

Living at

Richmond Hill Court

Richmond Hill Court, Richmond-upon-Thames, Surrey TW10 6BD



RESIDENTS GUIDE

Michael Richards & Co
On behalf of Danstock Limited

MICHAEL RICHARDS & CO

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1. Introduction



Dear Resident

We hope that you continue to enjoy living at Richmond Hill Court, a unique development in this beautiful part of Richmond. If you are a new owner or resident, on behalf of the board of Directors and Michael Richards & Co, welcome!

In order to make living at Richmond Hill 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 – mostly 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 which might prove useful in an emergency.



It is important that all those living at Richmond Hill Court act in a manner which is considerate to everyone else. The long leases between Danstock Ltd and each leaseholder contain covenants and regulations designed in part to ensure that the development continues to be a very pleasant place to live. The lease covenants are binding on all owners (lessees) and their 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 which 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,

Michael Richards & Co
for and on behalf of Danstock Limited



2. Contact

Managing agent

The first point of contact for residents is our property management company, Michael Richards & Co

Michael Richards & Co

The Gate House
Heritage Walk, Kew Bridge Road
Brentford TE8 0EF
T: 020 8232 6620

adam@michaelrichards.uk.com
lorraine@michaelrichards.uk.com

Porters

The porters at Richmond Hill Court are Colin Povey (resident porter) and Samba Jallow.

The porters can be contacted during their working hours at the Porters' Office next to the Estate Office or by telephone on 020 8948 3613 or 07796 095223.

Working hours:

Monday to Friday 8.00am to 5.00pm

Saturday 8.00am to 12noon

Sunday No porter available

Emergencies

Outside of the porters' working hours, or in the case of an emergency you should contact



Michael Richards & Co 020 8232 6620 which will provide details of their out of hours emergency service through *Audiuvo*. For further details of the procedure in the event of an emergency please see notice boards in the communal areas.

T: 020 7123 5158
E: info@adiuvo.org.uk



Freeholder

Danstock Limited (owned by the Leaseholders of Richmond Hill Court flats), c/o The Estate Office, Richmond Hill Court, Richmond Hill, Richmond-Upon-Thames, Surrey, TW10 6BD

2. Contact

Company Solicitor

Moore Blatch LLP
9 The Green
Richmond
TW9 1PU

Company Registrar

Roger Sutton & Co, 79 High Street,
Teddington, Middlesex, TW11 8HG

Local Authority

London Borough of Richmond upon
Thames (www.richmond.gov.uk)
Civic Centre, 44 York Street,
Twickenham, TW1 3BZ



3. Practical matters for living at Richmond Hill Court



3.1 Moving in & out

Please advise the porters in advance so that a parking space can be allocated for the removal van near to your block entrance.

It is your responsibility to ensure that no damage is caused from the door of your residence to the removal van. If you are using the lift, please ask the porter to fit the protective padding in advance which is available for some of the lifts, and do not overload the lift. Any damage to property or lifts will need to be paid for by the resident responsible.

3.2 Porter services

A porter will be on duty 8.00am to 5.00pm, Monday to Friday and 8.00am to 12.00 noon on Saturday. Outside of these hours, in case of an emergency, please contact Adiuvo on 020 7123 5158.

The porters' duties include:

- Cleaning the common areas, front entrance, brasses and hallway, lift door and floor, and staircase.
- Cleaning the outside areas and fire escapes on a periodic basis.
- Removal of litter from common and outside areas and collection of recycling.
- Security and maintenance watch — please let the porter know if there are any maintenance issues to attend to.
- By prior arrangement only, the porter may agree to take delivery of a resident's parcels.
- At the resident's liability only, the porters will keep a resident's spare door key(s) in a locked cupboard, for use in an emergency along with any alarm codes.

3.3 Rubbish disposal and recycling

For reasons of both noise and hygiene please wrap or bag (supermarket bags are a good size for this purpose) all waste before placing it down the rubbish chutes.

Please be considerate to the residents on the ground floor when using the chutes.

Collection for household waste is on Fridays, unless this day falls on a bank holiday, then, collection will be on Saturday.

3. Practical matters for living at Richmond Hill Court



Please DO NOT place bottles/newspaper/cardboard or other recyclable materials down the rubbish chute.

The white recycling bags are to be left on the fire escape stairs on Mondays and Fridays for collection by the porters. Bags should contain:

Newspapers/other paper (not cardboard and envelopes)
/cleaned tins/cleaned bottles.
The white bags will be returned.

