

# West End Quay

Paddington W2

## Tenant's and Sub-Tenant's Handbook

AUGUST 2009

"Five minutes to the West End,  
Fifteen minutes to the rest of the world:  
London's prestige waterside quarter."

Website Version 3  
(subject to revision/amendment)

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# 1.0 Introduction

## 1.1 Purpose of the Handbook

- 1.1.1 This Handbook is for the benefit of: Tenants (Apartment Owners) who are resident in an apartment in one of the buildings comprising West End Quay; Tenants who are not resident at West End Quay; Sub-Tenants (individuals who have rented an apartment from a Tenant) and who are resident in an apartment in one of the buildings comprising West End Quay.
- 1.1.2 The Handbook is not a fully comprehensive document, but is designed to address frequently asked questions and to provide guidance on required and expected modes of behaviour to ensure harmonious living conditions at West End Quay.
- 1.1.3 Information in the Handbook is provided as a guide and is not intended to replace in any way detailed instruction manuals on various aspects of your apartment. When addressing any issues in your apartment you should always refer to the detailed instructions and/or employ the services of a qualified contractor.
- 1.1.4 This Handbook is intended both to supplement and, in some areas, to supersede information contained within the original 'Black Book' provided to each apartment Owner when he/she took possession. This 'Black Book' contains much useful information on the original equipment suppliers plus some useful maintenance hints.

## 1.2 Disclaimers

This Handbook has been prepared for the benefit of all residents of West End Quay. It is not intended to be a comprehensive work of reference nor, most importantly, a statement of legal liability; you should refer to your lease and related regulations in that regard. It has been prepared to assist all residents and to address certain regularly raised questions concerning living in West End Quay. It is intended to be of value to Owners, Tenants and Sub-Tenants and should lead to all of us enjoying a higher quality of life as residents of West End Quay.

## 2.0 Structure and Governance

### 2.1 The Landlord

2.1.1 The West End Quay Development (WEQ) comprises three separate blocks of apartments with a common basement:

- Block A: Westcliffe Apartments
- Block B: Peninsula Apartments
- Block C: Balmoral Apartments

2.1.2 WEQ is situated on a 1 acre parcel of land forming the eastern section of the Paddington Basin Development that covers some 70 acres extending from Paddington Station to Edgware Road.

2.1.3 The Head lease to this 1 acre of land currently vests with Freehold Managers (Nominees) Limited – The Landlord.

2.1.4 As a Tenant (Owner) of an apartment you are, therefore, technically leasing your apartment on a long term lease from the Landlord – Freehold Managers (Nominees) Limited. As such you are actually a Tenant. Any reference to “Tenant” in this Handbook means the owner of the long term lease of an apartment in WEQ (see section 8.1 for a glossary of terms).

2.1.5 The term of the lease is 990 years dated from 1 January 2001.

2.1.6 As a Tenant you can sell your right to the lease which technically is termed “assignment of the lease” (see section 7.12)

2.1.7 As a Tenant you may also sub-lease your right to the lease (see section 7.15) which technically is termed under-letting (see 8.1 for the glossary of terms). Any reference to Sub-Tenant in this handbook means the occupiers of an apartment that has been let from a Tenant (owner of the lease).

2.1.8 A Sub-Tenant is not permitted to further sub let to another party.

### 2.2 Corporate Structure

2.2.1 There are 5 companies that comprise the corporate structure at West End Quay:

- WEQ (Block A) Management Limited

- WEQ (Block B) Management Limited
- WEQ (Block C) Management Limited
- West End Quay Estate Management Limited (WEQEML)
- WestRes Limited

2.2.2 WEQ (Block A) Limited is a company limited by guarantee and as such has no share capital. All Tenants of apartments in Block A are Members of WEQ (Block A) Limited and Member's liability is limited to £1 (one pound). If joint Tenants, both shall be Members, but the joint holders only get one vote which will be cast by the person's name that is listed first on your lease. If you sell your apartment (assign the lease) you cease to be a Member of the Block Company and the new Tenant becomes a Member instead.

2.2.3 The primary purpose of WEQ (Block A) Limited is to undertake the management and administration of Block A on behalf of the members (Tenants) of Block A.

2.2.4 For WEQ (Block B) Limited and WEQ (Block C) Limited, paragraphs 2.2.2 and 2.2.3 would be exactly the same, merely replacing "A" with "B" or "C" depending upon the block in which you are a Tenant.

2.2.5 West End Quay Estate Management Limited is a private company limited by shares. Each Block Company owns one share of West End Quay Estate Management; no shares are held by any individual Tenant.

2.2.6 The primary purpose of West End Quay Estate Management Limited is to undertake the management and administration of the communal areas (including car parking) of the West End Quay Estate on behalf of the three Block Companies.

2.2.7 WestRes Limited is a company limited by guarantee and as such has no share capital. All Tenants of the three Blocks are also members of WestRes Limited and Member's liability is limited to £1 (one pound). If you sell your apartment (assign the lease) you cease to be a Member of WestRes Limited and the new Tenant becomes a Member instead.

2.2.8 The primary purpose of WestRes Limited is to coordinate the activities of the three Block Companies and West End Quay Estate Management Limited to facilitate the management of the West End Quay Estate (WEQ).

2.2.9 From the above (2.2.2 & 2.2.7), it can be seen that all Tenants are Members of one Block Company and of WestRes Limited.

**2.3 West End Quay Resident's Association (WEQRA)** *(This section will be included in future versions)*

**2.4 Governance** *(This section will be included in future versions)*

## **3.0 Block and Estate Services**

Basin wide services are provided by Paddington Basin Management Limited (PBML), but not including WEQ. Each Block Company (see sub-section 2.2.1) provide services specific to each Block and WEQEML (see sub-section 2.2.1) provide services to the areas that are common to all three blocks that comprise WEQ: Westcliffe, Peninsula and Balmoral.

**3.1 Basin wide services** *(details of these services will be added in a subsequent version)*

### **3.2 Block and Estate Services**

3.2.1 WEQEML appointed Peverel OM Ltd (Peverel) to be the Managing Agents for WEQ (see appendix 8.3 for contact information) who manage WEQ in accordance with the wishes of the Tenants and Sub-Tenants as represented by the Management Committee of WEQRA (see section 2.3).

3.2.2 The services provided by Peverel are specified in the Fourth schedule (Block services) and Fifth schedule (Estate services) of your (the Tenant's) lease. The services provided can be added to from time to time, as appropriate, by the Management Committee. An overview (non-exhaustive) of the services currently provided by Peverel is set out in sub-sections 3.4.1 to 3.4.7.

