

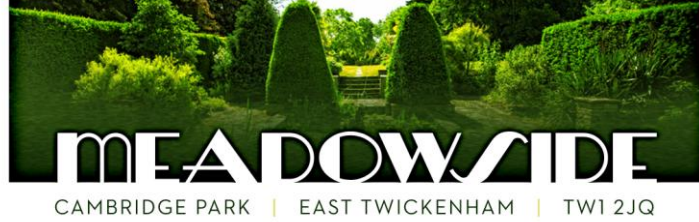
RESIDENTS HAND BOOK



MEADOWSIDE

CAMBRIDGE PARK | EAST TWICKENHAM | TW1 2JQ

2022



MEADOWSIDE - Contacts

Landlords

Meadowside Freehold Ltd
Registered Office
Wallakers Chartered Surveyors
Robert Heald
69 Victoria Road
Surbiton KT6 4NX

(NB contact the Directors through the contacts page on the website or via the Managing Agents below)

Managing Agents

Wallakers Chartered Surveyors
Robert Heald
69 Victoria Road
Surbiton KT6 4NX
Tel: 020 8399 5381

Fax: **020 8390 8775**
Email: info@wallakers.com
Website: www.wallakers.com

Head Porter

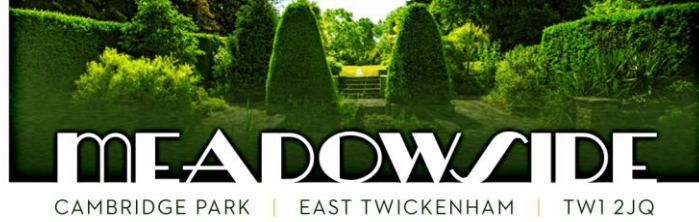
Geoff Bell - Mobile: 07841 014142
Email: MeadowsideCaretaker@icloud.com



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1 THE MANAGEMENT STRUCTURE

Preamble

In order to bring some clarity to the terms used in your lease and this Handbook, residents may find the following helpful.

The freehold of Meadowside was purchased by a group of the then **lessees** on November 2nd 2006 and a company, **Meadowside Freehold Ltd (MFL)** was set up to manage the future of the Estate. The Board of Directors, all members of which are **shareholders** and own a flat in Meadowside, was elected shortly afterwards. You can contact the Directors via our Managing Agents.

Meadowside Freehold Limited (MFL): The Company that owns the Freehold of the Meadowside Estate.

Lease: The legal document that grants ownership of a flat by **MFL** (the **Landlord/Lessor**) to a **Leaseholder** (the **Tenant/Lessee**).

Leaseholder (Lessee): Is either

- A **Shareholder** (see below) or
- The owner of a flat on a shorter lease, typically between 60 – 125 years.

In this latter case the **Leaseholder** does not own a share in **MFL** but may purchase a **Lease** extension or a '999 year **Lease**' and share from **Meadowside Twickenham Ltd (MTL)**, the company that acquired the leases of those **lessees** who did not participate in the 2006 purchase of the Freehold.

All **Leaseholders** are bound by the terms of their **Lease** and if they sublet their flat with a tenancy agreement, are **Landlords** or **Absentee Landlords** (if they do not live on the Estate). The sub-tenant is normally called a **Tenant**. **Leaseholders** are responsible for their **Tenants** conforming to their **Lease**. Failure to conform to the terms of a **Lease** may result in its termination and loss of ownership of the flat.

Shareholder: The owner of a flat on a '999 year' **Lease** granted by **MFL**. A **Shareholder** owns a share in **MFL** and is entitled to vote at an **MFL Annual General Meeting**.

Landlord/Absentee Landlord: Is a **Leaseholder** who has sublet (rented out) his flat to a **Tenant**.

Tenant: A **Resident** who is renting a flat from a **Leaseholder**.

Resident: Anyone occupying a flat.

Service Charge Contributor: A **Leaseholder**.

Service Charge Contributors and **Lessees** may attend the Estate **AGM** but only **Shareholders** may vote on matters pertaining to **MFL**.

The Meadowside Estate Annual General Meeting of **lessees/service charge contributors** will normally be held in early spring of each year. Day-to-day management is undertaken by our Managing Agents, Wallakers.

We have one permanent member of staff:

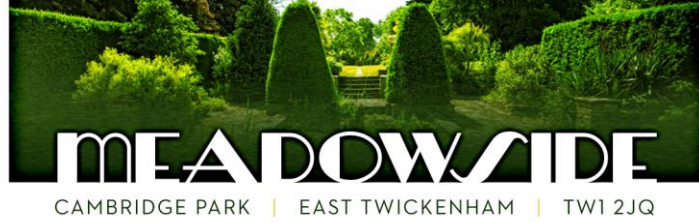
Geoff Bell, the Head Porter can be contacted on **07841 014142**. He is responsible for day-to-day management of the site. He should be your first port of call for any problems. The Porter's hours are 8.00am to 4.00pm Monday to Friday. Please respect the Porter's off-duty time and only contact outside these hours in a genuine emergency that can't wait until the next day.

Outside these hours the Managing Agent is available in cases of emergency only and should be contacted by telephone on 020 8399 5381 or 07801 466732.

We have a contract gardener, Ray, who works for around 6 hours on weekdays and a cleaner for the common parts of the buildings who works 12 hours a week.

Porterage and cleaning includes the following:

- Cleaning the "common areas"
 - Weekly: Front entrance of all blocks, brasses and hallway; lift floor and door; stairs and staircases.
Outside areas (including sweeping of drive and service road)
 - Monthly: Fire escapes.
 - As required: Drains.
- Daily (weekdays) removal of litter from the common and outside areas.
- A constant security and maintenance watch.



By prior agreement only, the porter may take delivery between 8.00am and 4.00pm on weekdays, at the Porters Office, of absent residents' parcels. However, it would be prudent to supply the delivery company with the Porter's mobile phone number, in case he is working elsewhere on the site. At the resident's liability only, the porter will keep a resident's spare door key(s) in a secure key cabinet for use in an emergency. This enables him to gain access should there be an emergency – usually for flooding – where it is not immediately obvious from which flat the water is coming. The keys are held under secure coded arrangements; and while this facility is optional, we would recommend that it would be to the advantage of residents to take it up. After all, it might be your flat that is involved or affected while you are away on holiday!

2 DAY-TO-DAY MATTERS

Communication with residents and absentee landlords/lessees

Wallakers will send a quarterly newsletter to each flat and lessee, which contains items of general interest to lessees and residents. In addition, notices about more incidental matters will be placed on the table in Block B and the notice-board in 'the archway'. Wallakers will communicate with all leaseholders on matters of major importance to Meadowside (such as proposals for new major works). May we remind landlords and tenants that it is the responsibility of the former to keep the latter informed.

If there is to be an interruption to block services (e.g. a drain-down), or similar inconvenience the Head Porter will put details through the relevant letterboxes or post a portable notice-board on the driveway.

Rubbish disposal

Please re-cycle as much household and personal rubbish as possible. The Porter will, on request, assist by collecting rubbish bags from individual flats for senior residents or those with special needs.

Removal from the premises of heavy items such as cookers, washing machines, refrigerators, old cupboards and contractors' waste is the responsibility of the resident concerned. If you have large items that you wish to dispose of there are three options:

- Richmond Council will remove them free for senior citizens; however, they do make a charge for other residents. Contact: Tel: 020 8891 1411
www.richmond.gov.uk/services/waste_and_recycling/bulky_items_and_other_waste_collections/book_a_fridge_or_freezer_collection
- Townmead Road Public Amenity Waste Disposal Site, off Mortlake Road, Richmond, where you can take items for disposal.

Please make use of recycling banks by Garage 1. Because of the inevitable disturbance to residents in adjacent properties, please deliver your bottles there during daylight hours.

Please do not drop litter in the blocks or grounds, or throw anything out of the windows.

