



Leaseholders' & Residents' Handbook 2018 r1



Please retain this copy in the flat

Soft copy available at <http://bit.ly/dw-handbook>

Frequently Asked Questions

Q: Who do I inform when moving in or out of Dundee Wharf?

A: To obtain door entry fobs and to benefit from all the services provided at Dundee Wharf you must first register your occupation with the Managing Agent and the Gatehouse who will issue fobs for the door entry, and arrange concierge services. Without registration no services will be provided. Common areas must be inspected by Security prior to moving in/out in order to protect your deposit.

Q: Do I need consent to let my flat?

A: All lettings must be Assured Shorthold Tenancies. Multi occupation or holidays letting (e.g. Airbnb) are NOT permitted. The Managing Agents must immediately be informed of all new tenancies and receive a copy of the agreement.

Q: Do I require consent to carry out works within my flat?

A: All building works other than re-painting and carpeting require prior approval from the managing agents. A formal licence will normally be required.

Q: Are pets permitted at Dundee Wharf?

A: Lessees must apply to the Managing Agents for a Licence to keep a pet. Tenants are not permitted to have pets at Dundee Wharf.

Q: Where do I store my bike?

A: Bikes can only be stored in the areas provided in the car park. Bikes are not to be stored within flats or on balconies or common areas.

Q: Where do I park my car?

A: Only use your designated space. Do not use visitors' spaces or any space which appears empty. Do not store anything near or within your car park space.

Q: Can we have a BBQ at Dundee Wharf?

A: No. BBQ's are not permitted anywhere within Dundee Wharf (including terraces/balconies). BBQ's and other bulky items must not be stored on balconies or terraces.

Q: How do I contribute to the community of Dundee Wharf?

A: Dundee Wharf encourages a community spirit with consideration of fellow residents paramount. Please always consider others if carrying out building works, holding parties etc.. There is an unofficial Facebook page.

Fire Action Plan

IF YOU DISCOVER A FIRE IN YOUR HOME:

1. LEAVE YOUR FLAT IMMEDIATELY CLOSING ALL DOORS BEHIND YOU TAKING ALL FLAT OCCUPANTS WITH YOU
2. CALL THE FIRE SERVICE
3. GREET THE FIRE CREW AS THEY ARRIVE AND GIVE DETAILS OF THE FIRE LOCATION

IF YOU SEE OR HEAR OF A FIRE ELSEWHERE IN THE PROPERTY, GENERAL ADVICE IS

1. THE BUILDING IS DESIGNED TO CONTAIN A FIRE WHERE IT STARTS. THIS MEANS IT WILL USUALLY BE SAFE TO STAY IN YOUR FLAT IF THE FIRE IS ELSEWHERE.
2. LEAVE YOUR FLAT AT ONCE IF SMOKE OR HEAT AFFECTS YOUR FLAT, TAKING ALL FLAT OCCUPANTS WITH YOU, OR IF YOU ARE TOLD BY THE FIRE SERVICE. IF IN DOUBT, GET OUT

IF YOU ARE IN A COMMUNAL AREA THEN LEAVE THE BUILDING AT ONCE BY THE NEAREST EXIT

1. DO NOT WAIT TO COLLECT PERSONAL BELONGINGS.
2. DO NOT TAKE RISKS.
3. DO NOT USE THE LIFT.
4. DO NOT RUN.

TO CALL THE FIRE BRIGADE

1. DIAL 999 OR 112
2. WHEN THE OPERATOR ANSWERS GIVE YOUR TELEPHONE NUMBER AND ASK FOR FIRE
3. WHEN THE FIRE SERVICE REPLY GIVE THE ADDRESS WHERE THE FIRE IS

DUNDEE WHARF
100 THREE COLT STREET
LONDON
E14 8AX

4. DO NOT END THE CALL UNTIL THE FIRE SERVICE HAS REPEATED THE ADDRESS CORRECTLY.

Notes:

You must ensure that you have an appropriate number of working fire detectors in your home and your entrance door should be fire resisting and fitted with a self-closing device. You must not have barbeques on the balcony.

Fire safety advice for residents

Fire Safety Advice:

Protecting you and your household. The easiest way to protect your home and family from fire is with a working smoke alarm. A smoke alarm can provide an early warning of a fire and allow you to make your escape but only if it is working. You are more than twice as likely to die in a fire if you do not have a working smoke alarm.

- Fit smoke alarms on every level of your home.
- Test your smoke alarms regularly.
- Never disconnect or take the batteries out of your smoke alarm.

You can prevent fire from happening by taking a few simple steps

- Don't leave cooking unattended, and avoid leaving children in the kitchen alone with cooking on the hob.
- Be especially vigilant when cooking with oil. Don't overfill chip pans and NEVER throw water on a chip pan fire.
- Make sure cigarettes are put out properly, use a proper ashtray and don't smoke in bed.
- Don't overload electrical sockets.
- Turn off appliances when not in use. Don't even leave them on standby.
- Keep matches and lighters out of reach and sight of children.
- Make sure candles are secured in a proper holder and away from materials that may catch fire, like curtains. Children shouldn't be left alone with lit candles.

Keep safe and plan your escape

If your home is not already provided with smoke alarms, fit one in your entrance hallway (and landing of any upper or lower floor). For even better protection, fit one in your lounge and fit a heat alarm in your kitchen. Make sure your smoke and heat alarms meet British and European standards. If you fit more than one, link them together so they all sound the alarm. Get an electrician to fit mains-powered devices, and buy models that have a standby power supply in case of mains failure. Your flat should already have these items being a modern design, be sure to maintain them.

Your flat is in a building designed to be fire-resisting. A fire should not spread from one flat to another, so that you need not leave your home if there is a fire elsewhere in the block. That said, if in doubt, get out. Always leave if your flat is affected by smoke or heat or if told to by the fire service. Your stairway is designed to be safe for escape throughout the course of a fire. Always use the stairway to descend to ground level if escaping.

Do Not Leave Your Belongings Or Rubbish In Corridors Or The Stairway.

This could affect you and your neighbours if there was a fire. If you are in a corridor or stairway and you notice a fire, leave the building immediately and, if safe to do so.

Do Not Put Yourself At Risk.

Do Not Return To Your Flat Until It Is Safe To Do So.

Remember:

- Test your smoke alarm once a week.
- Keep the exit route from your flat clear so you can escape in an emergency.
- Close doors at night, especially the doors to the lounge and kitchen to prevent fire spreading.
- Plan your escape NOW. Be prepared and don't wait until it happens.