3.2.3 Peverel has appointed a full time Development Manager – Mr. Sunny Uppal (see appendix 8.3 for contact information). The management and maintenance of WEQ together with employing, training and supervising of WEQ staff are all the responsibility of the Development Manager including Concierge staff (see sub-section 3.4.2).

### **3.3 Lifts**

3.3.1 Lifts are provided to all floors, including the basement parking levels.

3.3.2 There are no service lifts, so the lifts also have to be used to move in and out and transport large items. It is essential that you adhere to the moving in and out procedures so that lifts can be reserved and properly protected (see section 7.8).

3.3.3 Each lift has an emergency button clearly marked as a 'bell'. When this button is pressed a telephone connection is established with the lift maintenance company who will contact the duty Concierge to establish the nature of the problem and advise on the appropriate action to be taken (see section 4.0 for Emergency Procedures).

### **3.4 Services provided by Peverel**

The services provided by Peverel are specified in Schedule 4 (Block services) and Schedule 5 (Estate services) of your lease. A non-exhaustive list of the services provided follows:

3.4.1 **Budgeting and accounting** (see section 3.5).

3.4.2 **The Concierge Staff** perform a number of important functions for WEQ and are on duty 24 hours a day in each Apartment Block – though there may be occasions during the night when they are 'taking a break'. Maintaining a good relationship with the Concierge staff is very important – they are vital to the smooth running of WEQ (see appendix 8.3 for contact information).

The Concierge provides such services as:

- Receiving deliveries on your behalf (see section 7.6)
- Being your first point of contact for emergencies (see section 4.0)
- Holding spare keys for your apartment (if you so desire), provided a disclaimer is signed
- Providing first level security by monitoring access to each Block and monitoring the WEQ CCTV. The Concierge staff are not however responsible for security (see sub-section 3.4.6)
- Dry cleaning and laundry can be left with the duty Concierge for collection and held for subsequent delivery. Details of this service can be obtained from the duty Concierge.
- Moving in and out of your Block or moving large items must be arranged with the Concierge staff who administer the moving in and out procedures (see section 7.8)

3.4.3 **Insurance** (see section 7.7).

3.4.4 **Re-decoration** of all outside wood, iron, cement and stucco usually so painted is the responsibility of each Block Management Company (delegated to

Peverel) on a five year cycle. The internal common areas will be re-decorated as and when each Block Management company believes this to be necessary (as determined by the WEQRA Management Committee). You (the Tenant) are also under an obligation in terms of your lease to re-decorate your apartment at a minimum every five years.

3.4.5 **Refuse Collection** (see section 7.11).

3.4.6 **Security** (see section 5.0 and section 7.13).

3.4.7 **Window cleaning** (see sub-sections 7.4.2 and 7.4.3).

### **3.5 Service Charges and Financial Statements**

3.5.1 Two to three months before the end of the financial year (30<sup>th</sup> June) Peverel will prepare a budget for both WEQEML and each Block Company. The budgets will be approved by the Management Committee.

3.5.2 The approved budgets will be used by Peverel to issue demands to each Tenant. Block service charges and WEQEML service charges will be calculated in proportion to the area (square feet/metres) of your apartment and invoiced accordingly.

3.5.3 Where major works are anticipated or required, notices will be sent to all owners in terms of Section 20 of the Landlord and Tenants Act 1985 setting out the full details of the proposed works. This gives you (the Tenant) the opportunity to lodge any objections in accordance with the instructions on the notice.

3.5.4 Service charge demands are issued to you (the Tenant) half yearly on the 1<sup>st</sup> July and 1<sup>st</sup> December; one invoice will be issued to you by your Block Company to cover both the Block Company costs and the Estate Company costs. The Block companies will reimburse the Estate Company for expenses it incurs on behalf of the Block companies. The service charge invoice is payable on demand. Any excess costs, as determined by the annual financial statements, will be added to subsequent demands and equally any savings will go towards reducing subsequent demands.

3.5.5 If you own a parking space you will receive demands to cover your proportionate share of the cost of operating the basement parking. This is included within the service charge invoice.

3.5.6 As a Tenant you are entitled to receive a copy of the annual financial statements of your Block Company and of WEQEML. These will be sent to you immediately upon completion of the audit.

**3.6 Storage** (See section 7.14)

## 4.0 Emergency Procedures

### 4.1 Fire Precautions

4.1.1 If you suspect a fire anywhere within your apartment or anywhere within the Development, you should immediately contact the duty Concierge (see appendix 8.3 for contact information) by the fastest possible means. The duty Concierge will alert the fire brigade. If you are unable to contact the duty Concierge call 999 giving your location (West End Quay, Apartment number etc.). You should note the following:

- Your Apartment Block has fire doors on every floor enclosing the stairwells and lift lobbies
- The internal doors of the apartments are fire resistant – keep them closed in the event of a fire
- Fire hose dry risers are situated on every floor
- There are no hoses or portable fire extinguishers in corridors
- The basement car parks are protected by a water sprinkler system and are activated either from the break glass system or by direct heat on the sprinkler head
- The main staircases and emergency staircases serve as fire exits and fire exit signs show the way to the nearest staircase

4.1.2 Your apartment has a smoke detector located in the hallway (see section 6.9).

### 4.2 Electricity Failure

Electricity failure can either be localised to your apartment or be a supply failure affecting your whole Block or area:

4.2.1 Firstly check the extent of the failure by determining if the lights in your apartment and the main corridor are working. If the lights in the corridor are working, it is likely it is a localised failure of one of the sub circuits within your apartment.

4.2.2 If the problem is localised to your apartment, check the circuit breaker box (see sub-section 6.3.2) for a tripped sub circuit switch. If there is a sub circuit failure the circuit breaker switch will be “off”. Switch off all appliances on the tripped circuit and reset the switch to the “on” position. Now re-introduce the appropriate appliances one at a time.

4.2.3 In the event of a total failure, check with the duty Concierge to ensure they have contacted the appropriate authority.

4.2.4 If you are in any doubt regarding your electricity supply you should call an electrician (see appendix 8.3 for contact information).

