**RSH & CP COMPANY LTD**

**The Company owning the Freeholds of Royal Standard House and City Point, Nottingham**

**Residents’ Manual**

**Contents Page**

1. Section 1 - Site Access 3
* Pedestrian gates
* Vehicle/garage gates
* Entry to each block
* Security
* CCTV
* Alarms
1. Section 2 – Facilities in Your Apartment 6
* Main services and meters
* Gas emergencies
* Electricity
* Water
* Heating and Hot Water
* Telephone and broadband
* Television
* Extraction fans
* Doorbells in City Point
* Smoke Alarms
* City Point Balcony Trays
1. Section 3 – Communal Facilities 11
* Corridors and cupboard areas
* Visitors’ parking spaced
* Garage parking
* The gardens
* The gym
* Bike stores
* Car wash area
* Deliveries
* Guest suites
* Newspaper deliveries
* Rubbish collection & re-cycling
* Lighting
* Cleaning
* Window cleaning
* Smoking
* Lifts
* Painting and decorating
* Our neighbours
* Insurance
* Key holding
* When you go away
1. Section 4 – The Parking Code 17
2. Section 5 – Plumbing, Leaks and Boilers 21
* Potential for Leaks – common things to look out for
* Gas Leaks
* Replacing Boilers and External Flues
* Plumbing and Leaks Checklist

**Section 1 - Site Access**

Pedestrian Gates

Vehicle/Garage Gates
Entry to Each Block

Security

CCTV

Alarms

Doorbells in City Point

The security of the site is one of the main advantages and features of living at Royal Standard House and City Point. All access gates are controlled by zappers or keypads and all the building entrances are key entry only. All of these link up to each apartment via the buzzer panels which connect to the door entry handset in your hall. When someone calls you from one of the gates or outside doors you can see and speak to them and press the ‘key’ button to release the gate lock remotely.

Pedestrian Gates

The gate by Royal Standard House is opened by entering a numeric code on the key-pad. Please contact the Managing Agents for the code when you move in. You will be informed if this is changed.

The City Point pedestrian gate is opened from outside by using the fob that opens the door from the garage to your staircase. The gate is opened from inside by pressing the pad on the right of the gateway.

When entering or leaving the site on foot please use these gates to minimise electricity use and wear and tear on the vehicle gate mechanism.

Vehicle/Garage Gates:

You should have received a gate zapper for the main gates (and City Point garage if necessary) when you moved in. If you do not have a zapper, please contact your Landlord or the Managing Agents.

Contact the Managing Agents for assistance. Note - the gates will not work in the event of a power cut.

**In the event that the gates fail to open never try to force them open as you may cause expensive damage which you may be responsible for!**

Entry to Each Block

All entrances to the building are secure and some are fire exits. Please do not leave any external door propped open, on the latch or unlocked at any time and never block any doors that are fire exits.

If there is a power-cut be aware that the outside doors may become unlocked as the mechanism is electro-magnetic.

Security

Please do not disclose any gate code to strangers. Do not shout it out! If you believe it to have been compromised, please contact the Managing Agents.

Be wary of anyone asking for information about residents. They may not be all they seem. We also ask that you do not admit strangers to the site for purposes of canvassing, delivery of promotional literature etc.

Our local neighbourhood policing team is at Central Police Station on Maid Marian Way. Use the 101 number and ask for Central Police Station if you need to contact them.

CCTV

The site is covered by a new digital CCTV system with several cameras. Access to view the footage is strictly limited and controlled. Please contact the Managing Agents for information.

Alarms

Your City Point apartment was originally fitted with an intruder alarm. However, you are now responsible for fitting your own alarm system. All RSH apartments have an intruder alarm. When triggered this produces an audible alarm inside the apartment. The system can be connected to a call-centre if you wish to do so at your own expense.

In City Point the fire alarm may go off occasionally. You should be familiar with the Emergency Procedures found on the website. The Directors can assist in the event of a false alarm.

In RSH smoke detectors in communal areas will open the smoke vents on each staircase. There is no audible fire alarm in the building.

In City Point the alarms may go off after a power cut even if you have not set them. Call the Managing Agent for assistance if your neighbour cannot help.

