

WELCOME TO

THE CHANDLERS WHARF DEVELOPMENT

INFORMATION PACK

FOR

THE PROPERTY OWNER

BY THE MANAGING AGENT

LONDON WHARF PROPERTY MANAGEMENT Co LTD

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WELCOME TO CHANDLERS WHARF

Chandlers Wharf is a River Thames fronted private development completed in 2003 with 9 blocks of 235 apartments all of which are members of Chandlers Wharf General Management Co Ltd (CWG).

The Chandlers Wharf (Two) Residents Management Company Ltd (CW2) consists of 3 blocks of 86 apartments in the following blocks:

- 1 – 54 Windrush Court
- 1 – 18 Triton Lodge
- 1 – 14 Victory Lodge

The development has well maintained communal landscaped gardens and a fenced small park area as well as the Upper Thames Walkway which runs the length of the development along the River Thames.

Chandlers Wharf residents also benefit from the close public transport connections giving direct links to Central London and Heathrow Airport.

Most Apartments in Chandlers Wharf have fantastic views of the River Thames as this was part of the original design and all are just a few minutes walk from Erith Town Centre. Where the local amenities and facilities available include the Erith Leisure Centre with swimming pool and the Olympic Track in Erith Park. Close by is the historical Lesnes Abbey founded in 1178 by Richard de Luci.

More information is available at www.bexley.gov.uk or www.visitlesnes.co.uk

Erith Public Transport Links

Erith is in London Transport Zone 6 with many bus routes from West Street and Erith Town Centre. For help planning your journey go to www.tfl.gov.uk

Erith Railway Station is a 7–8 minute walk away with trains direct to London and City Airport is minutes away by train via Woolwich Arsenal Station which also serves as a connection for the Dockland Light Railway (DLR) with further direct train links to London.

Also only 2 stops from Erith Railway station is the new Elizabeth Line which runs from Abbey Wood directly to Canary Wharf and Central London plus links to Gatwick, Luton and Stansted Airports and directly to all Heathrow Terminals.

LONDON WHARF PROPERTY MANAGEMENT CO LTD

London Wharf Property Management Co Ltd (LWPM) the Managing Agent, appointed by the Directors of Chandlers Wharf (Two) Residents Management Co Ltd (CW2) and Chandlers Wharf General Management Co Ltd (CWG), are pleased to welcome you to this development situated in an excellent location by the River Thames giving access to some beautiful and constantly changing river views.

LWPM are responsible for the day-to-day estate management services and we pride ourselves on pro-actively communicating information to provide a high quality Property Management Service. LWPM have proved that by working closely with the CW2 and CWG Directors your Service Charge funds are well managed to allow for improvements to the development to offer residents a safe environment.

The Property Institute – ARMAQ Accreditation

LWPM is a fully accredited member of The Property Institute (formerly ARMA Association of Residential Managing Agents) and attained ARMAQ Accreditation in 2016. ARMAQ is the highest standard for Property Management Companies and provides clients with confidence that LWPM can be a trusted managing agent.

LWPM is registered with and hold the following:

- The Property Ombudsman (Recommended by ARMA)
- The Information Commissioner's Office (Data Protection Act 1998)
- Professional and Public Liability Insurance

LWPM Registered Office:

2-6 Sedlescombe Road North
St Leonards on Sea
East Sussex
TN37 7DG

Call – 07543 247144

Email – Maintenance: rick@lwpmanagement.co.uk
Accounts: enquiries@lwpmanagement.co.uk

Hours – 9am to 5.30pm Monday to Friday (not bank holidays)

LWPM do not provide an out of hours service

SERVICE CHARGES – CW2 and CWG

As an owner and member of Chandlers Wharf (Two) Residents Management Company (CW2) and under the terms of your lease you are also a member of Chandlers Wharf General Management Co Ltd (CWG). As a member you are entitled to become a Director of CW2 or CWG. If you are interested email enquiries@lwpmanagement.co.uk

Annual Service Charge invoices for both CW2 and CWG Management Companies are posted to the owner's correspondence address in December and payment is due in full and in advance on the due date for the period covering 1st January to 31st December. Owners are solely responsible to provide by email any change to their registered correspondence address.

CW2 Service Charge

CW2 Service Charges covers the maintenance, repair and upkeep of the common stairwells, car parks and amenities areas as defined in the lease. This service charge is calculated based on the previous year expenditure and an estimated budget is produced in November each year for the following year period 1st January to 31st December.