Clear hallways, foyers and stairwells

Personal and household items must not be left anywhere in the communal areas including outside the flat doors. Larger items such as baby buggies and prams can block the path for some residents who are not as nimble as they were in their youth. Something as simple as tripping on shoes left by a door can cause injury to our senior residents. In addition these items also cause a potential fire hazard. Please make sure you keep all your possessions inside your flat.

Under-stair cupboards

Can we remind residents that the under-stairs cupboards are the property of the freehold company and contain electrical services controls. The cupboards are not for the storage of personal items. For health and safety and insurance purposes access must be kept clear.

Windows

In the past there have been residents who have not used appropriate materials as curtains. They have used such things as mattresses, cardboard or sheets and cloth tacked across the windows. This spoils neighbours' views and detracts from the look – and the value – of Meadowside. In addition, residents have hung washing



directly in the windows as well as on or over balconies. The lease on your flat prohibits this and we hope these problems are now in the past.

Window Cleaning

Although some residents already have private arrangements to have windows cleaned, in 2020 we instigated a system of twice yearly cleaning of the external windows of every flat, funded from the service charge. This happens in the spring and autumn and will be advertised in advance so that you can ensure that your windows are closed on that day. Residents can then organise additional interim cleaning with their preferred supplier as they wish to.

Security and visitors

With the many access doors Meadowside is particularly vulnerable to people wishing to gain unauthorised access. Challenge suspicious strangers but only if you feel confident in doing so and report your suspicions to the Head Porter or, if necessary, to the police ASAP. Let the Head Porter know if you are going to be away and if you have long term guests staying with you or using your flat. We remind you that you are responsible for the behaviour of your visitors, even if they are unknown party gatecrashers!

Intercom system at the front gate

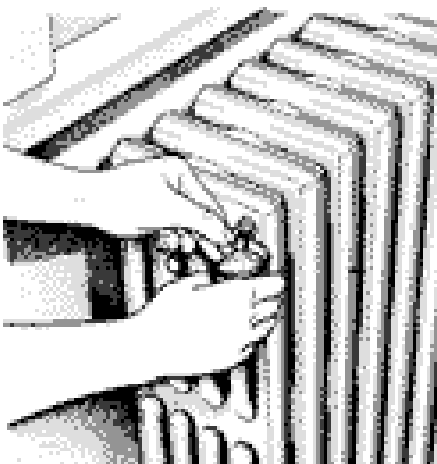
Your flat can be set up so that when the flat number is input to the panel on the front gate it will ring a land line or mobile phone number of your choice? You can then speak to your visitor and admit them via either gate at the push of a button (1 to release the pedestrian gate or 2 to open the double vehicle gates). Please register your preferred telephone number with Wallakers.

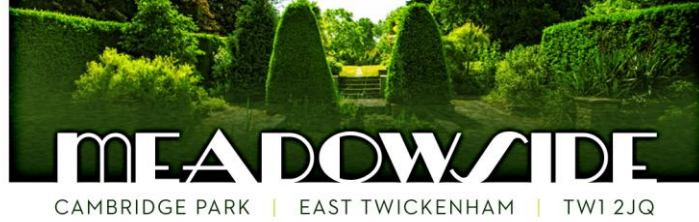
Hot water and central heating

The costs of these are included in the service charge paid by the service charge contributor either by you as a lessee, or your tenant. The hot water, including the towel rail, is on a separate system from the heating and operates all year. Residents are asked to note the location of the hot and cold water stopcocks in their flat and check they are working before they are needed in an emergency. If they do not work, you should notify your landlord or have them repaired if you are the lessee. Please use the regulating valves fitted to radiators to control the temperature in each flat. Please ensure that dripping taps are repaired promptly. Please note the system at Meadowside is not suitable for the installation of individual thermostatic valves.

Like most blocks of flats of this sort the heating at Meadowside is 'seasonal'. We turn the heating on at the first signs of a cold spell after Oct 1st. The heating is normally turned off again at the end of April. Residents are advised to have some supplementary electrical heating source for cold weather in the summer months. The hot water in the taps is constant throughout the year and the towel rail should stay on through the summer. You can manually turn it off using the inlet valve at the bottom.

The bathroom towel rail may have a round chrome 'bleed' screw for letting out air trapped at the top. The other radiators need a 'bleed key' (you can buy these at any DIY store) and you should check your radiators for trapped air as soon as the heating comes on. For those who have never done this before this is an essential 'skill for life!' Please refer to the instructions below or use the web-link to a short instruction video.





<https://www.youtube.com/watch?v=cIZBIZH1oRk>

If the lower half of the radiator is hot, but the top is cool, then air is trapped in the system. Use a radiator-bleeding key to open the air vent at one end of the top of the radiator. Make sure you have a piece of rag ready to collect the water once it starts to flow. Do not open the vent completely. One turn is usually sufficient to hear the hissing of the escaping air. Once water starts to appear at the vent, close it up. When the heating starts up is also a good time to sort out any leaks at the base of the radiators and all such internal leaks and valve maintenance issues are the responsibility of the lessee. If you need any help with bleeding your radiators contact the staff.

If you are having works undertaken to update your bathroom or kitchen plumbing you must inform the managing agents in advance to obtain permission and to book any drain-downs necessary. The works must be completed by a qualified and insured plumber and the installation must be 'inspected' before commissioning by 'Oakleaf', our 'district' heating and hot water engineers. This is essential as we have had a number of occasions when the plumbing has been fitted wrongly and caused a 'cross-over' of hot and cold water. This is almost always associated with plumbing in new thermostatic shower or bath controls or some makes of mixer taps. Occasionally, in a district system a 'cross-over' can be caused by a particle (normally a speck of rust) becoming jammed in the thermostat cartridge. If this happens many of your neighbours will also experience hot water coming from the cold supply. If this should happen please report immediately to the managing agents and the Head Porter. A simple way to detect if your shower or bath thermostatic cartridge is to blame is to feel the shower controls an hour after your last shower or bath. If they remain hot to touch we need to investigate.

Lifts

Residents are asked not to use the lifts between 11.00pm and 8.00am unless they are infirm or disabled. Residents are also asked to ensure that nothing obstructs the free operation of the door when using the lift.

Doors to the blocks

These doors can be held open with a catch in order to enable large items, prams etc, to be taken through. The catches should be released after use, to ensure that the hallways are kept warm; to promote security and, on windy days, to ensure that leaves and dust are not blown in.

Floods

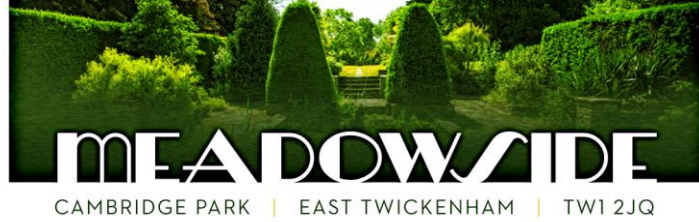
Some areas of the piping in your flat may have rusted over the years from small leaks at the joints. Furthermore, not all flats have stopcocks that work. In recent years, there has been some flooding of flats where pipes have been broken while new bathroom suites or kitchens are being installed. This has been a particular problem when it has been a DIY installation. If in doubt about an installation, please ask for advice from the Head Porter or the Managing Agents. It is important to ensure that your builders/plumbers/electricians are insured.

Use of Appliances

We ask that, wherever possible, you use your washing machine or dishwasher at a time when you will be at home for the full cycle, and may therefore have a chance to spot a flood before it damages your flat and the flat below.

Drain Downs

If you wish to install items that require the hot or cold water to be turned off or the heating system to be drained down, please speak to the Head Porter well in advance to arrange a suitable date. The costs of a drain-down, which have to be borne by the individual flat lessee, can be shared sometimes by quite a few flats. In order to co-ordinate drain-downs they can be planned to take place, by prior arrangement with the managing agents, on the 2nd Thursday of a month.