Dundee Wharf Leaseholders' and Residents' Handbook

Contents

1	Introduction	2
2	The History of Dundee Wharf.....	3
3	The Management of Dundee Wharf	4
4	Fire Safety	6
5	Security	7
6	Parcels	9
7	Parking.....	9
7.1	Parking Space Rental	10
7.2	Visitors' Parking	10
7.3	Non-residents Parking	10
7.4	Bicycles.....	10
7.5	Storage in the Underground Car Park or any Common Area.....	11
8	Fitness Centre	11
9	Phone & Internet.....	12
10	Neighbourly Behaviour.....	12
10.1	Noise	12
10.2	Floors	12
10.3	Parties	13
10.4	Balconies and Terraces	13
10.5	Barbecues	13
10.6	Disposal of rubbish and recycling	13
10.7	Disposal of large items including domestic appliances	14
10.8	Pets.....	14
10.9	Smoking.....	15
10.10	Estate Agent Boards (and any other signs, posters etc).....	15
10.11	Lobby	15
10.12	Lobby walls and carpet.....	15
10.13	Neighbour Disputes Resolution.....	15
11	Moving In / Moving Out	16
12	Sub-Letting / Renting.....	17
13	Building Works and Licence to Undertake Alterations.....	18
13.1	Maintenance within your Flat	18
13.2	Making Alterations.....	18
13.2.1	Licence to Undertake Alterations.....	18
13.2.2	Process to be followed by Leaseholder and Property Manager.....	18
13.2.3	Application for LUA	19
13.2.4	Contractors	20
13.3	Floors	20
13.4	Windows	21
13.5	Walls	21
13.6	Water Supply.....	21
13.7	Hot Water Immersion Heater Tank Safety Device.....	22
13.8	Plumbing and Water Leakage.....	22
13.9	Smoke Detection	22
13.10	Domestic Appliances	23
14	Common Area Maintenance and Repair.....	23
14.1	Gardens.....	23
14.2	Section 20 Process (Landlord & Tenant Act 1985)	23
15	Electrical Vehicle Charging Points.....	24
16	Contacts.....	25

1 Introduction

Welcome to Dundee Wharf! We hope that you enjoy living here.

Dundee Wharf is managed by its owners via a Managing Agent.

This handbook contains information to help you make the most of living in Dundee Wharf and to contribute to the creation of a fair and considerate environment for all.

Some of the items in this handbook result from years of experience of living and managing Dundee Wharf.

Governance at Dundee Wharf is determined by the Lease, Resolutions agreed at AGMs, this Handbook, and additional regulations implemented by the Board.

ANY BREACH OF THIS GOVERNANCE WILL BE TREATED SERIOUSLY AND COULD RESULT IN LEGAL ACTION.

This edition dated 2018 supersedes any previous edition.

Terminology as defined in this Handbook

Freeholder	Dundee Wharf Management Ltd, the freehold company representing Shareholders.
Lease	The Lease agreement between the Leaseholder and the Freeholder.
Leaseholder	The holder of the flat under the terms of a Lease agreement with the Freeholder. The Leaseholder is also a Shareholder in the freehold company and is often described as the owner.
Owner	The Leaseholder.
Property Manager	The Company appointed by the Board to manage the Estate on a day to day basis.
Rented Flat	A flat rented by a Tenant from the Leaseholder under the terms of an Assured Shorthold Tenancy Agreement.
Resident	The person(s) living in the property, either a Leaseholder or a Tenant renting the flat from the Leaseholder.
Shareholder	The Leaseholder is entitled to a share in Dundee Wharf Management Ltd.
Tenant	The person sub-letting / renting the flat from the Leaseholder under the terms of an Assured Shorthold Tenancy Agreement.
Visitor	Any person who is not a Resident.

2 The History of Dundee Wharf

Dundee Wharf is a well-known building in Docklands with a prominent and treasured position on the River Thames adjacent to Canary Wharf.

Ballymore Properties constructed Dundee Wharf in 1996-1997 to a design by the architect Piers Gough, a partner at Campbell, Zogolovich, Wilkinson and Gough (CZWG). Piers Gough additionally designed the bridge over Limekiln Dock.

Dundee Wharf estate includes the river walkway, south shore gardens and the walkway along the south side of Limekiln Dock. Limekiln Dock bridge is governed by the River Trust. The walkway and the south shore gardens, are required, as part of the developers agreement with the Docklands Development Corporation, to remain open to the public and to be maintained by Dundee Wharf Management.

The name Limehouse comes from the lime oast present in Limekiln Dock in the 14th century and used to produce quick lime for building mortar. Pottery manufacture followed. In 1660 Samuel Pepys visited a porcelain factory in Duke's Shore. Limekiln Wharf was established in 1740 as England's first soft paste porcelain factory. Industry moved into building barges and the industry thrived well into the 19th century.

Dundee Wharf is on the River Thames embankment known as the Dunbar's. Dundee, Aberdeen, Caledonia and Dunbar Wharves were owned by Dundee Perth and London Shipping Company. Today their office building stands adjacent to the entrance to Dundee Wharf.

Prior to its demolition in the 1990s, Dundee Wharf was a "massive fortress-like warehouse" trading in general goods. The air was scented by the juniper berries used for the manufacture of London gin and stored at St Dunstan's Wharf on the opposite side of Limekiln. Opposite the main entrance of Dundee Wharf were banana warehouses, to the right River Plate Wharf. The river ferry operated from Limehouse Stairs adjacent to Dundee Wharf. The remains of the pier are still visible at low tide.

In 1835, the passenger paddle steamers SS London and SS Perth carried passengers on a twice-weekly service from Dundee Wharf to Dundee Scotland. A first class cabin cost 42 shillings and sixpence.

The Lockett Wilson was the last vessel that regularly used Dundee Wharf; it plied its trade between Dundee Wharf, up the Seine to Paris.

The first voluntary emigrants to Australia left from the Dunbars – the involuntary emigrants from Wapping Old Stairs.

3 The Management of Dundee Wharf

Dundee Wharf Management Limited – The Freehold Company

Dundee Wharf Management Ltd is a company holding the freehold of Dundee Wharf. The company was established in 1998 when the freehold of the development was taken over from Ballymore Properties by resolution at the Annual General Meeting. The Company is governed by a Memorandum and Articles of Association and is registered in England & Wales at Companies House.

Leaseholders are shareholders in the company and are entitled to a share certificate. The terms of the deed only permit a share to be held by a Leaseholder. If a flat is sold the share cannot be retained by the seller, it must be passed to the new Leaseholder. If purchasing a flat, ensure that the solicitor arranges the transfer of the share certificate.

Board of Directors

The Board of Directors is formed by Shareholders. Each Director is appointed in accordance with the Memorandum and Articles of Association, normally at the Annual General Meeting. A Director may serve a term of two years before submitting to re-election. The number of Directors is limited to a maximum of 10.

Directors provide their time and skills on a voluntary basis. Board Meetings are held quarterly and other matters are dealt with by correspondence or additional meetings.

Directors oversee projects, approve large contracts and provide strategic guidance to the Property Manager. The Directors are not involved in the day-to-day management of Dundee Wharf.

Leaseholders who wish to contribute their skills to Dundee Wharf Management Ltd or wish to contact the Board, please do so by contacting the Property Manager.

Dundee Wharf Management Ltd Annual General Meeting

The Company Annual General Meeting (AGM) is held each year in November or December. Leaseholders (Shareholders) are invited to attend. Following the formal AGM, a Residents' Meeting is held open to all Leaseholders and Residents. From time to time, additional meetings might be convened as appropriate.