Doorbells in City Point

The doorbells in City Point were originally linked to the old intruder alarm. They will no longer work. You could replace them with a similar size doorbell. Wilcos do some good models.

**Section 2 - Facilities in Your Apartment**

Main services and meters

Gas emergencies

Electricity

Water

Heating and Hot Water

Telephone and broadband

Television

Extraction fans

Doorbells in City Point

Smoke Alarms

City Point Balcony Trays

Main Services and Meters

All apartments are connected to gas, water and electricity

In City Point - outside your apartment is a riser cupboard which connects through to the hall cupboard inside your apartment. In your inside cupboard you will find your stop cocks for water and gas and your mains electricity consumer unit (fuse box)

In Royal Standard House the situation of the water, gas and electricity entry point varies in different apartments. Your water meter will be in the hall cupboard, together with the mains stop-cock and the electricity consumer unit (fuse-box).

City Point Meters

There are separate gas and electric meter rooms for each block in the garage just outside the entrance to each block’s stairs and lifts. The remote pads for the water meters are on the garage walls. This means the water meter can be read without coming to your apartment

Royal Standard House Meters

The electricity meters are all situated in the electricity meter room at the east end of the building – last door on the right.

There are three meter rooms for gas and the remote touch pads for the water meters. One or two ground floor apartments have a gas meter on their own property.

The meter rooms for the east and west blocks are behind the curved walls outside the main entrance door to the block. The meter room for the central block is down the steps to the left of the main entrance.

Keys to the relevant meter cupboards or the code for the east block RSH cupboard should have been supplied to you with the keys to your apartment. If not please contact the Managing Agents, either to borrow or purchase a key. If you need an individual reading, please arrange an appointment with your supplier yourself.

.

Gas Emergencies

 **IF YOU SUSPECT A GAS LEAK RING O8OO 111 999**

Electricity

If your power supply goes off, first check your fuse-box.

**IF THERE IS A LOSS OF SUPPLY TO THE BUILDING TELEPHONE**

**WESTERN POWER DISTRIBUTION ON 0800 056 8090. THEY ALSO RESPOND WELL TO TWEETS @WPDUK**

NOTE: Each kitchen appliance works off a separate ON/OFF switch panel in the kitchen.

Water

The water supply to your apartment is supplied by Severn Trent Water and is maintained at mains pressure.

There have been problems in the past with both meters and remote touch-pads. If you have queries about your water bills ring Severn Trent.

**We strongly recommend you turn off the cold water at the stop tap when you are away to avoid slow leaks causing you expensive damage, including to neighbouring flats. This has happened in the past**

Heating & Hot Water

Your gas boiler is in the kitchen. It heats both the radiators and the domestic hot water. You should have your boiler serviced annually by an engineer on the Gas Safe register. Because the system is closed it is safe to leave the heating on when the water is turned off at the stop-tap (for instance when you go away). You should turn off the domestic hot-water circulating pump when you go away.

There is a programmer /timer in the kitchen that you can set to turn the water/heating on/off to your requirements.

*Heating*

The temperature of the water in the system can be set on the boiler control panel. The room thermostat to control temperature is in the hall.

*Hot Water*

There is a small pump in the airing cupboard that circulates the domestic hot water. This means that hot water comes from the hot tap almost immediately without having to let the tap run. This pump has its own programmer. The heating system is closed and pressurised.

Please make sure that your plumber understands this type of system before he does any work on it. (Some of the British Gas engineers who do annual servicing are not qualified to work on this type of system).

**Please Note: If you are going to replace your boiler you need to advise the Managing Agents in advance, see the section called Plumbing, Leaks and Boilers for more information**

Telephone & Broadband

The BT telephone line will support broadband.

Both CP and RSH have been fully wired as far as your apartment door for superfast broadband by Hyperoptic. They offer phone and broadband packages with speeds up to 1Gb. Contact [www.hyperoptic.com](http://www.hyperoptic.com) for further details about connection and charges.