### 4.3 Water Leaks/Flooding

- 4.3.1 If a water leak occurs within your apartment it is essential that the water supply is shut off immediately in order to avoid damage to both your apartment and other apartments (see sub-section 6.13.3 for information on the location of the shut off valve). You should then call the duty Concierge immediately (see appendix 8.3 for contact information) to report the leak and get any necessary further instruction.
- 4.3.2 There is another shut off valve outside your apartment in the ceiling above the door. In an emergency the duty Concierge can shut off the water if you are not available and your key has not been left with Concierge.
- 4.3.3 It is possible that you may get water leaks from the Comfort Cooling System pipe work in which case the water will be coming from the ceiling. Contact the duty Concierge immediately (see appendix 8.3 for contact information) to shut off the cooling system valve located outside your apartment.
- 4.3.4 Severe water leaks may cause flooding and damage to both your and other apartments. It is your responsibility to check your plumbing regularly.
- 4.3.5 You should take every precaution to avoid water leakage; you (the Tenant) are reminded that in the terms of your lease you are responsible for the proper maintenance of your apartment. It is advisable therefore that you ensure a qualified technician periodically to check the water connections to your appliances and the Comfort Cooling System (see section 8.3 for contact information).

## 5.0 Development Security

WEQ has a 24 hour Concierge service (see sub-section 3.4.2) in each Block for security as well as a CCTV system with 24 hour recording facilities. There are four distinct features to assist in providing you with a safe living environment:

- A basin wide security system
- WEQ CCTV to monitor various aspects of the development
- Electronic access control to the common areas (see section 7.13)
- Video entry phone connection to each apartment (see section 7.13)

Security at WEQ is of paramount importance and you (Tenants and Sub-Tenants) have your role to play to ensure a safe environment. In addition to the systems provided, you are encouraged to observe the following basic rules:

- When entering or leaving your block do not allow anyone access to the building unless they are known to you. If someone does enter that is not known to you, inform the duty Concierge immediately (see section 8.3 for contact information)
- Do not, under any circumstances, allow access to your block to callers using the video entry phone system unless the caller is known to you
- Do not exit the block via the emergency escape doors; this could activate an alarm
- Inform the duty Concierge immediately if you observe anything suspicious (see section 8.3 for contact information)
- Keep your apartment door closed and adequately secured at all times and double lock the door when you go out
- Inform the duty Concierge if you are expecting any contractors or guests as the Concierge cannot allow access without the appropriate authority
- It is useful to leave a key with the Concierge which will be kept in a secure and safe place (but at your risk) for emergency access (in case of flooding for example) or to assist you should you have mislaid your keys

**5.1 Key Card Access System** (see sub-section 7.13.1). (To be updated once biometric security has been installed)

**5.2 Video Entry Phone** (see sub-section 7.13.4).

**5.3 Basin wide security**

5.3.1 Security is provided by a combination of foot patrols and CCTV.

## **5.4 West End Quay CCTV**

5.4.1 A system of CCTV colour television cameras has been installed for your safety. All cameras have monitors and record images 24 hours a day.

5.4.2 The duty Concierge staff in each Block monitors the CCTV from the reception areas and are trained to report suspicious activity.

## **6.0 Your Apartment's Equipment**

Your apartment is equipped with a number of appliances and systems with which you will need to become familiar. The operation and maintenance of the equipment within your apartment is entirely your responsibility. This section provides an overview of the equipment.

### **6.1 Contacts - Useful Names and Numbers**

6.1.1 Refer to appendix 8.3 for a list of these names. The list is constantly updated so be sure to look at the WEQRA website for updates (see section 6.14).

### **6.2 Comfort Cooling and Heating (the system)**

6.2.1 The cooling and heating of your apartment is operated by the same system; hence both cooling and heating are covered in this section.

6.2.2 If you are not familiar with the system you should call a qualified contractor who is familiar with the system installed at WEQ and who can instruct you on its proper use and maintenance (see appendix 8.3 for contact information).

6.2.3 If you are more of a DIY person, then the full written instructions for the system (and hot water system referred to in section 6.6) were supplied in a manual when your apartment was handed over by the Developers and should be in your possession. If you do require a copy, you should contact Peverel (see appendix 8.3 for contact information).

6.2.4 The system is, in the first instance, switched on through a control box labelled Quickline 11, Square D which is usually located together with the electrical circuit breakers in the hallway cupboard (not the utility cupboard). In this box you will find a timer and "on/off" switch which is protected by small transparent plastic cover.

6.2.5 Lift the plastic cover and locate the green "on/off" switch. If the switch is all the way up then the system is off; if it is switched all the way down then the system is activated. Remember however that the cooling and heating will only operate if you also switch on the thermostats which are located in each room.

6.2.6 There is also a timer facility which allows you to switch the system on and off automatically at specified times. To activate this facility the "on/off" switch should be switched to the middle position between on and off. The timer will

then have to be set. Instructions for setting the timer are in the manual referred to in sub-section 6.2.3 or ask your contractor to demonstrate this facility.

6.2.7 Control of the temperature in your apartment is by way of thermostats located in each room; in other words the temperature in each room is controlled separately. After switching the system on, as described in sub-sections 6.2.5 and 6.2.6, you will then also need to switch on the thermostats; unless these are switched on, the system will not function.

6.2.8 Cool air is distributed through the ceiling vents in each room; the heating however is distributed through skirting board heating panels rather than the ceiling vents. Hence, when the room is being heated, you will not hear the fan.

6.2.9 When turning the dial to decrease or increase the temperature in a particular room you need to turn it through two clicks; if you do not do this you will be in a "dead zone" and the system will not function.

6.2.10 A number of apartments also have skirting board heating in the hallways (not cooling) which is operated by an electrical switch and a separate thermostat usually located in the hallway.

6.2.11 There are two other forms of heating in your apartment: heated towel rails and under floor heating in the bathroom/s:

- The heated towel rail/s is switched on using a switch/es that is usually located either outside each bathroom or in the hallway closet (not the utility room). The towel rails are not on a thermostat so be sure to turn them off when you do not require them
- The under floor heating switches are usually located alongside the switches for the heated towel rails. However to activate the under floor heating you also need to activate the thermostats which are usually located in the utility cupboard. Once the thermostats and switches are activated, a small light illuminates on the thermostat

6.2.12 Incorrect levels of moisture and condensation in your apartment can cause damage to the finishes as well as attract severe mould. It is your responsibility to ensure your apartment is properly acclimatised. You should consult your contractor referred to in sub-section 6.2.2 about the appropriate ventilation processes for your apartment.

### **6.3 Electricity**

6.3.1 Electricity is supplied by EDF Energy and each apartment has its own electricity consumption meter located in a common locker on each floor. You will be invoiced separately by EDF Energy.

6.3.2 Your apartment has two Quickline 11, Square D electrical circuit breaker boxes usually located in the hallway cupboard (not the utility cupboard). The breakers are all numbered and there should be a list near the boxes

explaining what equipment each breaker controls. If you do not have the list please contact Peverel (see appendix 8.3 for contact information).

