



**HOOPER SQUARE RESIDENTS  
ASSOCIATION LIMITED  
(HSRAL)**

**INFORMATION, REGULATIONS AND GUIDELINES  
FOR LESSEES AND RESIDENTS**



## **HOOPER SQUARE RESIDENTS ASSOCIATION LIMITED (HSRAL) GENERAL INFORMATION FOR LESSEES AND TENANTS**

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## Introduction

Welcome to Hooper Square.

This guide has been prepared for the benefit of all lessees and tenants of Hooper Square, and is intended to provide essential information and guidance regarding the management of the estate. This guide is not intended to be a fully comprehensive work of reference, nor a statement of legal liability; but it has been prepared to assist residents, and address certain regularly raised points of concern. Further information and notes may from time to time be published on the HSRAL web site at <http://www.hoopersquare.com>. All residents and leaseholders are advised to register on our website.

## The Management Company & Structure

The Hooper Square Residents Association Ltd (HSRAL) owns the freehold of the development. Company shareholders are the long-lease holders of individual properties (the lessees). HSRAL is a non-profit making company whose Directors are not remunerated. The Directors are elected or confirmed from volunteers at the Annual General Meeting of the Company. All lessees or their authorised representatives are welcome at the AGM, which is held in a local venue in the evening, with three weeks' notice being given to lessees at their registered address.

The Directors hold regular minuted meetings (currently monthly) to discuss the management of the estate and make policy decisions when necessary. These meetings are attended by the Estate Manager. The Estate Manager is a company employee appointed to maintain and run the development on a daily basis on behalf of HSRAL. The Estate Manager is the first point of contact for all issues relating to the estate.

Hooper Square Residents Association Ltd is responsible for the administration and upkeep of the communal areas of the estate and the services provided to residents, and the Estate Manager, supported by other permanent staff members, covers the following general areas.

- Staff employment and staff issues
- Budgets, Service Charges, Annual Accounts
- Security
- Insurance
- Grounds and communal maintenance
- Facility Management
- General repairs
- Customer Services

The Estate Manager is located in the Estate Office situated to the rear of the main reception. The cost of administering the services above and employing staff is recovered from lessees in the form of the Service Charge.



## Service Charges and Accounting

Service Charge demands are prepared in accordance with the lease, and presented to lessees on the 1<sup>st</sup> June and 1<sup>st</sup> December of each year. The financial year for HSRAL accounts is 1<sup>st</sup> June to 31<sup>st</sup> May each year. All HSRAL accounts are submitted annually for professional audit. The audited accounts are distributed to all lessees on completion.

Charges are raised in accordance with budgets prepared by the Estate Manager, and submitted to the board of directors for approval. There is no provision for partial or staged payments. If difficulty is experienced in settling accounts due, this should be discussed with the Estate Manager immediately. Accounts are due for payment 30 days from the demand date; interest and administrative charges will be accrued after this date on unpaid accounts.

HSRAL will vigorously pursue legal recovery of unpaid service charge accounts.

## Estate Staff

Hooper Square currently employs 4 full time security/concierge staff, who between them provide 24 hour desk coverage and security.

On occasion, agency staff may be employed to cover periods of absence or sickness. Please bear in mind that the staff have duties which will take them away from the desk at regular intervals; however, they can be contacted by emergency mobile at all times.

A yardman and cleaner are employed on a part time-basis, and a gardener is employed on a contract basis; between them they take care of the internal and external aspects of the estate. The staff are appointed and managed by the Estate Manager on behalf of the company, and any complaints relating to staff or any general estate-related issue should be reported to the Estate Manager.

## Resident Details

To facilitate communication and administration, a local database of all residents is maintained by HSRAL. Information is never shared with third parties. It is essential that all residents and tenants give accurate contact details to the Estate Manager or Concierge on arrival, and update their details if any information changes. The database is critical to other systems including mail and key handling, and is used extensively to contact occupiers in an emergency.



## Security

Hooper Square has 24 hour concierges providing security, supported by an extensive CCTV system with 24 hour recording facilities. The CCTV system is not a protection against criminal activity in itself and cannot be monitored continuously as staff have other duties to perform. By far the best security we can collectively offer is vigilance, and simple personal security measures being observed. Please note the following basic security advice which should be adopted at all times:

- When entering or leaving the estate make sure the door or gate closes completely behind you.
- Do not allow anyone to enter behind you unless they are personally known to you.
- Do not allow access to the estate to callers using the Intercom system unless the caller is known to you.
- Never wedge open any external doors, or allow contractors working in your property to do so.
- Always inform the duty concierge or the police if he is not available, if you see someone loitering or acting suspiciously.
- Your own flat door should always be adequately secured with good quality locks and window locks fitted to accessible windows. Patio doors and first floor windows should be secured with slide locks at all times, especially during the summer. Patio doors and accessible windows should not be left unsecured at any time.
- Do not disable the automatic gates to allow access to guests. This may appear to be an unlikely scenario, but has occurred in the past, and of course renders our security useless.
- You will normally be expected to collect your guests from Reception. Please inform the Duty Concierge if you have any longer term family visitors or guests, so you do not have to come to Reception if they go out and return during their stay. There are other arrangements for visitors in cars, please consult the notes on Parking.
- It is the resident's responsibility to ensure that all their guests are aware of the importance of the security of Hooper Square.

The staff will respond to all calls relating to suspicious activity, so please do not feel embarrassed about calling them. Do not confront anyone acting suspiciously, call from the security of your property by phone or intercom.

Police Emergency 999

Police Non-Emergency 101

Police Community Support Team. 0208 649 3520

Important Note: We do not permit leafleting, surveys, or takeaway food deliveries for security purposes. If you have ordered take away meals, you will be advised on arrival. Please ensure they



are collected from reception or the Conant Mews main door. Access codes will not be issued by staff to any delivery driver, and most certainly **should not** be given out by residents.

## Security & Access Systems

HSRAL incorporates a range of access and security systems designed to enhance security and facilitate access. These include:

- An intercom based door entry system
- An panic alarm
- A standard household burglar/intruder alarm system
- CCTV
- Automated gates
- Corridor smoke alarms and automated fire doors to central panels in reception
- Gate access fob system
- Staff maintained security checks

The company maintains the infrastructure required for these systems to function properly, but failure of flat based components such as intruder alarms and handsets is the responsibility of the lessee. The component parts mentioned above work as follows:

### Intercom (Entry-phone) system at main reception

Each property has an intercom handset which connects to/from the reception desk. This handset can also be used to open the main reception door when the system is placed in night-mode (when the Concierge is away from the desk). When the Concierge is away from the desk, the external intercom panel outside the main door in Hooper Street can be used by the visitor to address any flat by incorporating before the flat number a prefix number used to denote the correct block as follows:

- Hooper Street                      Prefix 1
- Backchurch Lane                  Prefix 2
- Conant Mews                        Prefix 3
- Bowman Mews                      Prefix 4

To call an apartment from the external panel outside reception:

- Select the appropriate prefix as listed above, followed by the flat number and press the “CALL” button.
- “CALL IN PROGRESS” will show on the display
- Then “SPEAK” will show and you will hear the person called  
Please note that contact is limited to approximately 2 - 2½ minutes, after which the system will cut off and it will be necessary to re-dial.



