

Ashworth Mansions Limited
Ashworth Mansions, Elgin Avenue, London, W9 1JP

Lessee & Resident Handbook



2020 Version

Managing Agent – Kinleigh Folkard & Hayward
On behalf of Ashworth Mansions Limited

ABOUT THIS DOCUMENT

This booklet contains information to help you make the most of living at Ashworth Mansions and includes details of parking, security and management arrangements. The booklet should be read in conjunction with the lease agreements relating to your property and does not override them. In the event of a conflict arising between the terms of this document and the terms of the lease, the lease terms will prevail. Please take time to read and understand these regulations, as failure to follow them may result in a breach of the lease, which can lead to serious legal consequences.

OVERVIEW OF ASHWORTH MANSIONS ESTATE

Ashworth Mansions comprises 105 flats in two imposing Queen Anne revival blocks facing each other across extensive communal gardens. There are five blocks on the Elgin Avenue side and five blocks on the Grantully Road side.

The estate is over 115 years old and it is a tribute to the original constructors that it is still in such good condition! Major works were carried out in 2001/2 and between 2009 and 2014 and the roofs and external parts have been restored.

We have a diverse range of residents, with ages spanning over ninety years and a myriad of national origins, jobs, recreational interests and backgrounds.

The estate is owned by Ashworth Mansions Limited (AML) and the majority of lessees own a share in Ashworth Mansions Limited (i.e. share of freehold).

USEFUL CONTACT INFORMATION

Ashworth Mansions Board:

Ashworth Mansions Limited has a board of directors and all members of the Board own a flat in the building and live on the estate. The Directors of the company are unpaid and meet with the Managing Agents (KFH) for Ashworth Mansions Board meetings several times a year. We contract with Kinleigh Folkard & Hayward (KFH) to manage the block.

The Directors at the date of issue of this handbook are:

Renee Marais
John Sutcliffe
Keith Williams
Pamela Yuzda
Chris Nuttall

If you would like to contact the Board or volunteer to become a director, please do email: board@ashworthmansions.com

If you are a lessee, please do come along to the Ashworth Mansions annual residents' meeting, usually held in May/June (you will receive an invite letter in advance). You can find a copy of this handbook, our annual financial accounts and notes of important projects, on the website.

Website: www.ashworthmansions.com.

Management of Ashworth Mansions

Caretaker:

For all building and estate management related enquiries, please kindly contact the caretaker, Dave Thomas, in the first instance;

Caretaker: David Thomas (Mon-Fri 8.00am – 5.00pm)

Assistant & Cleaner: Mustapha Betari (Mon – Saturday 8.00am – 1.00pm)

Caretaker mobile number: 07946 589322

Caretaker email address: ashworthcaretaker@hotmail.com

The Caretaker responsibilities include general security, day-to-day cleanliness and routine maintenance of the building and garden areas, supervising the state of the common parts and being a first point of contact for Ashworth Mansions Limited contractors and residents on site. The caretaker should be notified in advance if you are planning to have your own contractors in your flat, even if only for minor redecorations.

Please note that the caretaking staff are not porters or there for residents' personal use, but to deal with wider estate matters only. Please only contact the caretaker directly to raise an estate issue or in the event of an emergency e.g. fire, gas/water leak, roof leak, power failure, break in, security concern, key fob not working, during their above working hours.

The caretakers' duties DO NOT include signing for or storing parcels, letting in guests or workmen, or carrying out work to individual flats.

Managing Agent:

AML contracts with KFH, a professional firm of property management agents, to run the estate on a day to day basis.

To escalate a building or estate matter, you can contact Ashworth Mansions' dedicated KFH Management team:

Senior Property Manager

Alexandra Kingcome

020 3542 0189

07721 261 361

akingcome@kfh.co.uk

Property Assistant

Zoe McErlane

020 3542 2223

zmcerlane@kfh.co.uk

All queries will be responded to within 48 hours.