Blocked drains

We have contracts with companies who know the plumbing and drains of the block well and their contact details can be obtained from the Managing Agents. If you have a problem that may involve other flats, before you take any remedial action, please have a word with the Head Porter, who may be able to advise and may already have contacted someone. The cost will be borne by the service charge account if the fault is with the central services. Blockages are the responsibility of the lessee if they happen inside the flat or before your pipe enters the main soil and waste systems. If it is clearly just your problem, you are free to call out anyone else you find in Yellow Pages and you are responsible for meeting their charges. Please do not delay in getting the problem remedied just because you are concerned about who will pay. That can be sorted later.

Infestations of insects and rodents

These are very rare at Meadowside. However, due to the extensive communal piping network, any infestation in one flat quickly travels to adjacent ones. If you think that you have an infestation of cockroaches or something similar, please immediately have a word with the Porter, as he may already be in touch with our pest control contractors. As with floods, you will be responsible for meeting the cost if it is only your flat that is affected or if it is considered that your negligence is the cause. Normally we use service charge monies to remedy the problem before it spreads. If the source is unclear, the cost will be met by the service charge account. Please do not delay in getting the problem remedied just because you are concerned about who will pay. That can be sorted later. The important thing is to get rid of the infestation. Disposing of your rubbish daily will help to reduce the risk of infestation. Please do not throw food scraps etc. onto the lawns for the birds or squirrels. Apart from the nuisance and damage caused, food left outside the block attracts foxes and vermin that can carry disease. Be aware that squirrels climb the walls and have been known to get into cupboards! If you do want to feed birds please ensure this is well away from the building. Pigeons in particular are attracted to the insulation materials used on the external heating and hot water pipes which proves very expensive to replace, particularly at high level.

Reporting faults

If these are urgent or important, you should contact the Head Porter during working hours (e.g. the landing light bulb has gone). Please just put a note through the letterbox in the Porter's Office in the Foyer of Block B or call his mobile. Outside working hours, for serious emergencies (i.e. electricity/water) requiring immediate attention, contact the Managing Agents on the following emergency numbers – **Tel: 020 8399 5381 or 07801 466732.**

Floors

Floors need to be insulated so the normal domestic noise, for example walking around in your flat, cannot be heard by the flat below. The older leases required carpeting and adequate sound-absorbing underlay. There has been a trend in recent years to cover with laminate or real wooden flooring or to restore the original block flooring. Where you have, or are planning a wooden floor feature, we ask that you consult with your neighbours downstairs to determine the level of annoyance to them and take remedial action by supplying rugs or carpet with underlay on top of those areas most heavily trodden. Owners contemplating having open wooden floors or installing anything other than carpet, should consult with the Managing Agents and obtain advice, or run the risk of potentially costly consequences.

Fire security

The communal corridors and fire escape areas must be kept clear of obstructions at all times. Bicycles, plants, plant pots, tubs and garden or similar furniture are not permitted in these areas. It is recommended that Residents fit and maintain a smoke detector (which complies with British Standard 5446 Mark 1 and also has the British Standard Kitemark) at ceiling level in the flat hallway. To avoid the staircase becoming a "chimney" in the event of fire, the top floor landing windows should be kept shut at night

In the event of a fire, close all doors and call 999 and then call the Head Porter or other assistance as required. You should only tackle it if you feel confident you know what you are doing. Please raise the alarm for others near you. Fire officers have advised us that as the building structure is mainly concrete and brick, and there is a concrete 'fire trap' between floors, it is normally safer to stay in the safety of a flat not affected by the fire, close all the windows or doors and await the advice of the fire services.

IN THE EVENT OF FIRE DO NOT ATTEMPT TO USE THE LIFT.



Aerials and cable connections

Meadowside has communal aerials for digital radio and various TV satellite receptions; the cost of maintenance is met by the service charge account. In addition, you may wish to be connected to the Virgin Media Telephone, TV or Broadband cable system, which simply means asking them to hook you up to the cabling which runs outside your window (although this service is maintained at your own expense). Contact our managing agents for information if you wish to connect to another system, for example SKY or SKY+. Leases do not permit individual residents to install their own systems, e.g. individual satellite dishes. Please speak to the Head Porter or the Managing Agents if you have any problems or questions.

Wrongly delivered mail

If you receive mail for a different flat, it would be a neighbourly gesture to deliver it yourself. If you do receive mail for your flat but the mail is addressed to an unrecognised name, rather than "return to sender" why not pass it to the Porter? Our staff will probably know the name and the correct flat.

Pets

No animal or bird is to be kept without the consent of Meadowside Freehold Ltd. Normal domestic pets are allowed with the permission of the Managing Agents, as long as they do not cause a nuisance to other residents. Residents are asked to keep their dogs under control in the grounds and not allow them to foul the grass, paths or drives and to clear up any messes.

Moving in or out

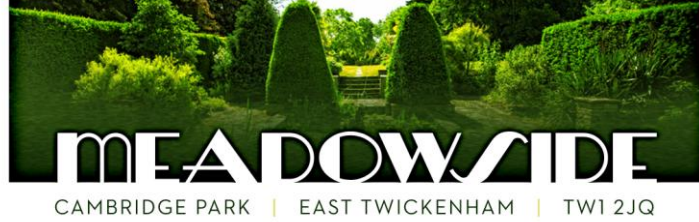
- a. Advise the porter in advance, so that the parking space for the removal van may be made available near your block entrance.
- b. It is your responsibility to ensure that damage is not caused to the entrance doors, walls and staircase, and that the lift doors, where appropriate, are not damaged or the lift overloaded as you may have to pay for any restitution needed.
- c. It is a condition of the Head Lease that furniture or bulky items only are taken in or out of the flats between 10.00am and 5.00pm on weekdays. Removals are not normally allowed at weekends but if it is unavoidable please discuss with Wallakers.

Gardens

The gardens are one of the greatest joys of living in Meadowside. The MFL Board's Gardens' Representative liaises with the gardener and the MFL Board on any matters relating to the garden. Residents should address any queries or comments to the Managing Agents who will discuss them with the Board's Garden Representative. There is a volunteer residents' Garden Group who work in conjunction with the Board and gardener.

In addition to the benches and tables sited in the gardens, the area for sitting out for quiet enjoyment, for sunbathing and children's play is the 'meadow' between the formal gardens and the river. The main lawn in front of the flats is not to be used for any of these purposes please. This ensures that any intrusion of privacy and noise levels are kept to a minimum. We have recently become aware of residents adding various swings and ropes to our trees and causing damage, despite attempts to protect the boughs. Leases prohibit any interference with trees on the Estate and any proposals relating to the trees must first be presented to Wallakers for consideration and approval by the Board of Directors and our volunteer gardening group, both for health and safety and tree preservation considerations. Please respect the flowerbeds, particularly in the pond area.

The path around the main lawn is for the use of pedestrians. Please do not ride bicycles in this area. Similarly, those residents who have food or other items delivered by motorcycle messenger are asked to ensure their goods are delivered via the service road and not the main lawn.



Garden plots

Garden plots have historically been currently available for residents' cultivation in the old kitchen garden by the greenhouses. However, over a period of time we are reclaiming these for the community. There is a list of conditions available from the Managing Agents which apply to all plot maintainers and include:

1. Plots may not be passed on to others by the current user.
2. As plots become vacant through the departure of residents, or a resident no longer wishing to tend a plot, or where plots are neglected, untended or misused, they will be taken back and returned to the estate.
3. Individual garden furniture should be tasteful and suitable for our beautiful estate and stored when not in use.

Legal advice has been sought and we are aware that the individual use of the plots is contentious and the residents looking after them are aware they have no exclusive rights. Consequently we will be negotiating the return of the plots to communal use.

Water pipes

There are two taps available, one in the kitchen garden and one in the lower meadow by the BBQ for the general use of tenants. Residents are reminded that, in the interests of safety, community hoses are to be coiled up and left by the tap after use.

Key to the river gate

New residents should receive a key for the gate to the river from their landlord or the previous owner. For security reasons this must be kept locked at all times. If keys are lost please contact the Head Porter who will assist with a replacement at your expense.

