



River Gardens Rules and Guidelines for Residents & Tenants

Update - September 2024

Welcome to River Gardens

AS A NEW RESIDENT, the following information may be helpful to you.

River Gardens is a development of leased 115 apartments, built between 1973 and 1975. Each apartment has a Lease of 999 years. Approximately 90% are owner occupied whilst 10% are rented out to sub-tenants. Legally, the Freehold and buildings are owned by River Gardens Amenity limited (RGAL) which is the landlord (Lessor) to each owner (Lessee). RGAL is incorporated as a private company limited by guarantee and not having share capital under the Companies Act 2006 (No. 1223994). The overall responsibility for the control of the property is vested in a Committee of Directors. The Directors of RGAL are elected at the Annual General Meeting from amongst the apartment owners, who are the sole shareholders. The Directors divide up responsibility amongst themselves for: finance, security, gardens, communication and local issues. The complex is managed on our behalf by the Managing Agents: Principia Estate and Asset Management.

The Building Manager, Marek Wasalski, whose office is situated in the pool complex, is responsible for the day-to-day management between 08:00 and 17:00. He is assisted by Mary Costelloe.

Useful Contact Details:

Estate Manager: Marek Wasalski

Assistant: Mary Costelloe

Email: office@rivergardens.org.uk

Phone: 020 7385 6052

Parcels and Deliveries

The estate office will receive deliveries on your behalf if you are not available. Please notify Marek or Mary via email or telephone. For heavy items, please check with the Estate Office beforehand.

Management kindly request all packages are taken from the office quickly due to lack of space for holding packages.

Rubbish Collection

Please leave your normal domestic rubbish outside your apartment only between 07:00 - 09:00 daily, make sure rubbish bags are tied and not leaking. All boxes must be flattened in the rubbish bags.

Please leave your rubbish bags on the mats provided outside your door – not on the carpet to avoid stains.

Recycling bags are available from the Estate Management staff.

For Health & Safety Reasons please do not leave your rubbish outside overnight. This is also unfair to your neighbours.

Bin Rooms and Recycling Banks are in the car park level.

For small electrical items, batteries etc, please bring them to the Estate Office for safe disposal.

CCTV and Security

CCTV cameras operate in various common parts of the building. Please do not allow anyone you do not know into any block or through the gates.

Residents can use a smart device app to view the images of their block's camera. The Estate Office can provide more information.

If you have any issue with entry fobs, please refer to the Estate Office as they can re-programme and issue, including the fob access for the Swimming Pool. Please note that there is a small administration fee for replacement.

Please do not leave any items including shoes, prams and bicycles in the communal areas, which are not demised to the apartment. This request is to comply with the Fire Safety Regulations to prevent obstruction with safe exit from the building. Any items that are in these areas will be removed.

Communal areas are defined as all areas of the estate, except your apartment and include the swimming pool, gardens, entrance areas, riser cupboards, lift rooms and car park. Please note that roof access is strictly forbidden.

The area known as Riverside Ward has a designated Safer Neighbourhood Policing Team.

Balconies & Fire Escapes

Barbeques must be properly maintained and be either gas or electric. No charcoal BBQ's are allowed due to fire risk. If you are using a BBQ in an enclosed balcony, please consider your immediate neighbours.

No clothes/washing should be exposed outside your apartment and terrace.

No flowerpots are allowed on terrace balcony walls due to Health and Safety risk of them falling and causing damage.

Any form of plant/climber that is growing to the façade of the building, will be removed for maintenance reasons and to prevent damage.

Furniture on the balconies should be appropriate garden furniture.

Gardens and Noise

We all enjoy our wonderful gardens, please treat them with the care they deserve. Do not walk in the planters, no feeding of fish, and do not allow children to paddle in the fish-ponds. Please do not leave any personal items in the gardens.

In the common parts quiet times are from 19:00 to 09:00. If you are picnicking in the garden in the evening, and entertaining outside your flat, please consider your neighbours. No amplification or loudspeakers are allowed in the garden at any time.