When the Reception desk is manned, all visitors should advise the duty Concierge of which flat they are visiting.

## Access Fob System & Gate Intercoms

The external gates and main doors are operated automatically by an access fob system and all residents should be in possession of a fob or fobs to ensure ease of access. There are push button intercom panels located at the Bowman and Conant Mews gates enabling communication with reception. For security purposes, staff will normally request anyone requiring access without an access fob to report via the main reception for the purposes of identification. For this reason, access fobs should be carried at all times to avoid inconvenience.

Access fobs will normally be made available to new tenants/residents by the lessee or outgoing tenant. Where this is not the case, fobs can be purchased from reception and a refundable deposit will be charged as well as the fee for the fob. Details and current rates for purchase can be obtained at reception. Access fobs have a long life in normal use, but will not stand up to abuse such as being put in washing machines, and are designed to attach to key rings rather than being left in a pocket.

Access fobs are required for all main entrances and should be carried at all times. There is a push button entry panel for the Conant Mews main door from the gardens. The access code is changed regularly and notified to the appropriate residents.

If you experience difficulty with your fob, please report to reception for assistance. Fobs will be re-programmed where possible, but damaged and lost fobs will need to be re-purchased.

On leaving the development permanently, you will be required to hand in the correct fob for your deposit to be refunded.

Please ensure that you control your fob and, should it be lost, that you notify the concierge immediately so that it can be cancelled.

Estate Agents will be made aware of the importance of the access fob and the need to prevent unauthorised use.

## Parking and Security

The security and welfare of the owners, residents and staff is paramount in the management of Hooper Square. It is important that we know who is using the car park and who has access to the buildings and car park.

To ensure that we are aware of all who park their vehicles and have the use of an access fob

- Only a Leaseholder, their authorised tenant or their agents are to hold an access fob.
- Only the owner of the parking space, their family, guest or their tenants are authorised to park in the allocated parking space or garage. We would ask the Leaseholder to inform the Estate Team if their tenants, family or guests are parking at Hooper Square.
- All temporary visitors or contractors must be advised to report to the Concierge where they will be issued a visitor's permit. This will permit the parking of a vehicle in the visitors' parking areas only.





- All lost access fobs must be reported to the Estate Team so that they can be cancelled.
- For security reasons it is not permitted to let a car parking space or garage to a non-resident at Hooper Square.

To purchase a new access fob please contact the Concierge. The cost of a new fob will include a refundable deposit.

### **Visitor Parking**

Almost all of our properties have allocated parking, and there are 6 visitor parking bays. The visitor bays are not available for use by residents with allocated parking. Visitor parking can, on occasion, be seriously oversubscribed due to works and standard demand.

All visitors parking is permit controlled, permits being available from reception. Permits for contractors are allocated on a daily basis, only where space is available. Visitor and guest parking can be allocated on a two day basis, though this will be extended where it is possible to do so. Prior booking of bays will be taken into consideration but cannot be guaranteed.

All bays other than visitor bays are privately owned and cannot be allocated by HSRAL. Unauthorised use of the bays may result in the removal of offending vehicles at the owner's expense without warning. There is roadside parking available in Hooper Street and Backchurch Lane, which is free at certain times and at weekends. Please consult the Borough road-side signage for current details.

Visitors arriving by vehicle should be advised to report to Hooper Square Reception before entering the estate; they will be given instruction as to where to park, and asked to come to Reception for a permit. Access requested via the gate intercom without prior notice will not be given to unexpected visitors. Please note that vehicles parked without permits may be removed.

Please advise the Concierge if you are allowing your parking bay to be used by members of your family or your contractor.

For detailed parking diagrams please refer to the attached diagrams or seek advice from staff.

### **CCTV System**

There is extensive recorded CCTV coverage of most of the development, including all main entry points. Recording is in operation 24/7, but cameras cannot be monitored at all times due to other staff commitments. The cameras are intended for HSRAL use on playback only, and playback will not be authorised for residents to resolve personal disputes or alleged infractions of any kind. All cameras meet the required standards of personal protection, in that none is able to observe any property internally. The camera systems are useful tools, but please be advised they cannot prevent unauthorised entry to the development in isolation from other security measures.



## Access to Properties

HSRAL would advise all lessees and tenants to leave spare keys with reception staff at all times. Provision is made to control keys under secure conditions, and there are procedures in place to enable staff to be granted permission to issue keys on your behalf.

Access to properties may be granted to third parties (contractors) by the occupier, or on occasion be requested by the Estate Manager or authorised staff in order to deal with reported emergencies such as serious leaks, alarm activations, or reports of smoke/fire. If keys are available, emergencies can be quickly dealt with, and costs reduced substantially as damage can be limited. Insurance costs will be kept lower as a result of such interventions. Every effort will be made to contact the occupier of a property before entry is made or attempted.

**In the event of a major emergency, the Estate Manager or emergency services may be required to authorise forceful entry at the expense of the lessee, which can be avoided if keys are held.**

Contractors and visitors are not allowed access to any flat without the express permission of the occupier or tenant in advance. If you wish to arrange for access to your flat, you must complete a key release authority in advance, or email a request if you have forgotten to do so. Where no authority has been given in advance, staff will refuse to issue keys. If we cannot contact you by telephone this may result in incomplete works, or friends and relatives being refused access.

Lessees should note that the occupant is required to give permission for entry; instruction by the lessee on behalf of the tenant will not suffice unless a written or emailed authority is received from the tenant, stating he has agreed to the release of keys and access. HSRAL accept no responsibility for any costs incurred as the result of contractors or deliveries being refused entry due to lack of a current written authority being held.

The estate staff are not responsible for supervising contractors working in flats, nor can they accompany contractors or deliveries during installation or works in progress. Staff will open and secure properties where requested, but cannot supervise works or deliveries due to their other duties. If large deliveries or works are planned, you must arrange to be present personally.

Keys are retained in secure key cabinets and recorded in and out. Once issued, staff are not responsible for your keys until such time as they are returned. A telephone contact will normally be obtained when keys are issued to facilitate recovery if they are inadvertently removed off-site.

## Guests & visitor arrivals

All guests and visitors should be advised to report to reception on arrival. Guests arriving on foot at external gates will not be granted access and will be asked to report to reception. For security purposes, guests will be announced to residents on arrival by intercom or phone. Once it is established they are legitimate guests, they will be given appropriate directions.

Should guests arrive whilst the desk is unmanned, they may make contact with you via the intercom and you can open the front door remotely. If you require guests to receive your keys and be allowed access to your property, this must have been notified in writing to Reception staff in advance, and your guest may be asked to produce identification. **Your guests will not be given access if we hold no authority, or are unable to contact you by telephone or intercom.** Residents should normally expect to greet their guests at reception.