Property Manager

The Property Manager is appointed by Dundee Wharf Management Ltd to manage all property related matters.

The Property Manager is responsible for the day to day management of the entire estate including: cleaning of common areas; maintenance, repairs, security, services and utilities, finance, accounting, insurance etc..

THE PROPERTY MANAGER SHOULD ALWAYS BE YOUR FIRST POINT OF CONTACT EXCEPT IN THE EVENT OF ON SITE EMERGENCIES WHEN THE GATEHOUSE STAFF SHOULD BE CONTACTED IMMEDIATELY.

Management Communication

Information about Dundee Wharf is available from the Property Managers' web site (see **Contacts**)

IT IS CRITICAL THAT YOU, AS A RESIDENT AND/OR LEASEHOLDER REGISTER TO BE KEPT INFORMED OF WHAT IS HAPPENING AT DUNDEE WHARF.

The website provides notices and information relating to Dundee Wharf. It also serves as a way to submit requests to the Property Manager and follow progress through to resolution.

For example:

- If maintenance or repairs to communal areas are needed.
- Keep track of your or other's requests, and follow progress.
- Access all documents (meeting minutes, estate regulations etc.).
- Receive newsletters.
- Receive urgent updates direct by text or email.
- Receive notification of parcel delivery.

Notice Board

The Notice Board is located by the Gatehouse.

Dundee Wharf Website

This web site supplements the Rendall and Rittner website.

<http://www.dundeewharf.com>

On it you can find pictures of the development, plans, advice for servicing your hot water immersion heater tank, a list of useful contacts and numbers, etc.

Service Charge and Ground Rent Collection

The Property Manager is responsible for managing all financial matters including the collection of services charges and ground rents.

The Property Manager provides Leaseholders with an estimate of likely running costs of the estate prior to the start of each financial year, commencing 1st January. It presents Leaseholders with a service charge demand twice each year for payment on 1st January and 1st July each year. This includes any ground rent due. Accounts must be settled within fourteen days.

At the end of each financial year, 31st December, independent auditors prepare audited accounts to show actual expenditure incurred throughout the financial year.

The Property Manager is bound by Landlord and Tenant legislation. It has a duty to ensure that all expenditure is reasonable. Leaseholders are given an opportunity to comment on quotations for any proposed major items of work under a Section 20 Notice of the Landlord and Tenant Act 1985.

Payment Arrears, Credit Control

Prompt payment of charges is essential to the smooth running of Dundee Wharf.

Leaseholder arrears place a burden on fellow Leaseholders. The Property Manager is instructed to take immediate action to collect arrears. The process includes legal proceedings immediately after the notification of the debt. The cost of the legal process to recover debt is charged to the Leaseholder.

4 Fire Safety

LANDLORDS AND RESIDENTS SHOULD ENSURE THAT ALL OCCUPANTS ARE AWARE OF THE FIRE PRECAUTIONS.

If a fire is discovered in your flat:

- Leave the flat immediately closing the door behind you.
- Call the Fire Brigade from the nearest safe point, dial 999. Quote the address Dundee Wharf, 100, Three Colt Street, London E14 8AX.
- Alert the Gatehouse via the phone entry system or 020 3845 3358.
- Greet the fire crew as they arrive and give details of the fire location.

If a fire is seen elsewhere in the property

- Stay in the flat until advised to leave.
- Call the Fire Brigade (dial 999). Quote the address Dundee Wharf, 100, Three Colt Street, London E14 8AY.
- Alert the Gatehouse via the phone entry system or 020 3845 3358
- Leave the flat if smoke or heat affects you.
- Do not use the lift.
- Leave the building by the nearest exit.
- Do not take risks.

If a fire alarm is sounded.

- Leave the flat and assemble in the Centre Garden.
- Do not use the lift
- N.B. Prior warning will be provided of any scheduled fire alarm testing.
- N.B. A fire alarm bell/light is positioned on the gatehouse.

The building is designed to ensure that a fire will not spread from one flat to another. Keep all lobby fire doors closed, do not wedge doors in the open position. Keep the lobby, stairs and all other emergency routes clear at all times. Riser cupboards must be kept clear of any items.

The fire resisting entrance door to your flat and internal doors should be fitted with a self-closing device.

Ensure that the flat has the appropriate number of working fire detectors.

Smoke Vents

The double windows/doors in the lobby outside the flat are smoke vents that are designed to open automatically in the event of a fire. When opened these vents set off the fire alarm and the fire service is automatically contacted via the central fire control system. Please do not open these windows unnecessarily – false alarms to the fire service can endanger life.

Lobby fire doors should not be wedged open.

Fire Extinguishers

Residents are encouraged to have an appropriate fire extinguisher and fire blanket in the flat. The items should be used in accordance with the manufacturer's instructions. Intentionally, there are no communal area fire extinguishers at Dundee Wharf. Dundee Wharf is fully compliant with the latest Fire and Health and Safety Regulations.

Ensure that all occupants of the flat are aware of the fire precautions, escape route and take measures to prevent a fire

5 Security

Dundee Wharf Gatehouse

The Gatehouse at Dundee Wharf is manned 24 hours a day, 7 days a week. All new Residents must introduce themselves and register with the Team if they are to benefit from the services they provide. This helps to ensure security for all residents,

The prime duty of the Team is security and safety. They are not engaged to provide concierge services but do, nevertheless, try to be helpful and assist residents where possible.

The Team undertakes the following tasks:

Safety and Security within Dundee Wharf

- Security patrols inside the perimeter.
- Monitor CCTV.
- Report incidents to police.
- Maintain records of contractors and visitors.
- Hold and issue keys to visitors/contractors when instructed in writing by residents.
- Supervise and control parking.
- Issue and maintain security fobs for access to the development and gym.

Safety

- Monitor and carry out tests to the fire control system.
- Close improperly opened smoke vents and alert fire service of false alarms.
- Inspect areas for safety risks.
- Ensure lobby and escape routes are kept clear.
- In event of a fire carry out the emergency procedure.

Contractors and Removals

- Monitor common areas before and after building works, and furniture removals.
- Direct contractors to their place of work.

Parking

- Allocate visitor and contractor parking space.
- Supervise and control parking.

Building

- Attend to urgent breakdowns of lifts, pumps etc. by contacting assigned contractor.
- Inspect all parts of the Estate regularly and report damage and maintenance issues to the Property Manager.

Parcels

- Supervise parcels and registered post deliveries only if the resident is absent and has registered online.
- Log parcels into the resident's notification system.

Pedestrian Gate Entry

The Team has other duties within Dundee Wharf and cannot always be at the gate.

Residents should use their fob to open the pedestrian gate.

Residents must not allow unknown persons into Dundee Wharf and be aware of unauthorised tail-gaters.

Main Gate Entry (Vehicle Access)

Residents should use a key fob to gain access. These are available from the Gatehouse once you have registered.