#### **6.4 Finishes and Fittings**

6.4.1 Details of all the original finishes and fittings can be found in appendix 8.4.1.

6.4.2 Instructions for maintenance and cleaning of kitchens and Poliform wardrobes can be found in appendix 8.4.2.

6.4.3 Supplier specifications for finishes, fittings and equipment can be found in appendix 8.4.3.

#### **6.5 Heating** (see section 6.2)

## **6.6 Hot Water – PulsaCoil 2000 (the system)**

- 6.6.1 The system is usually located in the utility cupboard in the hallway of your apartment.
- 6.6.2 If you are not familiar with the system you should call a qualified contractor who is familiar with the system installed at WEQ and who can instruct you on its proper use and maintenance (See appendix 8.3 for contact information).
- 6.6.3 If you are more of a DIY person, then the full written instructions for the system (and comfort cooling and heating system referred to in section 6.2) were supplied when your apartment was handed over by the developers and should be in your possession. If you do require a copy, you should contact Peverel (see appendix 8.3 for contact information). Operating instructions may also be printed on the front of the unit.
- 6.6.4 To switch on the system you need to switch on the pump switch and the immersion heater switches also located in the utility cupboard. You will note that there are two immersion heater switches – middle and bottom (some apartments may only have one immersion heater, typically the one bedroom apartments). If you are a heavy user of hot water keep both switched on. If you want to save some electricity you can switch off the middle immersion heater. If you want to save even more electricity you can keep the middle immersion heater on and the bottom one off, but this will further limit your supply of hot water.
- 6.6.5 A green indicator light glows on the unit if the system is operating correctly. If the green indicator light is off and a red indicator light is on, it usually means the overheat trip has cut power to the system and needs to be reset. You can try pushing the reset button inside the front cover of the immersion heater, but it is advisable to have your system checked by a qualified contractor as noted in sub-section 6.6.2.
- 6.6.6 There is always some evaporation from the system which is compensated for by a small header tank which tops up the cistern. It is essential therefore that you inspect the level and make sure it is always half full. If you have a contractor doing annual maintenance they should check the water level.

## **6.7 Kitchen Appliances**

- 6.7.1 The original appliances have been supplied by well known and reputable manufacturers. If you still have the original appliances you will find the details in appendix 8.4.3.
- 6.7.2 If you are not familiar with the appliances you should call a qualified contractor who is familiar with the appliances installed at WEQ and who can instruct you on their proper use and maintenance (see appendix 8.3 for contact information). Alternatively you can refer to the manuals which should be in your possession. If you do not have the manuals, you should contact the manufacturer of the appliance.

## **6.8 Lighting**

- 6.8.1 Original ceiling lighting provided in your apartment is 12 volt halogen with each lamp having a transformer located in the ceiling space above the lamp.
- 6.8.2 Replacement of bulbs is your responsibility and can be done by pulling down the bulb from the holder. It can be quite tricky so be careful not to break the bulb.
- 6.8.3 In the event of problems it is advisable to contact an electrician (see appendix 8.3 for contact information)
- 6.8.4 Some apartments have had bespoke mood lighting and sound systems installed; the instructions on their use and maintenance should be in your possession.

## **6.9 Smoke Detector/Alarm**

- 6.9.1 The detector is usually located in your hallway; if you have a duplex apartment it will usually be located in the hallway on the bottom floor.
- 6.9.2 It is mains operated with a 9V alkaline battery (6LR61) for back up in the event of mains failure. The batteries typically last 2-3 years; however you should check at least yearly to ensure they still have power.
- 6.9.3 On detecting smoke a high pitched audible warning emanates from the detector. In such an event you need to follow the emergency procedures described in section 4.0.
- 6.9.4 You should test the detector at regular intervals (weekly) by pushing the plastic button on the fascia of the detector. When the button is pushed again, the sound will stop.
- 6.9.5 Your detectors do have a shelf life and will need to be replaced. The "sell by date" can be found by removing the detector from the ceiling and looking underneath. If you still have your original detector, it should typically be replaced in 2012/2013.

## **6.10 Telephone**

- 6.10.1 '1st Connect' (see appendix 8.3 for contact information) manages the Development's telephone and broadband system.
- 6.10.2 It is possible to use alternative providers such as BT if this is what you prefer (see appendix 8.3 for contact information).
- 6.10.3 You are responsible for paying all your telephone charges billed by your selected provider.

## **6.11 Television**

- 6.11.1 WEQ offers 30 free television channels; information on which channels are available can be obtained from Peverel (see appendix 8.3 for contact information).

6.11.2 If your requirements go beyond the 30 free channels, then you can install the SKY satellite service (see appendix 8.3 for contact information). The cost of the SKY service will be for your account and should be arranged directly with Sky.

6.11.3 You are reminded that you are not permitted to erect your own satellite dish.

## **6.12 Toilets**

6.12.1 The toilets installed in your apartment are flush valve and can be prone to continuous overflow into the toilet bowl.

6.12.2 If you detect such leakage then this could be an indication that either the flush valve is leaking and needs to be replaced or the inlet flow valve is leaking and you should call a plumber to inspect the problem (see appendix 8.3 for contact information).

## 6.13 Water

6.13.1 Water is supplied to the development and then to each apartment by Thames Water.

6.13.2 WEQEML is charged for total water consumed and the costs form part of your apartment's service charge. You have no direct relationship with Thames Water.

6.13.3 The water supply to your apartment can be turned off at the isolating (shut off) valve usually located in the utility cupboard that houses the hot water cistern. It should have a small disc hanging from it which is clearly marked "Mains Cold Water Shut Off". You must familiarise yourself with this valve as in case of flooding you can immediately turn off the water supply to minimise flood damage.

6.13.4 In the event of problems with the water supply you need to contact Peverel (see appendix 8.3 for contact information).

