com

Maintenance Team:

Maintenance Manager: Adam Jastrzebski – porters@kenilworthcourt.com

Phone number: 07962 534678 Hours: 7am to 9pm Monday to Friday 7am to 6pm Saturdays

The team is based in the Lodge at the entrance gates.

Please note there is no emergency number outside of working hours or on bank holidays.

Other Useful Numbers:

Boilers:

Please call the Maintenance Team on **07962 534678**.

Police, Ambulance, Fire: 999

Gas Leak: 0800 111 999

Wandsworth Council Contacts:

Bulky Items Collection: 020 8871 8558

Noise Line: 020 8871 6127

3. Committee of Management (CoM)

Kenilworth Court is managed by a Committee composed of 15 elected Leaseholders. All Leaseholders are automatically members of Kenilworth Court Co-Ownership Housing Association (KCCHA Ltd) and are therefore entitled to be nominated to serve for a period of 3 years on CoM. An election for membership is held annually at the AGM which is held in October. CoM elects a Chairman and Deputy on an annual basis.

There is also a Finance Sub-Committee to which suitably qualified Leaseholders may apply to join.

The CoM has responsibility for all aspects of the management of the court including sub-leases, the appointment of a General Manager and financial matters including the setting of the Service Charges.

The day to day management is carried out by the General Manager and his in house management team.

4. Services Provided

The Association (KCCHA Ltd) is responsible for the up keep and maintenance of the following: -

- Building Structure and external features, including insurance

- Common Areas within the Blocks including the structure to enable the access of utilities
- External window areas
- Sash window mechanisms
- Individual flat doors and stain glass insets
- Individual Combi-Boilers within the flats
- TV Aerials and cabling to the flats
- Access system to the Blocks and main gates

Any issues relating to the above should be reported to either the Estate Office or the Maintenance Team.

Please Note that within the flats the Association is only responsible for the CombiBoilers as long as they have been installed by the Association. All other features and fixtures are the responsibility of the Leaseholder. For clarity, please refer to the Lease Agreement for the flat.

5. Definitions

In order to understand the responsibilities of those owning a property or living at Kenilworth Court the following definitions may be helpful: -

- Leaseholder – the owner or the landlord of the flat
- Tenant – a resident who is sub-letting a flat from a leaseholder or landlord.
- Resident – everyone who lives at Kenilworth Court

6. Access and Security

Leaseholders and residents are responsible for the security of their own flat. The Association maintains the Block entry systems, main gates and the CCTV system.

The main gates have both pedestrian and vehicle access, both of which can be opened by Fob Keys or remotely by phone connection. Residents can link a phone number to the gates through the estate office and when visitors enter their flat number on the gate access panel the resident can open the pedestrian gate by pressing 1 or the vehicle gate by pressing 2.

Resident Leaseholders who have a car park space can purchase an electronic entrance fob which allows them to open the vehicle gate from their car.

7. Bicycle Storage

Bicycles should be stored in our secure bike sheds at a cost of £15 per bike per quarter. This cost will be added to the Leaseholders service charge. It is not permitted to store

bicycles within the flats due to damage caused to the internal walls by carrying them up the stairs.

8. BBQs

A communal BBQ is available for hire at a cost of £40, along with a returnable deposit of £50 for cleaning. Staff will set the BBQ up ready for use, and it should be left in a clean state after use, otherwise the deposit will not be returned. A maximum of 12 adults are allowed to attend the BBQ and it must end by 8pm. Bookings must be made at least one week in advance of the event.

No other BBQs are permitted within the grounds of the Court.

9. Broadband

Leaseholders are responsible for the installation and maintenance of their own broadband supply. However, any required wiring on connections in the communal areas need to be arranged through the Maintenance Manager.

It is worth noting that all of the Court's blocks have been wired by Hyperoptic and Openreach high-speed fiber optic cables. Please contact your chosen Internet provider directly.