## Fire and Fire Precautions

### Fire Systems

There are smoke alarms located in all corridors, which are connected to the alarm panel in Reception. If they are activated, the duty concierge will investigate and advise residents if there is any reason for concern. **Please note that there is no audible alarm system in use at Hooper Square.** In the event of a fire, you will be advised by the duty Concierge.

If smoke alarms are activated, fire doors will close automatically and will remain closed until it is certain there has been no fire found. Please do not smoke in corridors as this may activate the alarms.

Fire extinguishers are only to be used by TRAINED Estate Staff and not for domestic use. They have been situated to assist the Fire Brigade in tackling electrical fires in the electrical risers.

All flats have inbuilt fire protection standards sufficient to contain fire long enough for the arrival of the emergency services in normal circumstances.

### General Fire Precautions

Occupants of flats are more vulnerable to certain fire risks than people who live in houses. HSRAL operates a passive response system to fire emergencies; that is to say that no attempt will be made by staff to undertake wide ranging evacuation of residents in the event of a reported fire, except for those residents in the immediate vicinity. Flats are designed to contain fire for up to 60 minutes, and any evacuation deemed necessary will be undertaken by the fire services on arrival. All residents must familiarise themselves with all local emergency stairwells.

There are smoke alarms in all corridors that are connected to the alarm panel in reception. There are fire extinguishers available to staff where required on each floor, but these are not generally suited for use in flats. Whenever any alarm is activated, the duty Concierge will check the cause and will take the appropriate action in accordance with his/her instruction. Activation of the smoke alarms will not trigger any audible alarms, but the fire doors will close automatically.

### If you suspect there may be a fire or you can smell smoke

If you suspect a fire, or smell smoke but are unable to pinpoint the source, notify the reception staff by intercom or telephone immediately. They will investigate and advise you of their findings.

### If you discover a fire in your property

The general advice should a fire start in your flat, is to:

- Leave the room and close the door.
- Alert other occupants in the flat and the neighbouring flats only.
- Phone the fire brigade (999). *Stay calm. The operator will ask for your personal details.*
- Report to the Concierge Desk at Hooper Street. If you need to contact the Duty Concierge by phone, the landline is 020 7481 8257 and the Mobile is 07973 509443



## If you are advised to evacuate the building

- You should be aware in advance of the location of the nearest fire exit
- Exit via the stairwells only. Do not use the lift as these may fail in a fire
- Go to the nearest open space or car park. Do not leave the vicinity, as the emergency services will want to confirm as far as possible who may be left in the building.

## Simple fire precautions

Please be aware that corridor smoke detectors are not linked to individual properties, and will not detect the early signs of a fire originating in the flat itself. **Lessees are responsible for providing internal smoke detectors for their own properties.** Smoking is prohibited in all common areas of Hooper Square. Cigarette smoke will activate the smoke detector sensors.

Prevention is better than cure and the following guidelines should be observed:

- Gas bottles and flammable materials including petrol must not be stored in flats or garages at any time. Fire regulations and lease conditions specifically prohibit the storage of gas containers or petrol on the premises. Do not accumulate old paint tins, aerosol cans or any other pressurised containers.
- It is advisable to keep a domestic fire extinguisher in the flat and/or a fire blanket in the kitchen. All lessees should install their own smoke alarms. Battery operated smoke alarms should be checked regularly; they may save your life.
- Make your tenants aware of the Fire Evacuation Stairs and evacuation routes.
- Keep an eye on children especially when cooking and keep matches/lighters out of their reach.
- Switch off electrical equipment which does not need to be on permanently, both at night and when leaving the flat.
- Make sure cigarette stubs, matches and candles are fully extinguished.
- Dispose of cigarettes in a responsible manner and do not throw them out of windows, balconies or terraces. The lit cigarette may end up in another resident's apartment and cause injury or start a fire.
- Make sure any portable heaters (which should be avoided if possible) are in a safe position away from furnishings.
- Close internal doors whenever possible.
- Take great care with chip pans, or pans being used for oil or alcohol based food preparation. Make sure they do not overheat, and never leave them unattended. If a pan of oil should catch fire NEVER throw water on it or you will spread burning oil all over the kitchen and possibly yourself. Turn the heat off, smother the flames with a damp towel, fire blanket, or the pan lid, and leave it to cool. If fire spreads contact the Fire Brigade and report to the Concierge.



- When going away for weekends or holidays, consider which appliances might be switched off.

## Other Alarms

Panic alarms and intruder alarms are installed in all properties. It is the responsibility of the occupant to check their proper function by consulting and organising testing with desk staff.

### Panic Alarm

The panic alarm is a small box with a red top located just inside the door of each property. If the red button is depressed, it will activate an alarm in reception, and the duty Concierge will respond in accordance with current instruction. Usually this will entail an intercom or phone call to the resident to check if the activation was accidental.

The panic alarm is to enable residents to quickly summon support from staff in the event of a potential security or medical emergency. For this reason, if the staff are unable to contact you by phone or intercom, they will seek immediate authority from the Estate Manager to enter the property. This permission will always be given, because of the potential seriousness of any such incident. If entry is made and nothing untoward is found, the alarm will be re-set and you will receive either a telephone confirmation of entry, or a letter will be left in the property.

If the alarm is accidentally activated, it can be re-set by turning the key with it until the red button pops-up.

### Intruder/Burglar Alarm

Intruder alarms are fitted as standard in all properties; models may vary. The internal equipment, including sensors and catches are the responsibility of the lessee. Once set, the alarms are connected to the main reception alarm panel and will sound an audible alarm at reception if activated.

The intruder alarm response is similar to that for the panic alarm. The duty Concierge will try to contact the owner or occupier by telephone in the first instance. If he is unable to do so, he will check the property externally, looking for signs of entry. This is not always 100% reliable, as patio doors for instance cannot necessarily be seen from ground level. If there is any sign of entry, the Concierge will summon the police and take no action until their arrival. If no sign of entry is seen, further attempts will be made to contact the lessee or occupant.

If this fails, the duty Concierge will seek authority from the Estate Manager to check the property and reset the alarms. Permission to enter may or may not be given immediately depending on the circumstance. However, alarms will not be left in an active state for long periods as the main system cannot be re-set until the individual alarm is deactivated. Permission will therefore normally be given to enter, and the alarms re-set if contact cannot be made with the occupier.

Lessees should be aware that the alarms have a battery backup, but are mains operated. Batteries have a finite life, and there is no visual signal to state the battery is dead. They should therefore be checked regularly or they may fail in the event of power loss and the alarms will not activate.

The 4 digit alarm codes must be notified to staff wherever key access (spare keys) is made available to your property. This will allow staff to reset the alarms where necessary. If you are



unaware of your alarm code, it may be possible to retrieve this information from the Reception Desk.

## Lift Emergency

Our lifts are serviced and maintained by a professional lift maintenance company. Lifts are regularly serviced, and also undergo scrutiny and certification by qualified lift engineers appointed by our insurers in addition to our servicing contractors' routine maintenance. Lift breakdowns are uncommon, and incidents of persons becoming trapped in lifts are rare.