Service Charge Account Queries

To request a copy of your service charge statement or to query a charge on your account please contact your dedicated KFH Account Manager, Neel Shah, at nshah@kfh.co.uk or call 020 3542 3351.

To discuss an arrears chase letter you have received, please contact your Credit Control administrator, Seun Ojo at sojo@kfh.co.uk.

If you would like to set up a direct debit or request a standing order mandate, please contact the treasury department at bmtreasury@kfh.co.uk.

Building Insurance

In the unfortunate event you need to file a claim under the building insurance policy, please contact the Insurance Claims department at insuranceclaims@kfh.co.uk.

Out of Hours Emergencies

In case of an out of hours emergency, please call **01438 235 434**. Please leave a message and your call will be returned within 30 minutes. An emergency is a situation which, without immediate action, will result in a serious risk to the building or residents. Any non-emergency reports will be dealt with during usual office hours.

KFH office hours number: 0203 5420200

SAFETY AND SECURITY

1. FIRE SAFETY IN COMMUNAL AREAS

The main escape route is through the main block front door to the street. The communal stairwells are fitted with smoke alarms. Whilst Ashworth Mansions organises the servicing and testing of fire protection equipment within the communal parts, residents also have a responsibility to look after these parts.

It is a requirement of The Regulatory Reform (Fire Safety) Order 2005 that the communal areas are kept clear as they are designated fire escape routes. Note that this includes prams, pushchairs, boots, bikes, children's scooters, general storage etc. This also includes the basement hallway on the lower ground floor which is the emergency access point to mains electricity. This is expressly prohibited in leases.

The stairwells and common parts are owned by Ashworth Mansions Limited and are not attributable to individual flats. Please note that any items found in these communal parts are at risk of being removed and disposed of by the caretaker, without notice.

A copy of the Ashworth Mansions Fire Action Plan is included at the end of this handbook.

2. FIRE PREVENTION WITHIN YOUR FLAT

Ensure you have an appropriate number of working fire detectors in your home and your entrance door is a self-closing device and is appropriately fire resistant for a period of up to 30 minutes.

The fixed electrical installations in your flat should also be inspected and tested by a qualified electrician at least once every five years or on change of tenancy/ownership and all flat wiring should comply with the latest regulations.

- Do not overload electrical sockets.
- Keep all combustible materials a safe distance from heating appliances.
- Ensure cigarette ends are stubbed out and disposed of carefully.
- Never leave lit candles unattended.

3. SMOKING

It is against the law to smoke inside the common parts of the buildings, this includes the corridors and landing. Do not throw cigarette ends off balconies or from your apartment windows. Cigarette ends must be disposed of responsibly by using an ashtray. If you are smoking on your balcony, please ensure you are considerate of your neighbours, who may have their windows open.

4. SECURITY

Our building is in a central urban area with associated security risks. We ask you to take responsibility for ensuring security by being vigilant at all times. There are a few simple things we ask you to do:

- **Please ensure the block front door is securely closed when exiting or entering the building. Never leave the building front door propped open or allow contractors to prop the doors open.**
- If the block front door is not closing properly, please inform the caretaker
- Check who you allow into the building via the entry phone before allowing access. **Do not allow access to the building to anyone other than your own visitors, contractors or deliveries.**
- Be vigilant with regard to who is in and around the building and if you see anything suspicious please call the Police
- When using the garden, please ensure the garden gate closes behind you and never leave the gate propped open.
- Please make sure your contact details held by KFH are kept up to date

We encourage residents to join the Ashworth Mansions Neighbourhood Watch scheme. If interested, please email neighbourhoodwatch@ashworthmansions.com with your contact details. Getting to know your neighbours and keeping an eye out for unusual activity and security is encouraged.

5. BUILDING ENTRY FOBs

Ashworth Mansions has an access control system in place on all building entrance doors. Entry to the buildings is obtained via touching your fob on the fob reader for access.

