

The Van Alen

Residents' Handbook



24-30 Marine Parade, Brighton, BN2 1WP

Mews Houses, Camelford Street, BN2 1WQ

website – vanalen.info

email – vanalen@btinternet.com

September 2026

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If this is your first copy of the handbook, welcome to The Van Alen. Please let the directors know if we can assist you in settling into your new home.

The Van Alen is a block of 38 apartments and 4 mews houses on the seafront in Brighton. It was designed by the British architect Peter Rutter and named after William Van Alen, the architect of the Chrysler Building, Manhattan, New York (completed in 1930). The apartment block is a 21st century interpretation of the Art Deco and Streamline Moderne styles and was completed in the summer of 2001 by Berkeley Homes. For more information see **vanalen.info**

The managing agent (see CONTACT NOTICE, page 12)

Stiles Harold Williams (SHW), Lees House, 21-33 Dyke Road, Brighton, BN1 3FE

Our Property Manager at SHW is:

Serena Taylor 01273 876200 or 07947 373475, email **staylor@shw.co.uk**

In Serena's absence please contact Nigel Duffy, email **nduffy@shw.co.uk**

Property Management Administrator is Jade Deen, email **jdeen@shw.co.uk**

Out of hours **EMERGENCY** relating to a communal issue - please contact **Adiuvio - 01323 406997, see page 13 for details**

The managing agent should be your first point of contact on any issue concerning the communal areas and for emergencies concerning your apartment.

The management and freehold companies

Two, leaseholder owned, limited companies underpin the running of The Van Alen: The Van Alen Freehold Ltd and The Van Alen Management Company Ltd

The boards of both companies have the same membership consisting of a maximum of seven directors, each of whom must be an owner of an apartment or a mews house. In the rest of this handbook "management company" is used as the shorthand for both limited companies.

The term of office for each director is fixed at three years and is then subject to re-election by the residents at the Annual General Meeting (AGM), usually November. The chairman and directors of both companies work voluntarily for The Van Alen and are not liable to the apartment or mews house owners for any mistake, misjudgement, negligence or otherwise, except for their own individual misconduct or bad faith. No member of the board receives any compensation for acting as a director of the companies.

The role of the directors is to ensure The Van Alen is managed according to the lease and to appoint professionals such as managing agents, accountants and solicitors to advise the directors and implement board decisions.

Residents are invited to join the WhatsApp group, where urgent information about The Van Alen is shared. Contact David Brown with your mobile number.

The owner residents are entitled to one vote per apartment or mews house at management company meetings, which may be cast in person or by proxy, although proxy votes are only counted in the event of a ballot being called. The AGM of the companies is held at an agreed venue, on a declared date each year, for the purpose of electing directors and transacting the other relevant business of the companies.

Directors and board

As of September 2026, the chair is David Brown, apartment 36, 07887 983352

vanalen@btinternet.com

The other directors are:

Mary Kennedy - apartment 19

Steve Kennedy - apartment 13

Sam Memour - apartment 4

Kevin Bence (apt. 12), George Davies (apt. 38) and Adam Mildren-Keedy (apt. 25) assist in the running of The Van Alen and attend management company meetings.

Email (the management company board) **vanalen@btinternet.com**

The managing agents are appointed by the management company. Their job is to:

- collect maintenance charges and ground rent (from owners who are not freeholders)
- manage contracts and contractors who maintain the building, lifts, garage etc.
- account for all money in their care on behalf of owners
- be available to respond to any resident who contacts them to report a problem

The certification of the accounts of the companies is made annually by MDJ Services Ltd., Accountants, Portslade. The accounting period for the accounts and service charges ends on the 30 April each year. Insurance renews on 26th April, annually. All records maintained by the companies are open for inspection by any owner upon reasonable prior notice and subject to the authority of the directors.

The lease – a summary

All owners of apartments in The Van Alen Building and the 4 mews houses are bound by the terms of their lease, which is a legal document signed by the owners.

If you are renting an apartment or mews house, you must also adhere to the terms and provision of the lease. Landlords are responsible for ensuring that tenants comply with all regulations.

This summary does not replace the lease but is intended only to provide informal guidance. If there should be any occasion when a dispute cannot be settled by reference to this summary, then the lease shall be used, and this summary shall have no status.

-Each apartment and mews house is restricted exclusively to the residential use of the owners or tenants their families and guests and may not be used for business purposes.

-As soon as an apartment or mews house is let, the owner must inform SHW of the tenant(s) address and telephone number so that records can be updated.