## 6.14 WEQRA Website

6.14.1 The WEQRA website [www.weqra.com](http://www.weqra.com) is a very important resource. We encourage you to sign in on a regular basis and find out what is happening in WEQ and the Paddington area. Information you can expect to find on the website includes:

- A regular Management Newsletter from Peverel, providing topical information about issues that affect you as a Tenant or Sub-Tenant
- Notices about upcoming events that WEQRA organise to facilitate communication among residents. Events have in the past included the Christmas Party, the Summer Party and periodic BBQs
- News about other local events (e.g. Fireworks in Cleveland Square, the Barge Festival in Little Venice etc.) and links to local places such as the Frontline Club and restaurant
- Information on discounts offered from time to time by local traders
- A regularly updated copy of this Handbook
- Useful contact information for tradespeople who have been used by Tenants and Sub-Tenants and who are familiar with WEQ; for things such as general maintenance for your apartment, plumbers, electricians, newspaper delivery etc. (remember you employ people at your own risk and WEQRA can in no way take responsibility for any tradesperson employed by you even if that person is listed in the website and this Handbook)

6.14.2 There is also a Message Page that allows you to interact with other residents and to post queries.

6.14.3 The website is under continuous development and we soon hope to have a facility to enable us to reflect life in WEQ and allow you to post photos of life around Paddington Basin.

## **7.0 Resident's Responsibilities**

### **7.1 The Lease**

Your responsibilities as Tenant are contained in Clause E and the Sixth Schedule of your lease as well as additional responsibilities determined from time to time in terms of Section 28 of Clause E. You should be properly acquainted with the detailed provisions of your lease, but your responsibilities include:

- 7.1.1 Showing consideration for your neighbours.
- 7.1.2 Using the apartment only as a private residence for one family unit.
- 7.1.3 Not sub-letting your apartment for less than 180 days or to students who are not family members. Also into ensure any Sub-Tenant does not have the right to sub let your apartment to another party.
- 7.1.4 Keeping the halls, staircases and landings free from obstruction.
- 7.1.5 Cleaning the internal and external (where applicable) windows at least once a quarter.
- 7.1.6 Keeping the exterior of the property (including balconies/patios) free of any storage, washing, aerials and satellite dishes, and anything else that negatively impacts upon the aesthetics of the building exterior.
- 7.1.7 Not to hang or expose so as to be visible from outside your apartment any clothes, washing or other articles of any description.
- 7.1.8 Keeping your parking space (if included in your lease) clean and tidy and to use it only for parking a private motor car or motor cycle.
- 7.1.9 Paying all charges including Council tax; ground rent; electricity; telephone/broadband; service charges.
- 7.1.10 The behaviour of Sub-Tenants (see section 7.15). It is emphasised that a Sub Tenant may not further sub let to another party.

For further clarification, examples of other Tenant responsibilities are set out below.

### **7.2 Alterations**

- 7.2.1 You cannot make any external or structural alterations to the exterior of your apartment.
- 7.2.2 You can make non-structural alterations inside your apartment, but you must first obtain the Landlord's written approval via Peverel (see appendix 8.3 for contact information) prior to contracting with a third party and/or the commencement of any work/alterations.

### **7.3 Balconies/Patios (if any)**

- 7.3.1 The balcony/patio must be kept clean and unobstructed.
- 7.3.2 No alterations or additions are permitted.
- 7.3.3 You cannot use the balcony/patio for any form of storage or the placement of aerials and satellite dishes.
- 7.3.4 You cannot hang or expose anything so as to be visible from outside the demised premises (your apartment).
- 7.3.5 Flower boxes hanging on the exterior of the balcony/patio are not permitted as they may be a danger to people below. However, flowers/shrubs etc. are encouraged provided they do not overhang your balcony (see appendix 8.3 for approved flower box supplier suggestions and contact information).
- 7.3.6 It is forbidden to throw anything (including cigarette and cigar butts) from your balconies/patio. In fact such actions are a criminal offence subject to prosecution.

#### **7.4 Cleaning and Maintenance**

- 7.4.1 Common areas will be cleaned on a regular basis by specialist contractors engaged by Peverel.
- 7.4.2 External windows will be cleaned by a contractor appointed by Peverel where it is not possible to clean the external surface from inside the apartment.
- 7.4.3 Cleaning internal windows and external windows where they are safely accessible is your responsibility (see appendix 8.3 for suggestions on window cleaning contractors and contact information).

#### **7.5 Council Tax**

- 7.5.1 You (the Tenant) are responsible for the payment of Council Tax on your apartment.
- 7.5.2 If you require assistance to make sure that you are properly registered as a Tenant or Sub-Tenant with the City of Westminster, please ask the duty Concierge for the appropriate forms.

#### **7.6 Deliveries**

- 7.6.1 The duty Concierge will accept letters/parcels for you provided they are a reasonable size and a disclaimer has been signed.
- 7.6.2 You can sign a blanket disclaimer providing the authority for the duty Concierge to accept letters/parcels on your behalf. If you do not sign a blanket disclaimer then you need to inform the duty Concierge if you are expecting a delivery and sign a specific disclaimer. The duty Concierge cannot accept deliveries without a signed disclaimer.
- 7.6.3 The duty Concierge will inform you when they are holding items for collection. Due to the shortage of storage space you are required to pick up parcels as soon as possible, but not more than 30 days after notification. If parcels are

not collected within this time they will have to be returned to the sender, unless you have made special arrangements with the Concierge (see appendix 8.3 for contact information).

7.6.4 Large items (e.g. furniture and appliances) cannot be accepted by the duty Concierge due to storage space limitations and should be dealt with in terms of the "moving in and out" instructions in section 7.8. You will have to ensure that there is someone available in your apartment to receive such deliveries.

## **7.7 Insurance**

7.7.1 It is the responsibility of Peverel to insure the building structure and common elements of the development. The premiums for this insurance are included in your service charges.

7.7.2 It is your responsibility to arrange your own home owners/contents insurance (see appendix 8.3 for insurance company/insurance broker suggestions and contact information). You should be aware that some policies do not provide cover for water damage when an apartment is unoccupied for 30 days or more and you could consequently be responsible for any damage that may occur to your and other apartments.

7.7.3 It is recommended that you have adequate public liability insurance. For example, if you or someone in your apartment allows a bath to overflow which causes damage to other apartments, then this will be your liability.

7.7.4 If a potential claim arises related to a WEO insured risk (e.g. fire, water damage from storms, flood or burst pipes) you need to:

- Immediately inform Peverel (see appendix 8.3 for contact information)
- Peverel will inspect the damage and it is their sole decision to determine whether a claim should be submitted
- Peverel will advise you on the process for submitting a claim if they determine that one should be made. The insurance company will not process any claims without the authority of Peverel
- In the event that a claim is paid, the insurers may not settle the claim in full. There may be excess related to the policy or the insurer may determine that some of the cost relates to normal wear and tear. In such an event, you will be responsible for the balance of the cost

## **7.8 Moving In and Out**

7.8.1 Moving household goods and large items can be a nuisance to other residents and potentially cause damage to the building. It is important therefore that you adhere to the correct procedures.