Additional or replacement fobs are available from KFH at a cost of £15 + VAT each. Payment needs to be made directly to KFH. If you need to request additional fobs, please email zmcerlane@kfh.co.uk

Once payment for your fobs is received, they are posted out to you within 24 hours (Monday—Friday only).

6. INTERCOM SYSTEM

Each flat has an intercom unit. This intercom allows you two way communication from the panel outside the main block entrance and your flat, it also allows you to unlock the main entrance door for your visitors.

If you are experiencing issues with the intercom unit, this should be reported to the Caretaker at ashworthmansions@hotmail.com in the first instance, who will arrange for the intercom maintenance contractor to attend and investigate the issue. If the problem is found to be internal i.e. with the handset or the wiring that solely connects your unit to the communal system, the costs will be re-charged to the flat owner. If you are a tenant, KFH will only act in response to reports from the flat owner.

NOISE

Noise is the issue that causes most frustration between residents.

Under the terms of the lease, lessees and tenants are obliged not to make ANY noise after 11pm and at no time should you make noise that unreasonably affects other residents.

One of the pleasures of living in Maida Vale is that it is a relatively tranquil part of Central London. For residents in Ashworth Mansions, that tranquility can be disturbed by noise from inconsiderate neighbours. We want the block to be a peaceful environment and ask you to be considerate with regard to the amount of noise both in and outside your flat.

Blocks such as Ashworth Mansions were not built with the benefit of modern soundproofing. The configuration of the Ashworth Mansions estate and the construction of the flats mean that **noise carries very easily** through neighbouring walls, floors and ceilings, in particular downward. Please be considerate and aware that even normal footfall, closing doors, opening/closing sash windows or moving household objects in your flat can cause audible noise for your neighbours. Voices and noise from TV, music and kitchen appliances travel between flats and across the garden if windows/doors are left open or if the sound is loud.

Please only use vacuum cleaners, washing machines, tumble dryers, dishwashers and other audible domestic appliances in daytime hours and never between 11pm and 7am.

The lease requires lessees (and consequently tenants) to keep the flat substantially carpeted (bathrooms and kitchens excepted). Carpeted floor coverings should be installed and arranged in such a way that footfall and other noise from your flat does not unreasonably affect other residents.

You should also be aware that noise carries easily from the garden and balconies to the flats and even a quiet conversation or phone call in the garden or on the balcony is easily overheard from within neighbouring flats. Noise from the garden echoes against the walls and is magnified. There are specific guidelines relating to noise from the gardens and balconies (see garden use guidelines below). Please be considerate.

Residents and their visitors are also requested to minimize noise in the common areas and stairs at night as loud noise will be audible to neighbours.

Building works within flats are restricted to Monday to Friday, 8.30 am to 5.00 pm and are NOT permitted on weekends or bank holidays. Noisy works must be restricted to 10.00 am to 3.30 pm Monday to Friday so as to minimise inconvenience to residents of adjoining flats. See "Building works and alterations" section towards the end of this handbook for more information.

Residents who consider that they are being disturbed by noise created by other residents should first attempt to resolve the matter by amicable request. Most people are reasonable and do not want to disturb their neighbours. If this does not produce a reasonable solution and the noise persists, it is recommended that you contact Westminster Council's 24 hour noise team on 020 7641 2000. The Managing Agent

will not normally become involved directly in noise problems and disputes unless there is a clear breach of the lease or if an absent landlord needs notifying of tenants' actions.

THE GARDEN

The Ashworth Mansions garden is a wonderful amenity and area of tranquility. The garden is for the benefit of all 105 flats on the estate and it has to appeal to a cross section of residents. It is carefully and professionally maintained and noise travels very easily across the garden and from the balconies and open windows. Consequently there are a few rules and guidelines which are intended to preserve the condition of the garden and maintain the sense of tranquility for everyone living at Ashworth Mansions. In the end we do, of course, rely on everyone's good neighbourliness in enjoying the gardens whilst showing consideration to all other residents.