Please do not allow noise or music to emanate from your apartment to the annoyance of your neighbours. No noise such as from parties should be heard outside your apartment from midnight to 09:00.

The Gardens are for the sole use of residents and their guests. Fobs may not be shared with non-residents. Residents must not give access to friends if they are not in residence themselves.

No football or other ball games, frisbees, skate-boards, bicycles, scooters or ride-on toys are allowed in the garden.

Please do not pick flowers, step into flower beds, or climb trees or shrubs.

All children under the age of 12 should be supervised by parents, or a responsible adult designated by their parents. Visiting children must be made aware of the garden rules by the resident adult who has invited them.

Dogs

It is not allowed to exercise dogs in the gardens. Also, when walking your dog through the gardens please ensure they are kept on a lead at all times.

Visitor Parking

Residents should always park in their allocated space in the underground car park. River Gardens also requests residents parking outside to drop off or pick up should not park in these outside areas for extended periods. This will free up parking spaces for visitors.

Residents' guests/ visitors arriving with vehicles - please obtain a parking permit from the office. This permit needs to be displayed at all times.

Office working hours are Monday to Friday 08:00 - 17:00. Please be advised that parking without a displayed permit may lead to a penalty ticket being issued.

Bicycles

All bicycles should be stored in the bicycle lock up in the underground garage. No bicycles should be locked to any fire escape/exit or railings anywhere on the complex.

Use of the Underground Garage 1/2

The use of the underground garage parking is primarily determined by the individual lease agreement between RGAL and the leaseholders whereby a right of use has been granted by RGAL to the individual leaseholders. In addition, legal advice has been sought in order to clarify and if necessary, confirm the lease terms.

- Residents must only park individual private motor cars in spaces allocated to them either by their lease or by written agreement with RGAL. The parking of commercial vehicles is not permitted. Private vehicles parked for longer periods of time, should be moved intermittently and checked by our Pest Control Contractors. This is at an extra cost to the Resident.
- If private vehicles which are parked for a long period and not moved to allow for intermittent access by our Pest Control Contractors, they will be removed and the cost will be charged to the Resident.
- For security reasons the Managing Agents and House Manager must be informed if a leaseholder allows their allocated parking space to be used by anybody else, either resident or non-resident third parties. The Managing Agents will require the name, contact address telephone number, car type and registration of such vehicles, together with written confirmation from the leaseholder of their permission.
- Car Parking spaces are for the sole use of parking private motor vehicles and under no circumstances to be used for storage of any kind. The Managing Agents will advise Leaseholders, Residents or Third Parties that such stored items will be disposed of or destroyed within a reasonable period of time unless removed.
- No subletting of parking spaces is allowed by sub-tenants.

Use of the Underground Garage 2/2

- It is not permitted for residents to carry out car repairs or maintenance in the underground garage, except in an emergency, such as using jump leads to start a car with a dead battery.

Once a car is roadworthy it should then be moved to a proper place of repair.

- The emptying and filling of fuel tanks is expressly forbidden.
- Smoking is not allowed, anywhere in the garage.
- RGAL reserves the right to dispose of any vehicles deemed abandoned after a reasonable period of time from the Managing Agents advising the vehicle owner.
- RGAL accepts no responsibility or liability whatsoever for any damage to vehicles parked in the underground garage or access roads, however caused.
- The maximum speed limit in the garage is 5 mph/8 kph.
- Electric charger must be connected to your electricity meter. Please contact the Estate Office to arrange.
- FOR SECURITY REASONS PLEASE WAIT AND OBSERVE THE GATE CLOSURE ON ENTERING AND EXITING THE GARAGE.
- Additional parking spaces are often available in the garage for an annual charge.