- 7.8.2 It is the Tenant's responsibility, in the case of sub-let, to inform the Sub-Tenant of the procedures either through your letting agent or directly.
- 7.8.3 Moving can only take place between 9:30 AM and 5:00 PM from Monday to Friday and until 12 noon on Saturdays.
- 7.8.4 The duty Concierge must be informed (see appendix 8.3 for contact information) 48 hours before any anticipated move so they can make sure that a lift is assigned and properly protected with a padded curtain for the duration that the lift is required. The duty Concierge will also complete the Resident's Information Form at this time.
- 7.8.5 If the procedures are not followed, the duty Concierge has instructions not to allow the move until the proper procedures are in place which, at a minimum, will cause the move to be delayed 48 hours.

## **7.9 Parking**

- 7.9.1 All parking spaces are in the basement on levels P1 and P2; they are private property purchased by individual Tenants and the numbered parking spaces are allocated by Peverel.
- 7.9.2 Access and exit to/from the parking is from/to South Wharf Road and is entered by using your key card; the same key card must be used to exit as you used to enter. You must park your private vehicle or motor bike within the painted parking bay.
- 7.9.3 To access your apartment block from the basement parking, it is necessary to use the same key card; your key card will only allow you access to your apartment block.
- 7.9.4 Your parking space, or any open area on P1 and P2, cannot be used for any form of storage whatsoever including any flammable or explosive substances.
- 7.9.5 It is your responsibility to apply to Peverel (see appendix 8.3 for contact information) for a parking permit which must be properly displayed and visible. Vehicles without a parking permit will be clamped and ultimately towed away by the Parking Authority.
- 7.9.6 Washing of vehicles is permitted, but only in the designated wash bays on P1 and P2. The P1 car wash bay is located between parking spaces 43 and 44 (near the entrance ramp). The P2 car washing bay is located in a similar position between parking spaces 57 and 58.
- 7.9.7 There are no visitors' parking bays; visitors, including trades, must find parking in the street or the closest parking facility. The closest parking facilities are listed in appendix 8.3.
- 7.9.8 The duty Concierge has strict instructions not to admit vehicles without the necessary parking permit.

## **7.10 Pets**

7.10.1 Pets cannot be kept in your apartment.

7.10.2 In exceptional circumstances application can be made to Peverel (see appendix 8.3 for contact information) for permission to have a pet; it is in their sole discretion to give such written permission.

7.10.3 In the event that written permission is granted, such permission can be withdrawn at any time.

## **7.11 Refuse and disposal of large items**

7.11.1 You are required to dispose of normal household refuse via the refuse chute located in cupboards on each floor; do not leave bags of refuse on the floor of the refuse chute cupboard.

7.11.2 Do not include sharp items such as broken glass or liquid in your normal household chute refuse; these items must be taken directly to the refuse room in the basement.

7.11.3 If your refuse bag is too large for the chute, you are required to take it to the refuse room in the basement; it must not be left on the refuse chute cupboard floor.

7.11.4 There are recycling facilities located on each basement level.

7.11.5 It is your responsibility to dispose of large unwanted items. Consult the City of Westminster (see appendix 8.3 for contact information) who will advise you of the correct procedure depending on the nature of the item.

## **7.12 Sales**

7.12.1 Technically, in terms of your lease, a sale is an "assignment of your lease".

7.12.2 Your solicitor and your estate agent will handle all the formalities required for the assignment of your lease.

7.12.3 The purchaser's solicitor is required to serve notice of the lease assignment on the Landlord's solicitors who will, in turn, advise Peverel.

7.12.4 No estate agent boards are permitted on the development.

## **7.13 Security**

Security at WEQ is of paramount importance and you have your role to play to ensure a safe environment (see section 5.0 for Development Security). There are four distinct features to assist in providing you with a safe living environment:

- A basin wide security system (see section 5.0)
- WEQ CCTV to monitor various aspects of the development (see section 5.0)
- Electronic Key Card Access control to the common areas

- Video entry phone connection to each apartment.

7.13.1 **Key Card Access** is required for the following entry points: **To be updated when biometric security is installed)**

- Basement levels 1 and 2 parking via the vehicle entry portcullis gate on South Wharf Road
- Individual block entrance lobbies from the two levels of the basement car parks
- Block entrance lobbies from the street

Your Key Card will only allow you access to your Apartment Block.

7.13.2 You can purchase Key Cards from the duty Concierge (see appendix 8.3 for contact information) who will ensure that the transaction is properly recorded; Sub-Tenants will require the permission of the Tenant to purchase a Key Card. The duty Concierge has no authority to issue cards without the proper permission.

7.13.3 Stolen/lost cards should be reported immediately to the duty Concierge (see appendix 8.3 for contact information) so they can be de-activated.

7.13.4 The video entry phone points are located outside each block. For your visitors to gain access to your apartment, you should follow the steps below:

- Enter the apartment number and the press "call" or "enter" button
- The apartment occupant will observe or speak to the person trying to gain access
- If the person is known to you, press the "key" button which will open the door to allow entry
- To call the duty Concierge from your apartment, press the "key" button (do not lift the handset) and the duty Concierge will then call you back; you then pick up the phone and talk to the duty Concierge.

## 7.14 Storage

7.14.1 In sub-sections 7.3.3 and 7.9.4 it is pointed out that balconies/patios and your parking space cannot be used for storage of any kind. Your lease is in fact very clear that you cannot have anything that is visible from outside your apartment that negatively impacts the aesthetics of WEQ.

7.14.2 WEQ does have limited storage facilities in the basement which is charged for on a monthly basis. If you are in need of additional storage please contact Peverel for availability (see appendix 8.3 for contact information).

## 7.15 Sub-Letting

- 7.15.1 Technically, in terms of your lease, sub-letting is termed *"underletting"*.
- 7.15.2 As a Tenant you may grant a sub let of your apartment, but this does not absolve you from your responsibilities as an owner, other than those responsibilities specifically transferred to the sub-lessee as described in sub-section 7.15.4. A Sub Tenant is not permitted to sub let another party.
- 7.15.3 It is advisable that you engage the services of a reputable local agent (see appendix 8.3 for suggested names and contact information) when sub-letting your apartment.
- 7.15.4 On the grant of any sub-lease you (the Tenant) must deliver to the Landlord and the Block Management Company a deed executed by the Sub-Tenant where they covenant directly with the Landlord and Block Management Company to observe and perform the covenants contained in sub clauses E17, E18, E26 and E27 of your lease and the regulations in the sixth schedule. The "Deed of Covenant" must be lodged with Peverel (see appendix 8.3 for contact information) after it has been signed, but before the Sub-Tenant has moved into the apartment.
- 7.15.5 You must give notice of the sub-lease to the Landlord via the Managing Agents within 21 days of the commencement of the sub-let and pay the required fee.
- 7.15.6 To maintain the integrity of WEQ, you cannot sub-let your apartment for less than 180 days and you cannot sub-let to students who are not family members.
- 7.15.7 A Sub-Tenant is not permitted to sub-let to another party.