The furniture in the garden is for all residents' use.

1. NOISE FROM THE GARDEN AND BALCONIES

When using the garden or balconies for dinner and drinks in the evening, please ensure that you vacate by a reasonable time to avoid noise disturbance to fellow residents trying to sleep. When having friends for dinner or drinks, please notify your immediate neighbours and keep windows closed wherever possible.

Late night or noisy parties in the garden or on the balconies are not permitted. Please be considerate to fellow residents with the number of people invited to gatherings.

The playing of music from portable speakers or musical instruments in the garden or on the balconies is not permitted. Please use headphones when listening to music, radio, videos, computer games etc.

All children under the age of 10 must be properly supervised by an adult at all times and not left to wander the gardens unaccompanied. Please ensure activity is confined to the grassed areas and that children do not walk on the flower beds, attempt to climb the trees or garden lights, damage the furniture and that other residents are not inconvenienced. It is not in the nature of young children to be quiet and so we ask that use of the garden by young children should generally be restricted to the hours between 8.30am to 7.30pm.

Noise can bounce off the walls in the area between the two blocks of flats and can be magnified by this effect. **If you have your windows or balcony door open please ensure radios, television sets, music systems, computers etc are at a low volume level and noisy kitchen appliances are turned off so as not to disturb fellow residents.** Please do not use TVs, computers, radios or music systems on the balconies or projecting out of windows and keep in mind that your conversations on balconies will be magnified and potentially disturb your neighbours.

2. DOGS IN THE GARDEN

Dogs are not permitted in the central garden, on the paved patio area or to be walked from the lower ground floor flats to the garden gate under any circumstance, whether a residents' dog or belonging to a visitor (including dogs on a lead or held in arms). Additionally, the Elgin Avenue and Grantully Road front garden areas should not be used to exercise dogs. Paddington Recreation Ground has a secure area for dog walking by the Morshead Road entrance.

3. GAMES

Ball games, frisbee, trampolines and mechanical toys (such as drones) are not permitted in the gardens. Please do not leave children's toys, play mats or equipment in the garden or on the patio when returning to your flat. The use of soft balls by young children is permitted. No cycling is allowed in the gardens, including children's cycles and scooters.

4. MAINTAINING THE CONDITION OF THE GARDEN

Please ensure that all activities in the garden are confined to grassed areas and avoid treading on the cultivated beds. Occasionally, areas of the garden may be under repair and cordoned off by the gardeners and these areas should not be disturbed. **Please ensure that when you leave the garden that you take all rubbish, food scraps, picnic rugs and fold up chairs, crockery etc from the garden.** We ask that you do not feed the foxes, squirrels or pigeons.

5. SECURITY AND GARDEN ACCESS

Security of the estate is of paramount importance so **please do not leave the garden gates or block front doors wedged open** if guests are arriving or leaving. Keys for the garden are available from KFH (deposit required). One key per flat is permitted.

6. BARBECUES

A gas barbeque is available for residents' use. This has wheels and can therefore be used in different parts of the garden. Use of the BBQ is controlled by the caretaker, who can take advanced bookings – call him on 07946 589322. There is a charge of £5 per use to cover the cost of gas, payable in advance; BBQ utensils are provided. Two wooden trestle tables and some folding chairs are also available for use with the BBQ. Please return the BBQ cleaned.

Disposable and tray BBQs and BBQs with legs of less than 700mm are not permitted in the garden as these will kill the grass and leave bare patches.

7. USE OF BALCONIES

To help maintain the gardens as an attractive feature, the following applies to the use of balconies:

- Balconies are not to be used for drying clothes or for general storage (cleaning or builder's materials, bin bags, bikes, household items etc)
- Flowerpots and plant holders are permitted providing they are safely secured

- Please do not throw rubbish or cigarette ash or ends from balconies or out of windows
- The use of BBQs on flat balconies is prohibited due to risk of fire and smoke damage

8. NON-RESIDENT USE OF GARDENS

When non-residents join you in the garden as your day or evening guests, you are responsible for ensuring that the garden usage rules and guidelines are adhered to by all in your party.