-Leaseholders should also provide the name of their tenant(s) and letting agent (if applicable) for emergency contact.

-No damage shall be done to any part of the buildings, paths, gardens or access roads.

-No obstruction may be caused to any of the communal paths, passageways, parking spaces or access roads.

-No aerial, satellite dish, advertisement or hoarding may be erected or attached to the property, including balconies. (This includes Sky and Starlink dishes).

- All domestic rubbish must be put in tied plastic bags before being placed in the containers kept in the bin store, (for large items, please use bin on Camelford Street).
- Only private motor cars and motorcycles may be parked and only in the designated spaces in the underground garage or surface car park.
- No animal shall be kept without prior written consent of the management company.
- Please ensure that such animal shall not cause any nuisance or disturbance or foul any communal parts of the property.
- No clothes or other articles may be hung in any communal part of the property or on apartment balconies and terraces, washing may be hung in the rear gardens of mews houses.
- Failure to comply with the terms of the lease could result in a formal request from the management company to cease the offending behaviour. If ignored, legal action may be taken as necessary.

General information

Access

Owners are required to allow access to their premises to the management company, its agents and their appointed workmen at all reasonable times, notice having been given, but immediately in an emergency, to carry out necessary work, repairs or inspection of property.

Alterations to property & contractors

Owners are reminded that written permission is required from the management company before any internal structural alterations or additions are made to their apartments or mews houses, especially kitchens, bathrooms, windows and boilers. Residents are responsible for any damage to common parts and lifts caused by their contractors and residents should ensure that contractors are aware of the security arrangements for The Van Alen and have a minimum of £5m public liability insurance. If a skip or Hippo bag is required for work that you are carrying out, the first 2 weeks on site will be free of charge, but thereafter you will be charged a fee of £100 per week or part thereof. Please note the **18-tonne weight limit** in the overground car park. Please contact the board for advice on skip location on site. We have put together a set of notes to be given to all contractors working at The Van Alen and a copy of the notes is at the back of this handbook. We ask residents to let SHW know, in advance, about any works you are planning.

Alterations to windows & doors

The Van Alen is in the East Cliff Conservation Area which means that proposed changes to the elevations of the buildings **require planning permission**. Brighton and Hove City Council have confirmed that any changes to windows or external doors, in The Van Alen, require planning permission. Please advise the directors of your plans.

Automatic entrance doors

Please do not push or pull the automatic entrance doors. The mechanism is deliberately set to move slowly to avoid injury to anyone who is unaware of how the doors open. Pushing them, pulling them or forcing them to stay open will damage the motor and lead to expensive repairs.

If you need to hold the automatic doors open, please press the green emergency button and the doors will move to the open position and stay there. Please then put the reset key into the small hole in the bottom of the green box to reset the emergency button and the doors will go back to automatic operation.

BBQs

BBQs, of any type, are not allowed on the balconies, patios or terraces. BBQs can be used in the garden at the top of the car park.

Balcony light fittings

We have a small stock of replacement oval and round balcony light fittings which are similar to those originally fitted - please ask for details.

Bicycles

There are covered racks for residents' bicycles in the underground car park. Cycles are not to be left anywhere else on the estate and must not be brought into the building. We have had problems with bicycles being stolen from the racks in the underground car park. Please always keep your bike securely locked to the rack and we suggest you photograph your bike and keep the photo in a safe place.

Boiler flues

To facilitate replacing the original Powermax gas boilers for modern, energy efficient gas boilers, the directors will permit, subject to written approval, flat owners to install boiler flues on the front and rear elevations of the building. Condensate and pressure release pipes may also be allowed to exit through the walls, subject to approval. Approval for such work to be agreed before work commences, please contact SHW. Please contact the directors if you need to change any boiler, gas or electric.

Book exchange

We have a book exchange library, under the counter in reception, please help yourself.

Broadband/internet

The Van Alen has fibre to the premises (FTTP), there is Hyperoptic and Openreach ultra-highspeed FTTP connections available to each apartment and mews house. If you would like to subscribe, go to **hyperoptic.com** and put BN2 1WP into the drop-down menu. For BT go to **bt.com/broadband/full-fibre-learn**

Please advise David Brown in advance of any installation - for access to the cables and for advice on the least intrusive installation.

CCTV

The Van Alen has a 16 camera CCTV system, and the images are recorded and saved for more than 30 days. Please contact David Brown for access to recordings.