**7.16 Remedies for non-compliance** *(this section will be updated and expanded in subsequent versions)*

- 7.16.1 If a Tenant and/or a Sub-Tenant infringe the regulations set out in previous sections, a warning letter will be sent to both the Tenant and the Sub-Tenant (if applicable) by Peverel. The letter will indicate the specifics of the infringement and request that the issue be dealt with immediately. If no action is taken by the Tenant within 10 working days of the letter being mailed, a second warning letter will be sent.
- 7.16.2 If, within 10 working days of the second warning letter being mailed, the issue has still not been addressed the matter will be formally handed over for legal remedies to commence.
- 7.16.3 The consequences of having a judgement against you for non-compliance with regulations are very severe. They can range from fines being imposed to a last resort of your property being re-possessed.

## 8.0 Appendices

### 8.1 Glossary of Terms

Please note that this Glossary is only for guidance when using this Handbook; if in doubt about precise definitions, you should refer to your Lease and/or consult your lawyer

**Apartment:** A flat situated within one of the three Blocks constituting the WEQ Development.

**Apartment Block:** One of three buildings that constitute the WEQ Development: Westcliffe (Block A), Peninsula (Block B) and Balmoral (Block C). The buildings are also commonly referred to as the "Blocks".

**Assignment:** The sale of a Tenant's (also known as an Owner or Lessee) Lease to another party.

**Block Common Parts:** Areas in each Apartment Block for the common use of Residents: e.g. foyer area, stairs, landings, lifts and corridors.

**Block Management Company:** Under the terms of the Lease, each Block has a separate Management Company responsible for the services provided to that Block (Block A Westcliffe; Block B Peninsula; Block C Balmoral).

**Concierge:** A member of staff employed by Peverel who is present at the reception desk in each Block.

**Conduits:** All water pipes, sewers, drains etc. and electric cables; it excludes BT cabling.

**Covenants:** Sections E, F, G & H of the Lease wherein the various obligations of the Tenant, Landlord, Block and Estate Management Companies are set out. Note that E28 contains the provisions regarding Regulations thereby enabling the Landlord and the Management Companies to amend these.

**Demise:** Section B of the Lease (your Lease) wherein the title to the Apartment is given to the Tenant (Owner/Lessee).

**Demised Premises:** The individual Apartment referred to in the Lease e.g. Apartment 512 on the fifth floor of C Block. Schedule 1 of the lease contains a description of what is included within the term Demised Premises.

**Development:** The three Apartment Blocks, and adjoining external areas, comprising the West End Quay Development; also referred to as the 'Estate'.

**Development Manager:** The person employed by the Managing Agent who is responsible for the day to day management of the Development and is accountable to the Management Committee. All staff working at WEQ report to the Development Manager.

**Estate:** See 'Development'.

**Estate Common Parts:** Those parts of the Development that are used by all Residents; these primarily relate to external areas adjoining the Apartment Blocks and the basement parking areas.

**Estate Management Company:** An Estate Management Company, West End Quay Estate Management Limited (WEQEML), created in terms of your lease and which is responsible for providing Estate wide services; these generally relate to external areas.

**Freehold:** The absolute title to the land upon which West End Quay is sited.

**Freeholder:** The person/entity (British Waterways Board) that owns the overall Freehold of Paddington Basin.

**Ground Rent:** An amount payable annually by each Tenant (owner/lessee) to the Landlord.

**Head lease:** The lease of WEQ granted by the Freeholder to the Landlord.

**1<sup>st</sup> Connect:** The company that provides telephone and broadband services to the Development; it may also provide services to individual Residents if requested, but under a separate agreement with the Resident.

**Key card:** A plastic card (about the size of a credit card) that enables entry by Residents to the Block in which their Apartment is situated; it also provides entry to the parking spaces in Basement levels 1 & 2.

**Landlord:** The holder of the Head Lease of WEQ; this was originally West End Quay Ltd but is now Freehold Managers (Nominees) Limited.

**Lease:** The lease held by every Tenant (also known as the Owner or Lessee).

**Leaseholder:** See 'Lessee'.

**Lessee:** The Owner of a Lease from the Landlord; also referred to as the Owner or Tenant.

**Managing Agent:** The Company employed by WEQEML and the Block Companies to provide Services to the Estate and Apartment Blocks – currently Peverel OM Ltd.

**Management Company (ies):** There are five Management Companies – one for each Apartment Block; one for the Estate as prescribed in the lease and one additional company to co-ordinate the activities of the Block companies and the Estate company. The co-ordinating company is WestRes Limited.

**Member:** The holder of a Share in a Block Management Company and WestRes limited. A Member must be an Owner.

**Owner:** An individual/s or entity that own the Lease to an Apartment. Also referred to as the Tenant or Lessee.

**Parking area:** Basement Levels 1 & 2 (P1 & P2) where the parking spaces are situated.

**Parking permit:** A permit provided to the Owner for the use of a parking space in Basement levels 1 & 2; it must be displayed on the vehicle parked in the space.

**Particulars page:** The second page of the Lease wherein various details are given relating to the Apartment Lease, including the amounts payable in respect of Service Charges and Rent.

**Peveler OM Ltd:** The current Managing Agents of the Development/Estate.

**Regulations:** The provisions contained within the Sixth Schedule of the Lease and with which the Owner/Tenant and any Sub-Tenant must comply.

**Rent:** The ground rent payable annually to the Landlord.

**Resident:** An individual(s) who resides in an Apartment whether as a Tenant (owner/lessee) or Sub-Tenant.

**Resident's Information Form:** A form to be completed and handed to Concierge staff when there is a change of Tenant or Sub-Tenant.

**Resident Tenant:** An individual(s) who is both a Tenant (owner/Lessee) and a Resident of an Apartment.

**Schedules 4 & 5:** Two schedules, included in the Tenant's (Owner/Lessee) Lease, defining the services to be provided by the Block Management Company (Schedule 4) and the Estate Management Company (Schedule 5).