Visitors

Visitors should contact the resident who they are visiting via the entry system.

Keys

Residents should leave a spare key at the Gatehouse (coded keys are kept in a locked cabinet). This is especially important if absent from Dundee Wharf for a long period as it allows access in the event of an emergency such as fire or flooding.

Door Entry Electronic System

The entry system within each flat is linked to the gatehouse, pedestrian gate and entrance door to the residents' block. The video entry system and the audio system operates at the pedestrian gate and the entrance door to the residents' building.

Anti-social Behaviour in Public Areas around Dundee Wharf

The Dundee Wharf Gatehouse Team is not permitted by law or terms of contract and insurance to attend to anti-social behaviour in public areas around Dundee Wharf.

Residents should report anti-social behaviour to the police by dialing 101 and ask for a Computer Aided Dispatch (CAD) number.

Make a note of dates, times, locations, descriptions and vehicle registrations, if applicable.

- Do not confront troublemakers or shout from your balcony.
- If taking photographs, be discreet and do not use a flash.

If you witness an incident, call the police and obtain a CAD number.

- Call 999 if an emergency.
- Call 101 for non-emergency incidents.
- Call the Safer Neighbourhood Team Mobile/WhatsApp – 07407489771.
- Send an email – Limehouse.snt@met.police.uk

In order to help Dundee Wharf Management, please report the CAD number to Dundee Wharf via the page: <http://bit.ly/dundeeASB>

If Residents wish to lobby the local council for some changes, the local councilors should be contactable via <https://www.writetothem.com>.

The local police station is the Limehouse Police Station based at 27 West India Dock Road, E14 8EZ. The office is open between 10.00 and 20,00 hrs.
Bethnal Green Police Station 12 Victoria Park Square E2 9NZ is open 24 hrs.

The police attend to anti-social behaviour on a priority basis. Calls are logged (CAD) and areas with frequent complaints are prioritised. The frequency of foot patrols is related to the CAD prioritisation.

Dundee Wharf Management is a member of the Limehouse Ward Panel, an organisation that, amongst other activities, seeks to remedy anti-social behaviour issues in Limehouse. To this end regular meetings are held with the police, the local council and residents.

Dundee Wharf Management might use the services of an external company to provide random patrolling during the summer when the riverside is busiest and we experience increased noise and other ASB issues.

6 Parcels

Deliveries will be directed to the flat of the recipient. In your absence, parcels will only be accepted at the Gatehouse if you are registered with the Property Manager. If not the parcel will be returned.

By registering, Residents agree that the receipt of parcels is at the entire risk of the Resident and that no liability whatsoever is accepted by the Gatehouse Team, Dundee Wharf Management or Property Manager, for any incorrectly delivered, damaged or lost parcel.

On receipt of the parcel, the Gatehouse Team will log the item in the Property Manager's system and the Resident will receive notification by text message or email according to their preference stated at the time of registration. Parcels must be collected within 24 hours.

The Gatehouse Team is not permitted to deliver parcels to the resident's flat. Parcels must be collected and the receipt log signed. Any unclaimed parcels may be returned to the sender after 7 days.

7 Parking

The Lease stipulates the designated number of the parking space allocated to each flat. They can only be utilised by occupants of the flat.

No commercial vehicles may be stored in the carpark areas.

Each parking space is specifically allocated. Please only park in your designated space.

The Lease stipulates that only a single vehicle can be stored in the space. The vehicle should be roadworthy and nothing other than a motor vehicle can be stored in a parking space.

Please use your gate entrance fob when arriving by car.

7.1 Parking Space Rental

From time to time, Dundee Wharf Management Ltd may have a few spaces available for rental to residents of Dundee Wharf. Should a Resident require an additional space, please contact the Property Manager.

7.2 Visitors' Parking

Some parking spaces at ground level are designated for use by visitors, by prior arrangement with the Gatehouse. The provision of Visitors' parking is entirely at the discretion of the Freeholder and no rights or easements are to be deemed to be granted to Lessees or Residents.

The Gatehouse Team will direct visitors to the designated space and issue a temporary permit. Visitors will be expected to restrict the length of time they occupy a space according to availability.

Contractors working on the estate will be issued with a contractor's permit according to availability.

Residents should not park in visitor spaces unless specifically instructed by the Security Team.

7.3 Non-residents Parking

Leaseholders and Residents are not permitted to sub-let a parking space to a non-resident or allow the use of the parking spaces to non-residents, except where defined as a visitor.

7.4 Bicycles

There is a secure bicycle storage room in the basement car park below block H as well as three bicycle racks in the underground car park. Bicycle storage is provided by the Freeholder at its discretion and no permanent right of any kind is to be deemed granted to the Lessee or Resident.

Residents must register their bicycle(s) with the Gatehouse and receive a free identity tag. All untagged bikes will be considered abandoned and will, subject to prior notice, be periodically removed. They will be donated to charity.

Bicycles must not be taken into any building or flat due to the risk of damage and dirt to common areas. Thus bikes cannot be stored on balconies. Bikes left in corridors or emergency exit routes will be removed without notice. Do not leave or chain bicycles to railings around the Estate.

7.5 Storage in the Underground Car Park or any Common Area

Storage of any item is forbidden:

- in any part of the underground car park.
- below the access stairs.
- in a designated car parking space.
- on balconies or terraces.
- any other common area of Dundee Wharf.

This is a requirement of the Fire Brigade Inspections and a condition of the insurance policy and, as such, a condition of the Lease.

Items found in contravention of the above will be periodically removed and donated to charity.

8 Fitness Centre

ACCESS TO THE GYM IS ONLY GRANTED TO RESIDENTS OF DUNDEE WHARF WHO HAVE COMPLETED THE REQUISITE HEALTH AND SAFETY INDUCTION TRAINING AND SIGNED THE REQUIRED DISCLAIMER.

The Fitness Centre is an unmanned facility provided for Residents only. All persons using the facility must be fit and well and trained to use the gym.

Children under 14 are not allowed in the Fitness Centre. Any Residents' children of 14 and above must complete an induction and be accompanied by a Resident adult at all times.

All users must comply with Health & Safety Conditions of use displayed at the entrance.

Out of courtesy to other Residents using the Gym, please wipe down equipment after use and spray with disinfectant.

Close windows at the end of the session. This helps to prevent rain damage and, in cold weather, helps to maintain the room temperature.

Fitness Centre Access

The gym is open between 07:00 am and 23:00 and is available to qualified Residents on a first come first served basis. Access requires a fob key.

Contact the Gatehouse Team to obtain a fob. The fob will be issued on presentation of confirmation of completion of Induction and Safety Training or a signed waiver.

Induction Training Waiver

Residents who can demonstrate that suitable training has been undertaken at another Fitness Centre might be eligible to the signing of a waiver to forego Induction and Safety Training. Contact the Fitness Centre manager for further information.

Induction and Safety Training Booking Procedure

Residents should contact the Fitness Centre Manager to pre-book gym induction training. The Induction and Safety Training fee is charged directly to the Resident.

