



Residents Information

Dear Resident/Tenant

Welcome to St Anns Quay, we hope you enjoy living in the premiere riverside apartment location in the city.

The following information is provided to ensure that you are aware of how the building operates and your responsibilities as a resident.

The building is managed on a day to day basis by St Anns Quay Management Ltd (the management company)

Contact with the management company is by email to contact@stannsquaymanagement.co.uk

Access

Building Access for Residents

Main Gate and Entrance Doors

St Anns Quay comprises of three separate towers which are accessed using a security fob. Your fob is programmed to provide you with access to the level 3 entrance to your tower and the main gate on St Anns Street next to the concierge office. The fob will also allow residents of the West and East blocks access via the quayside entrance to their block.

Disabled Gate

Access is restricted to residents who have a genuine need to use this gate and is subject to conditions. Under no circumstances should you try and force this gate which is monitored by CCTV. Charges will be levied for any damage and/or time spent in pursuing the matter

Holding open communal doors

For the system to be effective, please do not hold open gates or doors for anyone else, Bona-fide occupiers will have their own fob to gain entry. This will prevent opportunist thieves, or unauthorised people from entering.

Building Access for Residents Personal Visitors

The intercom system allows residents to admit their visitors. Residents are responsible for the actions and behaviour of any visitors they admit to the building

Building Access for Non Residents

Contractors, agents, tradesmen, deliveries etc. can gain access via the concierge; this is to prevent unauthorised access and to ensure compliance with health and safety requirements.

Replacement Fobs/Parking Permits

These can only be ordered by the apartment owner via the website and are chargeable

Access to apartments for maintenance and repairs or emergency

When it is necessary to enter an apartment for maintenance or repairs, the management company will give 48 hours written notice. In the event of an emergency (e.g. water leak) the management company may gain access without notice.

Behavior

Anti-Social Behaviour

While the majority of anti-social incidents relate to noise, other instances relating to inconsiderate behaviour both in apartments and in communal areas smoking making a mess etc., in fact anything which impinges on the right of quiet enjoyment and affects the quality of life of other residents is classed as anti-social

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.

Be as detailed in your report as you can, and include video/audio/photographic evidence if at all possible, the report form is here

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

Noise nuisance – any instances of excessive noise either day or night can be reported to Newcastle City Council Noise Team 24 hours a day on 0191 278 7878

General nuisance or misbehavior should be reported to the police on 101

Charges

Dealing with anti-social behaviour is not only time consuming but is over and above the directors routine duties and as such is chargeable to the leaseholder in question. This includes administration charges as well as any ancillary charges such as additional cleaning

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

Do not drop litter or cigarette butts off balconies or out of windows as they frequently blow onto neighbouring balconies and cause considerable distress as well as a fire risk.

Signs or flags are not permitted either on the balcony or in windows where they are visible from the exterior of the building.

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.

NOTHING is to be fixed to the external walls of the building. This includes satellite dishes.

Bin Store and Recycling Facilities

The bin store is located on level three next to the concierge office. Access is permanently available to this facility which contains;

- Large Metal Bin Containers – for all black bin liners and normal waste
- Bottle Recycling Bins – for all glass bottles and containers
- Large Paper/Plastic/Tin Container - please recycle all possible waste

Please ensure that all rubbish is placed within the bins and not left on the floor within the bin shed.

The bins are emptied weekly by Newcastle City Council which is facilitated by the concierge. The floor and walls are cleaned and disinfected at this time.

To dispose of any larger items, please liaise with Newcastle City Council so that any additional fees are paid directly. You can then liaise with the concierge to arrange where the items are positioned and to facilitate their collection.

Bin Bags & Bin Liners

Please ensure that you double bag all bin liners as they can easily leak, particularly when hot oil has been placed in them. This is a common problem with weaker bin bags made from recycled materials because they have to be carried a considerable distance between your apartment and the bin store.

Spillages from bin bags cause significant cleaning costs as carpet tiles regularly need to be replaced and communal areas require power hosing. Cleaning and admin costs will be charged to offenders who cause a mess. .

CCTV

Please be aware that 24/7 CCTV is in operation in the communal areas and relevant external entrance areas. The door entry fob system is linked to the CCTV to increase security and safety within the building

Communal areas

Communal areas are used regularly by a significant number of leaseholders, tenants, guests, potential buyers and new tenants. They are important in creating the right impression of St Ann's Quay.

Please keep all communal areas clean and tidy at all times and do not drop litter or cigarette butts. We would very much appreciate it if you could wipe your feet on entrance mats, particularly in the winter months. Please also take care not to damage paintwork, doors or lifts as repair bills are charged to your landlord through the communal service charges.

Personalisation in communal areas is not permitted, pictures (with the exception of those purchased from St Anns Quay Management are not allowed. It is expressly forbidden to leave household waste outside your apartment.