CW2 Ground Rent

CW2 owners will receive two Ground Rent invoices, payment is due in full and in advance by 1st January and the 1st July for each 6 month period covering 1st January to 30th June and 1st July to 31st December.

CWG Service Charge

CWG Service Charges covers the maintenance, repair and upkeep of the communal fenced grassed small park area and the Upper Thames Walkway as defined in the lease. This service charge is calculated based on the previous year expenditure and an estimated budget is produced in November each year for the following year period 1st January to 31st December.

HOME OWNER RESPONSIBILITIES

The following information aims to help you understand what is involved in living in a leasehold property. The Property Institute – <https://www.tpi.org.uk> – has links to documents to assist leaseholders and for additional information visit lease-advice.org.

Owners of leasehold properties are advised to have in place valid insurance for your home and possessions including furniture and equipment and the demise of the flat (as explained in the lease) as this is not covered by the building insurance arranged by the Freeholder/Landlord.

Owners are responsible for the behaviour of their tenant(s) and must ensure their tenant(s) abide fully with the covenants of the lease as the property owner can and will be held liable for the actions of their tenant(s).

Flat Front Doors

Flat Front doors are inspected for FD30 compliance internal and external by the Management Company annually and owners must provide access at an agreed time and date, records are held for Fire Safety inspection. Residents must ensure flat front doors and communal doors are kept shut and must NOT leave doors wedged open or tamper with the self-closing device.

Gas Safety

Owners must ensure gas boilers and gas flue vents are regularly serviced for the safety of all residents and if renting must provide the tenant with an annual Landlords Gas Certificate.

Car Park

All vehicles must have valid TAX and MOT and Insurance in line with the lease. Numbered parking bays are privately owned and your lease will identify the parking bay number allocated to your property. 'V' marked parking bays are for visitors on a first come first served basis. Windrush Court private parking bays are located under Windrush Court access is through a sliding gate located between Drake Point & Schooner House. The sliding gate is managed and maintained by the managing agent for Chandlers Wharf One Management Co Ltd and to obtain a replacement sliding gate fob please contact them directly.

Flat Windows

Owners should ensure their flat window panes are kept clean internally and externally and maintenance of the window safety locks, glass and frames are the responsibility of the property owner.

Communal Windows

Residents must NOT at any time tamper with the safety locks on any of the communal stairwell windows these should remain engaged for the safety of all residents. These windows are professional cleaned every 3 months.

External Building

Residents are NOT permitted by the lease to attach anything to the external building (this includes satellite dishes or similar devices).

Laundry

Residents are NOT permitted by the lease to erect a washing line or hang laundry or clothing on balconies or stairways or to use any part of the development communal area for drying or airing laundry.

Barbeque

Barbeques are NOT allowed on balconies or in any of the development communal areas due to the serious Fire Health & Safety hazard to residents and visitors.

Domestic Waste & Recycling

All waste bags must be securely TIED before disposal and placed
INSIDE a YELLOW WASTE BIN or a RECYCLE BIN AT VICTORY LODGE CAR PARK
Waste must NOT be left on the floor this WILL attract RODENTS
All waste bins are the property of London Borough of Bexley and to report missed collections or issues please go to: www.bexley.gov.uk

Dumped Items

Residents must NOT dump or store ANY items, including but not limited to Bikes, Pushchairs, Furniture, Shoes in any part of the Landlords Communal Areas (stairwells, lobbies, service cupboards, meter rooms and carparks)
This is a potential Fire Health and Safety Hazard and items found dumped in the Communal Areas will be removed by a waste contractor.

Drug Use

Residents must NOT use or allow to be used any illegal drugs either inside their flat or in any of the development Communal Areas.

Smoking and Vaping

This is deemed to be Anti Social Behaviour and a potential Fire Health & Safety Hazard and is prohibited in any of the development Communal Areas.

Animals

Owners will be held responsible for the behaviour of any animal living in their property whether owned by them or by their tenant. Poo bags and poo bins are provided and animal owners are required to clean up after their animals.

Noise and Nuisance

Please avoid creating noise in your home or elsewhere on the development which may cause annoyance to other residents and do NOT behave in such a manner as to be a nuisance to the residents of adjoining properties.

Notices

'For Sale' or 'To Let' signs or notices are NOT permitted to be erected in any of the development Communal Areas.

Alterations

In line with the lease it is NOT permitted to carry out any alterations or additions to your property or to build extensions or conservatories or change the design of your property.