Equipment Faults

Report any equipment faults to the Fitness Centre Manager or the Property Manager.

Leisure Centre (ground floor)

The ground floor is not in use and is closed to all residents.

9 Phone & Internet

Since 2016, Dundee Wharf has a dedicated 1Gb fibre optic access to the internet. This provides excellent and ultra-fast broadband and telephony services.

The current supplier is Hyperoptic; they provide plans up to 1Gb synchronous, fixed IP, etc. They recabled Dundee Wharf in order to achieve this.

The installation requires a new socket to be installed in each flat using Cat5 twisted pairs from the main routers in the car park.

10 Neighbourly Behaviour

10.1 Noise

Please have consideration for your neighbours and do not disturb them. Please do not play loud music, films, games etc.. Sound transmits through walls, floors and ceilings. Residents, their visitors and guests are requested to be considerate at all times.

Do not fix audio speakers, TV's and monitors to party walls.

Out of courtesy to neighbours, especially late at night, residents are asked to consider leaving their taxi at the gate.

To prevent pollution and noise, all vehicles should cut their engines at all times whilst stationary inside the Estate gates.

Late at night residents are urged to keep outside conversations low as voices carry and cause disturbance to those residents whose bedrooms face the courtyard. Similar issues may arise on balconies; kindly refrain from loud conversations on balconies at night.

10.2 Floors

Noise transmission at Dundee Wharf has proved to be a regular cause for concern.

Flats are designed to be carpeted. The sound proofing of the flat relies upon the sound deadening properties of the underlay and the carpet.

The Lease contains details of your obligations to ensure that the flat is always fitted with adequate flooring material that prevents the transmission of noise. Wooden floors may be in contravention of the Lease and might affect any future sale of your flat.

Wooden, Ceramic or hard floors will only be approved if adequate soundproofing can be demonstrated by the Leaseholder and the works are approved by a formal Licence. They will be required to fully comply with current Building Regulations. Failure to obtain the necessary Licence may result in the offending floor having to be removed.

Please avoid wearing hard soled shoes, and where possible fit sound attenuating pads to furniture legs

A LICENCE TO UNDERTAKE ALTERATIONS IS MANDATORY TO INSTALL WOODEN, CERAMIC OR OTHER HARD FLOORS.

10.3 Parties

Occasional parties are not prohibited but please be considerate. Inform neighbours in advance of any arrangements for a party and ensure that neighbours are not inconvenienced or suffer from noise. Music should not be played late in the evening or during the night.

10.4 Balconies and Terraces

Please keep your balcony or terrace tidy, as their appearance affects fellow residents and visitors to Dundee Wharf.

None of the following are permitted:

- Laundry or other hanging items.
- Storage of bulky items.
- Bicycles.
- BBQs.

The area above the balcony floor is not part of the demise. However, small plant pots are permitted provided the plants are well tended.

Plants must be well maintained and placed on a drainage tray; water them carefully as to not flood your neighbours below.

Do not put anything on the window sills or walls or the railings of the balcony or terrace

The balconies at Dundee Wharf are made of metal, dragging or dropping items will cause a significant amount of noise disturbing many of your neighbours.

10.5 Barbecues

Barbecues are not permitted on balconies, terraces or communal areas of Dundee Wharf, including gardens. Besides the health risk and annoyance to neighbours, barbecues represent a safety hazard and fire risk that is not permitted either by the terms of the Lease or the fire insurance policy for Dundee Wharf.

10.6 Disposal of rubbish and recycling

There is a dustbin store at the base of each block. Each store has a designated bin for recycled materials i.e. glass, cardboard, paper and plastic as described on the label displayed on the bin.

Please recycle as much as possible but do NOT use a black bin bag for recycling. Recycling bags can be obtained from Tower Hamlets Council.

All refuse must be placed in dustbin liner bags and placed inside the metal wheelie bin.

Please flatten cardboard boxes and place in the bins.

10.7 Disposal of large items including domestic appliances

Residents are required to make arrangements for the FREE removal of large items e.g. domestic appliances, furniture and washing machines directly with Tower Hamlets. Telephone 020 7364 5004 or arrange on-line with Tower Hamlets.

Once the collection is arranged, place a label on the item to display your flat number and date it is to be collected. This labeled item can be temporarily placed in the dust-bin store.

Refrigerated appliances and other items containing CFC insulation of gas must be properly notified to Tower Hamlets in accordance with regulations.

Please do not dump large items in the dustbin store without arranging a Tower Hamlets collection.

Dumped items (items that are placed in the Bin Store without arrangements for collection) are classified as commercial waste. These must be removed at considerable cost to the Service Charge levied to all residents of Dundee Wharf.

10.8 Pets

Dundee Wharf only permits pets i.e. dogs, cats or any other creatures under formal Licence.

In the event that specific and special circumstances arise, a Leaseholder may make a written request to the Property Manager.

Except for a guide dog for a registered blind person, consideration will only be given to a very small, non-aggressive breed.

TENANTS RENTING A FLAT ARE NOT PERMITTED TO KEEP PETS.

Dogs are not permitted in flats with hard floors which do not comply with current Building Regulations due to the transmission of sound.

Any animal kept or visiting Dundee Wharf must:

- Not foul the communal areas including the gardens (any accident must be cleaned up by the owner).
- Be carried through communal areas in wet weather.
- Be kept on a lead at all times.
- Not be exercised in the communal gardens.
- Not cause a nuisance to other residents.
- Not be allowed to run on wooden flooring and cause nuisance to residents

- below and adjacent.
- Not cause any noise nuisance.

Should any nuisance be caused or if there is any breach of the conditions, the Freeholder reserves the right to require the pet to be housed outside Dundee Wharf.

10.9 Smoking

Smoking is not permitted in any of the common areas, including all lifts and stairwells, within Dundee Wharf.

It is also requested that residents and visitors do not drop cigarette ends within the grounds of Dundee Wharf.

Residents smoking on balconies are kindly asked to consider their neighbours if their windows are open.

10.10 Estate Agent Boards (and any other signs, posters etc)

To help to maintain the quality and appearance of Dundee Wharf please do not permit signs to be displayed in the window, on the balcony, walls or any part of Dundee Wharf.

A small notice is permitted on the Notice Board by the Gatehouse.

10.11 Lobby

The lobby must be kept clear at all times. Do not store or leave any items, push chairs, plant pots etc. in the lobby.

The electrical services cupboard in the lobby must not be used for storage. The cupboard should be kept clear at all times.

It is a requirement of the Fire Officer and the Insurance Company that the lobby is kept clear at all times.

ITEMS WILL BE REMOVED WITHOUT NOTICE.

10.12 Lobby walls and carpet

Take good care not to damage the walls and carpet.

When moving furniture and other items into the flat, protect the walls and carpet with Correx sheeting.

DAMAGES WILL BE CHARGED TO THE FLAT LEASEHOLDER.

All damage must be immediately reported to the Managing Agent.