10. Car Park

Car park spaces are available to resident Leaseholders only, although there is often a waiting list for a vacant space. Spaces are numbered and allocated to an individual Leaseholder at a cost of £83 per quarter and Electric Vehicle spaces at a cost of £93 per quarter. Daily spaces may be available for visitors and contractors for all residents at £10 per day. These can be booked through the maintenance team (07962 534678).

No commercial vehicles are permitted overnight, and all vehicles must be of a size to fit into the lined space.

Please note that fines may be issued for unauthorized parking.

11. Combi-Boilers

The majority of flats have had a Combi-Boiler installed by the Association. The Association is responsible for its maintenance and service, and therefore all issues should be reported to the Management Office.

All Leaseholders are entitled to have a Combi-Boiler installed by the Association and a request can be made if this has not already been done. It is the Leaseholder's responsibility to ensure that the flat has safe ventilation.

12. Complaints

Any complaints about KC staff or services should be made to the General Manager at stevelogie@kenilworthcourt.com. If the complaint needs to be escalated by a Leaseholder, they will be provided with the contact details of the Chairman of the Association.

13. Contractors' Regulations

Leaseholders employing contractors to carry out work in their flats should inform the maintenance team in advance. All contractors must adhere to the following rules:

INTRODUCTION:

Contractors should introduce themselves to the General Manager and the Maintenance Manager on commencement of the works.

CONTRACTORS WORKING HOURS:

Monday to Friday: 8am to 5pm – Noisy work is allowed from 9am

Saturdays: 9am to 1pm – Noisy work is not allowed on Saturdays

LIFTS:

Lifts should not be used for transporting any building materials, furniture, etc

COMMUNAL AREAS:

Floors should be covered with protective materials when carrying building materials. No work is permitted in the communal hallways. The staircase should be left clean at the end of each day. Contractors should make sure the walls and ceilings are not scratched while carrying materials up and down the stairs.

CAR PARKING:

Car parking is subject to availability on a day to day basis. It should be prearranged with Kenilworth Court staff. The charge is £10 per space per day, payable at the gates.

INSURANCE:

Contractors are required to provide their insurance details to the General Manager.

DEPOSIT:

All refurbishment permissions will be dependent on Leaseholders paying a £500 damage deposit.

14. Fire Safety

Copies of the Fire Safety regulations and advice are displayed on the notice boards within the Blocks and are also available from the Management Office. There are smoke detectors and fire alarm systems in the stairways of all Blocks and on hearing the alarm residents should call the fire brigade on 999.

Kenilworth Court is designed to allow a “stay put” option within the flats; however, there is an alternative escape route via the roof on each Block.

Leaseholders should ensure that their flats are fitted with a heat detector in the kitchen and a smoke detector in the hall near the flat door.

Sealed wood burning fires are only permitted with the written permission of the Court’s General Manager.

15. Gardens

The Association is justified in being proud of its gardens. They are there for all residents to enjoy and so we ask everyone to be respectful to other residents while using them. Ball games are not permitted nor are social events involving more than 6 people that have not been given written approval by the General Manager or the Association Secretary.

16. Insurance

The Association provides annual insurance on the structure of the building and the common areas including the lifts. This policy covers internal damage within flats when there is a leak of water from another flat or on external walls.

However, it does not include personal items within the flats or loss of income. Therefore, Leaseholders are advised to take out landlord’s Insurance for contents particularly if they intend to sub-let the flat.

17. Internal and External Block Decorations

There are continual programmes to decorate and repair the Blocks’ internal and external areas. The external walls and window areas are decorated and repaired on a rolling programme cycle. This, of course, necessitates the deployment of scaffolding.

18. Lease Issues

All legal matters relating to the Leases on flats are handled by the Association's lawyers, Woodfords LLP. However, initial queries or requests should be made to the Association Secretary, monika@kenilworthcourt.com

19. Noise

Residents are not permitted to cause annoyance or disturbance to their neighbours. Excessive noise should not be made at any time but particularly after 9pm. There is a very wide range of residents living at Kenilworth Court and we ask you to show respect to your neighbours.