It is the responsibility of the individual resident to dispose of all other household waste in the paladin bins at the waste collection.

Leaseholders MUST make other arrangements for the collection and disposal of white goods (including heavy items such as washing machines, refrigerators and cookers) and all redecorating/building waste.

These items are NOT ALLOWED to be disposed of down the rubbish chute, in the paladins or at the waste collection point.

The closest waste disposal site is located at: Townmead Road, Richmond, TW9 4EL (off the Mortlake Road, Kew).

Telephone 020 8876 3281

www.richmond.gov.uk/townmead_road

The use of SKIPS at Richmond Hill Court is not permitted under any circumstances.

3.4 Television and cable networks

The building has a communal distribution system from aerials on the north eastern corner, and rental is included in the service charge. Individual external aerials or satellite dishes are not permitted.

Cable television and phone service may be connected at your request to Virgin Media. Payment of any charges due is the resident's responsibility.

New customers:

0845 840 7777

Existing customers:

0845 650 4545

3. Practical matters for living at Richmond Hill Court



We are aware that cables installed by Virgin have been done so in an untidy and haphazard manner. If your appointed Virgin engineer installs your cabling poorly, you will be asked to rectify the situation which will mean you asking Virgin Media to return to re-do the job. If in doubt, please speak to Colin in advance or when the engineer is on-site.

3.5 Hot Water & Central heating

PLEASE TAKE CARE - THE WATER AT RICHMOND HILL COURT CAN BE VERY HOT!

The cost of the hot water is included in the service charge. To minimise the unnecessary waste of our water and energy, please use the water economically.

Please familiarise yourself with the TWO hot water, and TWO cold water stopcocks in your flat. Two are located in the kitchen and two are located in the bathroom. In cases of emergency, the porters can help you locate them.

The central heating in the flats of RHC is regulated by the air temperature on the north side of the

building. Please contact Danstock Ltd, c/o Michael Richards & Co before installing any additional individual central heating systems, as special conditions apply.

Only smokeless fuels may be burnt in the open grate.

3.6 Lifts

IN THE EVENT OF A FIRE DO NOT ATTEMPT TO USE THE LIFT FOR ESCAPE.

When the alarm is pressed in the lift, a light at the corresponding front entrance should flash. If you see any of the front entrance lights flashing please inform the porters immediately. In the newer lifts, please use the emergency phone provided.

To ensure safe operation of the lifts, please check that the doors are not obstructed. This is the most common



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cause of malfunction.

3.7 Security at RHC

To help the porters keep Richmond Hill Court secure please inform them when:

- Any suspicious people are observed (for local community police call 0300 123 1212), in emergency call 999.
- You are expecting long term guests
- Building or decorating contractors are working
- Deliveries of large items are expected
- You will be away for a long or extended period

Residents should not admit strangers into their blocks, and should ensure that the main entrance door is properly closed when entering or leaving the block.

The 'entryphone' system on the entrance doors can be used to allow your visitors into the block. The 'lock release' button in your flat will open the external latch on the entrance to the block for a short period of time. Please ensure that the telephone is properly replaced after use to avoid

malfunction of the system.

Staircase windows immediately above the entrances on the ground and first floors are kept locked to ensure security. If you decide to open windows above this level for ventilation, please close them again at nightfall.

3.8 Fire Safety

CALL THE FIRE BRIGADE IMMEDIATELY (999) IF YOU FIND A FIRE.

The rear fire escape areas must be kept clear of obstruction at all times. Plants, plant pots, tubs, and garden or similar furniture are not permitted.

Fire extinguishers are situated on all internal staircase half-landings.

Smoke detectors are strongly recommended to all residents. Please fit and maintain these in your homes to enable early identification of a fire.

In the event of a fire, call the fire brigade (dial 999). Do not deal with a problem on your own.

3. Practical matters for living at Richmond Hill Court



3.9 On-street parking In Richmond

Residents who wish to park on the local streets surrounding RHC can purchase street parking permits from the local Richmond Council, further details are available from www.richmond.gov.uk

3.10 Richmond Hill Court Roadways

In the interest of safety, children are not permitted (even when supervised) to play on any of the roadways or pathways, as these are in constant use by vehicles and pedestrians.