Dog mess

Dog mess must be removed by the dog's owner. Animals must not be exercised in the grounds. The garden is NOT to be used by dogs. Dogs must always be on a lead.

Door entry system & vehicle gates

Each apartment has a door entry phone. To speak to someone calling your apartment or mews house, pick up the handset and you will see the person on the screen. If you want to let the caller into the building, press the door open button. This will unlock the main door or side gate.

Please only let people you know into The Van Alen.

Visitors will have to call your apartment again from the panel to the left of each of the three entrances at the rear of the building.

The vehicle gates on Camelford Street can be opened from the door entry handset in each flat or mews house with 3 pushes of the button with one dot. We suggest allowing a small gap between each pressing of the button and the receiver must be on the hook.

As you approach the gates on the entrance to the underground car park in a car, the gates will open automatically and will close automatically behind you. If you want to enter the underground car park on foot via the ramp there is a keypad on the right-hand gate post. Please enter the four-digit code followed by "enter" to open the gates. They will automatically close behind you. The code number, which must be kept confidential, can be requested by email or by calling, David Brown, 07887 983352 or from any director. As the ramp is one of the fire escape exits from the underground car park there is a manual override button located at the bottom of the ramp. You can also use this button to exit, via the ramp, on foot.

The left button on the gate zapper opens the vehicle gates on Camelford Street and the right button will open the gates to the underground car park. As an overnight security measure, the vehicle gates will need to be opened, on leaving, using the zapper.

Replacement, or additional, zappers and fobs can be purchased from David Brown.

Drains

In the past we have had a serious blockage on the ground floor of the middle block, resulting in sewage coming up into the shower and bath of a ground floor flat, please do not flush anything other than toilet paper and FLUSHABLE wipes. Face wipes are NOT flushable, as indicated on the packaging. Cotton buds are a definite NO as the stick may be plastic and block the drains.

Garden

We are fortunate to have a garden, with a table and chairs, at the top of the car park for the enjoyment of everyone. This area is maintained under a contract with a gardening company. No dogs are allowed in the garden.

Please do not eat any plants from the garden.

Gas, electricity & water meters

Electricity meters are in locked cupboards in the underground car park entrance lobbies. The key to open the cupboard is on a hook, top right of the door.

Gas meters are in the smoke vent cupboards on each floor by the lift. **Nothing must be stored in these smoke vent cupboards; they are a VITAL part of the fire safety systems and could help you escape in a fire.** To open the smoke vent cupboards, pull gently from bottom of door and the handle at the same time. Do not use screwdrivers or other tools, to prevent damage to the door or its frame.

Apartments do **not** have individual water meters. The cost is included in the service charge. The water meters for the four mews houses are in the pavement, outside 6 Camelford Street.

Gas leaks

If you smell gas inside or outside your apartment:

- Turn off the gas supply at the meter – usually located in the cupboard by the lift
- Open doors and windows to allow the gas to escape
- Put out any naked flames
- Don't smoke
- Don't turn electric switches on or off
- Don't use telephones or doorbells
- Knock on the doors of adjacent apartments to alert them
- When in a safe place call national gas emergency service **0800 111999**

Lift breakdown

There is an emergency call button in each lift to connect you to the service centre, follow the instructions in the lift. If no response, call 999 and ask for the Fire Service. **We recommend that you have a mobile phone with you when using the lifts.**

Lift protection curtains

All lifts have hooks fitted for protection curtains. If you are proposing to use the lift to move furniture or building materials or to do anything else that might damage the lift interior panels, please ask the cleaner/caretaker, or David Brown, to install the protection curtains.

Mail & parcel delivery

Mail is delivered, by the Post Office, to the mailboxes in the lobby of each block. The mailboxes for the Mews houses are in reception. Parcels left at reception should be collected immediately to prevent theft.

Moving in or out

Most damage to internal decorations, carpets and doors occurs while people are moving in or out of the building. The cost of repairing and re-decorating is considerable and is an unwelcome cost for all owners.

Please take great care while moving any large object, furniture etc. so as not to damage any part of the building.

Please also ensure that removal contractors and others who may be helping are requested to take care when carrying large or heavy objects in or out of the building. Do not attempt to speed things up by holding the lift at your floor. If you stop the lift doors from closing for long periods, for example by placing an object to hold them open, the lift may cease to operate. It may remain out of service until an engineer arrives to repair it.