Television

**PLEASE NOTE: THE LEASE (AND THE LISTED STATUS OF THE RSH) FORBID THE INSTALLATION OF ANY PRIVATE EXTERNAL DISHES OR AERIALS ON EITHER BUILDING.**

There is a communal TV aerial for Royal Standard House and for City Point. It will support Sky **but not Sky Q or Sky Plus**. and you will find sockets around your apartment. The master socket is usually in the lounge.

It is important that you understand the aerial set up. In CP In your hall cupboard you will have a booster box. This ensures that the TV signal is boosted to all the different sockets in your apartments and should be switched on. The booster boxes in RSH are in the riser cupboards on the landings and are not accessible to residents

Your master socket should be set up with a ‘three-way splitter plug’. The signal is directly linked into your main TV but a second cable links from the incoming signal back into the socket to take the signal to other rooms. If there is only one aerial lead going into the TV, then the sockets in other rooms will not be working as they have no aerial connection.

If you have problems getting reception, check that:

* + You have the aerial lead in the right socket (i.e. not the FM socket)
	+ You have a splitter off the main socket, and it directs a cable back into a third socket as well as the TV.
	+ If this does not work, then check the booster in the hall cupboard is switched on.
	+ If you pick up poor signal/losing channels, you may not be connected to the aerial socket but picking up reception from the airwaves straight to your TV. Do check!
	+ A continuing fault could mean you have to call in help because :-
		- a faulty cable or socket/face plate that is no longer working properly.
		- The booster needs replacing
		- A previous resident has had Sky and removed amplifiers/splitters or changed the set up

Please Note: The Managing Agents can call in aerial specialists but if the fault is found to be something in your apartment you will be responsible the call out charge and any repairs. You may prefer to call in your own specialist.

Extraction Fans

*Royal Standard House*

There is a communal air extraction system that extracts air from all bathrooms and kitchens. It operates continuously and is controlled centrally. You will not normally be aware of it as it is almost silent. You will notice that the grids in the kitchen and bathrooms become dusty from time to time, indicating that air is being drawn through them. The system is effective in most apartments, but not all.

Most of the cooker-hoods fitted in the kitchens by the developer are of the recirculating type and do not extract to the outside. The filter will need to be cleaned or replaced depending on use.

*City Point*

There are ventilation systems installed in the bathrooms, but some are not able to connect properly. There is a control switch in the hall utilities cupboard which needs to be switched on to allow the fans to work. To check your system is working put a piece of strong kitchen towel up to the fan!

All kitchen extractor fans should link to an external vent.

Doorbells in City Point

The doorbells in City Point were originally linked to the old intruder alarm. They will no longer work. You could replace them with a similar size doorbell. Wilcos do some good models.

Smoke Alarms

*Royal Standard House*

You will find one or two smoke alarms in your apartment. These are powered by 9V, MN1604 or GLR61 batteries and should be tested every three months. If the battery needs to be replaced the alarm will emit a beeping noise. The battery holder slides out at the side of the alarm.

The staircases are fitted with smoke vents on the top floors and these will open automatically in case of fire.

*City Point*

Each individual apartment is fitted with a battery-operated smoke alarm on the ceiling in the hall. In communal areas there is a very loud klaxon if the glass is broken.

City Point Balcony Trays

Residents often complain that water remains in the tray of their balcony. This is the way the balconies were designed. Water runs off from above and goes down the drainpipe to the lower balcony or is pooled onto each tray and should evaporate off (this prevents rainwater from overpowering the lowest balcony). After a lot of rain and during the winter water can remain for some time. If you think water is remaining for a long time even in summer you should check that the down drainpipe is not blocked by lifting up your decking. It is the leaseholders responsibility to keep the tray and decking in good order.

You should clean out the tray once a year and brush down the decking to remove any green algae.

**Section 3 - Communal Facilities**

Corridors and cupboard areas

Visitors’ parking spaced

Garage parking

The gardens

The gym

Bike stores

Car wash area

Deliveries

Guest suites

Newspaper deliveries

Rubbish collection & re-cycling

Lighting

Cleaning

Window cleaning

Smoking

Lifts

Painting and decorating

Our neighbours

Insurance

Key holding

When you go away

The communal areas are a great feature of living here. As a top quality site in Nottingham we have a gym, maintained gardens with a terrace, visitor parking and secure bike storage rooms.