Any suggestions regarding the upkeep and use of the gardens can be addressed to the Managing Agents or by email to board@ashworthmansions.com.

BIKE SHEDS

Ashworth Mansions has a large bike shed available to residents and it is located on the Biddulph Road side of the estate. Access is by obtaining a key from the caretaker (requires a deposit). Your bike details must be registered with the caretaker so that we can identify bicycles (includes children's bicycles and scooters). Any bicycles not identified may be removed and stored elsewhere without further notice.

Please park your bike in the bike shed with consideration for other users. If you do not use your bike regularly (e.g. at least twice a week) please place your bike away from the bike shed entrance door to make day-to-day access easy for regular users. Please place children's bikes and scooters at the far end away from the access door. Please store as neatly as possible. Make sure the door is properly locked when you leave. There are two locks, upper and lower.

Please do not store any bikes or scooters in the garden, on balconies, locked to the railings at the front of the building or in the communal hallways. Bikes should only be stored either within your flat or in the bike shed.

Please note that bicycles stored in the bike shed are stored at the sole risk of their owners and Ashworth Mansions Limited cannot accept liability for loss or damage, however caused. You are advised to make your own arrangements for insurance cover.

RUBBISH COLLECTION AND RECYCLING

Household waste black bin bags are collected daily Monday to Saturday from the doormat outside the front door of each flat. The caretaker will collect one black bin bag per flat and put a new bag through the letterbox.

You should only use the bin bags provided by the caretaker and the bin bag should be securely tied or sealed and left on the mat (not the carpet) outside your flat before 8.30am. **Please do not leave the black bags outside your flat door the night before collection or after 8.30am.** Large, sharp or heavy items must be disposed of by you, either in the black Westminster household rubbish bins or you can contact

Westminster Council who have a collection service for large bulky items, such as unwanted furniture.

Please do not leave recycling materials with the black bin bag outside your flat door. Once a week Westminster Council collects blue recycling bags from the roadside outside each block. The blue recycling bags can be obtained from Westminster Council. The recycling collection day for Elgin Avenue and Grantully Road is Monday and Westminster Council requires that recycling bags should be placed next to the pavement between 7.30am and 8am on Monday morning. The Council does not permit recycling bags to be left out the night before collection. Recycling placed outside the permitted times may not be collected and you may be fined by Westminster Council.

Additional large waste and recycling bins are located on Ashworth Road and Biddulph Road. Please use these considerately and place rubbish in the bins and not next to them.

KEEPING ANIMALS IN FLATS

Ashworth Mansions Leases contain a regulation as follows:

“No animal bird or reptile shall be kept in the flat without the written permission of the Lessor which if given shall be deemed to be by way of licence revocable at will”

Thus, if you have an animal of any kind and do not have written permission for it from the Lessor (being Ashworth Mansions Ltd) or its agent, KFH, you should send details of the animal(s) to KFH and we will prepare and send you the necessary licence. There is no fee for the licence.

Please note that if you are a tenant and not a flat owner, this restriction applies to you in the same way as an owner and you should also obtain the necessary licence.

ADDITIONAL SERVICES AT ASHWORTH MANSIONS

1. HEATING AND HOT WATER

There is no communal heating system at Ashworth Mansions. If you have any issues with these services, you should arrange for your own contractor to attend.

In respect of the water supply, a central reservoir tank and a communal cold water mains booster system is in place at Ashworth Mansions. The system is located in the former boiler room next to the Caretaker's office, and provides clean water throughout the blocks, via large copper water mains across the estate at constant high pressure and with a good reserve water supply in the case of mains failure. Again, in the event you experience issues with hot water, you should arrange for your own contractor to attend.

