



PLYMOUTH WHARF RESIDENTS ASSOCIATION LTD

Resident Handbook

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INFORMATION ABOUT THE COMPANY

Dear Resident,

Welcome to Plymouth Wharf whether you are a new Owner or a new Tenant we hope that you will find this handbook helpful in setting out useful information as well as the responsibilities of the Company, Property Owners and their Tenants.

Plymouth Wharf Residents Association is a Limited Company subject to the requirements of Company Law in the same way as any other limited company.

The Company owns the freehold of the Estate, PWRA Ltd was formed when the Developers handed over the Estate in 1987.

The address of the Company's Registered Office is:
63 Plymouth Wharf, LONDON E14 3EL.

The Company Number registered at Companies House is **1952589**.

The current Board of Directors and their accepted responsibilities are listed in the Annex on Page 15.

The Solicitors are:

Red Solicitors LLP
Harjinder Kandola
100 Wood Street, Walthamstow,
London E17 3HX

The Auditor & Treasure is:

Mary Poile
Dutchmans Chartered Accountants
3 Station Parade, Cherry Tree Rise
Buckhurst Hill, Essex, IG9 6EU
Tel: 020 8559 7799
Fax: 020 8558 7790

The Surveyors are:

Delva Patman Associates, 116 Long Acre, London WC2E 9PA

PWRA does not retain a managing agent, as it is **both** more cost-effective and efficient to run the Estate ourselves.

The owners of all 62 leasehold properties (44 flats and 18 houses) hold one share per property in the Company which is run by a Board of Directors - all of whom must be shareholders - who are elected annually at the Annual General Meeting each year.

The Directors set the budget, collect service charges from the owners (there is an obligation for all owners to pay under the Lease) and arrange directly the buildings insurance, maintenance, including all external redecoration and cleaning, lighting and gardening of the communal areas of the estate.

It is the responsibility of the Directors to ensure that the terms of the Lease are complied with. A breach can lead to forfeiture of the Lease.

In the event of a claim on the Company's Buildings Insurance policy, please notify the Board in writing at its registered address at the same time as making your claim direct with the insurance company.

Under the current policy there is usually an excess of £500 on each claim.

The Chairman and Directors will be pleased to answer queries and try to resolve problems from any owner or resident (excluding neighbors' disputes). Please remember that they are all volunteers and are not available 7 days and evenings a week! It is suggested that, unless really urgent, a note is put through the door of the appropriate Director (see list at end) or sent to number 63, Plymouth Wharf (letter box in Block 4 , numbers 52-63) alternatively email your query to directors@plymouthwharf.com.

When a property is sold, both the purchaser's and vendor's Solicitors require a good deal of information from the Company. Each case is different and we can be asked up to 40 questions and copies of various documents, this obviously takes time to prepare. It is therefore important that the Company's Solicitors are contacted at the earliest opportunity to avoid delays during the sale process.

All conveyancing enquiries are now being handled by the Freeholders' Solicitor:

Red Solicitors LLP
Harjinder Kandola
100 wood Street, Walthamstow,
London E17 3HX

The Solicitors reserve the right to charge the resident a fee to cover the expense of providing the required information and transferring the Share.

Through their own Solicitor, shareholders selling their property are required to surrender their Share Certificate to the Company with a Share Transfer Form before a new Share Certificate can be issued to the new owner.

SECURITY

We all know that in the face of the expert, determined, professional criminal there is no such thing as a theft-proof car or burglar-proof home; but since most of our local criminal fraternity are opportunists looking for an easy target, there are precautions we can take to make the burglars life more difficult.

For instance:

- 1) Make sure your residence is as secure as you can make it - the local Crime Prevention Officer will be happy to visit you in order to give free advice
- 2) Mark all your property with your postcode - marking pens can be bought quite cheaply from any good stationer.
- 3) Whenever you leave your premises, no matter for how brief a period, lock all doors and windows, Given easy access, a break-in can be achieved in a few seconds,
- 4) If you live in a flat, please ensure that the ground floor entry security doors are closed behind you whenever you enter or leave.
- 5) Access to the flat stairwells must not be granted to anyone unknown to you.
- 6) Protect your car as well as you can and never leave valuables on display, or even in the boot.
- 7) Be vigilant about strangers, The vast majority are harmless, but a small minority can spell trouble, If in doubt, make a note of them and/or contact the police. Report any unusual activity/people to any Director
- 8) Be sure to protect the pass-codes used on the security gates of the Estate.