The Landlord aims to ensure that all communal areas are well maintained, clean, tidy and clear of trip hazards. We ask all residents to respect the rules on the use of communal areas and be considerate towards other residents.

The Managing Agents look after all the communal areas and any issues should be reported directly to them.

**It is forbidden to leave any personal possessions in the communal areas (Corridors, risers, communal cupboards, the grounds and the garage**).

Corridors and Cupboards

The communal corridors are for access to apartments only. They are not available for storing personal items and should never be used as a play area. Please do not hang anything on the walls. Or anywhere in the communal areas.

Visitors’ Parking Spaces

All parking on site is subject to the Parking Code (see separate document).

There are 12 designated visitor spaces. These are for genuine visitors and should not used by residents other than for a short period of loading/unloading. Residents have their own allocated parking spaces.

Any resident who decides not to respect this is may be subjected to penalties.

Garage Parking

City Point residents have allocated spaces in the garage. Special dispensation has been given to allow reasonable lockable metal storage cupboards in individual car parking spaces only (these should not infringe on the ability to park a normal sized car without causing nuisance). However, no other items may be left in any part of the garage.

The Gardens

Residents can use any part of the gardens. All residents are welcome to use the garden furniture sensibly and without causing nuisance. Cushions and a parasol are stored in the electricity meter-room at the east end of RSH near the steps to the terrace.

We ask that children are supervised at all times in the gardens and general Estate area and do not use the grounds as general play areas causing unnecessary noise or nuisance to other residents.

**Ball games or similar are strictly forbidden anywhere in the grounds**

The Gym @ Royal Standard House

We have a well-equipped gym situated in a basement area on the Castle side of the building i.e. behind the building. It is reached by an outside staircase going down from the terrace behind the west (City Point) end of Royal Standard House.

The gym contains a treadmill, an elliptical cross trainer, rower, exercise bikes, bodylift mini gym, and has a fully fitted free weights and bench section.

You should have been provided with a key and an alarm code when you received the keys to your apartment. If not, please contact the Managing Agents to purchase one.

The gym is fully alarmed, and we suggest you contact a neighbour to accompany you on your first visit. Do not enter the gym unless you have the correct alarm code.

We also recommend that you take a mobile phone with you if you are exercising alone!

*A few rules…..*

* Do not leave any of your own gym equipment in the gym – contact the Managing Agents first if you have specific needs or suggestions.
* Remember to re-set the alarm.
* Please do not take young children into the gym.
* For any maintenance or other issues, please contact the Managing Agents



Bike stores

There are two storerooms where bikes can be stored in Royal Standard House and City Point. If you need to lock up a push bike please borrow a key or request the code from the Managing Agents. You should still use a bike lock. Please don’t leave small children’s bikes in the bike stores.

We kindly ask that you use the bike stores and refrain from storing bikes in the garage or chained up to railings. Please do not wheel your bike indoors over the carpets in communal areas.

Car wash area

There is a hose for car-washing at the left-hand side of City Point. Please don’t park here other than for washing your vehicle!

Deliveries

Unfortunately, there is no concierge service. You may wish to make special arrangements with the delivery company or ask a neighbour to take delivery for you.

Guest Suites.

The Arena Apartments has two Guest Suites which are available to us to rent at £35 per night [www.thearenaapartments.co.uk](http://www.thearenaapartments.co.uk). They consist of a double bedroom with en suite shower/bath room. Ring Carl the concierge to make a reservation - 07891 319820.

Newspaper Deliveries

For delivery of newspapers many residents use the GT News shop at 2, Compton Acres Shopping Centre, West Bridgford, NOTTINGHAM, NG2 7RS. TEL: 0115 945 5034.

Rubbish Collection and Re-cycling

The bins are emptied weekly by Carl and are located in the car park (along west side) for City Point residents and in the outside bin store opposite the East block for residents of Royal Standard House (contact Managing Agents for code). Do ensure that the bin lids are shut to discourage vermin.