Barbecues

There is a designated and marked area in the corner of the lower meadow for the use of barbecues, which must be booked in the same way as the tennis court, by entry into the diary which is kept in the drawer of the table in the foyer of Block B. If you see that someone else has booked a barbeque before you on that day, then please liaise with them to see if they can run compatibly and/or if alternatives can be arranged to respect the peace of other residents. For social and health and safety reasons, barbecues are not allowed anywhere else on site, including on balconies or the fire escapes. Residents having a barbecue are wholly responsible for all health and safety issues, including the safe conduct of children. After use, the area must be completely cleared of all rubbish, particularly food that attracts vermin and rodents and the barbecue itself must be removed. If individual barbecues are left out, they will be removed by the staff. Please do not scorch the grass with disposable barbecues. Please note that any BBQ equipment left out will be considered as available for communal use.

Fire Bowls

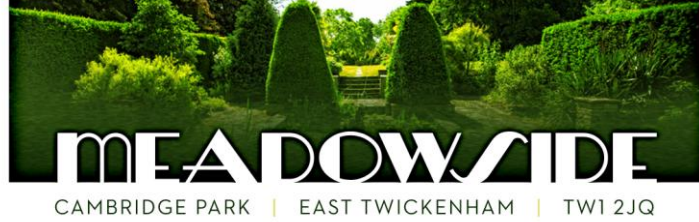
Ten points you should always follow around the fire bowl

Few delights scream summer like sitting around a fire bowl with friends and family. But before you light up a blaze, take some time to reacquaint yourself with the basics of 'backyard fire safety'. With apologies to the many backwoodsmen and women and Woodstock and Glastonbury veterans. Pleas anything out in the garden, like a fire-bowl or portable BBQ, then it becomes c



1 Check the Wind Direction and Conditions

Before you start up a blaze in your fire bowl, check the local weather fore unusually windy days as the wind can make it hard to light the kindling and could blow sparks to surrounding brush or structures, potentially starting a remote fire. Also, always check the direction of the wind before you start your fire. Advise guests to sit on the upwind (windward for sailors) side of the pit to keep clear of the smoke. If you have a portable fire bowl, consider moving it to a location with a natural windbreak—before you light the fire.



2 Build the Fire in the Open

Never light your fire bowl when it's underneath the overhang of a building or beneath trees, and keep the immediate area around the pit clear of waste and other flammable materials. Wayward sparks can blow out of the fire and ignite nearby structures, dry wood, leaves, or other debris, and you could end up with a fire emergency. If your fire bowl is low to the ground please use the concrete area next to the BBQ, otherwise use a high tripod frame or put a slab underneath to ensure you don't scorch the grass.

3 Don't Burn Construction Timber

To fuel your fire, go ahead and use seasoned and dried hardwoods you rescued after last winter's storms, or buy seasoned & dried kindling and logs. You can also use softwoods like pine, but know that they burn less efficiently and can give off more sparks and smoke than harder woods, leading to a less pleasant evening by the fire. You can use seasoned wood from our log shelter but please help to keep it stocked. You should never burn construction materials like plywood, MDF, pressure-treated boards and posts, or chemically treated wood pallets. Construction lumber is treated with chemical resins, adhesives, and other substances that emit toxic fumes when burned—definitely not what you want to be inhaling (or eating) with your roasted marshmallows! Meadowside is in a smokeless zone but open fires are not prohibited provided they are responsibly managed, do not cause a nuisance to neighbours and you use seasoned timber or a 'smokeless' fossil fuel.

4 Be Ready to Extinguish the Flames

Fire can be unifying and magical. It attracts people to its warmth and light and infuses outdoor gatherings with joy and romance (OK - if you get lucky). But it can also be an unpredictable, destructive force. If you've set your fire bowl in a safe location and taken the speed and direction of the wind into account, you probably won't encounter any serious problems. But you should always keep a shovel and water at hand, just in case - there are always buckets and a hose by the tap near the BBQ. In an emergency, you can use the water to quench the fire and the shovel to smother the flames by throwing dirt on them. You may also want to invest in a fire blanket, which can be used to smother a blaze in or outside the fire bowl, or (worst-case scenario) on one of your guests. Be sure to teach the kids to "stop, drop, and roll" in the event that their clothes catch fire. You may never need any of these safety measures, but without them a fun evening could end in tragedy.

5 Keep Chairs and Children Away from the Fire

Everyone knows to be careful around a fire bowl, or chiminea, but in the heat of a session, folks may inch a little too close to the flames, and that's when hair, clothes, or other materials can catch fire. Keep chairs at a safe remove from the fire bowl, and make sure your sleeves are rolled up and hair tied back when you're tending a fire or roasting food over an open flame. If your fire bowl has a screen (recommended), use it.

6 Never Leave a Fire Unattended

Even after a fire has died down and only glowing embers remain, do not leave it unattended — not even to dash into the house for a beverage or bathroom break. If you must leave, deputise a responsible party to stay with the fire, or extinguish the fire completely before leaving the scene. While tiny flames may seem innocuous, they are still a potential threat to your safety — after all, almost-extinguished fires have been responsible for some of the most severe wildfires in history. Pour water over live embers, and turn logs to make sure all sides of the wood have stopped burning before you call it a night.

7 Drink Responsibly

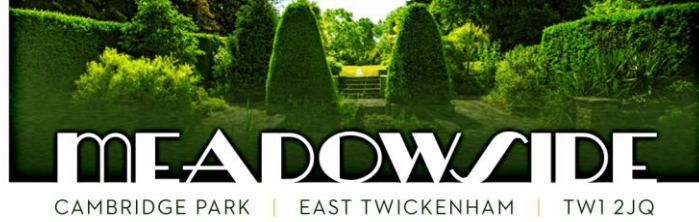
Fire and alcohol don't mix. Not only is some alcohol flammable, but overindulgence in alcohol impairs coordination, judgement, and reflexes, which could result in injuries to anyone gathered around the perimeter of a fire. If you or your guests are going to drink by an open fire, do so in moderation. Keep everybody a safe distance from the flames, and be ready to douse the fire in case of any alcohol-induced mishaps. Keep dogs and 'Pogo dancers' on a lead in case they topple the fire pit over!

8 Heed 'No-Burn' Alerts

When high emissions and weather conditions combine to increase fine particulate pollution to an unhealthy level, some boroughs and districts issue no-burn alerts to protect local air quality. Non-compliance with a no-burn order not only puts your community's health at risk, but could also result in fines. So, before you light the kindling, check to see if there's a no-burn advisory in effect.

9 Store Firewood Safely

To keep a fire going all evening, you'll need to continue feeding it fuel. Take care, though, to keep firewood at a safe distance from the fire bowl. You want to feed the fire at your own pace, not have it jump the fire bowl and feed itself!



10 Creep home using a discrete and quiet route

Please respect the peace and quiet others are entitled to and we suggest disperse into small groups and take the back way home as noise resonates between the blocks and particularly in the archway.

Summer garden party

The community normally organises an annual summer garden party. This provides a fun way of meeting other residents and of enjoying the garden with family and friends. We provide some 'starter' drinks but we rely on residents to volunteer picnic food. If we are barbequing it is bring your own. A notice will be put on the archway notice-board well in advance.

Garden parties and gatherings

We encourage the use of the gardens by small groups of family and friends. For larger gatherings of more than circa 15 people, application for approval should be made through the managing agents. It is important to be considerate of other residents, to keep noise to reasonable levels, and to clear away any outdoor furniture and rubbish. Sound systems are not allowed to be used in the gardens or surrounding areas unless it is an official estate function.

Tennis court

The tennis court is for the use of residents and their guests for tennis only. The reservation diary is in the table draw in the hall of Block B and it is suggested that a maximum booking of two hours is sociable. Appropriate footwear must be worn and it is appreciated if players are suitably dressed. Brooms are available and for safety reasons the court should be first cleared of any leaves and other loose foliage.

