

**Property Owner Introduction**

to the

**Chandlers Wharf Development**

by the managing agent

**London Wharf Property Management Co Ltd**

WELCOME TO CHANDLERS WHARF	3
Erith Public Transport Links	3
LONDON WHARF PROPERTY MANAGEMENT CO LTD	4
SERVICE CHARGES CW2 and CWG	5
CW2 Service Charge	5
CWG Service Charge	5
CW2 Ground Rent	5
HOME OWNER RESPONSIBILITIES	6
Flat Front Doors	6
Gas Safety	6
Car Park	6
Flat Windows	6
Communal Windows	6
External Building	6
Laundry	6
Barbeque	7
Domestic Waste & Recycling	7
Dumped Items	7
Drug Use	7
Smoking and Vaping	7
Animals	7
Noise and Nuisance	7
Notices	7
Alterations	7
Outbuildings	7
Signage	7
MANAGING AGENT DUTIES	8
ADDITIONAL INFORMATION	9
Selling Properties	9
Replacement Security Key	9
Barriers Access/Register Number/Replacement Fob	9
CCTV	9
BANKING	10

# 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 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](http://www.bexley.gov.uk) or [www.visitlesnes.co.uk](http://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](http://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.

The new Elizabeth Line runs from Abbey Wood which is only 2 stops from Erith Railway station and runs directly to Canary Wharf and many other stations in Central London and also runs 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.

## LWPM and ARMAQ

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

LWPM are 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:

77 Bohemia Road, St. Leonards on Sea, East Sussex TN37 6RJ

Mobile - 07543 247144

Email - Accounts: [enquiries@lwpmmanagement.co.uk](mailto:enquiries@lwpmmanagement.co.uk)  
Maintenance: [rick@lwpmmanagement.co.uk](mailto:rick@lwpmmanagement.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](mailto: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 by 1st January 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.

### **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.

### **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.

## **HOME OWNER RESPONSIBILITIES**

The following information aims to help you understand what is involved in living in a leasehold property. The Association of Residential Managing Agents [arma.org.uk](http://arma.org.uk) has a library section with documents to assist leaseholders and for further information visit [lease-advice.org](http://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**

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 with a property where the gas flue passes through a room must ensure the flue is boxed in with vents installed for visual inspection of the flue joints during the annual gas inspection. Owners must ensure gas boilers and gas flue vents are regularly serviced for the safety of all residents and you must if renting 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 Chandlers Wharf One Management Co Ltd. To obtain a replacement sliding gate fob contact their management company.

### **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 pose a serious Fire Health & Safety hazard to residents and are NOT allowed on balconies or in any of the development communal areas.

## **Domestic Waste & Recycling**

All waste bags must be securely tied before disposal and placed INSIDE the relevant WASTE or RECYCLE bin NOT on the floor this WILL attract RODENTS

All waste bins are the property of London Borough of Bexley

To report missed collections or issues: [www.bexley.gov.uk](http://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 car parks)

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 can provide a Leaseholders Pack for each 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 Managing 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@lwpmmanagement.co.uk](mailto:rick@lwpmmanagement.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@lwpmmanagement.co.uk](mailto:rick@lwpmmanagement.co.uk) for instructions as to how to proceed.

Barrier access into the Windrush Court, Triton Lodge & Victory Lodge car parks is by remote fob or using the 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.

### **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.

## 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.

### Full bank details below:

Account Number Sort Code	Account Name and Access Details
55601030 16.57.10	London Wharf PM client Chandlers Wharf 2 SC Non interest bearing account. Immediate access
55601078 16.57.10	London Wharf PM 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	London Wharf PM client Chandlers Wharf Gen SC Non interest bearing account. Immediate access
56262164 16.57.10	London Wharf PM client Chandlers Wharf Gen RES Interest Bearing 30 day notice of withdrawal