The normal rubbish is taken to the Eastcroft incinerator where it is burnt and provides district heating to several sites in the city and generates electricity, which is sold to the national grid

*Rubbish for Re-cycling* should be placed in the re-cycling bins clearly labelled as such.

*Bulky items of furniture*

White goods, furniture, Christmas trees etc are collected free of charge by the City Council by arrangement only – see the notices in the bin-store for details. They should be placed outside the store, next to the road, once collection has been arranged.

**Never leave bulky items in the bin store area.**

Lighting

An electrician replaces dead light bulbs and does electrical repairs in communal areas. He visits the site once a month.

Cleaning

Our cleaner, Joan, keeps all the lifts, halls, stairs and landings clean. Obviously, she cannot clean all the areas every day, so if you, or workmen/removal men employed by you, have made a mess in a public area we ask that you clean it up yourself. Our handyman Carl helps with the dustbin and outside cleaning.

Window Cleaning.

Communal outside windows are cleaned by a contractor every eight weeks. All Royal Standard House apartment windows are part of the cleaning contract. Those in City Point are not, but the window cleaners will do them for individual apartments willing to pay! Speak to them directly.

Smoking

It is now forbidden by law to smoke in a communal area. Please make sure visitors comply with this. Please also ensure that cigarette ends are not dropped in the grounds.

Painting and Decorating.

The lease states that both internal and external decoration of communal areas shall be carried out as appropriate. This usually means that the outside is painted about every five years and the interior every seven. Some touch up maintenance is done in the in between years.

Lifts

Instructions for action in case of a lift breakdown are posted in each lift. The emergency lift engineer should be available within an hour of an emergency call out.

**Please avoid forcing the doors open – it will make things worse and cause** **damage ….and expense to you personally.**

Our Neighbours.

We enjoy very friendly relations with our neighbours across the road at The Arena apartments. If at any time you are disturbed by noise of loud music from there, or see washing hanging out on balconies, please contact the Managing Agents who will deal with any problems.

Insurance

The freehold company insures the building, including fixtures and fittings in individual apartments. You do not therefore need a “Buildings Insurance” for your apartment.

Of course, you still need “Contents Insurance” and accidental damage. The main buildings insurance has a £2,000 excess for leaks. You are responsible for repairs and maintenance within your apartment.

**WHEN YOU GO AWAY.**

WE ASK THAT YOU TURN OFF YOUR WATER AT THE STOP TAP WHEN YOU GO AWAY.

One of the joys of living in an apartment block is the freedom to go away without undue worries about security etc. However, there are some disadvantages. One of these is the problem caused by water leaks from one apartment into others (usually below).

Key Holding

It is helpful if you can leave a copy of your key with a friend or neighbour so that, if it should be necessary to get into your apartment in your absence this can be done without damage. It is useful too if you let a Board Member know you have done this, so they know how to arrange emergency access if required. You may also leave a copy permanently in the residents’ key safe; this is kept securely locked, with only some Board members having access.

**Section 4 - The Parking Code**

Arrangements for parking vehicles in our grounds are covered by the lease and by the terms of the Parking Code. Our aim is to ensure safe and convenient parking for residents and their visitors and for contractors working on the common parts or in individual apartments and to minimise nuisance. The Parking Code is strictly enforced.

Key Points

* Residents may park only in their allocated parking space(s)
* Residents parking in their allocated spaces should display a parking permit.
* There are 12 designated spaces for visitors. These are for genuine visitors only and are not for residents parking.
* Visitors should not park in areas that are not designated parking spaces.
* Visitors should display a visitors parking permit.
* Lost permits can be ordered via the Managing Agents.

The Parking Code in Full

This Parking Code is mandatory\*. It is intended to support the VCS scheme by reinforcing the requirement to display a valid parking permit. It provides other rules to ensure that parking here is organised fairly and sensibly.

*\*See FAQs below.*

1. Parking for residents

The lease gives all residents the right to park a private motor car in each space belonging to their apartment – (in the City Point garage or in the Royal Standard House spaces allocated on the surface).

Motor cars must display on their windscreen the VCS permit bearing their apartment number. Residents’ cars must never be parked other than in the allocated space except briefly when loading or unloading. Never park on the pavement or in “Visitors’ Parking” or “No Parking” areas.