20. Permission to Alter Flats

Written permission is required from the General Manager before a Leaseholder can alter the layout of their flat. This includes changes to drainage/water supply or the use of any room. The General Manager may also request detailed plans to be submitted along with a Structural Engineer's report if walls are being removed or altered. Details of contractors will also have to be submitted, including their insurance arrangements. Windows cannot be altered or replaced without the written permission of the General Manager. Regulations regarding replacements are more relaxed for windows that face into the lightwells.

21. Post and Deliveries

There are 4 different postcodes covering the 8 Blocks at Kenilworth Court. To ensure that you have the right postcode please check the table below: -

FLAT No.	BLOCK	POSTCODE
1 - 24	A	SW15 1EW
25 - 30	B	SW15 1EW
31- 54	H	SW15 1 EN
55 - 78	I	SW15 1EN
79 - 100	C	SW15 1HA
101 - 122	D	SW15 1HA
123 - 134	E	SW15 1HB

135 - 146	F	SW15 1HB
-----------	---	----------

Where possible, parcel delivery firms should be instructed to deliver directly to your flat. Staff in the Lodge will accept deliveries but only after an attempt has been made to deliver the item to the flat. Staff will then send you a text message telling you that the item is in the lodge for your collection. Unfortunately, there have been instances where deliveries were left outside the Lodge or staff signatures have been falsified by the delivery drivers. Therefore, staff cannot be held responsible for any deliveries going missing.

22. Recycling

The Association will provide one recycling bag per flat per week. These will come in a roll delivered every 6 months. Please see Rubbish Collection rules (Item 24).

23. Roof Access

The roof should only be accessed in an emergency as a means of escape. Please note that these doors are alarmed.

24. Rubbish Collection and Disposal

Staff will collect one bag of rubbish (plus a recycling bag) from outside your flat at 7am Monday – Saturday. Please note that this bag can only be left outside your door after 10pm and that there is no collection on a Sunday morning or a Bank Holiday.

Residents can also take rubbish, including recycling, directly to the bin areas.

Bulk rubbish can be collected by arrangement with Wandsworth Council. It may on occasion be possible to have a skip placed in the car park at the cost of £10 per day for use of the space. This would need to be arranged through the Maintenance Manager.

25. Security

As well as the video and audio entry systems there is extensive CCTV coverage of all the entrances, gardens and the car park. Staff are on duty from 7am to 9pm Monday to Friday and 7am to 6pm on Saturday (there is no emergency number outside of these hours). The staff are based in the Lodge by the gates but if no one is there they can be contacted on **07962 534678**.

26. Social Events

The Association organizes two events to which all residents are invited. In the summer there is a BBQ/Party with live music, food and drink. While in December there is a Christmas Tree Lighting ceremony with music, mince pies and a visit from Santa Claus for the children. Both events are well attended and give an opportunity to get to know your neighbours.

27. Solar Panels

The majority of the Court's roof space is taken up by Solar Panels. The income generated from these is fed into both the Association and Service Charge Account.

28. Stairways and Landings

Residents must not leave any personal items in the stairways or landing areas of the Blocks. This is for safety reasons and include shoes, prams and building materials. Also, the landing areas must not be used to carry out any work such as cutting tiles or timber.

29. Sub-letting

The Rules of the Association permit flats to be sub-let but only to a single family unit and on a minimum 12 month tenancy agreement. A permission to sub-let form needs to be obtained from the Management Office and submitted with the names and contact details. The office must be informed of any change of tenant.

Short term sub-letting through companies such as **Airbnb is strictly forbidden** and the Association will not hesitate to take legal action against any Leaseholder letting their flat in this manner.

30. TV Aerials

The Association provides and maintains communal aerials and cabling. These will permit the connection of all media providers.

KENILWORTH COURT COMMUNITY

Kenilworth Court has always been a popular place to live, and we have generations of the same families living here. We also see former tenants coming back to buy properties. The staff and fellow residents are proud to work and live here and with some tolerance and respect all residents can live in harmony.

Once again, I welcome you to Kenilworth Court and sincerely hope that you will enjoy living here.

