

**CAMPDEN HILL COURT LTD
CAMPDEN HILL COURT TENANTS LTD**

LIVING AT CAMPDEN HILL COURT

Guidelines for residents

Updated April 2021

Introduction

Campden Hill Court is a historic and distinctive property. Its residents come from the UK and from many other countries all over the world and they have different backgrounds, cultures and traditions. There are older people and also families with young children. Many people live in the flats which they own; others rent them out.

We ask everyone living here to respect the heritage of the building and to recognise that we all have a part to play in taking care of it and protecting its amenity and standing. Equally, we all have a collective responsibility to be considerate of other residents – for example, being vigilant about security, ensuring that we do not disturb our neighbours with noise from our flats, not leaving items in the communal areas where they could be dangerous, and doing our best to use the lifts in such a way as not to damage them.

These guidelines are provided to help all residents to enjoy living here and to assist everyone in meeting their obligations to others – their neighbours, visitors and staff. Our managing agent and on-site team are expected to enforce the guidelines and, in the interests of us all, you are asked to co-operate with their requests.

Security

- Security is very important to everyone living at Campden Hill Court.
- CCTV cameras continuously monitor the car park, the garden and all basement areas, as well as all entrances and gates throughout the site. All doors into the building and gates to the courtyards, car park and garden are fitted with fob access locks and automatic opening and closing mechanisms; they are alarmed so that, if any door or gate is left open, the concierge desk is immediately alerted.
- It is essential that you only allow people into the property whom you know.
- Please take care not to permit anyone whom you do not know to follow you into a hallway, the garden or the car park, or to enter when you are leaving. Rather than giving access to an unknown person, you should direct him or her to the concierge desk in C block.

- When the bell to your flat is rung on the intercom in your flat, you should only open the gates and front doors to people whom you know; if you do not know the person who has rung the bell, he or she should be told to call the concierge or to go to the concierge desk.
- Please make sure that everyone who is living in your flat appreciates the importance of these points.
- Residents are asked to deposit keys to their flats with the estate manager for use in an emergency; the keys are held securely at the concierge desk.
- If you are going to be away for any length of time, leaving an empty flat, please notify the estate manager.

Fire alarms

- A fire alarm linked to the central alarm system is installed in each flat. The alarms are tested once a week, usually on Tuesday mornings. If the alarm in your flat goes off at any other time and the signal lasts for longer than 30 seconds, you should immediately vacate your flat and (using the stairs, not the lifts) make your way outside to the assembly point for the building. This is the open area on the corner of Campden Hill Road and Duchess of Bedford Walk, opposite the entrance to D block.

Neighbours

- Campden Hill Court asks you to be considerate of your neighbours and to avoid creating noise which disturbs other residents, either within your own flat or in the communal areas.
- Please try to minimise the amount of noise from your flat which can be heard at any time in other flats, particularly through open windows.
- We also draw your attention to the provisions in our leases about nuisance from noise. The lease specifies that there should be no noise within flats which causes disturbance at any time to occupants of other flats and lays particular stress on peace and quiet at night, between 11.00 pm and 8.00 am. Washing machines and dishwashers should not be used during these hours.
- Please think carefully about the timing of deliveries to your flat so that there is as little inconvenience to others as possible. We request that late evening deliveries are kept to a minimum.

- Except in emergencies, work within a flat may only be undertaken between 8.00 am and 6.00 pm on Monday to Friday; work which can be heard outside the flat must not begin before 9.00 am and must finish by 5.00 pm, and no work is permitted on public holidays or in the period between Christmas and New Year. Campden Hill Court publishes guidelines for the conduct of contractors and has regulations about building work and redecoration. Copies can be obtained from the estate manager or managing agent and are also available on the Campden Hill Court website. (Information about the website is given at the end of this note.)
- Residents should advise the estate manager immediately if there are any water leaks into their flats or if they think that they may have caused water damage to a neighbour's flat.
- Please make sure that you know where and how to turn off the water supply in your flat.

Communal areas

- The communal areas of the building must be kept clear of obstructions. Bicycles, push chairs and packages should not be left on the staircases, in hallways or on the path at the side of the garden. Such items can damage paintwork and radiators, impede access to and from flats, box rooms and plant rooms, and create a fire hazard. The Fire Brigade undertakes regular safety inspections and items left in the communal areas could invalidate our fire safety certificate.
- As noted in the section about storage below, bicycles should be stored in the racks which are provided in the courtyards. With the prior agreement of the estate manager, pushchairs can be left in the designated area in E block centre.
- Any personal belongings left in the communal areas will be removed and stored by the estate manager.
- The car park is part of the communal areas. It is not to be used for recreation and particularly not as a children's play area, most importantly for the safety of the children themselves.

Windows, doors and balconies

- Please note that, under the terms of the lease, you are not permitted to display notices on the windows or the front door of your flat. You should also not hang anything on the balustrade or railings of your balcony.
- To protect the paintwork on the flat front doors, wreaths should only be attached by suction hooks. These are available from the Estate Manager

Lifts

- Please try to be as careful as possible in the way in which you use the lifts to bring large or heavy items to or from your flat. It is important to let the estate manager know if you plan to have any substantial items brought into or removed from your flat. This will enable him to arrange for protective covering to be installed in the lift.
- You should ensure that anyone using a lift on your behalf understands the need for care. In particular, you are asked to note that the lifts in D, E and E Centre blocks are very small and were not designed to support the weight of heavy items.
- Please advise anyone making a delivery to you to take care not to damage the lift doors with trolleys or other items; the doors are very sensitive and are easily knocked out of alignment. This can put the lifts out of action, which causes great inconvenience for residents and incurs costs for repairs.
- The lifts are for all residents and visitors and nobody should use them in such a way as to make them unavailable to others.