Internal alterations and decorations

To minimise disturbance to other residents, noise generated by drilling, hammering and other noisy maintenance, by you or your workmen, may only be carried out between the following times:

- Monday to Friday 8am to 5pm
- Saturday 8am to 1pm
- ...and at no time on Sundays or Bank Holidays except in emergencies or exceptional circumstances with the prior permission of the Managing Agents.

Placards

The flats are to be used solely as private residences and not for any business purpose or religious or political meetings. No placard, advertisement or notice is to be shown outside the building or in the windows. Estate agents' sale boards, contractor's adverts, soccer team support banners, political notices etc. are prohibited by the terms of the lease and are therefore, expressly forbidden on the site, including outside the main entrance gates.

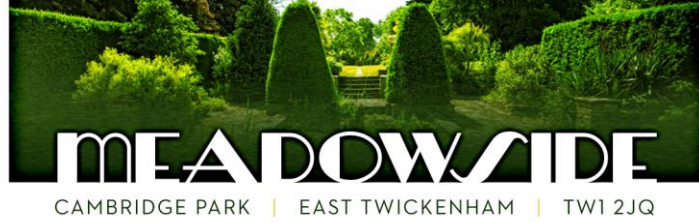
Emergencies

The Managing Agents operate an emergency service out of hours and you should contact the Head Porter on his mobile phone and he will liaise with them or directly with emergency plumbers, electricians etc. This is available outside normal working hours for urgent problems only, e.g. emergency plumbing or electrical faults which must be dealt with promptly.

3 GARAGES AND PARKING

Roadways and parking of vehicles

An outside security company controls all parking and all vehicles parked must be roadworthy and a Resident's Parking Permit must be displayed on the passenger side or the front windscreen. The vehicle must be insured, have a current MOT if required and be taxed. The managing agents have access to a web-site to check these are current. Parking Permits are obtainable from the Managing Agents on the basis of one resident and one visitor permit per flat and the car must be that of a registered lessee or tenant and be registered against that numbered permit. Any vehicle not parked wholly within the white lines prescribed for parking is liable to be issued with a fine ticket, administered by the security company, even if displaying a valid permit.



You must collect your Visitors' Parking Permit back from your visitor when they leave or you will have to apply to our Managing Agents for a replacement. Visitor parking permits allow for parking in marked spaces in the driveway only (these are the spaces opposite the white garages) and not the front courtyard area or the service driveway alongside Marble Hill Park. Visitors and tradesmen will be allowed 10 mins by the security company to collect a permit from their host. Visitor parking permits should be used to allow tradesmen etc. to park. All contractors should report the presence of their vehicle(s) to the Head Porter who can arrange for parking in the rear service road in certain circumstances and they should leave a contact mobile number in the window of their vehicle. If you have regular essential visits from a district nurse or other health professionals, please discuss special arrangements with the Head Porter.

Larger commercial vehicles such as larger panel vans and lorries are not permitted to park because of their size, unless of course they are here conducting maintenance work. Residents with smaller commercial vehicles must apply to the Managing Agents for permission to park and park only in the main driveway or on the old garages site.

Residents and visitors are asked to refrain from leaving car engines running whilst stationary, turn off car radios and avoid slamming car doors or sounding horns at night. Please avoid keeping taxicabs with noisy engines waiting. A speed restriction of 10mph has been imposed within the boundaries of the property because of joint pedestrian/vehicle use of the approaches to the block, blind corners and less mobile residents, children and pets. Please keep within this speed limit.

Water is available from taps in the drive and garage areas for washing cars. Please wash vehicles – and carry out repairs – in these areas and away from the block.

Extra 'overflow' parking

There are currently additional parking spaces available in the 'old garages' area near the front gate. There are also some extra temporary spaces marked with timber stakes on the bare earth beside the driveway to the old garages. Although these are not ideal, they are available on busy days and will hopefully prevent the need to park on the street outside of the estate.

Garages

Meadowside has a reasonable number of parking spaces and a total of 53 garages, all of which have owners with long leases and sadly most do not live at Meadowside. From time to time, garages are available for rent or purchase and any resident wishing to secure one is asked to contact the Managing Agents direct.

Motorbikes

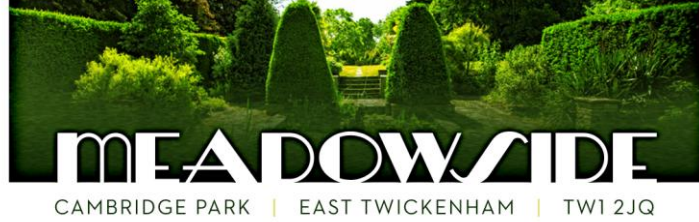
For convenience and security, these should only be parked in the designated space. If this is full please park parallel to the kerb on the adjacent bend.

Electric or Hybrid Car Recharging

The wiring for the lamp posts along the driveway is to be upgraded early in 2021 and with this comes the opportunity to provide power to recharge electric cars. Whilst there will not be a dedicated 'fast' charging station, the wiring will be designed to handle the additional load of having cars plugged in to recharge over night. There will be capacity for two vehicles near each lamp post and the metering and back-charging of the supply will be achieved by devices added to the charging cable. Since the cables will have a 30m reach there will be no need to be restricted to one particular parking space. If you are considering purchasing an electric or hybrid vehicle then please ask Wallakers for further details.

Bicycles, pushchairs and prams

The area behind the lattice enclosure, near the 'paper and can recycling banks' by Garage 1, is provided to keep bicycles out of sight and to protect them from the weather. Security cannot be guaranteed by the estate, so we do recommend that you include your bicycle in your personal insurance arrangements. Bicycles may only be stored in the racks provided in the bike shelter and not taken into the entrances of the main building. The code for the bicycle shed lock is available from the Head Porter. Bicycles must be registered with the Porter and have the small sticker yellow displayed (available from the Head Porter) which identifies which flat they belong to. Please do not bring bicycles into the buildings as, over time, they cause considerable damage to the lifts, doors, stairwells and carpets. Bikes parked anywhere else will be removed and stored for



collection. Pushchairs and prams must be taken into the flats and not left in hallways or on landings where they will cause obstruction in an emergency. We have some limited internal storage for wheelchairs, pushchairs and prams, please discuss your requirements with the Head Porter.

4 NOISE and NUISANCE

Peace and quiet

Noise is the main cause of annoyance and frustration to flat dwellers! We have a wide variety of life styles and work cultures here in Meadowside - '9 to 5'ers', shift workers, retired people and families with young children. For some it is their permanent home, for others, just a transient stay. "An Englishman's home is his castle" – we do not want our residents to feel that their flat is under siege! Noise travels strangely within the Meadowside blocks, so we ask all residents to play their full part in considering their neighbours and making this a quiet and pleasant place in which to live. High noise levels in blocks of flats are the most common cause of friction between neighbours and are easily prevented with a little courtesy and consideration. We would ask residents with wooden flooring and/or blinds to remember that these do not absorb general sounds in the way that carpets and curtains do.

The highest number of complaints is always in the summer months when windows are open. The hard of hearing can now obtain special equipment, such as a loop system or headphones, to enable them to listen to television or radio without the need for high sound levels. You will see from your lease that disturbing noise should stop at 11pm and residents should be able to enjoy peace until at least 8am in the morning. However, when there is a good reason for an occasional celebration, we recommend that you discuss your plans for a party with the Head Porter or the Managing Agents, negotiate some parameters, and let your neighbours know. Remember, you are responsible for the behaviour of your guests.

We ask you to be particularly considerate of your neighbours at night, when sound travels more. So please keep noise to a minimum when coming home after a good night out and resist chatting late on the lawns, holding loud conversations in the corridors or the main forecourt. Please ask your friends not to sound their car horns to attract your attention, or to leave their engines running while you and they have a long conversation. We aren't trying to set out to be complete killjoys, but just trying to ensure that we can all get a proper night's sleep.