Residents are not allowed to park commercial vehicles, caravans, vans, trailers and boats

All vehicles must be taxed and road-worthy. Repairs may not be done on site except in an emergency. All these restrictions are already stipulated in the owners’ leases.

1. Parking for visitors:

Residents may not permit non-residents to park anywhere on the site, unless they are visiting residents in their apartment.

Residents must lend their visitors, on arrival, the “Visitor’s Permit” which has been issued to each apartment, and they must ensure that the visitor parks in the identified “Visitor Parking” areas.

The permit must be displayed inside the car on the dashboard with the apartment number visible.

The conditions of issue printed on the permit must be strictly observed and the maximum duration of use by any visitor is 3 days in any one week, commencing on the first day of parking. The three days may be either consecutive or separate. (Longer-term visitors must use the nearby multi-storey car parks or other off-site facilities.)

Residents may not use a Visitor’s Permit for their own car.

1. Parking for Tradesmen.

Tradesmen in vehicles bearing their identity do not need permits but must be directed to park in Visitors Only areas.

Tradesmen/professionals in unmarked vehicles should put a note on their vehicle stating their business and destination, e.g.” Frank Innes, surveyor, visiting 31 RSH”.

PLEASE REMEMBER THAT RESIDENTS ARE RESPONSIBLE FOR ENSURING

* THAT THEIR VISITORS DISPLAY THE VISITOR’S PERMIT
* THEIR TRADESMEN ARE IDENTIFIABLE.
* VISITORS AND TRADESMEN PARK ONLY IN VISITORS’ SPACES.

The FAQs below are part of this parking code.

 **CAR PARKING – FREQUENTLY ASKED QUESTIONS (FAQ’S).**

1. What does the reference to “mandatory” mean in the first sentence of the “Code”?

It means that in all normal circumstances all residents and residents’ visitors must observe the Code strictly. However, it is recognised that from time to time exceptional circumstances occur when it would not be appropriate or sensible to enforce the Code. It would be for the directors to decide in their reasonable discretion whether any such exceptional circumstance exists and whether the terms of the Code should be waived. Such circumstances might include, but would not be limited to, bad weather preventing the use of some or all of the parking e.g. a covering of snow or ice; illness or incapacity or problems suffered by a resident needing frequent visitors; use of the parking areas for estate management purposes. Such circumstances are easily recognised as a matter of common sense when they occur, but action will be taken if there is any other case of abuse or non-compliance with the Code.

1. What will happen to car owners who do not display a Resident’s or Visitor’s Permit?

A driver will be warned that a valid VCS parking permit must be displayed and that in the event of failure to do so the driver is contractually agreeing to pay a parking charge of £100. This is recoverable by VCS as a civil debt.

1. Can I unload my shopping at the front door which is in a “No Parking area?

Yes for a few minutes, but after loading/unloading, your car must be put in its allocated space.

1. Can I use my Visitor’s Permit for my second car?

No. The Visitor’s Permit may never be used by a resident. It may be used only by genuine visitors for up to 3 days in one week – the three days being either consecutive or separate.

1. I am planning a party and need 2 or 3 extra Visitor’s Permits. Is this possible?

Yes – if you can borrow Visitor’s Permits from other residents. (Hand-written notes are not valid).

1. Can I park my car with a Resident’s Permit in a Visitor’s space?

No. Your Resident’s Permit is valid only for parking in your allocated space.

1. I own a car space but no car. Can I rent or lend it to other residents?

Yes, of course, but only to other residents – never to non-residents for reasons of site security etc.

1. I have a friend/student who spends many weeks or months in my apartment. Can they park their car here?

Assuming your car space is occupied by your own car, the only possibility would be to use your Visitor’s Permit for up to 3 days. There are many off-site parking facilities nearby.

1. Can I park my other car, a loan-car, hire-car, borrowed car in my space while my own car is off site?

Yes. There is no problem if this is the car you are currently using.

