

Antisocial Behaviour Policy

NOISE

Sadly, we receive many complaints about noise nuisance emanating from some apartments which affects the quality of life of other residents.

It was always the intention by the designers and developers that built St Ann's that this would be the best development in the city.

Those of us that call St Anns home are keen to continue to improve things and raise standards and will pursue any anti social behaviour robustly.

Leaseholders permitting antisocial behaviour are in breach of their leases and if necessary, as we have done in the past, we will take legal action against the inconsiderate minority, passing on the costs to the leaseholder.

It is important that all tenants and lessees are able to enjoy living at St Ann's and be free from the noise and inconsiderate behaviour of others, both inside apartments and within the common areas.

Please respect your neighbours when listening to music and when moving around corridors, and arriving at or leaving the building.

Noise travels very easily from apartment to apartment through walls and floors and extra consideration needs to be given when living in an apartment block. Whilst a general level of living noise is to be expected, music/loud voices/shouting are not acceptable and should not be audible outside of your apartment.

This is particularly a problem in summer months when windows and balcony doors are likely to be open. It is vital therefore to be considerate to your neighbours, especially late at night and in the early hours of the morning.

The lease is very specific about unsociable behaviour and again, the directors of SAQML have and will continue to enforce the lease requirements for the quiet enjoyment of this great building by the considerate majority.

The requirement not to cause a nuisance, annoyance, disturbance or inconvenience is contained within the lease agreement. (eg CLAUSES; 9.2 , 12.3) and legal steps will be taken should such breaches occur. At the first instance the leaseholder will receive a letter warning that further breaches will incur admin and / or legal costs. Any such costs will be added to the service charge account of the leaseholder.

In the case of people renting apartments from leaseholders the leaseholder will be informed by letter at the first instance, which will incur an admin charge. Further instances will result in legal action, cost of which will also be charged to the leaseholders service charge account.

For the avoidance of doubt St Anns Quay Management are legally obligated to, and will, at the expense of the leaseholder enforce the covenants, conditions and regulations within the lease. Furthermore your attention is brought to the following,

1. Dealing with anti social behaviour can be very time consuming and is over and above the directors routine duties hence will be charged for via an admin charge.
2. the leaseholder is responsible for remedying ASB issues extremely promptly. If leaseholders fail to do this the Directors will take over the process and
3. all costs will be borne by the leaseholder

To reiterate -

All costs associated with policing ASB will be charged to the leaseholders service charge account in accordance with our admin charges policy which can be accessed via the website.

REPORTING ANTISOCIAL BEHAVIOUR

If you have an issue with antisocial behaviour PLEASE report each and every incident online. We have a simple online report form on our website and the process is completely anonymous and automated. We will investigate and take up the matter with the letting agent and/or owner. These reports provide an “evidence trail” which is essential when it comes to evicting problem residents.

Please use the online form to report any issues with antisocial behaviour (which is not just restricted to noise and may include, for example, smoke entering your apartment from a neighbour or from a shared area). Please be as detailed in your report as you can, and include video/audio/photographic evidence if at all possible.

<http://stannsquaymanagement.co.uk/wp/index.php/report-of-antisocial-behaviour/>

In addition we suggest -

At the time of the incident please call Newcastle City Council Noise Team on 0191 2744000. The line is manned between 7pm and 4am . They will attend to deal with any noise issues directly with the occupant.

Report the matter to the police - 101

COMMUNAL AREAS

In addition to noise pollution it is important to be considerate in use of the communal areas.

We have had many incidents of having to pay to clean carpets and in particular remove hand marks, and smeared sauces from the lift mirrors, footprints from the lift walls etc. In all cases we will use CCTV and access system data to identify people responsible for this

unacceptable and all costs associated with special cleaning will be added to the service charge account of that particular apartment owner.

BALCONIES

With the exception of suitable balcony furniture and suitable and safe plants, there should be no clutter, or items (especially refuse) that are either unsightly to your neighbours or that can be blown over the balcony by high winds.

The hanging of clothes / washing on balconies is strictly prohibited under the terms of the lease. Please also refrain from drying washing which is visible from the exterior of the building, including at windows

With the exception of penthouse properties with their own terrace, barbecues are not permitted on apartment balconies. This is due to the potential for fire to spread between balconies and to the main fabric of the building.

SMOKING

Smoking is not allowed in the public areas at St Anns, if you smoke in your apartment, then please ensure that all cigarette ends are disposed of within your property. The on-site Concierge is constantly required to remove cigarette ends from the perimeter of the building, it is not acceptable to throw cigarette ends from the building or discard them on the ground whilst smoking outside. Not only is this behaviour detrimental to the appearance of the building, it is also a fire hazard to throw lit cigarettes which may land on other balconies or in open windows.

Allowing smoke to pass from your apartment into that of a neighbour or into a public area, eg corridor, will be dealt with under our antisocial behaviour policy, see above.

RUBBISH

Rubbish must always be placed in the correct skip or recycling bin in the communal bin store. Large objects must not be left in the bin store without prior arrangement with the Concierge who can arrange for the removal of large objects by the Council - all costs to be charged to the leaseholder.

Under no circumstances should rubbish be left outside apartments or in communal areas.

The Directors, January 2018