10.13 Neighbour Disputes Resolution

From time to time, it is possible to find ourselves in a difficult situation where a fellow Resident might be causing a nuisance or distress.

Do not let a distressing situation degenerate, do not retaliate.

It is always best to introduce yourself, calmly talk to each other and discuss the issue at hand.

If the situation does not get resolved, the Property Manager is there to help and advise an effective course of action. They will assess the situation and talk to all parties involved.

Any breach of the Lease will be dealt with robustly.

It should be noted that it is possible for a Resident to be declared a nuisance and as such, be in breach of the Lease. If the cause of the issue is a Tenant, the Leaseholder would have no option but to enforce the Lease which may require giving notice of termination of the tenancy agreement. This is an extreme option but it has happened. Please show consideration towards your neighbours at all time.

11 Moving In / Moving Out

If you are a Leaseholder or Tenant you must inform the Property Manager as soon as you know the date for moving in or out. If prior notice has not been given access to the property may be refused and access fobs denied.

On Moving In:

- Inform the Property Manager who will inform the Gatehouse Team on site.
- Provide the Property Manager with a copy of your Lease and your contact details.
- Take all necessary precautions to avoid damage to the common areas during the move. The Leaseholder will be responsible for any resultant repair costs. If you are a Tenant these costs will be deductible from your deposit.

On Moving Out:

- Please return the Door Entry and Gym Fobs to the Gatehouse Team.
- Please provide a forwarding address to the Gatehouse Team & Property Manager in case of documents arriving after your departure.
- Take all necessary precautions to avoid damage to the common areas during the move. The Leaseholder will be responsible for any resultant costs. If you are a Tenant these costs (including lost fobs) will be deductible from your deposit.
- Do not forget your bikes. They will be removed and given to charity,

Dundee Wharf strongly encourages Leaseholders who sublet their property to ensure that their tenancy agreements include the right to seek reimbursement of charges resulting from their tenants damaging common areas when moving in or out.

ULTIMATELY, THE LEASEHOLDER WILL BE HELD ACCOUNTABLE FOR DAMAGES TO COMMON AREAS DUE TO ANY MOVE TO OR FROM THEIR PROPERTY (WALLS, DOORS, CARPETS, LIFTS, DISPOSAL OF DISCARDED FURNITURE, ETC). THE FREEHOLDER RESERVES THE RIGHT TO DEMAND AN UPFRONT DEPOSIT FROM THE LEASEHOLDER TO COVER ANY DAMAGE CAUSED.

12 Sub-Letting / Renting

In the event that the flat is to be sub-let (rented) to a Tenant the Leaseholder (Owner) shall meet the requirements of the Lease at all times.

THE FLAT MAY BE RENTED BY THE LEASEHOLDER PROVIDED THAT IT IS SUBJECT TO AN ASSURED SHORTHOLD TENANCY FOR A TERM OF A MINIMUM SIX MONTHS BUT NOT MORE THAN FOUR YEARS AT A TIME.

The Leaseholder shall only permit the flat to be rented and used as a single private residence.

IT IS NOT PERMITTED TO RENT THE FLAT AS A "FLAT SHARE" OR FOR MULTIPLE OCCUPATION.

THE PROPERTY MANAGER WILL TAKE IMMEDIATE LEGAL ACTION IF THE ABOVE ARE NOT COMPLIED WITH.

TO BE CLEAR, AIRBNB AND SIMILAR SHORT-TERM OR HOLIDAY LETTINGS ARE STRICTLY PROHIBITED AT DUNDEE WHARF.

Before occupation, a Leaseholder, their Tenant or their agent must provide the Property Manager with a copy of the Assured Shorthold Tenancy Document and provide them, in writing, with the name and contact details of their Tenant and the date upon which they intend to move in.

On termination or extension of the tenancy the Leaseholder must again inform the Property Manager.

The Leaseholder is required to inform the Tenant of all terms and conditions regarding Dundee Wharf residence and provide a copy of this manual.

Leaseholders are ultimately responsible for the behaviour of their Tenants.

The Tenant shall be introduced to the Gatehouse Team.

For the duration of their stay, the Tenant shall register with Dundee Wharf online services to receive information and notifications from the Property Manager.

Sub-letting Car Park Spaces

A car parking space may be included in the flat sub-let to a Tenant residing in the flat.

It is not permitted to sub-let a car park space or make any other arrangement for its use by a non-resident, other than guests.

13 Building Works and Licence to Undertake Alterations

13.1 Maintenance within your Flat

Your Lease contains details of the Leaseholders' maintenance obligations.

13.2 Making Alterations

The Lease and Estate Regulations prohibit Leaseholders or Residents from carrying out any works to their flat without first gaining consent from the Freeholder (Dundee Wharf Management Limited). For minor works such as decoration and recarpeting a letter of authority will be granted. For more substantial works consent will be in the form of a Licence to Undertake Alterations (LUA) an official document that is issued by the Freeholder.

All applications must be made in writing to the Managing Agent.

The reason that the LUA procedure exists is to protect Leaseholders and fellow Leaseholders or Residents from alterations to a flat that might cause damage, disturbance, third party injury or non compliance with the terms of the Insurance Policy.

Failure to comply with the terms of the Lease, by not being granted an LUA before commencing works, renders Leaseholders liable to legal action and might ultimately prevent the sale of their flat.

13.2.1 Licence to Undertake Alterations

An LUA will be required for, (but not exclusively for), the following works:

- Renovation.
- Refurbishment (other than solely painting in accordance with the Lease).
- Changing of flooring material (other than re-laying the carpet with a suitable underlay).
- Replacing windows.
- Plumbing or electricity alterations or renewals (including work to bathrooms/kitchen/hot water tanks and boilers).

N.B. The Freeholders will not permit changes to the structure, or any reconfiguration to the original layout of the demise.

13.2.2 Process to be followed by Leaseholder and Property Manager

- 1) Leaseholder - Submit an application for a Licence to Undertake Alterations (LUA) to the Property Manager in advance of the proposed works. Application shall include a full description, specification, drawings, together with the contractor's details and their insurance.
- 2) Property Manager – Confirms to Leaseholder whether an LUA is necessary or not. If an LUA is deemed necessary the Property Manager will provide an estimate of fees to process the application should the Property Manager deem it necessary to seek professional advice e.g. surveyor, solicitor etc.
- 3) Leaseholder - Confirms agreement to pay professional fees incurred by the Freeholder.
- 4) Property Manager - Evaluates the application in accordance with the Lease and professional advice received.

- 5) Property Manager - Provides applicant with findings, accepting or declining the LUA as appropriate and placing conditions on the works as appropriate.
- 6) Leaseholder - In the event of the Property Manager declining the LUA, the Leaseholder has the opportunity to modify the application and the process is repeated.
- 7) Leaseholder – Once the LUA is signed, the Leaseholder informs the Property Manager of the start date and proceeds with works according to the conditions of the LUA.
- 8) Leaseholder – Informs contractor of conditions of the LUA. Advises nearby Residents of works to be undertaken.
- 9) Leaseholder – informs the Property Manager when the works are complete and ready to inspect.
- 10) Property Manager – Appoints a surveyor to inspect the works and the condition of the Common Parts, in accordance with the conditions of the LUA. Property Manager retains right not to sign off the LUA in the event the works do not meet the provisions of the LUA and all fees and charges have been paid.