The emergency operation of failed lifts is complex, and if carried out incorrectly can be unsafe. For this reason, only qualified lift engineers or the fire brigade are permitted to open our lifts in an emergency. Staff are not permitted to open lifts at any time. Engineers are available on a 24 hour basis, and if they are not readily able to attend, the fire brigade is requested to assist.

Both lifts have an emergency button which rings a shaft mounted bell. Both lifts also have an emergency telephone which can be used to contact the main desk or the lift company itself. In the event of a lift failure, staff will try to identify the floor at which the lift is stuck, and communicate with anyone inside to advise what they are doing to resolve the problem. They will contact the Lift Maintenance Company emergency line, or fire brigade if necessary.

Whilst it is appreciated that being stuck in a lift can be quite worrying, please accept that the lifts contain several safety mechanisms which prevent any serious mishap. Lifts usually fail simply because of minor issues such as loose door sensors; this is easily fixed, but can lead to the car stopping incorrectly or between floors. If you are unfortunate enough to find yourself stuck in the lift, please remain calm, operate the alarm bell, or contact the staff via the Conant telephone. You may also call the staff emergency mobile number on 07973509443.

## Estate Facilities

### TV & Satellite Facilities

Each flat must have its own valid TV License and this is the responsibility of the individual resident.

There is a central satellite (SKY) system, which is administered and maintained by Community Vision. The costs of connection and maintenance can vary by type, and can be confirmed by calling Community Vision on [01892 722 887](tel:01892722887).

A digital terrestrial television service is available to all flats - aka Freeview - and will work with any modern televisions simply plugged into the existing aerial sockets which are connected to the communal aerial. Any issues with signal should be reported to reception.

Individual satellite dishes may not be installed anywhere in the development. There is no cable connection at Hooper Square, and there are no plans for this to be undertaken at this time. Any works required to connect to the system must be undertaken by Community Vision only, and residents must not attempt to carry out private installations.



## Broadband

Residents may of course connect their existing phone line with a router for basic broadband. But for more demanding users, a fibre connection is available. This is provided by Hyperoptic, who offer both broadband only and broadband with phone packages at several different speeds up to 1Gb. Their fibre comes into the Hooper Square buildings and will use the existing conduits to be brought right into any property. If you are interested in having a fast connection, please contact Hyperoptic directly - <https://hyperoptic.com>

## Post and Packages

Standard post items are delivered to your door by Royal Mail. Recorded mail and larger items such as packages will be accepted by the Concierge staff on your behalf.

All mail so received is recorded in a database, and a mail slip will be delivered to your door on the day the item is received. A reminder will be generated after 3 days if the item is not claimed. If you are not personally known to the staff on duty, you may be asked to produce identification, especially for recorded items, so please bring identification with you. Recorded items will only be released to the person named on the package.

The mail holding area has very limited storage space, and large items such as furniture cannot be accepted. If large or heavy items are expected, you should arrange for someone to be able to receive them at your property. For insurance purposes, staff are not permitted to assist with the handling of excessively large or heavy items. If you are anticipating deliveries of this type, it is essential you check that the delivery driver will be accompanied.

When leaving us on a permanent basis, please ensure that you arrange with Royal Mail for redirection of your mail. Unless specific arrangements have been made in advance, any mail delivered after your departure will be returned to sender.

## Refuse Disposal

### General Waste

There are main bin stores located in the Bowman Mews and Conant Mews car park areas where domestic waste can be deposited. The bin stores are **only** to be used for domestic household waste.

Household domestic waste should be in bags. Residents should place the bags in the bins in the bin store. Staff can point out the location of the bin store. The location is also shown on the Ground Floor Layout diagram on Page 38.

Refuse bags have to be handled by staff, so please ensure any glass or other sharp objects are securely wrapped. Do not overfill bags, as this results in their splitting.

Large or bulky waste may not be left in the bin stores, as it will not be removed by the borough collection service, and the estate will be forced to pay up to £200.00 for collection of bulk waste items (the cost of this is added to your service charge). Contractors' waste must not be placed in the bin stores either, and contractors must be advised that all wastage from works must be removed from site.



There is a free bulk waste collection service available to residents via Streetline, a Borough operated service. Residents can request collection of large items free of charge by appointment. Usually Streetline will require ground floor access to the item, requiring the resident to leave it out overnight on occasion. Where this is anticipated, please advise staff accordingly.

If bulk items are not removed as agreed, the estate is not able to reschedule the collection for you without a reference number. For this reason, please ensure a reference number is provided by Streetline when arranging collection. Smaller bulk items may, depending on available space, be left for collection in room 50. Please speak to staff for more detail, including the Streetline contact details.

It is not HSRAL's responsibility to dispose of lessees or tenants unwanted furniture or household appliances. Some charities are prepared to collect furniture that is still in good condition. Please be advised that recovery action will be taken against residents if costs are incurred in removing bulk waste, including contractors' waste.

## Recycling

Recycling facilities are available at Hooper Square.

There are separate recycling bins which have pictograms showing what can and cannot be recycled.

The procedure to use them is as follows:

- Only the items shown as recyclable should be put in the bins
- Recycling sacks are no longer required, recyclable items may be put directly into the bins, they do not need to be in a recycling sack
- For those who want them, clear recycling sacks can be collected from the Whitechapel Idea Store (the Library). The full sack may then be placed in the bin.
- The Council advises that any clear sack or bag may put into the bin.
- The bins will be emptied once a week.

Please do not be tempted to use a black plastic bag. Tower Hamlets will refuse to empty any recycling bin which is contaminated with general waste.

## Cardboard boxes

- Please remove any plastic, polystyrene or other non-recyclable packing material
- Please flatten cardboard boxes and place them loose in the recycling bins.

## Pest Control

HSRAL operate a comprehensive pest control programme encompassing all common area access points, external areas and risers. These are maintained and checked by a professionally qualified contractor. This service is paid for from the service charge. If isolated incursion incidents occur, as should be expected from time to time, Lessees are advised to consult with the Estate Manager.

Do not scatter food for the birds, as the spillage attracts rats and mice.





## Considering your Neighbours

Hooper Square is occupied by a high percentage of owner occupiers, and offers a relaxing and peaceful escape from the bustle of work and the City. In order to maintain the level of enjoyment experienced by all residents, please consider the following guidelines extracted from the main lease and company policy documents.

Clearly the proximity of your neighbours demands that certain activities must be more 'restrained' than in a detached house, and it must be accepted that more consideration must be given to others at all times. The lease contains specific regulations regarding noise, use of communal areas etc., but the following rules are generally applicable, and if applied by all, should enable all residents to enjoy the benefits of living at Hooper Square.