**Police telephone numbers: Emergencies: 999
24 Hours: Towers Hamlets Police 020 7515 1212**

What to do in case of a burglary

In the event of any break-in please contact the police direct and advise any Director (see Annex on Page 15), write to number 63 or email the Directors.

The most vulnerable points of entry are the small bathroom and ground floor bedrooms windows in the houses, and the small patio window and all ground floor windows in the flats. We recommend owners that the study windows and the small patio window should be permanently secured closed, and suggest fixing grilles or mesh to bathroom and end-house toilet windows.

ELECTRICAL GATES

Telephone Entry System for Visitors

1. Incorporated into the Keypad you will see a small screen
2. A visitor, by using either the up or down arrow keys scroll to the door number of the property it wishes to visit. Once the required door number appears on the screen the visitor should then press the centre Bell Button (indicated by a bell symbol).
3. The telephone at the appropriate property will ring allowing the resident to speak to the caller at the gates. Once the resident has answered and wishes to allow entry to the visitor they should then depress;
 - 1 on their telephone keypad for the pedestrian gateway;
 - 0 on their telephone keypad for the vehicle entry

IT IS HIGHLY RECOMMENDED THAT YOU SET YOUR ANSWERPHONE TO COME INTO EFFECT AFTER 6 RINGS AND NOT BEFORE

Exiting the Estate

1. For pedestrians, once you have pressed the Exit Button, this releases the lock mechanism on the pedestrian gate only and allows you to then open the gate manually. The gate will automatically lock behind you once you have gone through it.
2. For vehicles, drive up to the White line and ALLOW TIME for the hydraulic mechanism to come into operation for the gates to open. The gates will automatically lock behind you once you have gone through them.
3. If you are unable to open the gates at any time, DO NOT FORCE THEM. Contact one of the following people who have keys to disable the mechanism without damage.

Maurice Brown – number 12
 Jane archer Number 13
 Lis Thornton Number 14
 Carol Sinker Number 28
 Ann Wells – Number 42
 Reza amirinia – Number 44

Security Codes for Electric and Riverside Walkway Gates

The Directors will advise Shareholders and Tenants of the Security Codes for the gates from time to time. These Security Codes should not be disclosed to non-residents because it jeopardises the security of Plymouth Wharf.

Fobs & Remote Controls

Additional and replacement Fobs can be obtained by leaving a note for the Maintenance Director in the postbox for No.42. Each Fob costs £10.

Remote Controls can be purchased or replaced at a cost of £30 again from the Maintenance Director

Payment of either fobs or remotes to be made by cheque and payable to PWRA LTD.

ON BEING A GOOD NEIGHBOUR

Living in a community - any sort of community - imposes some obligations on all of us. So, please do try to be a considerate neighbour and refer to extracts from the Lease on page 7 and to Regulations on page 8. What follows will improve the quality of life in the Wharf and the value of the properties.

Noise from music at any time and in gardens, on patios and balconies, or with windows open in Summer, slamming doors or quarrelling - can be very distressing for those subjected to it. Remember that, at night in particular, both the courtyard design of the estate and the proximity of properties to the river magnify any sound. Noise levels must be kept to a minimum at all times. Quiet shall be maintained between 11 pm and 7am. Extreme cases may be reported to the Tower Hamlets Anti Social Behaviour Unit - 020 7364 5544

Please drive carefully through the Wharf because of people and pets. We operate a one-way system that is clockwise from the Saunders Ness Road entrance. This Handbook contains the plan of allocated parking spaces for the flats and the five visitors bays. For reasons of security, we do not identify parking spaces with the individual properties to whom they belong.

Due to a previous rodent problem, under the Prevention of Damage by Pests Act 1949, the Company is required to ensure that refuse is effectively bagged and sealed and placed in the dustbin cupboards prior to collection. Failure would render the Company guilty of an offence whereby we would be liable to a fine. We therefore have to insist that all refuse is disposed of in SEALED black sacks. Please simply tie up the ends of the sacks and place them inside your dustbin cupboard. The cupboards for the houses are adjacent to the front doors, and for the flat blocks it is the door outside of the stairwell entrance. The dustmen collect from the cupboards of the houses and the communal bin areas in the flat blocks each week, normally on Tuesdays (subject to delays when there is a Bank Holiday). Please do not put sacks outside where rats and our fox can bite through them in search of food.

The Local Authority will remove larger items free of charge. All you need do is telephone the Street Environment Team (02073646666) and they will arrange a mutually convenient time for collection, usually within a day or two.