N.B. An LUA does not free the Leaseholder from any obligation to obtain Tower Hamlets' Planning Consent, Building Regulations or comply with Health and Safety or any other relevant legislation.

13.2.3 Application for LUA

Where appropriate the application should include:

- Plan and Section drawings showing the existing and proposed alteration.
- A written specification for the works.
- A report from a Chartered Building Surveyor / Architect or Structural Engineer stating that the proposed works are structurally compliant.
- Details of the proposed Contractor and Surveyor.
- Health & Safety Statement from proposed Contractor.
- Risk Assessment & Method Statement (RAMS).
- Insurance Certificate from proposed Contractor and Surveyor.
- Timetable for the works.

N.B. – if the LUA is granted and the Leaseholder is required to apply for Planning Permissions and Building Regulations approval, copies are to be supplied to the Property Manager.

An administration fee will be payable upon application to the Property Manager. The cost will depend upon the scope of the work. Please note this fee is payable whether or not the application proceeds to completion.

A deposit may be required depending on the nature of the works. It is to be held against any damage caused to the communal parts of the property. The deposit will be refunded on completion of the works and confirmation that the common areas are free of damage.

PLEASE NOTE THAT THE MORE COMPREHENSIVE YOUR APPLICATION FOR AN LUA IS, THE FASTER IT IS LIKELY TO BE PROCESSED.

THE LUA IS A LEGAL DOCUMENT AND CONFIRMS COMPLIANCE WITH THE LEASE. AT TIME OF SALE OF YOUR FLAT THE LUA WILL BE REQUIRED BY THE BUYER.

13.2.4 Contractors

The Leaseholder is liable to ensure that the Contractor is properly qualified and insured.

The Leaseholder should instruct the Contractor to report to the Gatehouse each day on arrival at the building and ensure that contractors work between 09.00 and 17.00 hrs Monday to Friday only, excluding Bank Holidays.

It is the Leaseholder's responsibility to ensure that their contractor protects the Common Areas and does not leave debris in the lobby, the lifts etc. Heavy materials must not be carried in the lifts. Floors and walls must be protected with Correx sheeting, removed at the end of each day and common areas vacuumed and cleaned.

All materials waste must be removed from the site and not dumped in the dustbin stores.

The cost of rectifying any damage, cleaning or debris removal etc. will be charged to the Leaseholder. It is the Leaseholder's responsibility to recover appropriate costs from their contractor.

Contractors should only park in the parking space that is allocated to your flat, and only use visitors' parking bays that have been designated by the Gatehouse Team.

There is no right to position skips at Dundee in parking spaces allocated to other residents. Permission for positioning temporary skips will be considered by the Property Manager.

Please consider your neighbours when undertaking any work, notify them in advance and keep them informed of progress, especially as to when noise is expected.

13.3 Floors

Noise transmission at Dundee Wharf has proved to be a regular cause for concern.

A LICENCE TO UNDERTAKE ALTERATIONS IS MANDATORY TO INSTALL WOODEN CERAMIC OR OTHER SOLID FLOORS

Flats are designed to be carpeted. The sound proofing of the flat relies upon the sound deadening properties of the underlay and the carpet.

The Lease contains details of your obligations to ensure that the flat is always fitted with adequate flooring material that prevents the transmission of noise. Wooden floors may be in contravention of the Lease and might affect any future sale of your flat.

Wooden, Ceramic or other Hard Floors will only be approved if adequate soundproofing can be demonstrated by the Leaseholder and the works are approved by a formal Licence. They will be required to fully comply with current Building Regulations. Failure to obtain the necessary Licence may result in the offending floor having to be removed.

Please avoid wearing hard soled shoes, and where possible fit sound attenuating pads to furniture legs

13.4 Windows

Windows and frames within the flat are part of the demise and must be maintained by the Leaseholder.

There is a history of leaks and draughts to the window frames. Spare parts and seals are not available. Leaseholders report limited success when undertaking repairs.

If replacement windows are considered by the Leaseholder, it is essential that the exterior design, proportions and materials remains the same as the original.

A Licence to Undertake Alterations (LUA) is always required.

13.5 Walls

Party Walls consist of two independent metal, stud frames lined on both sides with 32mm plasterboard, with mineral wool insulation in between. Party Walls in the top floor flats are 215mm blocks lined with plasterboard.

Partition Walls within the flats consist of metal, stud frames with one layer of plasterboard each side.

Screw fixings to the plasterboard are generally unsafe especially for heavy items. Special plasterboard fixings must be used.

Concealed electric cables and water pipes are located within the internal and party walls. If any fitting is drilled into the wall extreme care must be made not to puncture cables or pipes which may lie beneath the surface.

Do not fix audio equipment or televisions to Party Walls to prevent noise nuisance to neighbours.

13.6 Water Supply

The water supply is a high-pressure system boosted by pumps located in the basement car park. The stopcock can be used to reduce water pressure in your flat. If the pressure at the tap is too high, adjust the stopcock. It is recommended that pressure should not be too high as this increases the risk of leaks.

Stopcocks are located in the service cupboards in the corridor outside your flat and a second stopcock is in the airing cupboard above the water tank. Before turning off the water supply make sure that the hot water immersion heater is switched off. Failure to do so could cause severe damage to the heaters and the tank.

When leaving the flat empty for extended periods it is recommended that the water supply is turned off at the stopcock.

Water consumption is high at Dundee Wharf and very costly, please avoid waste. Water is charged as part of the Service Charge, although the electricity to heat it is charged direct to you from your supplier.

13.7 Hot Water Immersion Heater Tank Safety Device

The immersion heater (hot water tank) is a high-pressure system and is fitted with safety valves in case of excess pressure. The original hot water tanks are of two types, either Megaflow or Tornado.

It is important to regularly check the overflow drainage dish on the side of the hot water tank. If there are signs of moisture or build up of lime scale this is an indication that the safety valve is faulty.

The safety valves must be tested and maintained annually. Failure to do so could result in loss of hot water and/or draining of hot water into the basement car park or extreme damage to the water tank with consequential flooding.

Hot water immersion heater tank safety valves require annual maintenance and testing.

13.8 Plumbing and Water Leakage

Water leakage is a serious problem, with often high cost consequential damage and inconvenience due to water seeping into adjacent flats and those below.

Frequent problems arise from leaks from the supply pipe of washing machines and dishwashers. Flexible hoses to these appliances and beneath sinks and basins should be inspected regularly.

Bathroom fittings, tiles and joints to showers and baths should be regularly inspected and maintained.

Plumbing systems should be regularly inspected by a qualified plumber.

Maintenance and repair is the responsibility of the Leaseholder.