- No amplified sound, i.e. radios, televisions, CD players, musical instruments etc., should be audible outside your flat at any time, especially at night.
- The same principles apply to all other loud noises, such as shouting, screaming, stamping, and banging of furniture.
- The floor of the flat must be covered by a fitted carpet, or in the case of kitchen and bathrooms only, by some other suitable sound deadening material. Hard floors, including laminates and tiled floors in lounges, living rooms and hallways will breach the lease and hence their installation cannot be approved by the company. Any unresolved noise issue arising from the installation of such surfaces will result in the lessee being required to reinstate carpets or vinyl flooring, at their own expense, to meet the conditions of the lease.
- Children should not be allowed to play in the internal common parts or use the lift unaccompanied.
- Barbecues are not allowed in the central gardens or other common areas.
- Ball games etc. are not allowed in the central gardens or other common areas.
- Cats and dogs are not permitted at Hooper Square; this includes animals belonging to visitors. Permission to keep any other animal including reptiles must be sought from HSRAL in writing. It is unlikely that permission will be granted for keeping pets with the exception of guide-dogs.
- The general rules (detailed on pages 24 - 26) for contractors carrying out structural works in flats also apply to flat owners/tenants carrying out D.I.Y repairs or decorating.
- Litter, including cigarette ends, should not be left or thrown in the common areas.



## Barbecues

Gas barbecues and patio heaters are strictly prohibited in accordance with the lease conditions, and fire safety instruction from the London Borough of Tower Hamlets.

The lease requires the Estate Manager or staff to enforce various covenants pertaining to nuisance caused to individual residents. These include smoke from non-gas barbecues entering properties. In the event of a complaint from neighbours, the management will be required to intervene, and request that barbecues of all types are extinguished immediately. Non-compliance with such a reasonable request will be deemed to be a breach of the lease.

All residents are advised of the damaging effects of smoke from barbecues, which can include permeation of furnishings and clothing, and in some cases can aggravate medical conditions such as asthma. It is not possible to control the spread of smoke, and residents are therefore requested not to use barbecues, especially on balconies where the proximity of other properties mean you are likely to inconvenience your neighbours..

HSRAL is not insured for any fire or accidental damage arising from the use of open heat sources, and any damage arising from the use of barbecues, including damage to planting and common parts or boundaries, will chargeable to individual residents.

## Noise Complaints

If you are the victim of excessive noise:

- Contact the Duty Concierge by phoning 020 7481 8257 or 07973 509 443. The Concierge will then attend to the complaint.
- Tower Hamlets operates a 24 Hour Environmental phone line: 020 7364 5007



## Utilities and Services

### Electricity

Our electricity supplier is EDF Energy.

#### Loss of power

Widespread or development-wide loss of power will be apparent to staff on duty, who will take appropriate action to notify EDF with a view to restoring power. Loss of power in individual properties is usually localised, and can result from a number of minor problems which can be easily resolved by the occupier.

There is a mains board containing circuit breakers (fuses) in every property, contained in a white drop-front cabinet, usually located next to the water tank. If power fails, it will normally be due to either lights, power sockets or the cooker. It is uncommon for all to fail. If this does happen, please refer to the following before requesting a member of staff to assist:

- Locate the mains board and pull the front open.
- Inside you will see a row of switches which should be marked as lights, cooker, heating and so on.
- If one of these switches is not showing green (is facing the opposite direction to the others) a single circuit has tripped. This may be resolved by simply flicking the switch back on, in line with the others.
- If this fails, it is possible that:
  - A single appliance is causing the problem if the 'sockets' switch has tripped
  - A light bulb has blown or a bulb of the wrong rating has been installed
- If the power sockets fail, and the socket switch will not reset, unplug all appliances, put the switch in the on position, and then plug them in one at a time until the switch pops again. This will indicate which appliance is at fault, and it should not be used again until checked or replaced.
- If lights fail, and you have recently changed a bulb, remove the bulb and try again. If this fails, you will need to summon an electrician to see if there is water affecting the lights or a more difficult underlying problem exists.
- The switches themselves (the RCDs) can also fail, and if this occurs you must call a qualified electrician rather than attempt to replace the breaker yourself.
- If the cooker switch trips and will not reset, isolate the cooker and call an electrician. The cooker is on a 30amp circuit and should only be repaired by an expert.
- If power to the entire flat fails at the same time, the main switch located in the centre of the row (coloured red) will be in the off position. Some units may have a push button main switch rather than the 'up down' lever type. It should however still be central. If all power goes you may try the following:



- Place all switches in the off position (showing the red cap)
- Press or switch the mains switch to the on position, and then switch the others to on, one at a time. If a particular switch blows the main switch again, you will need to leave it off and consult an electrician.

### **Corridor power failure**

If you are aware of any partial failure of power in common parts, including corridors, lights etc., please advise the duty Concierge who will investigate and try to arrange a solution.

### **Water**

Our water supplier is Thames Water.

#### **Water Stopcocks**

It is important that all occupiers are aware of the location of water stopcocks in the property in order to minimise damage to the flat and also to avoid potential leaks damaging other properties. All residents should have had this information made available to them on arrival, but are encouraged to find out where they are if this is not the case. Even a few minutes delay can cause catastrophic damage to adjoining properties if mains pressure leaks cannot be stopped in good time.

The location of stopcocks varies, but broadly speaking is as follows:

- For apartments accessed from Hooper Street and Backchurch Lane, stopcocks are generally situated inside the water tank cupboards.
- Stopcocks in apartments accessed from Conant and Bowman Mews are, in most cases, located behind an access panel in the kitchen, in or near to the sink unit, or else inside the water tank cupboard.
- Apartments accessed from internal corridors generally have their stopcocks either in the false ceiling outside the apartment or inside the water tank cupboard.

The floor layout diagrams on Pages 38 - 41 have instructions on each one about the different locations of the stopcocks on each floor.



## General Maintenance Issues

The Estate Manager will assist wherever possible in identifying and offering assistance with maintenance issues in individual properties, but the responsibility for repair rests with the lessee. In an emergency situation, HSRAL cannot authorise repairs on behalf of the lessee, and any repair agreed by the tenant must be resolved with the lessee directly and should be authorised by the landlord/owner in advance of costs being incurred.

HSRAL will assist in isolating or minimising any damaging impact caused by leaks or emergency situations; this may result in the isolation of water supplies to individual properties pending permanent repair as approved by the lessee. A wet and dry Hoover can be made available to residents to remove water spillage.

All contractors and their vehicles should be covered by adequate public liability insurance. Lessees are advised to check that works are undertaken only by suitably qualified persons, as any failure of works occasioning damage to HSRAL stock or buildings may be chargeable to the lessee if works of an unsatisfactory or unqualified nature have been approved by the lessee.

The following have been highlighted as issues affecting flats which residents/lessees should consider and be aware of:

## Condensation

Condensation will be present to greater or lesser degrees in all properties. In most cases the problem is managed, and not damaging. However, condensation can cause considerable damage if not controlled.