Outbuildings

You may not erect any sheds, greenhouses, playhouses or other structures in any garden, patio, driveway or other open space forming part of your property or on any Communal Area of the development.

Signage

Where signage is displayed you must abide by the instruction and ensure your tenant(s) abide by the instruction. Residents must not deface any signs.

MANAGING AGENT DUTIES

- Advice on Service Charge Budget showing the estimated and itemised expenditure in respect of the Residents Management Company.
- Collection of Service Charges in accordance with the terms of the lease.
- Payment to contractors for works associated with the common external areas of CW2 and CWG.
- Maintaining financial records for the preparation of year end accounts for independent compilation and certification.
- Instruction and supervision of repairs to the structure, fixtures and fittings, on a day-to-day basis and in accordance with covenants contained in lease.
- Production of specifications such as landscaping and competitively tendering for annual contracts. These specifications will state the full breakdown of works required for each contract to be agreed and approved by the Directors of the Management Company.
- For S20 works where instructed by the Directors of the Management Company, to appoint building surveyors to specify and tender for the works in line with the contractual management agreement. LWPM to report to the client before serving appropriate Consultation Notices complying with the Landlord and Tenant Legislation.
- Regular inspections and meetings with contractors at Chandlers Wharf.
- Placing yearly Directors Insurance, public liability insurances as required and instructed by the client.
- LWPM will attend the Directors meetings and the Annual General Meetings and provide reports to show finance is monitored and kept within the agreed budget expenditure.
- LWPM have been appointed by the Directors to act as Company Secretary for CW2 and CWG.

ADDITIONAL INFORMATION

Selling Properties

Under the terms of your lease you are required to give the managing agent three months notice of the sale. LWPM will provide a Leaseholders Pack for each Management Company to which you pay service charges. This will provide the buyer with financial information and certain other information required to be submitted to the buyer's solicitor. On completion of the sale LWPM will manage receipt of the Notice of Transfer from the solicitor for the property to ensure the account name is changed to the new buyer in each relevant Management Company. LWPM will charge owners separately for these services.

Replacement Security Key

To obtain a replacement security key to access external meter cupboard (gas & electric meters) and internal service cupboards (water meters) owners should email rick@lwpmanagement.co.uk for instructions as to how to proceed.

Barriers Access/Register Number/Replacement Fob

To obtain a replacement barrier fob or to register a phone number to the barrier entry system, owners should email rick@lwpmanagement.co.uk

Barrier access into the Windrush Court, Triton Lodge & Victory Lodge car parks is by remote fob or using the visitor/delivery access instruction on the barrier.

When a visitor calls the telephone number registered to the barrier it will allow you to speak with the visitor and provide access by pressing the #(HASH) key on the registered phone. This will lift the barrier and it will automatically close once the sensor area is cleared by the vehicle. Please advise visitors to use 'V' marked parking bays. To exit drive slowly to the barrier and it will lift automatically when the vehicle passes over the underground sensor.

FIRE MEETING POINT

In the event of FIRE and you have to leave the property the 'Fire Meeting Point' is outside of the Windrush Court/Triton Lodge barrier in Chichester Wharf.

CCTV

For Residents safety 24 Hour CCTV is in operation around the development. Due to data protection any available footage will only be made available to the police when requested by them.

LWPM IN-HOUSE COMPLAINTS PROCEDURE

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

What will happen next?

- We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by the office manager who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff.
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.
- If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire SP1 2BP
01722 333 306

admin@tpos.co.uk

www.tpos.co.uk

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.

BANKING

Client monies are held in separately named and numbered bank accounts at Cater Allen Private Bank, Santander House, 9 Nelson Street, Bradford, BD1 5AN. Any interest is paid directly to each specific individual client account.

Bank details below:

Account Number Sort Code	Account Name and Access Details
55601030 16.57.10	LWPM Client Chandlers Wharf 2 SC Non interest bearing account. Immediate access
55601078 16.57.10	LWPM Client Chandlers Wharf 2 GR Non interest bearing account. Immediate access
55737810 16.57.10	London Wharf PM Client Chandlers Wharf 2 RES Interest Bearing 30 day notice of withdrawal
56239518 16.57.10	London Wharf PM Client Chandlers Wharf 2 FH Interest Bearing 30 day notice of withdrawal
56262152 16.57.10	LWPM Client Chandlers Wharf GEN SC Non interest bearing account. Immediate access
56262164 16.57.10	LWPM Client Chandlers Wharf GEN RES Interest Bearing 30 day notice of withdrawal