IN THE EVENT OF AN INSURANCE CLAIM LEASEHOLDERS WILL NEED TO SUPPLY EVIDENCE THAT PROPER AND REGULAR MAINTENANCE HAS BEEN CARRIED OUT TO ALL APPLIANCES, VALVES ETC BEFORE A CLAIM IS PROCESSED.

Alterations to plumbing require an LUA followed by a Plumbing Inspection at the Leaseholders' cost. An additional excess may be charged to the Lessee by Insurers if the above regulations are not complied with.

13.9 Smoke Detection

A smoke detector is mounted on the ceiling in each flat. It is wired onto a separate circuit connected to the central fire control system. If the system is fitted with a back-up battery within the ceiling unit the battery should be replaced regularly.

The double windows/doors in the lobby outside your flat are smoke vents. They are designed to open automatically in the event of a fire. When opened, these windows set off the fire alarm and the Fire Service is automatically contacted via the central fire control system. Please do not open these windows unnecessarily – false alarms to the Fire Service can endanger life.

Please ensure that all occupants of the flat are aware of the fire precautions.

13.10 Domestic Appliances

Should any domestic appliance be replaced, be sure to make arrangements for installation by a qualified person.

The power supply should be checked for rating in accordance with the appliance specification. In particular, original ovens and the kitchen electric loop were of 13 amp specification and it has been reported that currently available appliances exceed the installed power rating. The Leaseholder is responsible to ensure that only correctly rated appliances are installed in compliance with the electric power circuit.

If in doubt, please arrange a check and regular maintenance of appliances by a qualified service agent.

14 Common Area Maintenance and Repair

The Property Manager is responsible for maintaining the common areas of the building.

Residents can help to reduce the cost of the service charge by helping to protect the building by careful considerate use.

If damage or deterioration is noted, please report the item to the Property Manager without delay. You can do so by using their website or emailing the Property Manager.

If there is a breakdown of the lift, water, electricity etc. where emergency attention is required, report to the Gatehouse and follow-up by reporting to the Property Manager.

14.1 Gardens

The garden to the inside and south side, is maintained by a Dundee Wharf contractor. If residents are interested in contributing to the gardens or helping with light maintenance, contact the Property Manager.

14.2 Section 20 Process (Landlord & Tenant Act 1985)

Section 20 of the Landlord & Tenant Act 1985 is a process aimed at protecting Leaseholders when a larger capital project is proposed to be undertaken at Dundee Wharf.

From time to time Leaseholders will receive notification under Section 20 of the Landlord and Tenant Act 1985. (It is a legal requirement when an intended capital project is proposed by the Board and is anticipated to exceed a cost of £250 against any single leaseholder).

The process requires two consultations with all Leaseholders:

- Stage One: The Property Manager will issue a 'Notice of Intention'. The notice will describe the proposed work, state the reasons and invite Leaseholders to comment within 30 days. The Leaseholders also have the opportunity to recommend contractors to be considered for the work.

- Stage Two: After the first consultation and if the work is to proceed, the Property Manager will issue a second notice with details of the tender process, contractors and their estimates. The Property Manager, in conjunction with the Board, will make a contractor recommendation. The Leaseholders will then have 30 days to comment on the proposal.
- The proposal may be amended as a result of either consultation.
- The proposed works can only commence after the second stage of consultation is completed.
- You may receive a third notice if the decision to go with the cheapest tender isn't made. This notice will state the reasons why the cheapest contractor has not been appointed and will state who has been appointed.

The Board encourages Leaseholders' participation in this process.

15 Electrical Vehicle Charging Points

There is currently no provision for a centrally managed installation at Dundee Wharf to support electric cars. This will be regularly reviewed and we encourage you to contact us for an update.

In the meantime, individual installation of EV (Electrical Vehicle) points will be considered by way of the Licence to Undertake Alterations (LUA) process detailed in the "Making Alterations" section.

An application for an EV point must address the following:

- Installations will only be considered in the underground car park and not at ground level due to practical and aesthetic concerns.
- Electrical connection should be via the cable management systems from the designated car parking space under the appropriate block core and then up to the flat's Consumer Unit (fuse board) or electricity meter.
- Conduit should be installed where necessary with consideration of space for future cables required for other flat's EV points. For example, drilling from the car park up to the flat's floor level should leave some space to avoid further drilling.
- A survey showing the works envisaged is required along with an electrician's report on the suitability and safety of the installation.
- The installation maintenance will be the responsibility of the current and future Lessee.

The installation of EV points is at the Freeholder's (Dundee Wharf Management Ltd) absolute discretion and a license may be refused for any reason.

16 Contacts

Rendall and Rittner (R&R) are the current managers who specialise in property management and are regulated by the RICS, ARMA and The Property Ombudsman.

Rendall & Rittner's website for Dundee Wharf is available at <https://rendallandrittner-secure.dwellant.com>

THE PROPERTY MANAGER SHOULD ALWAYS BE YOUR FIRST POINT OF CONTACT EXCEPT IN THE EVENT OF ON SITE EMERGENCIES WHEN THE ON SITE STAFF SHOULD BE CONTACTED IMMEDIATELY.

The Gatehouse/Security Office

Directly from your entryphone system in the flat or via telephone: 020 3845 3358

Property Manager - Rendall and Rittner Limited:

Portsoken House
155-157 Minories
London
EC3N 1LJ

Telephone: 020 7702 0701

Fax: 020 7480 7999

E-mail: office@rendallandrittner.co.uk

<https://www.rendallandrittner.co.uk>

Property Manager Emergency 24 hrs:

Telephone: **0844 873 2343**

Property Manager:

Al Jumaili Direct Dial: 020 3761 3108

Email: al.jumaili@rendallandrittner.co.uk

Assistant Property Manager

Jacqui Green

Direct Dial: 020 3479 5038

Email: Jacqui.green@rendallandrittner.co.uk

Insurance Claims:

Insurance Claims Department:

E-mail: insurance.claims@rendallandrittner.co.uk

Telephone: 020 7933 2925

Sale and related Legal Matters:

E-mail: legal@rendallandrittner.co.uk

Telephone: 020 3479 5064

Service Charge Account and Payments:

E-mail: salesledger@rendallandrittner.co.uk

Telephone: 020 3479 5091

Residents web site – information about Dundee Wharf

<http://www.dundeewharf.com>

Dundee Wharf Management Ltd/Board of Directors

Contact via Property Manager

Tower Hamlets Council

Use Streetline service for FREE large items disposal:

Telephone: 020 7364 5004

Fitness Centre Manager

Motive8

Tel – 020 8481 9700

E-mail – info@m8group.co.uk

www.m8group.co.uk

Fibre Broadband & Phone - 1Gb Fibre Broadband

Hyperoptic <https://www.hyperoptic.com>

E-mail: support@hyperoptic.com

Telephone: 0333 332 1111

Police Safer Neighbourhood Team (ASB)

On-duty number for the Safer Neighbourhood Team:

Mobile/WhatsApp – 07407489771.

E-mail – Limehouse.snt@met.police.uk

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