- Cause: Condensation occurs where warm air meets cold surfaces and there is inadequate air circulation to dry the resulting droplets. Heating and cooking with inadequate air circulation will cause condensation, but even normal breathing can cause an accumulation of moisture in unventilated properties.
- Symptoms: Excessively wet 'hard' surfaces including windows, fridges and walls etc. In bad cases black mould will appear, usually in corners or behind curtains and furniture where air flow is restricted.
- Prevention: Increase air flow. Open windows where possible, ensure that the air vents in windows and patio doors are open. Ensure that extractor fans are clear and free of dust.
- To reduce the risk of condensation build up:
  - Where possible, keep windows open to ensure air flow.
  - Remove excess moisture by wiping windows dry. Do not allow water to pool.
  - Do not place furniture or materials so close to walls that air cannot circulate.
  - Be careful where you dry wet washing and ensure windows are open.
  - Ensure that water tanks have the protective lids in place.
  - Do not place soft furnishings in close proximity to water tank cupboards.
- To remove condensation mould, wipe clean with a very diluted (1/20 part) bleach and water mix and soft cloth, or use a proprietary mould inhibitor. Do not use neat bleach; it will take the paint off.



## Water Based Issues

### Pumps

If the water circulation pump (under the water heater) starts up without you running any water or using water based appliances, water is being lost or there is a leak somewhere. The pump should only operate to top up used water.

Simple checks can include the following:

- Check the toilet; see if there is a constant trickle of water in the bowl. This could be a very simple problem, or indicative of a leak.
- Turn off all taps, do not flush the loo, and listen to the water tank and pump. If the tank continues to sound as though it is filling continuously, or the pump switches on and off repeatedly, a ball valve replacement may be required as hot water is passing through the overflow outside. This can be very expensive in heating costs.
- Please contact the Duty Concierge if you have no water coming through your taps. It may be an estate wide issue and outside agencies and contractors. may need to be contacted

### Leaks

Leaks often go unnoticed until the problem extends to an adjoining property and causes damage. Recent common leak issues have included:

- Poor mastic seals around baths and showers, including wall tile grouting. Breaks or missing mastic can cause up to 4 litres of water per shower to end up beneath the bath; this water will eventually end up in someone else's flat! If the mastic appears cracked, mouldy, or is simply missing, it must be replaced before damage occurs. If there are gaps between tiles they should be re-grouted.
- Washing machines and dishwashers frequently develop minor leaks that accumulate and eventually cause damage. If there is a smell of damp or there is black mould in the cupboards where taps are housed, there is probably a leak.
- Loose taps in bathrooms which will eventually undo the washers securing the pipe work and lead to leaks. Cold taps are under mains pressure, and if damaged, can damage several properties within a matter of minutes. Loose taps must be tightened as soon as they are noticed.
- Damage to the flexible silver braided pipe which is attached to the solid copper pipe-work under the bathroom sink. Most bathroom sinks are connected in this way. If braided pipes are forced out of shape, or damaged in any way, they will fracture and leak. Avoid placing any item on shelves which can abrade these pipes, or force them out of alignment.
- Faulty water pumps. Water pumps are a highly pressurised water source and cause immediate damaging consequences if they fail. Whilst this is uncommon, there are usually indicators including rusting of joints, or blue/green coloured oxidation on the pump or connectors which should be checked frequently. A common problem with pumps is damage caused by cramming the cupboard full of personal items, leading to subsequent damage to the water tank fittings. If the floor around the pump is seen to be damp, it should be checked immediately.



- Incorrectly placed water tank lids. The water tank has two removable lids fitted. If they fall inside the tank, they can affect the ball-cock operation and may lead to leaks. If they are not in place, heat will escape leading to condensation. Do not cover the tank lids with personal items.
- Leaking overflows. Overflows must be checked on a regular basis to ensure they are not leaking.

### Spotting Leaks

Many leaks are difficult to spot initially. The first indication is normally the smell of damp, or indications of black mould in cupboards and under baths. Other more subtle indicators are woodwork becoming soft around water based fixtures, or bubbling of paint at floor level. Vinyl flooring may lift at the edges, indicating water damage.

If you note water loss from appliances, which can be infrequent and not necessarily permanent, it may be that the appliance is moving in operation, causing a small amount of movement at the joints of taps and connectors. This is easily checked and rectified, but will cause problems if left unchecked.

Leaks from other properties will normally be fairly evident, and will usually appear in ceilings directly above your own wet areas, bathrooms, kitchens etc. Seek advice from staff as soon as possible if a leak is spotted; do not leave it for weeks before reporting it, regardless of how minor it appears.

### Water Precautions

Ensure you are aware of how to use the stopcock to isolate the mains supply in an emergency. Isolate your mains if you are leaving the property for a lengthy period. If you are leaving the water heaters on whilst you are away in winter, turn the heat level to a minimum setting.

### Electrical Issues

Very few electrical issues have been highlighted as maintenance problems. It is important to know where the mains board and RCD switches are located and how the basic operation is undertaken. Repairs should only be undertaken by a competent electrician.

The electrical fans in bathrooms should be regularly checked to prevent a build-up of dust. This will hamper the operation, increase the risk of condensation, and in extreme cases can lead to a fire risk as well as increasing the noise fans make. Fans can be routinely cleaned by simply holding a Hoover nozzle close to the fan in most cases, but do not attempt to remove the cover, or clean it inside. In bad cases, an electrician may be required to disassemble and clean fans thoroughly.

Be aware that ceiling heating panels are used in Hooper Square. Any modification to existing lights, or modification of any kind must be undertaken very carefully. The panels are effectively plastic sheets, with a copper element at the sides. If damaged, there is little possibility of repair, and replacement entails removal of the entire ceiling.



## Maintenance of Patios, Balconies & Gardens

Patios, balconies and gardens are demised to individual properties as shown in the drawing accompanying the lease.

Patios and balconies require maintenance at the expense of the lessee to ensure they remain sound and allow water to run off without damaging adjoining properties. The gravelled gullies must be kept clear of soil build up which will encourage 'bridging', allowing water to pool on the patios. Where they are fitted, lead up-stands should be checked to ensure that they are sealed and water is not able to pass behind into the fabric of the building. The use of potted containers and grow bags increases the risk of soil build-up and should be carefully monitored. Where any alteration or modification of patios is considered, this must first be referred to HSRAL for consent due to the risk of penetration or damage to building membranes.

Gardens must be maintained neatly in order to maintain the aesthetics of the development. Certain shrubs, including Buddleia can be damaging to properties as they attack the cement content of the structure. If they are adjacent to the building, they should be removed or cultivated to restrict growth and prevent damage.

## Major Works Around the Development

Periodically major projects become necessary; for example, external maintenance and internal common parts redecorating. The Estate Manager will draw up a detailed specification, go out to tender with at least three reputable contractors and send out Consultation Notices to all lessees (as required by the Landlord & Tenant Act 1985, Section 20) containing full details of the works in question. Lessees will be advised of the detail of all planned major works including why they are required, and will be able to provide input, or request any further information as they feel necessary. All observations relating to planned works are taken into consideration before any major project is agreed and processed.