Items for recycling are collected once a week (Wednesday mornings) and should be placed outside **the evening before only**, in a sealed pink bag for first and second floor flats or green box provided to houses and ground floor flats. These are provided by the council but their delivery is a little haphazard and should you run out you can put the items in a black plastic bag provided it is labelled 'For Recycling'. We have given permission to the Council for a trial run of small skips inside the dustbin cupboards for the 2 roadside blocks but we have been waiting for these now for 18 months! Otherwise you can take your recycling items at any time to Northumberland Wharf on Yabsley St which is off Manchester Rd to the right after going over the Blue Bridge.

Blocked drains have also caused problems such as an upflow of foul water into toilets, washbasins and baths because the communal foul drain cavities become full to the brim. The Developers of Plymouth Wharf installed a far from perfect foul drainage system - the pipes are extremely narrow at the point of entry to the foul drainage cavities at ground floor level. Please, therefore, do not dispose of any rubbish down the lavatory except for bodily waste and toilet paper. In particular, sanitary towels, tampons, or building materials will block the drains.

We ask that garden enthusiasts do not plant items in the Wharf garden without first contacting one of the Garden Committee who will normally welcome plant donations. If you would like to be involved, please contact one of the names listed on the Annex to this manual. Please do not tip the old soil from your plant pots onto the garden – it needs new soil not old!

No hanging of washing over balcony railings is permitted under the lease as responsibility for maintenance lies with the Company. Nor should washing lines be permanently erected on the balconies or patios of the flats. Likewise, lines should not be attached to any of the lampposts.

In the event that an owner decides to sell their property, the Estate Agents MUST be informed that their advertising boards may only be attached to the property which is available for sale.

For flats they may be tied to balconies only and for houses inside the windows only.

HELPFUL REMINDERS TO OWNERS OF SOME OF THEIR OBLIGATIONS UNDER THE LEASE

The following are extracts from certain Clauses in the Lease intended as helpful reminders so as to avoid breaches. The Lease restricts what alterations to property may be carried out. The Directors are bound by the Lease and cannot give planning permission. To avoid embarrassing and costly mistakes, Owners should read their Lease; consult their Solicitor and/or PWRA Ltd before undertaking alterations.

- Clause 4(b)(i) "From time to time and at all times during the said term well and substantially to repair uphold support cleanse maintain drain amend and keep the Demised Premises in good repair and condition including decorating the interior thereof at least once in every five years....".
- Clause 4(d) "Not to use or permit to be used the Demised Premises for any purpose other than as a private residence and any garage or parking space for the parking of private vehicles (such term to exclude commercial vehicles and caravans)."
- Clause 4(e) "Not to do or permit to be done in or upon the Demised Premises anything which may be or become a nuisance or annoyance or cause damage or inconvenience to the Lessor and its successors in title to the Estate or occupiers for the time being thereof or any part thereof."
- Clause 4(i) "Not to make any structural alterations or additions to the Demised Premises." If you are planning to replace your doors or window frames there are specified designs and colours that are permitted only. If you no longer have a copy please request one.
- Clause 4(1) "To keep the access ways forecourts footpaths landings stairways and communal areas clear and free from obstruction."
- Clause 4(n) "To comply with all reasonable regulations imposed by the Company relating to the use of the communal areas." See next page.
- Clause 4(0) "Not to keep more than one dog and/or cat on the Demised Premises and not to keep any other animal on the Demised Premises except normal domestic pets which are kept in cages."

IMPORTANT NOTE: This Summary is not intended to amend, vary or in any way waive obligations under the Lease, and is not binding on PWRA LTD. or its Directors. Reference should always be made to the original Lease.

REGULATIONS UNDER CLAUSE 4(N) OF THE LEASE RELATING TO THE USE OF THE COMMUNAL AREAS

- 1 Noise levels shall be kept to a minimum at all times. Quiet shall be maintained between the hours of 11 pm and 7am.
- 2 Parking for the flats is in allocated spaces around the garden in accordance with the provisions of each of the Owner's leases. The allocation of spaces is set out in the enclosed drawing. Flat Owners have exclusive right to use their own parking space. Flat Owners shall not park their vehicles in other people's allocated parking spaces - this will amount to trespass. There shall be no parking in such a way as to obstruct access to and from a resident's allocated parking space. Parking for the houses is in their own garages and on their own forecourts. House Owners shall not park their vehicles in other people's allocated parking spaces - this will amount to trespass. The Lease does, however, provide that the five visitors' bays may be used, if vacant, on a short-term basis only. If these are full, then parking shall be outside the Wharf. No parking is allowed at each end of the centre garden island as this restricts access of emergency vehicles. No parking of bicycles or vehicles on the communal pedestrian areas. No parking of bicycles in the flat block corridors or stairwells, nor the chaining of bicycles to railings, as maintenance of these areas is the responsibility of the Company. There is a bicycle rack for residents use situated to the right of the main entrance as you enter.