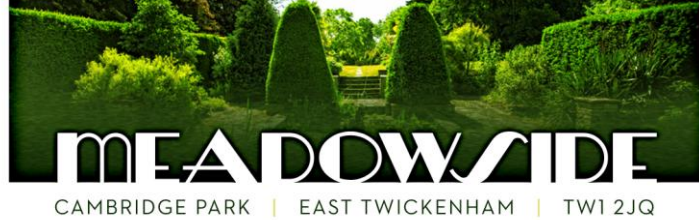
Anti-noise legislation has been tightened considerably in recent years and a variety of remedies are now available to help you, including confiscation of the offending musical instrument or sound systems. If you are having problems with noisy neighbours, the first step should be to ask them politely to stop/turn down the music or the offending noise. If the noise continues, either then or on a subsequent occasion, you should ask the Head Porter to intervene. If the noise still continues on this occasion, you should ring the Richmond Council Noise Patrol (see useful contacts). If the noise continues on subsequent occasions, you should keep a log of the occurrences and report them to our Managing Agents. On your behalf we take a particularly strong position on the issue of noise and will, in serious cases, take any necessary legal action.

5 POLICIES

Lease and legal notes apply to every flat and inform policies to protect the community from intrusions that may affect the quality of life on the site or the value of owning an individual flat. Most of the matters mentioned in this policy section are to be found in more detail under the "Third Schedule" of the Head Lease. The rules, regulations and covenants in the Head Lease and Trust Deed (for every flat) lawfully govern our buildings and grounds.

The collection of service charges

Meadowside Freehold Ltd's policy is to act as a responsible landlord and to ensure our Managing Agents deal fairly with our leaseholders. Late service charge payments can adversely affect our Managing Agents' ability to manage your property effectively. A well-managed and maintained estate enhances the value of your investment in your home and your quality of life. Cash balances in service charge accounts earn interest for the benefit of the service charge fund, so it is unfair to lessees who do pay on time to allow others to delay



payment, because they still share in the interest accruing. Late payments add to the cost of collection and may result in legal fees, which become part of the service charge and thus penalise those who pay promptly. For all these reasons, we ask our Managing Agents to insist on prompt payment of service charges. The full details of the policy are contained in Appendix A to this Handbook.

Insurance

The building and site is insured by the Freeholder (MFL) and the premium is included in the service charge. Residents may ask the Managing Agents for a summary of the cover if they wish. This insurance does not provide cover for the contents of the flats or for damage to residents or visitors vehicles. Residents need to make their own arrangements to insure against comprehensive household risks, including public liability.

Subletting

Meadowside Freehold Ltd's consent is required by lessees before subletting of a property can take place. When considering applications to sublet, we will take account of the specific terms of each lease, and will not discriminate on the grounds of race, colour, disability, sex or age. We will also consider the effect any subletting may have on occupiers of other flats and on the condition of the property. Any subletting must be for occupation by a single household or group of friends.

Landlords will be aware that the letting policy was not effectively enforced, prior to 2006, by our previous Managing Agents. Furthermore, the new Houses in Multiple Occupation (HMO) legislation applies to Meadowside flats and requires additional bathroom and kitchen facilities for flats with more than a certain number of occupants. We serve notice on all landlords that our Managing Agents will enforce the letting policy and licensing fee for all renewable shorthold tenancies and ask the local authority to apply the HMO regulations where appropriate. The fee charged by our Managing Agents for administering permission to sublet and checking the references and lease conditions will be £50 plus VAT, providing the work is straightforward. The full details of the policy are contained in Appendix B to this Handbook.

Licences for alterations

Under the terms of your lease, some alterations to your property can only be done with Meadowside Freehold Ltd's consent. Decorative works and renewal of fixtures and fittings are not regarded as alterations provided that changes to walls, pipework and waste pipes are not involved. Our consent is required for:

- any work which affects the structure of the property or services to it;
- any work that can be seen from the outside; or
- any structural work on the outside of the property.

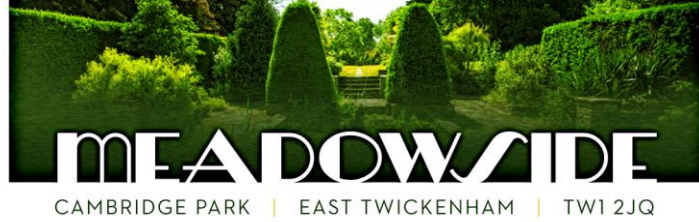
Unless surveys are required, the administrative charge for issuing a licence to alter will be around £150 plus VAT if the approval is straightforward. Please note that not having evidence of approval may delay or hamper a future sale of your property. The full details of the policy are contained in Appendix C to this Handbook.

Sales

Under the terms of the Leases of the flats (and garages) the Freeholder's (MFL) formal permission to sell is required. This is called a Licence to Assign (see below) and the procedure is that the incoming purchaser will be asked to provide a banker's reference confirming ability to meet the current service charge payments, and a personal reference from a solicitor, Doctor or person of similar standing confirming that the proposed purchaser is a respectable and responsible individual.

These references should be sent to our Managing Agents by the existing owner's solicitors. Following approval of the references by the Board the Managing Agents will issue a draft Licence to Assign. The existing owner will be expected to meet the legal costs involved in the Licence. It will probably help your sale to proceed more smoothly if you give a copy of this information to your Solicitors at an early stage in your sale.

Lessees with shorter leases who wish to purchase a 90 year lease extension and those who wish to apply to purchase a 999 year lease and share of the freehold should apply in writing to: The Chairman, Meadowside Twickenham Ltd, c/o Robert Heald, Wallakers Chartered Surveyors, 69 Victoria Road, Surbiton KT6 4NX
Tel: 020 8399 5381 Fax: 020 8390 8775 Email: rheald@wallakers.com



Licence to assign:

A licence to assign, (which is a form of consent given to the vendors so that they may sell their lease to a purchaser who can establish that they are of suitable character and financial standing to live at Meadowside) is required from the freeholders (Meadowside Freehold Ltd) via our Managing Agents. This is a service provided by our Managing Agents at an administrative cost of £150 plus VAT, and is a normal practice organised between the vendors' and purchaser's solicitors. The practice between solicitors complies with discrimination and data protection legislation and is a mechanism used only to ensure, for example, that no one of known ill repute or with a significant history of non-payment of debts is granted a lease.

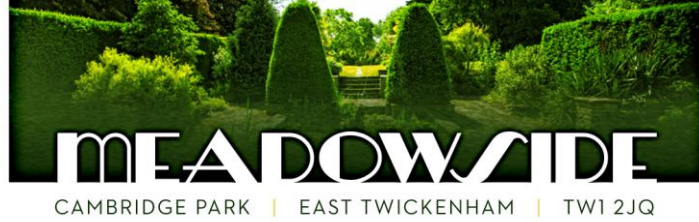
Management information charges:

When a lessee wishes to sell their flat the purchaser's solicitor will request a 'management information pack'. This will include an up-to-date statement relating to service charges and arrears, lease information, approved service charge budgets and reserve fund accounts, the major works plan, the handbook and a list of outstanding disputes between the flat owner (if any) and the Managing Agents or other leaseholders. The Managing Agents charge a fee of £125 plus VAT (which includes the licence to assign above) to the vendor (seller) for collating, printing and posting hard copy of this information and answering any subsequent enquiries or concerns.

6 IN CONCLUSION

Living in a flat is not at all the same as living in a house in that householders can block their own driveway, cause noise, smells or water overflows and usually only their household will suffer the consequences. In a large block of flats like Meadowside, where neighbours live close to each other, the lives and tranquillity of others become affected by such actions. From all the foregoing, it may seem that Meadowside is hidebound by regulations and covenants. Those in place are there for the benefit of all and to help keep it a delightful place in which to live. It is simply that living in the type of small "village" that Meadowside is, requires a bit more consideration for one's neighbours so that all continue to enjoy the full amenities of a place that has given many people a great deal of pleasure over the last 80 odd years. We hope you have welcomed the tasteful improvements to the site and amenities enabled by result of our purchasing the freehold. We know we have no hope of pleasing everyone on every decision. However, as your elected representatives, we will endeavour to continue to work for the common good and, where appropriate, to consult and keep you informed of change. As well as individual objections and protests, please consider just occasionally encouraging your committee members by feeding back some of your positive impressions.