Please clean up after moving. It is easy to spill the contents from a plant pot or drop something that makes a mess. Keep the vacuum cleaner until last and clean up before you vacate the apartment.

Individual leaseholders are personally responsible for the cost of rectifying any damage caused while they or their tenants are moving in or out.

Noise

When people live in close proximity, it is necessary to set out rules to allow all residents to live together without undue disturbance. Please control the level of sound from your radio or television or sound system so as to confine it to your own dwelling at all times. When returning to the building after 10pm, please make as little noise as possible in the communal areas. Please only drop glass bottles into the recycling bin, in the bin store, between 9am and 9pm, please remember there are flats very near the bin store.

If owners are proposing to carry out alterations, additions or repairs to their apartment which will be noisy, this work should proceed only Monday to Friday (9am–5pm) and never during weekends or bank holidays. SHW and neighbours should be notified in advance of any disruptive work.

Parking

Resident parking

- Residents must only park in the designated parking spaces and must park in the space allocated to their apartment or mews house unless they have been given prior permission by another resident to park in their designated parking space.
- Residents who give permission for their designated parking space to be used by any other resident on a regular basis must provide to the management company such information regarding the use of that space as the management company may require.
- **The lease does not permit owners or visitors to park commercial vehicles** on site overnight. We recognise that commercial vehicles will often be on site during working days.
- It is one car per flat or mews house, second cars are not allowed unless another resident has given permission for the car to be parked in their dedicated space.
- Residents and visitors may park elsewhere on the estate for the purpose of loading or unloading if they do not obstruct access to or egress from any other part of the estate and respect the “No Parking” signs.
- Residents must ensure that their visitors park in accordance with these parking regulations.
- The other parking spaces may be used only by visitors and parking in those spaces will operate on a first come, first served basis.
- Visitors must only park in the other parking spaces unless a resident has given prior permission for a visitor to park in their designated parking space.
- The management company reserves the right to take any measures it deems appropriate to enforce these regulations.
- These regulations supersede any parking rules or regulations previously in operation at The Van Alen.
- Nothing in these regulations may be taken to override any covenant in the apartment or mews house leases.
- The management company reserves the right to vary these regulations at any time by giving 28 days’ notice, in writing, to the residents.

Please use your storage cage, NOT your car parking space, for storage. For fire safety nothing is to be stored in the underground car park spaces.

Visitor parking

Visitor parking spaces are very limited and are nose in opposite the mews houses. Parking is not permitted in the driveway areas of the car park, and these areas must not be used by tradespeople for parking. The "No Parking" signs should be always respected, except in cases of emergency.

Pets

In accordance with the lease, dogs and cats or other pets are not allowed to be kept on the premises without the prior written consent of the management company. Please apply to SHW, a fee is payable.

Power cuts, power sockets in your property

In the case of a power cut that affects more than just your apartment, please contact UKPN on 105 or 0800 316 3105 or via the web site ukpowernetworks.co.uk

In the event of a power cut, the battery back up on the Camelford Street gates and the car park entrance gates will keep them open. This is the same for the battery back up on the automatic doors.

If everything fails, then the manual release key for the Camelford Street and car park ramp vehicle gates motors needs to be used but the pedestrian side gate and the automatic doors will open and stay open.

Your property may have **5Amp (round pin) sockets**, these are controlled by wall switches/dimmers. Please ask David Brown if you need assistance.

Property preservation

Feeding birds is not permitted. Bird droppings damage the building and are particularly unpleasant for anyone living on the ground floor. Please do not drop cigarette ash or butts from balconies.

Rubbish, recycling, re-using, washing machine

The bin store is for household rubbish only. No items of furniture, large electrical equipment, building materials etc. should be left in the bin room. All rubbish must be wrapped. When taking household waste to the bin area ensure bags do not leak and leave a trail on communal carpets etc. Do not leave bagged waste outside your front door, please take it straight to the bins. Do not place rubbish on the floor of the bin store. Please place large items of rubbish in the council bin on Camelford Street.

Never smoke or extinguish cigarettes in the bin store. Please use the recycling and bottle bins in the bin store. They are labelled. Do not put large cardboard boxes in the recycling bin. They should be torn up or collapsed.

There are boxes in the bin store for batteries, light bulbs and small electrical waste. The council will collect larger items from The Van Alen for a small fee, to arrange a collection time, call 01273 290798.

Recycling facilities are available at the local council tip, Wilson Avenue, BN2 5PD

We have a small stock of original toilet bowls, bidets and wash basins, several internal and front doors in various sizes, a few original radiators, a few original wall tiles, wood flooring, skirting boards and balcony paving slabs (and support mounts).