Owners and Tenants are responsible for ensuring that their visitors comply with the parking regulations set out in the above paragraph. The maximum stay for visitors' vehicles in the visitor's bays shall be 48 hours per week, after this time any visitor shall remove their vehicle from the Wharf.
- 3 The speed of vehicles in the Wharf shall not exceed 10 mph and vehicles shall comply with the one way system, which is clockwise from the Saunders Ness Road entrance.
- 4 No ball games.
- 5 No rubbish, including cigarette ends, shall be dropped in the common parts or loose in the dustbin cupboards. Household refuse shall be placed in sealed bags and never left outside houses or flats. This is a health hazard, causes a risk of rats and foxes, and is unsightly.
- 6 No dog fouling is permitted.
- 7 Communal dustbin cupboards are not to be used for storing possessions.
- 8 No Estate Agent boards are to be fixed to property owned by the Company; this includes brick walls. They are only allowed in windows or tied onto balconies.
- 9 No access to the flat stairwells shall be granted to anyone unknown to you.

RESPONSIBILITIES OF OWNERS WHO LEASE OUT THEIR PROPERTIES

Owners who lease out their properties are legally and personally responsible for ensuring that their Tenants comply with the PWRA Ltd. Lease. This means that if there is a breach of the Lease by Tenants, Owners could find themselves responsible for the consequences. This could involve forfeiture of the Lease. It is therefore essential that information concerning the PWRA Ltd Lease be passed on to Tenants and Agents so that they are aware of the covenants before signing the Contract. Owners are responsible for the conduct of their tenants under the Lease, and Owners should keep an eye on the conduct of their Tenants during the term of the Contract. Such Owners remain contractually bound by all the terms of the PWRA Ltd Lease despite the fact that they have let their property.

In the event that it becomes necessary to serve documents on a Leaseholder, the Lease provides that any notice served on a Leaseholder at their Plymouth Wharf address is deemed a proper service.

RESPONSIBILITIES OF TENANTS

Simply put. Tenants' responsibilities are to comply with the PWRA Ltd Lease and to be a good neighbour. It is therefore essential that Tenants are aware of the relevant parts of the Lease and this information should be obtained from the Owner of the property in which they reside.

NOTIFICATION OF CHANGE OF ADDRESS

Under the PWRA Ltd. Lease, the Company is required to send statutory papers to its Shareholders at a United Kingdom, not an overseas, address. Should Shareholders move from Plymouth Wharf but retain ownership of their property, it is essential that they make arrangements for a United Kingdom address to receive and forward PWRA Ltd correspondence to them without delay. A Shareholder whose address is not within the United Kingdom shall not be entitled to receive any notice from the Company. Unless otherwise requested in writing by the Shareholder(s), correspondence will continue to be sent to their Plymouth Wharf address.

In the event that it becomes necessary to serve documents on a Leaseholder, the Lease provides that any notice served on a Leaseholder at their Plymouth Wharf address is deemed a proper service.

Wherever possible, we will endeavour also to serve the documents at the last known UK address as well.

Any change of address should be notified in writing to the Company Secretary of PWRA Ltd at the Company's Registered Address, at least **one week** before the effective date.

Also, where a property is let, it would be helpful if PWRA Ltd could have a written note from the Shareholder(s) giving the name and contact number of key holders (other than any tenant), as well as the Agent involved, in case of an emergency. The Company Secretary would hold this information on the Company's files, treated with the utmost confidentiality and would only be used in the event of an emergency, such as a flood or the police requiring this information, which might be the case in the event of a break-in.

Please complete and sign the enclosed form when appropriate and return it to PWRA Ltd Company Secretary at No. 63. Unsigned forms will not be considered a valid notice and will be treated as null and void,

NOTIFICATION OF CHANGE OF ADDRESS FORM

Date:..... Number. Plymouth Wharf, London, E14 3EL
From:...