The outer roadway (behind the block) is secured by automatic barriers. Residents who own or rent a lock-up garage should obtain a wireless remote control for the barrier from the porter. The exit



barrier will lift when a vehicle crosses the detector in the road surface. Do not attempt to lift the barrier by hand.

Out of consideration for all residents, please do not sound vehicle horns, slam doors, or keep engines running for a long period of time, particularly late at night or early in the morning.

3.11 Richmond Hill Court Parking Regulations and Conditions

Parking regulations are in accordance with the lease. All resident and visitor parking, with the exception of the underground garage and lock-up garages, is subject to the jurisdiction of a security services company who are permitted to apply penalty tickets when parking restrictions are breached (see below).

Those residents who have the use of a garage or underground parking space are respectfully requested to avoid parking in the roadway, particularly during evenings and at weekends. This is to enable residents without these facilities to be able to use the roadway spaces.

3. Practical matters for living at Richmond Hill Court



The parking regulations may be amended from time to time and your attention is drawn to the following conditions:

ALL VEHICLES MUST:

- display a valid parking permit (on or near the front windscreen)
- be parked within the defined bay markings
- NOT be left in a bay for long-term storage

PERMITS:

- are issued at the discretion of the freeholder and may be withdrawn at any time if the parking regulations are breached
- are to be used by leaseholders only (not their relatives or friends)
- for sub-let tenants will be issued once a valid sub-let licence has been obtained
- are NOT transferrable between vehicles

PERMIT TYPES:

- RESIDENT permits allow 24 HOUR parking on the inner front roadway and are valid until 31 January
- TEMPORARY permits allow 24 HOUR parking on the inner front

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roadway and are valid for up to one month

- VISITOR permits are for the use of visitors of leaseholders only and are valid Monday to Friday between 10:00 and 17:00 hours. Visitor permits are NOT valid outside of these times or at weekends.
- ON CALL permits are for the use of DOCTORS, NURSES and HOME HELP visiting leaseholder residents. These are issued by the porters during office hours and must be returned once the visit ends.
- CONTRACTORS must park their vehicles only in the designated bays on the rear access road.

Application forms for permits are available from, and should be returned to, the Porters' Office.

3.12 Underground Garage / Car wash

Residents who own or rent an underground parking space need to operate the electronic door with a special key at the north eastern end. The exit door is controlled by a push button switch on the wall near the exit.

Both electronic doors close automatically after a time delay — please ensure that this takes place after you leave. Please report any faults to the porters.

A pedestrian exit door is located opposite the entrance to block 2. This door and the fire escape doors at each end must be kept fully closed at all times.

A car wash area is situated in the underground garage. Please ask a porter for access to the area. Please do not wash vehicles anywhere else on the site.

3.13 Bicycles / Motorcycles

Bicycles may only be stored in the racks in the rear service road, and must not be taken into the entrances to the main building. Please notify the porter if you would like to rent a secure bike space.

Motorcycles and motor-scooters may be kept in the designated area at the rear of the property at the owner's risk only and by arrangement with the porter.

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3.14 Prams / Pushchairs

Please note that prams and/or pushchairs must not be left within the communal areas of the property.

3.15 Noise

To promote a nice living environment, please consider the consequences of your actions and the times that noise is taking place. For example, please close doors quietly and avoid keeping taxis waiting with their engines running.

Music or any other noise should be kept down to levels which will not cause annoyance or distress to other residents, especially between 11.00pm and 8.00am.

This is particularly important in the summer months when windows may be open.



3.16 Gardens

The gardens are professionally maintained and the contractors overseen by Michael Richards & Co. Suggestions for the gardens should be made to the managing agents.

3.17 Tennis Court

The tennis court is available for use by the residents and their guests whom they wish to play. Payment (for regulation and maintenance) is a single fee per annum for each leaseholder who wishes to use the court. Please contact the porter for details.

Booking of the court may be made on the weekly booking sheet which is displayed outside the Estate Office. Each session may be booked for a maximum of 2 hours, to allow others to play.

Before leaving the court, please release the net tension and lift the net clear of the ground.

Children under the age of 14 years old should be supervised by an adult when using the court.

Owing to the risk of damage to the asphalt roofing and consequent

4. Leaseholder and legal obligations



rainwater leakage, the roof of the garage may not be used as a children's play area, for sitting on garden chairs, or for sunbathing.



This is intended as a guide only, full details should be referenced in the legal lease document associated with your property. The 'third schedule' of the head lease shows the rules, regulations, and covenants which lawfully govern the buildings and grounds.