We also have a good supply of original wood flooring which may be useful to replace any water damaged flooring you might have. Please let us know if you would like to see any of these items.

We have a heavy duty, 12kg load, washing machine available for residents' occasional use, please contact David Brown for access to the Cleaner's Cupboard.

Safety

- Fire doors to the stairs must be always closed
- Fire doors within the living areas of each flat should remain closed whenever possible
- The outer hallways/lobbies must remain free of **ALL** items, including diffusers and flammable wall hangings
- Bathroom and kitchen air extractors should be serviced and cleaned regularly to remove dust and fluff which may ignite and cause a fire
- In the event of fire or other emergency please see the **Fire Action** notes at the end of this handbook
- **Leave the building if you hear the fire alarm**
- Nothing must be stored in the smoke vent cupboards to the right of the lifts
- The fire alarm system is tested weekly, usually on a Wednesday morning

Security

It is essential that good security is maintained on a 24-hour basis, every day of the year, and that all residents fully observe all security rules;

- Ensure that the main exit/fire escape doors leading from the lower car park are always securely closed and not wedged open at any time
- Do not admit anyone into the building via the intercom entry phone unless they are known to you
- All entrance doors should be kept closed and always locked when not in use
- Door-to-door canvassing is not permitted for any purpose
- For long or regular absences please notify SHW
- We urge residents **to turn off water stopcocks when absent** to prevent leaks and subsequent damage to adjacent apartments, you may be liable for the cost of repairs to your and other properties if this is not done
- We recommend a key to your property is left with SHW

TV & satellite

The Van Alen is enabled for Sky Q via a satellite dish. This service is being replaced by on-line streaming, the satellite dish will be removed when no longer needed. If you have problem with your TV or satellite signal, please report it to SHW. Terrestrial (Freeview) is available via the TV aerial wall sockets in your property, a link of co-axial aerial cable may be required on the master socket, contact David Brown for advice.

Water leaks

Water leaks can be a major problem in The Van Alen and cause considerable damage, especially to the wood laminate flooring. Please make sure that dishwashers and washing machines are properly connected to the mains supply and **please turn off the water at the stopcock if you are leaving your apartment unoccupied for any length of time. Please see "Security" above.**

The water stopcock for each apartment is in the boiler cupboard. If the stopcock is inaccessible, we can arrange for it to be re-sited, if seized please let us know immediately. Please contact David Brown for details.

Water continuously running down the back of the toilet bowl is a cistern overflow issue that needs to be fixed promptly and the mastic seal around the shower tray needs to be regularly inspected and repaired if necessary. Both issues occur frequently in The Van Alen and if left, can lead to costly water damage insurance claims. Due to a high excess under the buildings' insurance, the repair costs can add considerably to the annual service charge.

To minimise insurance claims for water damage, SHW have contracted with Jamie Shefford, Sheff Plumbing to carry out inspections of the plumbing in all flats and mews houses every year. The cost is covered by the service charge.

A list of tradespeople with a known record of working at The Van Alen is available at **vanalen.info**

Contractor information letter

As a contractor working at The Van Alen Building, we ask that you please abide by the rules and regulations:

- **There are to be no obstructions caused to any areas of the communal paths, passageways, parking spaces or access roads.**
- **There should be no damage done to any part of the buildings, paths, gardens or access roads.**
- **There should be no mess or materials left in the communal areas of the property. Please provide coverings and clean up at the end of each working day.**
- **If you are using the lift with large items or building materials, please ask the housekeeper or SHW to provide you with lift protection curtains to prevent any damage.**
- **Works should only be carried out Monday-Friday between the hours of 9am-5pm and never during the weekend or bank holidays.**
- **You must have a minimum of £5m public liability insurance.**

After reading the above please sign below and send it to SHW.

If you have not returned the signed letter, you will not be permitted to work at The Van Alen. We appreciate your cooperation in this matter.

Yours faithfully,

The Van Alen Freehold Ltd.

I agree to the above

Name

Signature

Business name

Mobile number

The Van Alen Building

FIRE ACTION PLAN



How people will be warned if there is a fire

Audible alarm or verbally.

