

Knightsbridge Court - Your Welcome Pack



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1. Welcome to Knightsbridge Court!

On behalf of the Owners & Residents Association (RA), we would like to extend you a very warm welcome. The Association's Aims and Objectives are:

- a. To promote the interests of all residents in Knightsbridge Court, and maintain good relations within the community.
- b. To promote all residents' rights and work for the maintenance and improvement of Knightsbridge Court.
- c. To work towards eliminating any forms of discrimination within the community.
- d. To encourage all residents to join, giving everyone a voice, an opportunity to raise any issues of concern, and to be involved with the Association's decision making.
- e. To be non-political and non-profit making.

2. Owners & Residents Association

- a. To contact the RA, please either visit the website (www.wa11ta.org) or email (talk@wa11ta.org).
- b. To join, please register via the website.
- c. Please be aware that the Owners & Residents Association is an independent body of the residents of the building, and are separate from Premier Estates, the property management company.

3. Car Parking

- a. Owner residents will likely be aware that their Lease stipulates they can keep only one vehicle in the car park, and that no visitors are allowed to park in the car park. Residents who are renting their apartment should have been made aware of these conditions by the letting agent.
- b. Spaces in the car park are on a "First Come", first-served basis, that has worked well over the past 20 years.
- c. In the interests of safety, and to keep access to the car park clear for all users, children must not play in the car park, nor can vehicles be repaired or maintained, except by specialist third party services such as: AA/RAC/Green Flag, Battery & Tyre Services, Windscreen Replacement and the like.
- d. Residents can mutually agree to "Double Park" to make extra space, an arrangement that works very well when someone is away from home for a while. Vehicles should be parked with due care and attention to leaving enough space for other car park users. In particular, access areas such as the garages, bins, and the bike shed should remain clear of vehicles at all times.

4. Concierge Service

- a. There is no Concierge Service and never has been - something that some estate agents seem to be unaware of! There is, however, a Caretaker, who attends on a Monday, Wednesday and Friday, from 0700 to 1000 hours.

5. Window Cleaning

- a. Windows are cleaned around four times a year, using a Pure Water System, comprising a pole with a brush on the end.

6. Fire Alarm and Evacuation

- a. Knightsbridge Court has an excellent building-wide Fire Alarm and Smoke Dispersal System, but please make yourself familiar with the evacuation procedures
- b. The Fire Alarm is normally tested on a Friday morning, for a few seconds
- c. Should the building Fire Alarm activate, except for this test:
 - i. Do not use the lift
 - ii. The current guidance from Premier Estates is that you should remain in your apartment
- d. Communal corridors, landings, staircases and entrance hallways should remain clear of personal items at all times, as obstructions are dangerous in case of a fire, and a possible trip hazard even if there is no fire.
 - i. Be aware that Premier Estates can and will remove items making an obstruction, storing them for up to 28 days and potentially charging a storage charge if this happens.

7. Neighbours, Noise and Disputes

- a. Please be aware that noise travels fairly easily between floors and/or walls and can affect your neighbours above, below, and to the side.
- b. The Association would like to request that all residents endeavour to be a good neighbour, and to be considerate to all those around you.
- c. In particular, we request that residents keep noise that may be heard outside the property to a minimum, especially during the night, between 2300 and 0700 hours. This includes late night parties, loud music, and loud exclamations.
- d. We advise that you attempt to get to know your neighbours, so that in the event of a problem with noise, you can easily discuss and resolve it.
- e. If all attempts fail to resolve a noise problem with one of your neighbours, please contact Premier Estates & your landlord/letting agent (if you have one). There are further steps that can be taken which we can advise you of, and alternative authorities to contact for assistance/advice, and we will be able to make contact with the other owner/resident directly if required