4.1 Insurance

The building is insured by Danstock Ltd and is included for in the service charge. Residents should ask Michael Richards & Co for details of the cover.

Contents insurance for the individual flats is the responsibility of the occupier.

Residents need to make their own arrangements to insure against comprehensive household risks including public liability.

4.2 Underletting

The terms of the lease mean that you must first get the prior consent of the freeholder, Danstock Ltd, before underletting your property. This is provided in the form of a *Licence to Sublet*.

4. Leaseholder and legal obligations



If you wish to sublet your flat, an application should be made to Danstock Ltd, c/o Michael Richards & Co, contact telephone number 020 8232 6620.

Yvonne@michaelrichards.uk.com

An application form needs to be completed and returned with payment of the necessary fees.

- Agreement will normally only be given if the proposed tenancy is an assured short-hold with a minimum term let of 12 months.
- The sublet application form needs to be signed by the leaseholder.
- A new Licence to Sublet is required for each new tenancy agreement.
- Lodgers, boarders, or paying guests are not permitted.

4.3 Laundry

At no time may washing be hung outside, or inside within sight through windows.

4.4 Floors

The floor must be carpeted and suitable underlay used to prevent noise transfer.

4.5 Pets

No bird, dog, cat, or other animal or creature shall be kept which may cause annoyance to other residents or foul or damage the buildings or grounds.

4.6 Placards

The flats are to be used solely as private residences, and not for any business or religious or political purposes. No placard, advertisement, or notice is to be shown outside the buildings or windows. Estate agent sale or letting boards are not permitted.



4. Leaseholder and legal obligations



4.7 Internal Decorations / Alterations / Licence to Alter

Hours of Work

To minimise disturbance to other residents, work may only be carried out between the following times:

Monday to Friday:
8.00 am to 5.00 pm

Saturday:
General works from
8.00 am to noon

Sunday/Public Holidays:
No works permitted

General Redecoration Works

All maintenance works / contractors are required to adhere to general terms and conditions of works set by the freeholder. For further details contact the porters or Michael Richards & Co before commencing works.

Leaseholders are responsible for their contractor's actions and must ensure the communal areas (especially the lift) are clean and tidy on a daily basis before finishing works. All contractors working at the property must be suitably qualified and insured.

Nothing whatsoever is permitted to project from or add to the façades or windows of the building.

Licence to Alter

The lease is restrictive on permitted works and in general the following works require a *Licence to Alter* from the freeholder.

- Removal of an internal wall.
- Alteration to the internal layout of the flat.
- Repositioning the towel rail.
- Installation of a central heating system.

All costs incurred by the freeholder in overseeing an application are re-chargeable to the applicant (the leaseholder).

For further details on the procedure for Licence to Alter please contact Michael Richards & Co. If you are in any doubt whether proposed works require a licence, please refer to your lease or contact Michael Richards & Co for clarification.

Freeholder's policy on the following issues:

Bathroom/kitchen extractor fan –
No permission will be granted for installing an extractor fan through the external brickwork. A window fan is permitted in a bathroom and kitchen.

Communal radiator in hallway –
No permission will be granted for repositioning of the radiator or increasing the number of outputs.

Entryphone system – This is the property of Danstock Ltd. No modifications / alterations are permitted. If you require the entryphone unit to be removed for redecoration works, please contact Michael Richards & Co who will organise for a contractor to be instructed. All costs in this regard are re-chargeable to the leaseholder.



4. Leaseholder and legal obligations



4.8 Sales

Under the terms of the leases of the flats (and garage / garage spaces) the formal permission of the freeholder, Danstock Ltd, is needed to sell or assign a lease.

This is called a *Licence to Assign*. The incoming purchaser will be asked to provide:

- A banker's reference confirming ability to meet service charge payments.
- A personal reference from a suitable source, to confirm that the proposed purchaser is a respectable and responsible person.

Following approval of the references and the request by the directors / managing agent, a draft Licence to Assign will be issued. The existing owner is expected to meet any legal costs involved in the issue of the Licence.

The assignment or the letting of a garage or a garage space to a non-resident or non-leaseholder will not be granted.

In the event of selling your flat, it will help your sale to proceed more smoothly if you give a copy of this handbook to your solicitor at an early stage in the sale. If your flat does not have a 999 year lease, you may purchase an extended lease at the ruling price from Danstock.



5. Plan of Richmond Hill Court