Swimming Pool

- The swimming Pool is for the use of residents only. Up to three guests are allowed and they must be accompanied by the resident(s) at all times.
- The pool is open between 06:00 and 23:00. Entry to the pool is not permitted after 22:30.
- Children aged 14 and under must be properly supervised by an adult at all times.
- Security fobs for pool access are not allowed to be given to non-residents.
- All users are asked to observe closing times, turning all lights off as they leave, and making sure all windows are doors are locked.
- All outdoor shoes must be removed before entry to the pool area.
- No food or drinks are allowed in the pool area.
- No mixed saunas, changing room or showers.
- Please do not allow noise to emanate from the building and affect other residents.
- CCTV is used in the pool area and pool complex.
- With advance consent, children's pool parties are permitted, with a maximum attendance level for safety. Two weeks minimum notice should normally be given and parties should not be for more than three hours.

Building works, Renovations and Insurances

In any apartment – before work commences the Resident must inform Principia and the House Manager beforehand. Please note these guidelines are in the process of being revised and updated and will be circulated separately.

No loud work is allowed before 09:00, work must finish by 17:00. Any work that involves noise is not permitted over the weekend or bank holidays.

If a resident is considering making any alterations to their apartment, please refer to the Alteration Guidelines which can be obtained from the Office or the Managing Agents. The Office and Managing Agents must be notified before any work commences.

You should also read the Insurance Guidelines which set out the scope of the Building Insurance included in your service charge. If your original central heating and water pipes have not been replaced, then replacement should be planned. Otherwise, you may have to pay large excess charges on any water damage related claims.

Lifts

Residents wishing to use the lift for heavy items will need to inform the office to have the lift covers installed beforehand. If any damage is caused to the lift due to lack of covers being installed it is the sole responsibility of the resident involved to pay the full costs of any repairs.

Sublettings

Subletting (at least six months or more): If you are intending to sublet, please inform Principia and the Estate Office.

It is important to note that any owner who sublets to tenants must inform the Office and the Managing Agents within one month of doing so. All residents and tenants are bound by the covenants and conditions listed in this information pack. All owners must ensure that a clause to this effect is inserted in every sublease and every tenant has a copy of this information pack – available from the Office at River Gardens

Airbnb and short term lettings (less than six months) are not permitted under the terms of the lease.

If you do not reside at the property you must have Landlord Insurance, which will protect you for a number of risks. Please send Principia a copy of your insurance.

Fire Safety

The fire safety regulations are in the process of being reviewed by Principia, and an updated policy and fire evacuation plan will be provided under separate cover.

The building is designated to contain a fire in the area of the building where it starts. This means that it will be usually safe for you to stay in your own apartment if the fire is somewhere else. River Gardens has a Stay Put Fire Policy. Please familiarise yourself with the Fire Evacuation Plan and if you do not live at the property, we suggest that the occupant takes time to review the fire action plan in the event of an emergency. If you require clarification, please contact the Property Manager at Principia: info@principalondon.co.uk | 020 7341 0219

- To call the Fire Service dial 999 or 112.
- You must leave immediately if smoke or heat affects your home, or if you are told to do so by the London Fire Brigade.
- You must only evacuate if it is safe to do so or if the London Fire Brigade has instructed you to do so. Ensure that all windows and doors are closed to contain oxygen levels.
- The lift must not be used in the event that there is a fire risk. If you have mobility issues and require use of the lift, please contact the managing agents, who will undertake a Risk Assessment for your safety should you need to evacuate.
- Smoke detectors must be installed in your apartment, and working order at all times.

Communal Areas

By definition communal areas are all areas of the Estate except for your apartment. It therefore includes the swimming pool, garden, entrance halls, stairways, landings, lifts, fire escapes, dry riser cupboards, lift rooms, the garage storerooms block cupboards, electric meter cupboards and non-car parking areas.

No items should be left in any communal areas of the Estate by any resident, visitor, or contractor.

Please keep the area immediately outside your apartment (including the external fire escape – where applicable) free of any personal belongings. This is required by Fire Regulations. All items will be removed immediately without liability and disposed of by Management.

Thank you for taking the time to read this important document.