2. ELECTRICITY AND GAS METERS

The electricity and Gas meters for the apartments can be found in the external areas. If you need assistance with this, please contact the Caretaker.

3. TERRESTRIAL, SATELLITE AND CABLE TV

All apartments can connect to the communal system for both terrestrial and selected satellite TV. Residents are responsible for obtaining their own TV License. Those residents seeking to take out cable or satellite TV subscriptions should check with the service provider.

Under the terms of the lease residents are not permitted to erect their own satellite dish or aerial on the outside of the buildings or balcony.

4. HYPEROPTIC BROADBAND

Hyperoptic full-fibre broadband services are available to order for apartments at Ashworth Mansions. Unlike other broadband providers, the service does not use old-fashioned copper phone wires. Hyperoptic specialise in fibre-to-the-building (FTTB) which means their broadband speeds remain fast and reliable even at peak times.

All flats have access to Hyperoptic cabling already attached to the building facades, but the installation from the outside cabling into the flat and the level of service contracted is for the leaseholder to arrange directly with Hyperoptic and is at the leaseholder's cost. Ashworth Mansions Limited is not responsible for the maintenance of the service. Please visit www.hyperoptic.com for further information.

GUIDELINES FOR WORKS AND/OR ALTERATIONS TO LEASEHOLDER'S FLAT

In accordance with the terms of your lease, the consent of the Freeholder (Ashworth Mansions Limited "AML") is required for alteration work within your flat. Detailed below is a schedule of procedures which must be followed should you be considering carrying out any alteration works.

This document should be retained for your future reference and should also be read in conjunction with the provisions outlined in your lease. If there is any question as to whether such approval may be necessary for any work that you are contemplating, the Managing Agents should be contacted in the first instance for advice. **Failure to do so could involve such work to be halted and involve you in additional expense.**

Failure to obtain the necessary licence may result in unauthorised works being carried out which would be likely to cause problems for owners in the case of future mortgage applications or sale of the flat.

Alteration works may only be carried out by the Leaseholder. They are prohibited to occupiers under a sub-lease or a tenancy.

You must provide a copy of these guidelines to your architect /surveyor /interior designer /builder /other contractor etc and they should form part of your contract with them, so that there is no confusion as to the do's and don'ts associated with your work. Owners are reminded that they will be held totally responsible for their contractors' performance while on the premises.

Building works can be a nightmare for those neighbouring residents that must live through them. It is for this reason that the rules will be enforced strictly and failure to following them explicitly could result in your being billed for corrective work or even having your License to actually do your work revoked by AML.

We hope that everyone understands and is sympathetic to this position.

1. Full details/plans of any proposed works should be submitted to the Managing Agents and will be subject to the recommendations/requirements of the Freeholder's surveyor and the approval of AML.
2. Subject to the Managing Agent's receipt of all planning consents and building regulations approval, the formal Licence (incorporating the recommendations made by AML's surveyor) will be prepared by AML's solicitors.
3. All associated fees must be settled prior to the formal granting of the Licence e.g., AML's solicitors, surveyor, and structural engineers (if applicable).
4. It should be noted that even if the matter does not proceed to fruition, the applicant remains responsible for any costs incurred by AML.
5. The extent of the involvement of any professional advisors e.g. engineers, surveyors, solicitors etc is completely at the discretion of AML.