Meadowside Freehold Ltd & Wallakers Managing Agents



APPENDIX A: POLICY ON THE COLLECTION OF SERVICE CHARGES

Meadowside Freehold Ltd's policy is to act as a responsible landlord and to deal fairly with our leaseholders. Late service charge payments can adversely affect our Managing Agents' ability to effectively manage your property. A well-managed and maintained property enhances the value of your investment in your home and your quality of life. Cash balances in service charge accounts earn interest for the benefit of the service charge fund, so it is unfair to lessees who do not pay on time to allow others to delay payment, because they still share in the interest accruing. Late payments add to the cost of collection and may result in legal fees, which become part of the service charge and thus penalise those who pay promptly. For all these reasons, Meadowside Freehold Ltd asks its Managing Agents to insist on prompt payment of service charges.

Collecting the Service Charge:

Service charges are collected in advance in accordance with your lease terms. We ask our Managing Agents to submit service charge demands, so far as practical, at least 14 days before they are due. If payment is not received by the due date, action will be taken to recover the unpaid sums. Please do not ignore reminder letters or letters advising you that we intend to take recovery action. Interest may be incurred on late payments. Recent changes in law mean that we have to take prompt legal action. As soon as solicitors are instructed, costs begin to arise. These may have to be paid directly by you, or by the service charge. If our solicitors begin proceedings, then we will claim against you not only the arrears but also interest on late payment (currently 4% above the Bank of England base rate after 14 days), as well as legal costs. Our last resort for the non-payment of service charges is an action for forfeiture of your lease and repossession of your property. Legal action against you for service charges will result in notices being served on your mortgagees. Bear in mind that judgements obtained for non-payment of service charges may have an adverse effect on your ability to get credit elsewhere.

Your responsibilities:

Be aware of the dates when service charges are due and how much they are. Our Managing Agents produce full estimates each year and the sum payable by each lessee is established in advance. Please do not arbitrarily withhold service charge sums. In the event of a service charge query, first pay your bill in full, and then raise your question in writing to the Managing Agents. If you dispute the sum demanded, there are certain limited grounds on which you may be entitled to a refund:

- if you believe that the sum expended is not part of the service charge obligation under your lease, or that it is an unreasonable expense; or
- if you believe that there has been a mistake in the way your account has been maintained or your service charge computed.

In these circumstances you should make these specific points in writing to our Managing Agents. Your ultimate recourse is to apply to the Leasehold Valuation Tribunal for a ruling on the reasonableness or otherwise of the charge. We also have the option of going to the Tribunal to enforce payment.

Further information and complaints:

If you would like more information on service charges, you can obtain information at both the Shelter and Leasehold advisory service web sites:

Shelter http://england.shelter.org.uk/get_advice

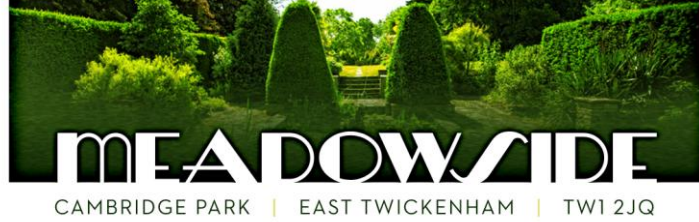
The Leasehold Advisory Service <http://www.lease-advice.org/>

70/74 City Road
London EC1Y 2BJ

Tel: 020 7490 9580

Meadowside Freehold Ltd requires its Managing Agents to comply with the RICS Residential Management Code, which was approved by the Secretaries of State for England and Wales under the Terms of Section 87 of the Leasehold Reform Housing and Urban Development Act 1993. Copies of this document are available from: RICS Books, 12 Great George Street, London SW1P 3AD

If you wish to make a complaint or comment on this procedure, please write to: The Chairman, Meadowside Freehold Ltd, c/o Robert Heald, Wallakers Chartered Surveyors, 69 Victoria Road, Surbiton KT6 4NX **Tel: 020 8399 5381 Fax: 020 8390 8775 Email: rheald@wallakers.com**



APPENDIX B: POLICY ON SUBLETTING

The terms of the Leases prohibit underletting (subletting) without the Freeholder's (MFL) consent. When considering applications to sublet, we will take account of the specific terms of each lease, and will not discriminate on the grounds of race, colour, disability, sex or age. We will also consider the effect any subletting may have on occupiers of other flats and on the condition of the property. Any subletting must be for occupation by a single household or a group of friends. Subletting by sharers will not normally be approved. Subletting to a company may be granted providing the physical occupation at any one time is by a single household and the name of the occupier is given. A licence will normally only be issued if the proposed tenancy is an assured shorthold for one year or less; the licence must be renewed after twelve months or less if the tenant changes.

Under no circumstances is sub-letting of part of a flat permitted under the terms of the lease, i.e. letting of, or advertising the availability of single room occupancy. If it becomes apparent to our Managing Agents that this is happening they will seek approval of the Freehold Board of Directors to issue immediate legal proceedings. There is an administration charge of £50 plus VAT (2005) levied by our Managing Agents for the additional work involved in the approval and registration of persons named in every new shorthold tenancy.

An application for approval of a subletting must be made to the Managing Agents and be accompanied by:

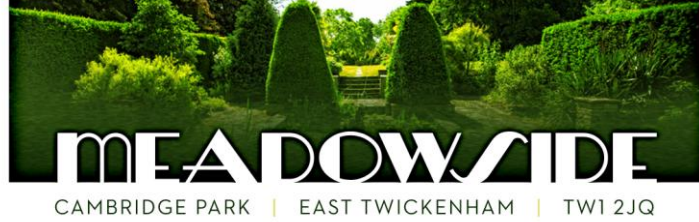
1. The draft tenancy agreement.
2. Three references for the tenant, including a financial reference, an employer's reference where appropriate, and a personal reference.
3. Payment for the costs of considering the application, including any legal or other professional fees, or a solicitor's undertaking to be responsible for such costs.

The tenancy agreement must provide for the tenant to comply with the covenants and regulations in the lease. The application for subletting must be made at least five working days before the tenancy agreement is due to be completed. The term of any subletting must be at least six months or more, subject to the terms of your lease and the specific policy for Meadowside. Further details of subletting requirements can be obtained from our Managing Agents.

If you wish to make a complaint or comment on this procedure, please write to:

The Chairman, Meadowside Freehold Ltd, c/o Robert Heald, Wallakers Chartered Surveyors, 69 Victoria Road, Surbiton KT6 4NX **Tel: 020 8399 5381 Fax: 020 8390 8775**

Email: rheald@wallakers.com



APPENDIX C: POLICY ON LICENCES FOR ALTERATIONS

Under the terms of your lease, some alterations to your property can only be done with Meadowside Freehold Ltd's consent. Decorative works and renewal of fixtures and fittings are not regarded as alterations provided that changes to walls, pipework and waste pipes are not involved.

Our consent is required for:

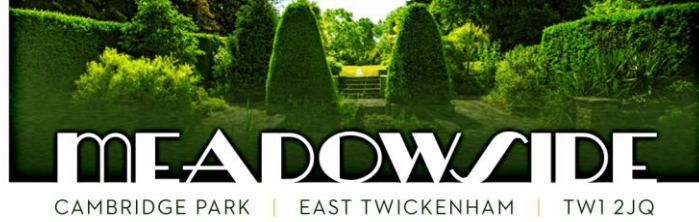
- work which affects the structure of the property or services to it,
- work that can be seen from the outside, or
- structural work on the inside of the property.