If you find a fire

Verbally raise the alarm by shouting "FIRE" and if safe to do so, **press the fire alarm point by the lift to trigger the building alarm**. Call the Fire Service by dialing 999. Warn all persons in your apartment and leave together. Where possible turn off your cooker or oven if it is on. Ensure you close all doors on the way out, particularly the front door. Leave the immediate area and do not attempt to return to your apartment until given permission by the Fire Service.

Tackling a fire

If a cooking pan or chip pan is involved, turn off the cooker and cover with a fire blanket, if you have one, otherwise saucepan lid, tray or damp cloth, then follow instructions above.

Hearing the alarm

*******All residents MUST evacuate the building*******

*******DO NOT USE THE LIFT*******

Use the nearest available escape route or as directed by the Fire Service.

If you have visitors, instruct them to follow you. Always close doors behind you. Do not put yourself at risk or cause delay. Leave the building by the nearest available exit and move away from the building or to a specific location directed by the Fire Service.

How the fire and rescue services and any others will be called and who will be responsible for doing this

The person discovering the fire should call the Fire Service - **999**, ask for **FIRE**. Address; The Van Alen Building, 24-30 Marine Parade, BRIGHTON, BN2 1WP.

Smoke alarms

It is strongly recommended that each apartment has at least two smoke detectors, sited as near to the front door and bedrooms as possible and that they are maintained in accordance with the manufacturer's instructions, with at least one of the smoke alarms connected to the mains supply. Please contact David Brown to arrange replacement of the mains powered alarm, if faulty (back up battery lasts about 10 years).



CONTACT NOTICE

SHW is the MANAGING AGENT for the Van Alen site, responsible for the maintenance and management of the communal areas.

Below is contact information for the property team

Dedicated Property Manager

Serena Taylor 01273 876226
07947 373475
staylor@shw.co.uk

Property Management Administrator

Jade Deen 01273 876273
jdeen@shw.co.uk

Head of Residential Management South

Nigel Duffy 07793 305739
nduffy@shw.co.uk

SHW
Lees House
21-33 Dyke Road
Brighton, BN1 3FE
01273 876200 (Monday – Friday 9am to 5.30pm)

OUT OF HOURS - EMERGENCY ONLY 01323 406997, see page 13, below

DISCLAIMER NOTICE

SHW and The Van Alen Freehold Ltd. will NOT be held responsible for any damage caused to any contents left on the premises, or for any loss to belongings left on the premises. Owners do so at their own risk.

OUT-OF-HOURS - EMERGENCY ONLY 01323 406997 (5.30pm - 9am)

HOURS OF OPERATION

This number operates outside of the main office's opening hours of Monday to Friday 9am to 5.30pm and relevant Bank Holidays.

The desk is manned 365 days a year. Calls may be recorded for training purposes.

ISSUES COVERED

The desk can deal with all **emergency** communal maintenance issues such as, where applicable, communal boilers, sewage and water pumps, vehicle access gates, entry systems and communal doors, drains and lifts. This list is not exhaustive so if you believe the issue to be urgent please call and we can advise accordingly.

Any internal issues within flats would be the responsibility of the owner or appointed agent of the individual flat.

In the case of lack of water or electrical supply you may be asked to also contact the relevant provider or authority in order they prioritise any relevant incidents.

Should you smell gas please call national gas emergency service immediately **0800 111 999**

For any issues relating to trespassers or suspected criminal activity please contact the Police directly (999 or for reporting lesser issues 101)

Should you smell or see smoke please evacuate, call the Fire Service immediately then notify us.

ISSUES BETWEEN FLATS INCLUDING LEAKS

We can also assist in issues between flats such as leaks although this is limited, out of hours, to those problems which are causing damage or health and safety concerns.

It should be noted that should you call regarding a leak into your flat you will, in the first instance, be asked if you have notified the offending flat; if they are onsite, they should either shut off their water and/or instruct a plumber.

We can talk residents through their responsibilities and the correct course of action.

ISSUES NOT COVERED

Out of Hours we **cannot** progress matters relating to the following -

Service charges, correspondence from the main office, parking control, replacement fobs or keys, CCTV access, TV or satellite reception, pest control unless extreme problem or security issues regarding individual flat doors.

There may be other instances in which we cannot assist but will be able to report back to the main office, the next working day.

ELECTRIC VEHICLE CHARGER

A 22kW AC charger is available for use by residents and guests.

The charger is located in the parking space south of the mews houses.

You will need the MONTA CHARGE app to register a payment method.

Plug your own lead into the charger and use the app to start charging.

The kWh unit price is 60p including VAT.

Please move your vehicle from the space when charging is complete.