Rubbish collection

- Bags for rubbish and recycling should be obtained from the reception desk. These are collected from outside flats between 8.00 am and 10.00 am seven days a week. They should be put out for collection between 7.00 am and 9.45 am and should not be left in the hallways at any other time. It is important that everyone living at Campden Hill Court complies with this; rubbish left in hallways is unsightly, a potential health hazard and a real risk if there is a fire or a need to evacuate the building in an emergency.
- Collection of large items for disposal should be arranged with Kensington Council. The estate manager can provide information about how the Council can be contacted to arrange the collection of large items.

Smoking

- It is against the law to smoke in the communal areas at Campden Hill Court. Smoking in these areas also causes nuisance to occupants of other flats.
- The car park, the path in the garden, the porches and the steps outside the front doors of the building are all part of the communal areas and smoking is, therefore, not permitted in those places.
- It is also not permitted to smoke while you are leaning out of a window. If a smoker is living in your flat, please make sure that used cigarette ends are not thrown out of the windows.

Concierge desk

- The estate manager and his colleagues are the first point of contact on all day-to-day questions and queries; their role is to look after the property and the needs of residents. They advise and assist on a range of matters and can organise newspaper and milk deliveries, as well as laundry and dry cleaning.
- The concierge desk will accept parcels and packages for residents. You will be notified about any deliveries for you and, because there is only limited space at reception, you are asked to collect anything which arrives for you as quickly as possible.

Storage, car-parking and bicycle spaces

- There are not enough basement storage rooms or car parking spaces for all the flats. They do, however, become available from time to time for rental by owner occupiers. Further information is available from the estate manager.
- Regulations for the use of parking spaces and basement storage rooms are set out in detailed licence agreements; copies of these can be obtained from the managing agent.
- To avoid damage to the carpets and paintwork inside the building and to ensure that the communal spaces are kept clear, please make use of the bicycle racks in the courtyards. There is no charge for this. You can obtain further information from the estate manager.
- Please note that bicycles are not to be attached to the outside railings.

Removals

- Removals and activities linked to removals must only take place between 9.00 am and 5.00 pm on weekdays. They are not permitted on Saturdays, Sundays and public holidays.
- A refundable deposit of £500 is taken to cover the costs of making good any damage caused in the course of a removal.
- Campden Hill Court provides an advice sheet about removals. This covers selection of removal firms, necessary advance notifications and arrangements on the days of the removal. The advice can be found at the end of these guidelines.
- The estate manager will be happy to advise and assist those moving into and out of the building both before and, as appropriate, during moves.

Garden

- There is a small garden on the east side of the building. The garden was designed as an ornamental feature and is maintained on this basis. As many flats overlook the garden, it is also a quiet area so that residents are not disturbed.
- The entrances to several garden flats are reached by way of a path which runs beside the building at the side of the garden; some of the flats have doors or windows which open onto the path. The garden area is not, however, available for residents. It must not be used as a recreation or social area and children are not permitted to play there.
- The path at the side of the garden must be kept clear at all times.

Pets

- Rental tenants are not permitted to have pets. Owners can obtain from the managing agent licences which authorise them to keep pets.

Campden Hill Court website

- Our website is both the public face of Campden Hill Court to the outside world and a source of quick access to key points of information for flat owners and those who rent flats. On the website, you will find interesting background about the history and character of in the building, as well as useful information about living here. You can access the website at www.campdenhillcourt.co.uk .

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REMOVALS

Before the move

- Campden Hill Court suggests that residents moving into or out of the building should use established removal firms which belong to the British Association of Removers or similar organisations. Experience has shown that cheaper operations tend to use poor quality equipment and untrained personnel and may have no or inadequate insurance, with the likelihood of consequential damage, breakages and need for repairs.
- Please let the estate manager know the date of removal in advance and provide contact details.
- There is no space in the car park for removal vans, so the removal company should contact Kensington Council to arrange on-street parking suspensions.
- The common areas of the building which will be used during the removal will be inspected before and after it takes place. A deposit of £500 must be paid to Aspect Property Management Limited before the move takes place. If there is any damage, the cost of making good will be taken from the deposit.

On the day of the move

- Removals and activities linked to removals must only take place **between 9.00 am and 5.00 pm on weekdays**. They are not permitted on Saturdays, Sundays and public holidays.
- Protective covering will be installed in the lift to be used. Removal firms must ensure that the lift and those parts of the building which are used for access are kept clean and as clear as possible and are not blocked by furniture or boxes. All empty boxes and packing cases should be removed on the day of the removal.
- Priority should be given to residents who wish to use the lift.
- It is important to note that the lifts in blocks D, E and E Centre are very small and were not designed to support the weight of heavy items. Removal firms may wish to consider the use of external hoists.
- Where a flat has its own gas supply, gas meter readings are obtained within the flat concerned. The estate manager will advise about electricity meter readings.