Residents are not allowed to access or use (particularly for storage of flammable items any cupboards in the communal areas.

Concierge

Our concierge's John McPherson and Les Coulter are responsible not only for meeting, greeting and vetting visitors to the building, but also the day to day upkeep of the communal areas, as well as liaising with contractors who are working on behalf of the management company.

While they are also the first point of contact for any routine queries from residents during normal working hours, their role does not cover the management of individual apartments for leaseholders.

The concierge office is adjacent to the main entrance on St Anns Street or they can be contacted on 0781 806 2011 or by email concierge@stannsquaymanagement.co.uk

Electricity failure in your apartment

Check the fuse box to ensure a failed bulb or such like has not tripped the fuse, if so, reset it. If not resolved report the problem to your landlord.

Electricity Meter Readings

Monthly electricity meter reading for each apartment are posted on the notice board within the bin store

Emergencies

In the event of an emergency (other than fire) the first point of contact is the Concierge

Emergencies are considered to be something that is either an immediate danger to your safety and /or an issue which could cause additional or unnecessary damage to the property or adjacent properties if not attended to immediately

Examples of an emergency are: total electrical failure or water leaks in the communal areas.

Examples of non-emergencies are lift breakdowns, lost fobs/keys, failure of electricity in apartment.

Fire & Safety

Fire Alarm Test

The concierge carries out a weekly fire alarm test, the details of which are publicised on the communal notice boards.

FIRE

If you discover a fire take the following actions

Raise the Alarm

Leave the Building

Ensure the Fire Brigade have been called

The Fire Action Policy is a “Stay Put” policy for residents not directly affected by fire. This does not mean that if the escape stairwell is clear of smoke and they can vacate the premises to an external place of safety they should not do so. The assembly point is at Barclays bank opposite the building

If the fire alarm sounds at any time other than the test time please make your way outside of the building calmly and quickly by your nearest exit, and go to the meeting point

If you hear a noise from the fire panels in communal areas outside of these times, (i.e. not the main alarm), please report this to the concierge who will investigate and reset the panel.

All apartments should be equipped with a fire blanket

Apartment Detectors

The smoke detectors within each apartment are linked to the main fire alarm control panel, Under no circumstances must they be tampered with as not only can this cause faults on the system it is dangerous and expensive to do. The detectors have a ten year life and are the responsibility of the leaseholder.

All charges incurred due to tampering with a detector will be recovered from the resident (please see appendix 1 for guidelines)

Lifts

The lift doors must not be blocked or restricted from closing as this prevents other users accessing the lift.

If you are moving furniture in and out please arrange with the concierge to borrow the protective curtains that hang inside the lifts to prevent damage. He will also supply a key that allows the lift doors to be locked open for a short while.

In the event of an emergency, i.e. passengers stuck in lifts, the emergency call button in the lift should be used to raise the alarm.

Maintenance

Under the terms of the lease apartments must be kept in good repair, Residents who are renting an apartment should inform both their landlord and the concierge immediately if there are any issues

Your landlord is responsible for rectifying them.

It is also a requirement of the lease that windows are kept clean at all times.

Noise

As with many newly built properties, noise travels extensively within the building. Please be aware of this at all time, both within your apartment and in communal areas, specifically;

- Slamming doors – please do not allow your front door or internal doors to slam shut. Many of these doors are fire doors, so this is a particular problem for your surrounding apartments.
- Talking in communal areas and corridors – particularly early in the morning or late at night.
- Wooden floors within your apartment – the noise of chairs or furniture that scrapes along wooden floors is magnified in the apartment below. Likewise, high heels on these floors is also very loud.
- On balconies – conversations on balconies can literally be heard word for word in surrounding apartments. Please be aware of this, particularly late at night.

Parcels

The concierge operates a parcel service for owner residents only. Other residents must make their own delivery arrangements.

Parking

Car parking is in the multi-storey car park located on St Ann's Street opposite the apartment block. Please ensure that you park within your allocated parking bay and not within any reserved or blue badge bays (unless you hold a valid blue badge) as tickets and clamping are in operation throughout the East Quayside area.

Please be aware that the area outside of the East Quayside entrance of St Ann's Quay is for unloading only. The area is monitored and vehicle owners will be identified and appropriate action taken

Pets

Under the terms of the building's Lease, pets can only be kept with the prior written consent of St Ann's Quay Management Ltd. Consideration will only be given for pets suitable to indoor apartment living, and where their wellbeing will not be compromised. When applying for consent please confirm the number and type of pets you wish to keep at your apartment. If the pet is a dog then please also let us know the breed and colour. If the details you supply are reasonable we will, at our discretion respond on behalf of St Ann's Quay Management Ltd granting you consent to keep a pet on the property. It is also important to note that consent can be withdrawn at any time if the animal causes a nuisance or annoyance to other occupiers. We will not become involved in ongoing discussions if consent is refused, or withdrawn.