6. If considered necessary by AML's surveyor, a schedule of condition of the common parts and/or adjoining flats will be prepared in conjunction with AML's surveyor, whose fees will have been paid in advance.
7. A cash deposit at the discretion of AML's surveyor of a minimum of £1,000 will be payable to the Managing Agents before any works commence on site, to cover the cost of reinstating any damage which occurs during the works.
8. AML's surveyor may carry out inspections of the alteration works throughout the contract.
9. Notification of the commencement date and completion date of the works should be made to the Managing Agents well in advance - a minimum of one month - in order that written notice can be given to the buildings insurers and residents of adjoining flats and cleaning staff.
10. The applicant is to ensure the contractors carrying out the works have suitable and adequate insurances, copies of which must be supplied to the Managing Agents before work commences.
11. In the event of works increasing the floor area of the applicant's flat, the Licence will contain an undertaking on the part of the applicant to be liable for an increased service charge percentage calculated on an increased floor area basis.
12. No works may be carried out on weekends or bank holidays and the hours of work are restricted to Monday to Friday, 8.30 am to 5.00 pm. Noisy works must be restricted to 10.00 am to 3.30 pm so as to minimise inconvenience to residents of adjoining flats.
13. Where scaffolding has been erected to carry out any works, the positioning of same is to be agreed in advance with AML's solicitor and scaffolding must include suitable lighting and alarms etc. to be agreed by AML's surveyor.
14. The common parts of the block are not to be used for delivery, storage, or removal of materials unless specific permission is given. Such permission will only be granted on the strict understanding that proper measures are taken to protect walls and floors of the areas used in common with other residents. Furthermore, the applicant is responsible for ensuring the common areas are cleaned and cleared as appropriate.
15. Any skips required must have necessary Council approval. Skips must be covered and the area surrounding them must be kept clean of debris. Skips should only be emptied (collected, exchanged, etc), during normal working hours as outlined above. It is recommended that any skips be surrounded by construction fencing to prevent unauthorized use.
16. In the event of requiring the use of noxious chemicals or paint or any process that will generate strong smells/vapors, the Managing Agent must be warned with sufficient notice to allow nearby residents to be advised of such uses.

17. The Managing Agents have the full authority of AML to with respect to day-to-day management issues relating to such works, subject to direct appeal to AML in case of dispute.

Failure to comply with the aforementioned points may result in corrective action being taken by AML at the at the expense of the Owner and/or the Licence previously granted to the Owner being revoked for breach.

The foregoing is to act merely as guidelines and does not replace the conditions and covenants contained in your lease.

Additional notes

1. Utility works in flat

Electrical and gas work within your flat should only be carried out by a qualified contractor. The law is very specific in these matters and you may find selling or mortgaging of your flat will be very hard without the necessary certification that works have been carried out in accordance with the relevant legislation. You may also invalidate your household insurance. Annual safety certificates are necessary in the case of tenanted flats.

2. Maintenance within your flat

Maintenance and repairs within the flat are the responsibility of the flat owner and not Ashworth Mansions. Ashworth Mansions or its staff will not undertake or organise repairs within your apartment. Please refer to your lease for further details on your maintenance obligations.

If, in the event of carrying out works related to a communal part, for instance investigating a leak into a hallway, and your flat is found to be responsible for the issue, the flat owner will be re-charged the costs of the contractor call out, in accordance with the terms of the lease.

BUILDINGS INSURANCE

A building insurance policy is in place to cover any damage arising from “insured risks” to be repaired. The key insured risks are escape of water, fire and storm damage.

Please note any loss or damage to your personal possessions, including some fixture and fittings, may not be covered under the buildings insurance and you should buy household contents cover if you want to protect your belongings.

1. LEAKS

It is important that in the event of a leak, proper procedure is followed to ensure a swift resolution for all parties affected and avoid needless increases in the cost of the insurance arising from a poor claims record.

The procedure is as follows;

Discovery, notification and isolating the leak to prevent further damage

Should you notice a leak coming into your property, please notify the Porter at reception without delay. They will notify the other property and advise them to identify the cause of the leak and isolate and repair it immediately. Individual leaseholders are responsible for organising the isolation and repair of any leaks within their apartments.

Making Good Water Damage

Once the source of the leak has been isolated and repaired it must be given time to fully dry out prior to commencing any redecoration.