**Schedule 6:** The schedule, included in the Tenant's Lease, defining the regulations with which each Tenant is obligated to comply. Under the terms of the lease, the regulations can be modified from time to time as appropriate.

**Service charges:** The amounts chargeable to each Tenant (Owner/Lessee) for services provided by the Estate and the Block Companies. The charges are invoiced six monthly in advance and are rendered by the Managing Agents on behalf of the Management Company (ies). One invoice is issued for the Estate and one invoice for your Block. Charges for parking spaces are also levied upon the owners of such spaces and included within the invoice for Estate service charges.

**Services:** Services provided by the Management Company (ies), via the contracted Managing Agent, for the benefit of the Estate and Apartment Blocks; the services relate primarily to the Common Parts of the Estate and Apartment Blocks. Some services also relate to the Parking Spaces in Basement levels 1 & 2.

**Sub-let:** The granting of a Sub-Tenancy by the Tenant to an individual(s) for a specified period (not less than 180 days) and rental payment. This is sometimes referred to as an 'Underlet'.

**Sub-Tenant:** The individual renting the demised premises from a Tenant (Owner/lessee).

**Sub-Lessee:** An alternative term for Sub-Tenant.

**Superior Landlords:** The person(s) to whom the Head lease reverts upon its expiry – the Freeholder.

**Tenant:** The Owner of the Lease of the demised premises (your apartment), also known as the Lessee.

**Underlet:** Another term for sub-let.

**West End Quay (WEQ):** A term used to describe the whole of the Estate/Development in which the three Blocks are situated.

**WestRes Ltd:** A Company formed to transact business with third parties including the Managing Agent. It was formed when over 25% of the Tenants exercised their 'right to manage' the Estate and Blocks. It is the company that co-ordinates all the activities of the Estate Company and the Block Companies.

**West End Quay Residents Association (WEQRA):** All Residents of West End Quay are automatically members of this Association, as are non-resident Tenants. The primary objective of the Association is to represent the Tenants (owners/lessees) and Sub-Tenants. This objective is fulfilled by the election of a Management Committee to oversee the management of the development. The Association has no authority to transact any contractual business. WestRes Limited performs these functions.

**West End Quay Estate Management Ltd (WEQEML):** The Company set up with the responsibility of managing the Services provided to the Estate. It is a party to the Lease.

**West End Quay Ltd:** The original holders of the Head lease.

**8.2 WEST END QUAY RESIDENTS' ASSOCIATION (WEQRA) CONSTITUTION** *(to be added in a later version)*

## 8.3 Contacts – Useful Names and Numbers

### 8.3.1 GENERAL MAINTENANCE

- **Michael J Rous** - ALL maintenance services, including plumbing, electrical work, carpentry, painting and decorating and tiling M: +44 786 038 3835 (Michael) and +44 796 630 4699 (Justin) [mjrous@btinternet.com](mailto:mjrous@btinternet.com)
- **Mike Doolan** - general building maintenance; kitchen and bathroom fittings and decoration M: +44 795 624 0620, [mikedoolan1952@aol.com](mailto:mikedoolan1952@aol.com)

### 8.3.2 AIR CONDITIONING

- **Atmosphere Air-Conditioning** - including fan coil maintenance T: +44 1933 622 655

### 8.3.3 BATHROOMS - wood/glass countertops

- **Mike Doolan** - see under General Maintenance

### 8.3.4 COMPUTER SUPPORT

- **Kyle Duncan** - home-call computer support specialist T: +44 77 9080 4273, [kyle@pcsupport-london.co.uk](mailto:kyle@pcsupport-london.co.uk), [www.pcsupport-london.co.uk](http://www.pcsupport-london.co.uk),

### 8.3.5 CONCIERGE

The direct telephone numbers of the duty Concierge staff are:

- Block A, Westcliffe Apartments: 020 7087 4205
- Block B, Peninsula Apartments: 020 7087 4206
- Block C, Balmoral Apartments: 020 7087 4207

### 8.3.6 ELECTRICAL

See 'General Maintenance' (Michael J Rous) in 8.3.1 above

### 8.3.7 FITTED FURNITURE AND CABINET WORK

- **Architecture-in-Wood: Mr. Nick Jones** – examples of work available for inspection at West End Quay by appointment T: +44 779 217 0652, [nicholasjones666@btinternet.com](mailto:nicholasjones666@btinternet.com)

### 8.3.8 HEATING

- **Heat Profile** - heating systems; skirting, coving & anti-condensation T: +44 1483 537 000, [sales@heatprofile.co.uk](mailto:sales@heatprofile.co.uk)

### 8.3.9 FLOWER BOXES ETC

- **Demita, Denham Green Nursery** – T: +44 1895 835322, [www.demita.co.uk](http://www.demita.co.uk); contact Richard Thomas +44 77100 69023

### 8.3.10 INSURANCE *(to be added)*

### 8.3.11 MANAGING AGENT

Peverel OM Limited  
Mr. Sunny Uppal  
Management Office  
4 Praed Street  
London.  
W2 1JE

[sunny.uppal@peverel.co.uk](mailto:sunny.uppal@peverel.co.uk)

Phone: +44 20 7087 4200

### 8.3.12 NEWSPAPER DELIVERY

- **Moonlight News Shop** on Praed Street - +44 20 7402 1439, contact Yogesh Shah

### 8.3.13 PARKING

- There is very limited parking for visitors in the streets near to WEQ and heavy penalties exist for vehicles parked illegally. The nearest public car parks are some way away. For further information, visit [www.westminster.gov.uk/carparks](http://www.westminster.gov.uk/carparks)

### 8.3.14 PLUMBING

- **Michael J Rous** - see under General Maintenance

### 8.3.15 TAXI

- **Plaza** - +44 20 7724 0000
- **Capital** - +44 20 7723 9700

### 8.3.16 TV INSTALLATION & REPAIR

- **Crystal Clear Installations** - HDTV, contact Vik Kumar M: +44 777 591 5007, [www.crystalclearinstallations.co.uk](http://www.crystalclearinstallations.co.uk)

### 8.3.17 WATER SOFTENING

- **Simply Soft Water Softeners** - water purifier, softener blocks and purifier annual change, T: +44 1322 550 878, [www.sales@simply-soft.co.uk](mailto:sales@simply-soft.co.uk)

### 8.3.18 WINDOW CLEANING

- **Philip Bister** – +44 790 380 2084

## 8.4 Finishes and Fittings *(to be added in a later version)*

### 8.4.1 Finishes & Fittings

### 8.4.2 Maintenance and cleaning

### 8.4.3 Original Supplier Specifications