Note that any consents given will normally be restricted to small dogs, cats and fish.

Pigeons

A considerable amount of money has previously been spent to try and prevent pigeons from perching on the building. Their droppings cause a lot of damage and can make balcony areas unpleasant for residents to use. Whilst some residents may like to feed birds, this practice is not suitable for a Quayside apartment block and is not allowed. Please refrain from leaving food or refuse on your balcony at all times.

Post

Royal Mail deliver post to individual apartments

Smoking

Smoking is not allowed in the public areas at St Anns, if you smoke in your apartment, if you smoke in your apartment 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.

Unloading

The loading area at the east end of the building can be used for loading and unloading large items, or for moving in or out. Please arrange with the concierge to have the barrier opened.

Use of the premises

The use of the premises is restricted to "private residential". If you suspect overcrowding or short term (weekend) letting please notify the concierge. This is for your own benefit as most cases of anti-social behaviour are caused by non-residents or visitors

Water Leaks

Unfortunately, the building has a history of water leaks. If you experience a leak in an emergency, please contact the concierge immediately, or your letting agent or landlord. Please turn off all devices that use water and await further instructions.

Further Information and up to date policies can be found at
www.stannsquaymanagement.co.uk

LEASEHOLDER (OWNERS) INFORMATION

St Anns Quay Management Ltd

Our objective is that St Anns continues to be a safe, secure and pleasant place to live.

In addition to the information provided to residents, which you should be fully conversant with, the following relates to leaseholders (owners)

St Anns Quay is not a hotel, aparthotel, or serviced apartments, it is a residential building. Any other use, i.e. weekend lets, overnight or short-stay lets is a breach of the lease.

Any letting must be in the form of a shorthold assured tenancy agreement for a minimum period of 6 months

A copy of the tenancy agreement together with the name, home address and contact details of the tenant(s) and (in the case of students, details of the university/college they are attending) is to be provided to St Anns Quay Management Ltd

(email to contact@stannsquaymanagementltd.co.uk) who will then register the necessary consent. Tenant details can be provided via our online form

As almost all instances of anti-social behaviour, noise etcetera are related to non-leaseholder occupied properties, it is important that if you let your property, not only do you do so under the conditions above but that you impress upon your tenants the standards of behaviour that are acceptable. For authorised long term (6 months or more) we strongly encourage you to use one of our two approved letting agents who are Living Spaces and GFW, both of whom work closely with us to ensure standards are maintained

Living Spaces – 0191 222 1000

GFW – 0191 284 7171

<http://livingspaces.co.uk/contact-us/>

<http://www.gfwletting.co.uk>

Building Insurance Claims

Historically almost all insurance claims have been due to water leaks, often caused by failure to maintain the showers, water heaters and washing machines and associated water seals. It is the leaseholders (owner's) responsibility to ensure this maintenance is carried out; a small undetected leak in one apartment can cause damage in several adjacent apartments resulting in substantial costs which may or may not be covered by insurance and will be the leaseholders (owner) responsibility to rectify.

In the event of a potential insurance claim the following process must be observed

- a) Take any immediate steps you can to limit any damage i.e. turn off water
- b) Notify the concierge, who will arrange for the damage to be assessed to ascertain if it warrants an insurance claim

Please note no insurance claims will be considered if the above procedure has not been followed.

Charges

Breach of lease

Any breach of the lease will be vigorously pursued and all charge in doing so, including if necessary any legal charges will be your liability

Service Charge

Owner's service charges and ground rent payments are administered and collected by Kingston Property Services.

These should be paid on time and in accordance with any arrangements made by Kingston, failure to do so will result in administration charges being applied.

Other costs

Should your tenant be the subject of a charge against them for any reason and they do not pay, you will be liable for such charges as you are also ultimately liable for your tenant's behaviour and observance of the lease

Repair and Decoration

Under the terms of the lease apartments are to be kept in good and substantial repair and condition. Whilst this is self-explanatory, particular attention should be paid to the maintenance of water boilers, washing machines and dishwashers. In addition the upkeep of grout and sealants in bathrooms and showers is essential.

Notwithstanding the ongoing issues regarding the quality of the original plumbing works any escapes of water from your apartment are your responsibility and must be dealt with as a matter of urgency. Delays will not only be detrimental to any insurance claim but also puts you at risk from claims for damages by other Leaseholders who suffer water ingress or damage as a result.

Under the terms of the head lease, we are obliged to, and will, at the expense of the leaseholder enforce the covenants, conditions and regulations within the lease, which includes the right of Quiet Enjoyment.

Your co-operation with these matters will not only reduce the need for action (which inevitably comes with a cost - current charges can be found on the website) but will also enable us to achieve our objective.

Further Information and up to date policies can be found at

www.stannsquaymanagement.co.uk

Directors

st anns quay management Ltd



Appendix 1 Charges – see website

Appendix 2 Fire Policy – see website