1. I own an apartment here which I usually let to a tenant. Can I park here when I visit to check on my property?

Yes of course. If your apartment is empty you can use the space belonging to it. If your tenant is occupying the space please use one of the Visitors’ Parking areas and leave an identifying note on your dashboard. (e.g. “Mr A. Smith, owner 31 RSH”).

1. How will new tenants and new owners get parking permits?

The appropriate number of permits have been hand-delivered to all apartments. New owners and tenants can apply for permits by email to the Managing Agents

1. I am a tenant here. Will I receive a Resident’s Permit and a Visitor’s Permit?

You should have permits provided when you move in. If not, please contact your letting agent or landlord to request them.

1. How can I replace a lost or damaged permit?

Apply by email to the Managing Agents

1. How should I report a regular breach of the Parking Code

You can report a car or van which is not adhering to the code by emailing the Managing Agent.

1. Can you recap on ways in which a parking charge of £100 becomes due?

A driver who fails to display a valid VCS parking permit either as a resident or a visitor is warned that in failing to display such a permit he/she is agreeing to pay a parking charge of £100. This can be recovered as a civil debt.

1. What if there is some other breach of the Parking Code?

This will be dealt with, if necessary, by the Managing Agents. Any fees incurred may be recoverable from the appropriate leaseholder’s service charge.

**Section 5 - Plumbing, Leaks and Boilers!**

Potential for leaks – common things to look out for

Gas Leaks

Replacing Boilers and External Flues

Plumbing and Leaks Checklist

Royal Standard House and City Point were developed some 20 years ago. Bathrooms and kitchens will almost certainly need regular maintenance to avoid unnecessary leaks. If you have a leak in your apartment it could cause you considerable inconvenience, damage and expense, especially since not all leaks are covered by our buildings insurance.

IT IS YOUR RESPONSIBILITY TO PROPERLY MAINTAIN YOUR APARTMENT AND LOOK OUT FOR, AND DEAL WITH, ANY EVIDENCE OF LEAKS.

Potential for Leaks - Common Things to Look Out For

Many serious leaks are the result of residents ignoring signs of slow leaks. Indeed, slow leaks have already caused over £20k worth of damage in a single apartment in several cases. You are strongly advised to check bathrooms fittings and kitchen appliances regularly. There is a £2,000 excess on the insurance policy regarding leaks. Please make sure you have your own contents and accidental damage cover.

In the kitchen

* Damp or drips under sink fittings or next to appliances (washing machines or dishwashers).
* Floors becoming ‘spongy’ or uneven

In the bathrooms

* Silicon seals may degrade or come away from tiles allowing water seep in and down to floors and fittings (showers are especially vulnerable)
* Check washers and joints in cisterns – leaks may appear around base of WC
* Check pipework and joints for any drips or damp patches

In the water tank area

* Damp or drips around water tank valves and onto floor

Do not ignore:-

* Smell of damp plasterboard
* Spongy floor (especially in the kitchen.

Many serious leaks are the result of residents ignoring signs of slow leaks. Indeed, slow leaks have already caused over £20k worth of damage in a single apartment in several cases. You are strongly advised to check fittings and kitchen appliances regularly.

Some of the signs to look out for and investigate are: -

* Floors becoming ‘spongy’ or uneven
* Smell of damp plasterboard
* Water drips around WC base
* Damp or drips around water tank valves
* Silicon seals coming apart from tiles – especially around showers
* Damp or drips on under sink fittings or next to appliances.

Gas Leaks

Most boilers are now 20 years old and faults may occur! You should have your gas boiler checked annually. A gas safety check MUST be carried out by a Gas Safe Registered engineer.

WARNING: Gas leaks have been reported several times on site and the gas emergency service will disconnect any apartment with a gas leak immediately and without question (leaving you without central heating and hot water).

If you smell gas in your apartment or in any communal area please ring the managing agents or the gas safety national number 0800 11 999.

Replacing Central Heating Boilers and External Flues

If you are going to replace your central heating system please contact the Managing Agents in the first instance – you will need to have permission from them.