To: PWRA Ltd.. 63 Plymouth Wharf, London. E14 3EL

This is to advise you that I am/we are letting my/our property out to a tenant.

(Please delete whichever of the following is inappropriate)*

- * Please continue to send Shareholder correspondence and information to me/us at my/our Plymouth Wharf address, indicated Above.
- * My UK mailing address for Shareholder correspondence and information, in accordance with the terms of the Lease, is:

.....

The key-holders of the above property are:

- 1)
Tel:
- 2)
Tel:

The Agent is:.....
 Tel:

I/We confirm that seNice of legal documentation or other process will continue to be properly seNed on me/us at my/our Plymouth Wharf address.

Signature of Shareholder(s)

Plymouth Wharf

Plymouth Wharf was an amalgamation of three riverside plots taken between 1849 and 1858 by Michael Pass & Company, manufacturers of marble Temper, Greystone and Chalk-lime, Bricks, Tiles, Fire goods, River sand, Ballast, etcetera.

By 1858 an engine room, boiler shed, grinding shop, stores and other buildings had been erected on the site. The cement- and lime-making process was unpleasant, and Pass had to modify his methods following complaints of offensive smells and an investigation by the officers of the District Board of Works.

By 1897, Pass had been replaced by the firm of Deane, Ransome & Company, constructional engineers. It redeveloped the site, transforming Plymouth Wharf into a steel works (known as Cubiti Town Steel Works), specializing in the construction of girders and roof stanchions. The lease later passed to E.J. Power, a merchant of Marsh Lane, Greenwich, and the firm continued in business as Powers & Deane Ransome's Ltd.

Power, who had also taken possession of Pymont Wharf to the north, acquired the freehold of Plymouth Wharf in 1920. His premises at Plymouth Wharf in the 1920s and 1930s were poorly developed, even by the standards of Cubiti Town. There was a two-storey brick office adjoining Pymont Wharf, but the majority of the structures were wood and iron sheds and lean-tos. Although a new range of buildings was erected in 1936, the Wharf was cleared and combined with Pymont Wharf between 1936 and 1945.

After the Second World War, the open site was occupied by various companies for storage. In 1961 the National Dock Labour Board established a Training Centre at Plymouth Wharf for training new entrants to the dockworkers' register. A large E-shaped school building was erected facing the river, containing lecture rooms, staff accommodation, offices, lavatories and cloakrooms. In addition, a covered shed and large open quayside area provided training space.

Pvrimont Wharf

This Wharf was developed in 1861 by the Asphalte de Seyssel Company of Thames Embankment (later known as the Seyssel Asphalte Company or Seyssel Pvrumont Asphalte Company).

Early factory buildings included a cauldron shed, chimney shaft, engine house, boiler house, workshop, stores, lavatories, and a two-storey dwelling house designed by Tillot & Chamberlain of Gresham Street. In the 1870s the asphalt- production business on this site was taken over by Claridges Patent Asphalte Company, which had been producing asphalt preparations for the building trade since the 1840s. The manufacturing process employed at Cubitt Town involved the heating of bituminous limestone in six large uncovered cauldrons, producing vapours considered offensive by many local residents. The material was used predominantly for covering and protecting the foundations of buildings. It was employed, for example, at the Tobacco Stores at the Victoria Docks.

Claridge's was wound up in 1917, and in the following year the Cubitt Town Estate Company sold its interest in Pvrumont Wharf to E.J. Power, the occupier of the steel works that adjoined to the south. After a brief occupation in the 1920s by the Cargo Fleet Iron Company, Pvrumont Wharf became part of Plymouth Wharf.

Latter Day Plymouth Wharf The Plymouth Wharf housing scheme, off the east side of Saunders Ness Road, consists of 62 dwellings. It was developed, designed and built by Groveside Homes (part of Tarmac Construction), and was completed early in 1986. Three-storey terraces to either side of an inner courtyard lead down to a pair of warehouse-style blocks (also of three storeys) by the riverside,

ANNEX – CURRENT BOARD OF DIRECTORS

Lis Thornton	Chairperson/Gardening Director
Carol Sinker	Deputy Chairperson/Gardening Director
Stuart Axford	Director
Jane Archer	Director/Finance Director
Rosemary Sinclair	Garden Director
Ann Wells	Maintenance Director
Roy Dos Ramos	Director
Gareth Cowan	Director
Reza Amirinia	Director/CCTV
Harjinder Kandola	Company Secretary / Solicitor
Mary Poile	Treasurer / Auditor