Making a Buildings Insurance Claim

In the event you wish to make an insurance claim to make good the damage in your flat, please ensure you contact KFH in writing within 14 days of the incident, to allow us to put the insurers on notice.

We will then provide you with details as to how to make a claim and who will be addressing the administration of this on behalf of the insurers.

KFH Building Insurance Claims:

0203 542 0200

insuranceclaims@kfh.co.uk

2. LEAK PREVENTION

Leaseholders must ensure all stopcocks and isolation valves in the property are operable and can be switched off in an event of an emergency. Any original valves and stopcocks are likely to have seized over time, it's the Leaseholders responsibility to ensure isolation valves/stopcocks in their apartments are operable and have them replaced where necessary.

Leaseholders should also ensure that their appliances are regularly checked, in addition to tiling and grouting around the bath/shower/sink areas.

SUBLETTING

Flats owners can let their flat on an assured shorthold tenancy basis providing that the entire flat is covered by a “**single tenancy agreement for a self contained resident flat in one occupation**”. The lessee is responsible for ensuring that there is a no more than one tenancy agreement per flat and that the tenancy agreement requires the tenants to observe the terms of the lease and to adhere to the rules and guidelines contained within this handbook.

Neither the letting of individual rooms with each tenant having their own agreement nor short term letting such as Airbnb are permitted. Airbnb, SpareRoom, HomeAway, Gumtree and similar sites are checked periodically to ensure this is not happening.

The Ashworth Mansions lease contains provisions regarding assigning and subletting and under these provisions, leaseholders who let their flat are required to notify Ashworth Mansions Limited of the details of each tenancy within one month of the date of each tenancy.

SUBLETTING NOTIFICATION PROCESS

For each new tenancy agreement relating to Ashworth Mansions please provide the following information:

Completed Notification of Sub-let form (below)

Copy of the tenancy agreement

This form and a copy of the tenancy agreement can be emailed or posted to:

akingcome@kfh.co.uk

Ashworth Mansions Limited
c/o Kinleigh Folkard & Hayward
Residential Estate Management
Nelson House
58 Wimbledon Hill Road
London
SW19 7PA

**ASHWORTH MANSIONS LIMITED
NOTIFICATION OF SUB-LET AT ASHWORTH MANSIONS**

Flat number

Lessee name

Lessee address

Lessee email
and phone

Letting Agent
name

Letting Agent
address

Letting Agent
phone number

Letting Agent
email address

Tenant names

Tenant phone
number

Tenant email
address

Tenancy start
date

Tenancy end
date

EMERGENCY PROCEDURES

IF A FIRE BREAKS OUT IN YOUR APARTMENT

Inform others present, if possible close doors and windows to contain the fire and exit the apartment.

DO NOT attempt to try to tackle the fire.

Residents of the apartment where the fire started should make their way in an orderly fashion, via the nearest emergency escape route to a place of safety. Any disabled or elderly persons in the apartment may need help to escape.

DO NOT use any balconies unless they are a designated escape route from the building.

Residents of the apartment should then carry out a form of 'roll call' to ensure that everybody in the flat is accounted for.

Dial 999 and ask for the Fire Services.

Give the operator the telephone number you are calling from, state clearly the full address where the fire exists.

DO NOT replace the receiver until the address has been repeated back to you by the Fire Service.

Once safely out DO NOT re-enter the property.

IF YOU ARE CUT OFF BY FIRE

Try to remain calm.

Close the door nearest to the fire and use towels, sheets, or other suitable materials to block any gaps around the door. This will help stop smoke from entering the room. If possible, go to the window, open it and shout for help.

If the room becomes smoke filled, go down to floor level. It will be easier to breathe as the smoke will rise upwards.

If you are in immediate danger from fire and are not higher than the first floor of a building, it may be possible to drop to the ground without injury providing you can get out of the window feet first and lower yourself to the full extent of your arms before dropping. Soft furnishings dropped first from the window may break your fall and limit the danger of injury.