Major works costs, once agreed, are charged against the standard service charge accounts for the appropriate financial year. All but emergency works or unforeseen breakdowns have been planned into a long-term financial forecast to avoid sudden and unexpected rises in the service charge as far as this is possible. The forecast is reviewed regularly by the directors. In exceptional circumstances, normally relating to emergency works only, a single lump-sum payment request may be required to fund major unplanned works.

All works organised by HSRAL that may affect residents will normally be advised in writing in advance, or for low risk works, advisory notices may be placed on main building doors whilst works are in progress.

## Works in Flats

The lease requires that written consent must be obtained from HSRAL before carrying out any alterations to the structure, internal layout or services of the flat, so that the Directors can be sure that the lease will not be breached. Minor works may not require any special permissions, but lessees must advise the Estate Manager of all planned works in order for him to be in a position to coordinate parking, and make any special provisions for safe working and access as may be required. Any permissions or licenses that are required will be paid for, including any company expenses, by the individual lessee.





All privately employed contractors are required to be booked in on arrival as a consequence of health and safety and fire regulations. All contractors must therefore be advised to report to reception on arrival.

Examples of works which may require special permissions may include:

- Bathroom renovation
- Room partitions
- Moving existing lighting

Any works which may include proposed structural alterations of any kind must be notified in advance, as local building consents, planning permission and specialised drawings may be required.

As well as planning permission and local building consents, electricians reports may need to be submitted and Lessees may be asked for a surveyor's report. Lessees are advised not to undertake any work without prior written consent, as any breach of the lease will almost certainly result in the property having to be returned to the original condition at the Lessees expense.

The following works will almost certainly require special permissions and detailed architectural and design specifications being submitted.

- Alteration to the internal layout of the property including air-ducts
- The removal of any doors, windows or walls, including non-load bearing walls
- The installation of any high consumption electrical equipment, especially any planned 3-phase electrical installation
- Any alteration to patios or balconies
- The installation of any excessive load item, including water beds

## **Construction (Design and Management) Regulations 2015**

Lessees are also advised that, following a change in the law on April 6<sup>th</sup> 2015, small domestic projects are now to be treated in the same way as large new housing developments. All builders will have to complete a Construction Phase Safety Plan, and present a Health and Safety Plan at the end of the project. This plan should include 'as built' drawings and specifications of components that have been installed.

Conveyancing solicitors are likely to request this when property is bought and sold, and sales could be jeopardised by the failure to produce this paperwork.



## Detailed Provisions for Permissions to Commence Works

**For the purposes of interpreting this document lessees should assume it applies to all works, including minor renovations or alterations. The agreement to obtain licenses or special permissions will be advised in writing where deemed necessary by HSRAL.**

- All works are to comply with the requirements of the London Building Acts, and where appropriate, the necessary consents and planning permission must be obtained from the relevant authorities (London Borough of Tower Hamlets) by the lessee. Responsibility for establishing the need for such requirements to be met rests solely with the lessee. The costs of any works (or subsequent reversion to original state as a result of failing to obtain approval) undertaken by the lessee that fails to meet approved and accepted standards, or are undertaken without requisite approvals, will be the sole responsibility of the lessee and will not be recoverable from HSRAL in part or in full.
- Copies of the approvals issued by the Local Authorities, if appropriate, are to be forwarded to the Estate Manager before any work is commenced.
- Three copies of drawings, together with a brief specification clearly setting out and describing the nature and scope of the proposed works, must be submitted for HSRAL approval before any work is commenced.
- If the proposed works are of such volume or nature that in the opinion of HSRAL they would necessitate the preparation and issue of a formal license, this will be done at a fee to be agreed between both parties before the works commence.
- If the works are, in the opinion of any HSRAL appointed surveyor, of a minor nature, the issue of a license will be waived.
- The employer (lessee) is to ensure that the Main Contractor and all Sub-Contractors are properly insured for all reasonable eventualities in accordance with current acceptable guidelines, and shall
  - a. Agree to indemnify HSRAL against any liability, loss, claim or proceedings whatsoever arising under any statute or at common law in respect of any person whomsoever and for any expense, liability, loss, claim or proceedings in respect of any damage whatsoever to any real or personal property, insofar as such arise out of or in the course of by reason of the carrying out of the works, or is due to any negligence, omission or default of the Contractor or any person for whom the Contractor is responsible or of any Sub-Contractor or any person for whom the Sub-Contractor is responsible.
- Before any site work is commenced, the Lessee/Contractor may be required to deposit the sum of £300.00 with the Estate Manager who may, without prejudice to the above indemnity, expend the deposit in making good any damage to the common parts or in covering the cost of extra cleaning.
- The work is to be executed in such a manner as to cause the minimum of inconvenience to other residents of the block and adjacent properties. No contractors' radios, cassette or compact disc players will be allowed on site.



- The passenger lifts are not to be used for the conveyancing of plant, materials, fittings or spoil. Contractors using the lift are to give precedence to the Tenants at all times.
- The carpets outside the flat where the works are in progress are to be protected by clean dust sheets which are to be taken up at the end of each working day. The entrance door of the flat is to be kept shut at all times.
- No spoil is to be deposited in the courtyards or common areas. It is to be placed in a skip parked on the public highway or alternatively, bagged and stored inside the flat until removed from the premises. Permission will not be granted for on-site skips being used.
- No heavy banging or the use of mechanical tools of a noisy nature is to be carried out before 09.30 or after 16.30 Monday to Friday, and no work whatsoever at weekends or Bank Holidays.
- Except in cases of emergency, residents are to be given 48 hours' notice of any possible interruption to the water and electrical services.
- At all reasonable times, the Estate Manager shall have the right during the works to make inspections to ensure compliance with the conditions of consent, and reserves the right without financial penalty to HSRAL to suspend or halt any works found to be dangerous or not complying with reasonable safety standards.
- Prior to commencement of any work, a brief survey of the flat situated below and or adjacent to the subject flat should be carried out and a schedule of conditions prepared. Copies are to be retained by the Estate Manager and the Lessee(s) of the flat(s) concerned.
- Modifications to electrical circuits must conform to NICEIC current best practice and a new Electrical Safety Certificate must be obtained once the works have been completed.
- Due consideration should be given to the provision of future maintenance access, especially in the design and implementation of new bathrooms and kitchens. The provision of sufficient stopcocks and ease of access to stopcocks and drain-down points must be duly considered. All joints in new pipe-work and modifications to existing pipe-work should be thoroughly tested under pressure on completion.
- It is the Lessee's responsibility to inform residents in adjacent flats of the work and when it will be taking place.