As far as the City Council are concerned:-

* The **internal work** in replacing existing boilers will not require City Council planning permission or listed building consent. However, to comply with Building Regulations, gas central heating boilers should be fitted by a “Competent Person” registered with “Gas Safe” (the successor to the CORGI scheme).
* However,any **External changes** consequent upon replacement of the boilers **may require listed building consent**, depending upon their impact upon the appearance of the building. From a conservation point of view, the City Council will be looking to minimise the impact of these changes, compared to the impact of the existing external flues and pipes, which are of a standard design and occupy regular positions across the front elevation such that their impact is relatively minor.
* **Replacement external fittings** which comply with the following guidelines **will not require listed building consent or planning permission** from the City Council:
1. The new flue must be located in the same position as the existing flue.
2. The flue shall not project further than 50% beyond the existing flue in relation to the brickwork.
3. The flue shall not be of greater diameter than the existing.
4. The flue and any associated collar must be coloured black, dark grey or dark brown. White fittings will require listed building consent.
5. There will be no other external pipework; this will mean that disposal of condensate has to be effected internally.
6. The new flue must be fitted by a “clean cut” in the brickwork, making good of damaged surfaces by means of mortar cladding will not be acceptable.
* Fittings which cannot comply with these guidelines **may require listed building consent** from the City Council, but examples which depart significantly from the appearance of the existing or others introduced in accordance with these guidelines are unlikely to be acceptable.

**The Directors of RSH&CP Co Ltd have agreed that these regulations, should apply to both Royal Standard House and City Point.**

References to Listed Building and Planning Permission apply to RSH alone. Both buildings are subject to Building Regulations.

**Plumbing and Leaks Checklist**

This is a list of suggested checks for leaseholders to use for good maintenance of kitchen and bathroom areas where leaks are most likely to arise. Please note – this is not an exhaustive list. If you are at all concerned about anything you should call in a plumber.

**Kitchen**

|  |  |
| --- | --- |
| Sink | Check hot and cold feed pipework to tap(s)Check waste fittings and overflowCheck seal round sink bowl(s) |
|
|
| Washing machine | Check hot and cold feed pipeworkCheck isolation valves capping off hot feed if requiredCheck outlet condition and clips Check condition of flexible hosesCheck condition of door seal |
|
|
|
|
| Dishwasher | Check hot and cold feed pipeworkCheck isolation valves capping off hot feed if requiredCheck outlet condition and clips Check condition of flexible hosesCheck condition of door seal |
|
|
|
|
| Under cupboards | Check condition of flooring for leaks |

|  |  |
| --- | --- |
| Boiler | Check stop tap to apartment (inside and outside)Check water meterCheck cold feed pipework and hot outlet to boilerCheck filling point to boiler and cap off if requiredCheck header tank for water lossCheck hot water cylinderCheck drain cocks for tightnessCheck inside thermostat housing and around elementCheck flooring under boiler for sign of leaks |
|
|
|
|
|
|
|
|

**Bathroom(s)**

|  |  |
| --- | --- |
| Sinks | Check hot and cold feed pipework to tap(s)Check seals to taps and condition of sealantCheck isolation valvesCheck waste fittings and overflowCheck seal to wall /seal round inset bowl(s)Check under fitted units for leaks |
|
|
|
|
|
| Showers | Check pipework to shower valveCheck seal with shower fasciaCheck shower head and arm/roseCheck grouting to tiles**Check sealant around shower tray****Check shower trap**Check outlet pipework where accessibleCheck condition of shower screen and sealsCheck flooring under shower |
|
|
|
|
|
|
|
|
| Baths | Check hot and cold feed pipework to tap(s)Check seals to taps and condition of sealantCheck isolation valvesCheck waste fittings and overflowCheck seal round bath to wall tilesCheck over-bath screens and sealantCheck under bath for leaks |
|
|
|
|
|
|
| Toilets | Check cold feed pipework to cisternCheck isolation valvesCheck operation of ball valvesCheck connection from cistern to panCheck connection from pan to soil stackCheck for cracked panCheck flooring round pan for leaks |
|
|
|
|
|
|

|  |  |
| --- | --- |
| Water Tank | Check flooring for leaksCheck all pipes accessible for water, drips, signs of corrosion |

**General**

* Check round all doors and windows for signs of water ingress (damp patches, stains)
* Check fan is working

**November 2022**