We have no objection in principle to any improvements you may want to make to your property, provided there are no adverse effects on its structure or appearance, or any impact on other units in the property. We will consider all applications carefully and will make a decision as quickly as possible after receiving the opinion of our professional advisors. If you wish to make alterations which may require our consent, you should write to the Managing Agents telling them the type of alteration. They will advise you whether Meadowside Freehold Ltd's consent is necessary. If it is not, you may proceed with the work. If the Managing Agents believe our consent is or may be required, they will ask you for: a cheque for £275.00 plus VAT to cover the costs of appointing a surveyor to represent us in reviewing the plans and, if necessary, supervising the works in so far as they affect our or adjoining owners' property; full details of the proposed work including where necessary detailed architects' and engineers' drawings as well as engineers' calculations; and an undertaking to meet any other reasonable costs we may incur in considering and supervising the work.

When these requirements have been met, the Managing Agents will instruct surveyors to consider the information on our behalf. If we give our consent, solicitors may be instructed to draw up a Licence for Alterations. This document is important and should form part of the title deeds of your property, which will be needed when you sell. In certain circumstances, the Managing Agents themselves will draw up the Licence. Fees are payable in both cases. Before you even start this process, you should ask the Managing Agents for an estimate of the costs of applying for and receiving a Licence for Alterations. You may also ask for a copy of a standard Licence for Alterations so that you can familiarise yourself with the conditions involved. Local authority consent may be required in some cases.

If you wish to make a complaint or comment on this procedure, please write to:

The Chairman, Meadowside Freehold Ltd, c/o Robert Heald, Wallakers Chartered Surveyors, 69 Victoria Road, Surbiton Surrey KT6 4NX **Tel: 020 8399 5381 Fax: 020 8390 8775 Email: rheald@wallakers.com**



APPENDIX D: POLICY ON USE OF THE GARDENS & PLOTS

The long-term aim is to restore the whole of the riverside land to watermeadow with an attractive sitting-out area in a sunny position, for residents to socialise and enjoy the riverside.

As the gardens are available for all Meadowside residents to enjoy and share equably, the following points apply:

Garden Plots.

There are a handful of gardens plots remaining which are maintained by long term residents.

1. Plots may not be passed on to others by the current user.
2. As plots become vacant through the departure of residents, or a resident no longer wishing to tend a plot, or where plots are neglected, untended or mis-used, they will be returned to the estate.
3. Garden furniture should be tasteful and suitable for our beautiful estate. Some items of garden furniture have, in the recent past, been stolen. This estate is very open; therefore, small items of garden furniture such as folding/stacking chairs, small tables etc. when not in regular use should be stored in the garden shed (this has very limited space). Items must be labelled with your flat number, and a key to the shed can be obtained from Geoff Bell, the Head Porter.
4. Water pipe for watering plots. There is one tap available in the kitchen garden.

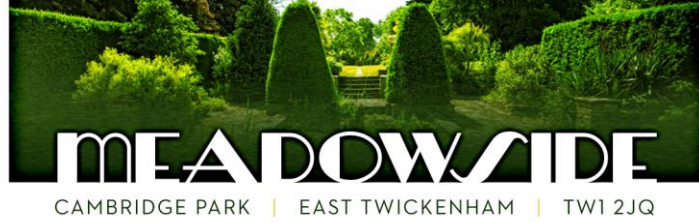
The gardens we enjoy today are the result of many years of loving cultivation by past residents.

Use of barbecues.

There is a designated and marked area in the corner of the lower meadow for the use of barbecues, which must be booked in the same way as the tennis court (by entry into the diary which is kept in the drawer of the table in the foyer of Block B). Only one barbecue may be booked on a particular day. For social and health and safety reasons, barbecues are not allowed anywhere else on site (including balconies). Residents having a barbecue are wholly responsible for all health and safety issues, including the safe conduct of children. After use, the area must be completely cleared of all rubbish, and the barbecue itself removed. Please see the section on BBQ's and Fire Bowls for more detailed protocols.

Garden parties and gatherings.

The Estate Management Committee encourages the use of the gardens by small groups of family and friends. For larger gatherings of more than fifteen people, application for approval should be made to the Meadowside Freehold Ltd Chairman via the contacts page on our website



APPENDIX E: USEFUL CONTACTS

London Borough of Richmond upon Thames

Civic Centre

44 York Street

Twickenham TW1 3BZ

Main Telephone: 0208 891 1411

Out of Hours Emergencies: 0208 744 2442

Customer Services: 0208 891 7409

For consumer advice contact the Citizens Advice consumer helpline (formerly known as Consumer Direct) by telephone on **0808 223 1133** to speak to a qualified adviser. The service operates from 9am to 5pm Monday to Friday excluding bank holidays and public holidays. You will receive advice and information free of charge. If your complaint or query is outside the remit of Consumer Direct it you will be referred to the appropriate Trading Standards department or similar agency. This will depend on where the trader is situated and/or where the contract was made.

Police

For assistance when it is NOT an emergency, you can phone **101** or phone Twickenham Police Station on **020 8607 9199** at 41 London Road, Twickenham, TW1 3SY. The station is open 24 hrs a day, every day of the year. The Community Safety Unit (CSU) is responsible for the investigation of hate crimes within Richmond Borough. This includes racist crime, domestic violence, homophobic crime and hate mail. The unit is staffed by male and female officers who are specially trained to deal with these crimes. The Unit is committed to working in partnership with both statutory and voluntary organisations in the borough to improve the quality of life for the residents. To contact this Community Safety Unit, dial **020 8891 7777**. There is an answer phone for out of hour's calls. All enquiries will be dealt with confidentially and the caller will be dealt with in a discreet and sensitive manner.

Noise nuisances

If you experience problems of noise nuisance, Environmental Health can give advice and, if necessary, investigate your complaint. Richmond Council's Environmental Health staff operate a weekend noise service. The service responds to noise complaints including parties, neighbour noise, car and burglar alarms and complaints about commercial premises. The service operates every Friday and Saturday night between the hours of 10pm and 3am the following morning (except over the Christmas holidays). All complaints regarding noise nuisance during the above hours only should be notified directly to the officer on call. The number is: **07944 038 495**

Any resident calling about noise nuisance at any other time must call the Environmental Health Team on **020 8545 3025** during normal office hours or Customer Services at

London Borough of Richmond upon Thames
Civic Centre, 44 York Street, Twickenham TW1 3BZ

Telephone: 020 8891 1411

Noisy neighbours and domestic burglar alarms: **020 8891 7737**

Commercial Noise, building sites and car alarms: **020 8891 7994**

Refuse collection

Please phone **0208 891 1411** for information on the following services:

- Graffiti clearance
- Green garden waste recycling collections
- Recycling collections
- Refuse collection
- Removal of abandoned vehicles
- Special collection service (bulky items)



CAMBRIDGE PARK | EAST TWICKENHAM | TW1 2JQ

Community websites

- The 'Best of Richmond' www.thebestof.co.uk/richmond is a community and business directory website containing local news, events and information, together with a directory of local businesses and services in Richmond Borough.

Meadowside useful contact details

Meadowside Head Porter **07841 014142**
Hours: 8.00am and 4.00pm Monday to Thurs 8.00am to 3.30pm Friday

Wallakers Managing Agents: **Tel: 020 8399 5381**
Fax: 020 8390 8775
Email: info@wallakers.com

Police – non emergency:	101
Crime Stoppers:	0800 555111
Boilers (Communal Heating/Water) Oakleaf Heating	01622 609 091
Transgas (Plumbing)	020 8399 0408
Plumber – Ian Edwards	07717 155205
Plumber Vic - B& M Plumbing	07976 247253
Thames Water emergency:	0800 316 9800
Gas emergency:	0800 111999
Locksmith:	07919 884 918
Emergency glazing:	020 8894 5060
Emergency electrical:	0800 0857 591
NHS Direct:	0845 4647 or 101
Emergency Dentist:	020 8894 6115
Maple Leaf Pharmacy:	020 8898 5033
RSPCA:	0300 123 0746
Veterinary Surgeon:	020 8898 0528
Samaritans:	020 8399 6676
Childline:	0800 1111
Richmond Council:	020 8891 1411
Airport Cabs /Minicabs:	0800 0646 422
Citizens Advice Consumer Helpline	0808 223 1133