8. Water and Water Leaks

- a. Water leaks are the most common cause of damage and insurance claims within blocks of apartments. Cooperation amongst residents/leaseholders is vital in the event of a water leak situation.
- b. Please make an attempt to get to know your neighbours not just either side of you but both above and below your property, so in the event of a need you can quickly contact them to advise of a problem, should your or their water leak.
- c. Be aware that legally, it is the leaseholder's responsibility to resolve problems with leaks when the issue is escape of water between two flats if there is no communal element involved.
- d. If you do suffer a water leak, the best course of action is to:
 - i. Identify the source of the leak and stop it if you can
 - ii. Switch your water supply off at the stopcock in the water/electrical box outside your door as quickly as possible
 - iii. Inform your neighbours, who will no doubt be willing to help, and contact a plumber to fix the issue
- e. It's in everyone's interest to take steps to protect their own property, the property of others, and the building - serious water leaks can cause us all to suffer an increase in buildings contents insurance costs.
- f. A major problem has been that in the building construction, no overflows were fitted to cisterns. Please examine your toilets and ensure that your cisterns have been rectified.
- g. The Building Insurance has an excess of £500
- h. Water is supplied by United Utilities <https://www.unitedutilities.com/>

9. Rubbish & Recycling

- a. There is a refuse and recycling station available in the bin store in the rear right hand corner of the car park. Please ensure all refuse is disposed of correctly, to discourage rats and other vermin, and to keep the area as pleasant as possible:
 - i. Do not overfill any single bin and ensure all lids are closed
 - ii. Do not place food waste in the recycling (blue) bins
- b. Contact Warrington Council will assist with bulky collections (for a fee) via the website <https://www.warrington.gov.uk/bulky> or save money and take to a recycling centre <https://www.warrington.gov.uk/gatewarth-community-recycling-centre>
- c. Bins are emptied, week and week about, on Thursday mornings.

10. Laundry/ Washing

- a. There is a laundry room with a coin operated washing machine located on the first floor.
- b. Washing should not be hung out to dry on windows or from balconies.

11. Bicycles

- a. Bicycles must not be left in the lobby or in corridors (as they are an obstruction in the event of a fire) but can, at your own risk, be kept in the bicycle shed at the rear of the car park

12. Communal Television & Satellite System

- a. This development benefits from a communal television system, negating the need for having to install individual aerials. You or your television engineer should be able to connect to the system within your apartment.
- b. If you have problems with your signal, please contact Premier Estates. You will be advised an engineer is able to attend: however, be aware that if the issue is not communally related and is actually a problem with the wiring within your apartment or access plate inside, you may be liable to the charge.
- c. We advise that you instruct your own contractor to check your own wiring/plate in the first instance.
- d. Please be aware that Premier has a policy of removing any individual dishes/aerials in evidence externally, for instance situated on the structure or on balconies, and of recovering the costs from the leaseholder.

13. Smoking

- a. Please note that under UK law, smoking is illegal within any communal part of the building.
- b. Ash trays are provided at all rear exterior entrances.

14. Door Entry

- a. Apartments (other than one to five) have an Intercom and Door Entry System.
- b. The door entry system is a communal item, and should a fault develop with it, please inform Premier Estates and they will ask a specialist contractor to attend and repair it.
- c. As a rule, unless the person is known to you, please do not let random individuals tailgate you into the common areas without showing you proper identification, for instance as a delivery driver.

15. Security

- a. Unsecured doors compromise security for all residents within the building, so please ensure all communal doors are secure after you enter and exit through them.

16. Responsibility

- a. It is the leaseholder's responsibility to make their tenants aware of these obligations.

17. Disclaimer

- a. While this guide is provided by the Owners & Residents Association in good faith, the Owners & Residents Association accepts no responsibility for the contents, this guide does not form part of any legal agreement, and persons should make their own enquiries.

Note 1. If you have suggestions on improving this Welcome Pack please email: talk@wa11ta.org

Note 2. The current version of this document can be found in the Member's Area of the Website: www.wa11ta.org

Note 3. Knightsbridge Court Owners & Residents Association is not authorised to give Financial or Legal Advice.

V1.6 - 21 December 2022