## Insurance and Claims

1. HSRAL insure the structure and the common parts of the estate by operating a residential commercial landlord's policy, recommended by an independent broker. The responsibility for insuring the contents of individual properties lies solely with the lessee, and tenants must ensure they have adequate personal contents insurance to cover personal belongings which will not be recoverable against the block policy.
2. When damage is occasioned by an insured risk (e.g. fire, or water damage from storm, flood or burst pipe) the lessee should:
  - a. Inform the Estate Manager or the duty Concierge so that the cause of the damage can be rectified if it is outside the flat.
  - b. Provide the Estate Manager with three estimates for the repair of the damage together with a note of the date, cause of the damage and any other relevant information. The manager will then submit a claim on the lessee's behalf.
3. When reviewing your contents insurance, please bear in mind that the Hooper Square building insurance policy does not cover personal belongings or flat contents.
4. The insurers may not settle each and every claim in full. There will be an excess applicable under the policy, and in addition there may be considered to be an element of improvement in the estimated works; for example when a whole room is being redecorated and it is some time since it had last been done. In such cases the lessee will be responsible for the balance of the cost. The policy excess in effect at the time of individual claims will be payable by the lessee in all cases and will not be settled from service charge accounts.
5. Please be advised that the insurers demand inspection of all damaged properties as a result of a request to settle, and if there is evidence of neglect or lack of maintenance, claims may be reduced.
6. If any individual property is vacated for periods in excess of 30-days there are specific insurance requirements to be met in order to validate ongoing cover. If properties are to be vacated for this long, lessees are advised to consult with the Estate Manager in order to obtain up to date instruction on the requirements in force at the time.
7. The insurers may not indemnify damages occasioned by poor or faulty workmanship, works completed by unqualified persons, or by failure due to lack of maintenance and due diligence. Lessees are responsible for ensuring works are only undertaken by qualified contractors, and that certificates are obtained wherever appropriate.



## Subletting and Sales

### Subletting

If you propose to sublet your flat it is recommended that you engage the services of a reputable agent who will carefully vet proposed tenants and ensure that the agreement used will allow repossession at the end of the term. They can also manage the tenancy for you. Your chosen letting agent should liaise with the Estate Manager who has forms for them to complete to give the staff all the information required. You should also give a copy of this guide to your tenant so they are aware of the facilities and rules of the estate.

Prior consent is required from HSRAL for sub-lettings (see lease) and sub-tenancies must be registered with the company's solicitors for which their fees are payable by the Lessee.

### Sales

Consent is also required for selling your flat. (It is referred to as 'Assignment of your lease'). Your Solicitors will deal with the formalities required. Your solicitor will require a clear receipt for service charges so your account must be paid up to date; apportionment of service charges between buyer and seller will be arranged by the respective solicitors. Notice of Assignment should be served by the purchaser's solicitors on HSRAL's solicitors who in turn will advise the Hooper Square Estate Manager. Details of HSRAL's solicitors can be obtained from the Estate Manager on request.

Estate Agents' Boards are not allowed to be erected on the Hooper Square Estate.

### Sales Packs

There is a fee for a sales pack request. Your solicitor should contact the Estate Manager to request a pack. No pack will be issued until payment is made.



## Lease conditions, Forth Schedule, Part Three

### **Covenants enforceable by the Landlord (HSRAL) and the tenants (Lessees) of the other flats of the estate**

The following text is extracted from the general (head) lease and is reproduced for the benefit of lessees and tenants for information purposes. No pretext is made or suggested that the reproduction of this text is wholly accurate or that it supersedes the standing or accuracy of the original document. It should be noted that the directors of HSRAL have, and reserve the right, to alter or amend these terms as required and in order to maintain the estate to its best advantage.

### **Clauses reproduced from the lease**

1. Not at any time to use or occupy or permit the Premises to be used or occupied except as a private residential flat only
2. Not at any time to use or permit the use of either the Premises or any part thereof for business purposes.
3. Not to do or permit or suffer in or upon the Premises or any part thereof any sale by auction or any illegal or immoral act or any act or thing which may be or become a nuisance or annoyance or cause damage to the Landlord or the tenants or the occupiers of any part of the Buildings or of any adjoining or neighbouring premises.
4. Not to do or permit to be done any act or thing which may render void or voidable any policy of insurance maintained in respect of the Building or may cause an increased premium to be payable in respect thereof nor to keep or permit to be kept any petrol, or other inflammable substances, in or about the Premises and to repay to the Landlord on demand all sums paid by way of increased premium and all expenses incurred in or about the renewal of any such policy or policies rendered necessary by a breach of this regulation all such payments to be recoverable as rent in arrears.
5. Not to throw or permit to be thrown any dirt rubbish rags or other refuse into the sinks baths lavatories cisterns or waste or soil pipes in the Premises.
6. Not to play or use or permit the playing or use of any musical instrument television radio loudspeaker or mechanical or other noise making instrument of any kind nor to practise or permit the practising of any singing in the Premises at any time so as to cause any nuisance or annoyance to any of the other owners tenants or occupiers of the Buildings and for the purposes hereof the decision of the Managing Agents (or of a surveyor appointed by the Management Company for the purposes of this Clause) as to what constitutes a nuisance or annoyance shall be final and binding on the parties.
7. Not at any time to put on or in any window or on the exterior of the Premises so as to be visible from outside any name writing drawing signboard placard or advertisement of any kind whatever or any unsightly object or anything which in the opinion of the Management Company or the Managing Agents is offensive.



8. Not to hang or expose in or upon any part of the Premises so as to be visible from the outside any clothes or washing of any description or any other articles nor to shake any mats brooms or other articles inside any part of the Buildings (other than the Premises) or out of the windows either of the Premises or of any part of the Buildings.
9. Not to keep any bird reptile dog cat or other animal in the Premises without the previous consent in writing of the Landlord which may be given by the Landlord or the Managing Agents such consent to be revocable by notice in writing at any time on complaint of any nuisance or annoyance being caused to any owner tenant or occupier of any other flat in the Buildings and not to permit any dog or other animal of the Tenant or under the Tenant's control to foul the Roadway External Pedestrian Way or other parts of the Estate.
10. Not to carry out upon any part of the Estate any repairs to any motor vehicle (except in case of emergency).
11. Not to use on the Premises any electrical device without an effective suppressor fitted thereto.
12. Not to leave or park or permit to be left or parked so as to cause any obstruction in or on the Roadway parking spaces or External Pedestrian Ways or any other part of the Estate any motor car motor cycle bicycle perambulator or other vehicle belonging to or used by the Tenant or occupier of the Premises or by any of his or their friends servants or invitees and to observe all regulations made by the Landlord from time to time relating to the parking of such vehicles.
13. Not to park or accommodate any commercial vehicle caravan trailer or motorboat on any parking space or any other part of the Estate.
14. Not to permit or suffer any invitees friends servants or employees of the Tenant or their children to play upon any staircases landings or passageways in or about the Buildings.
15. To cover and keep covered the floors of the Premises with carpet or (in the case of kitchen and bathroom only) other suitable sound deadening material.
16. (a) Not to use or permit the user of the Roadway Fire Escape or External Pedestrian Way or of any other part of the Estate otherwise than in accordance with the proper exercise of the Included Rights.
16. (b) to remove forthwith upon being so required by the Landlord or the Management Company or the Managing Agents any object of or obstructions by the Tenant or his licensee in or on any part of the Estate other than the Premises and to pay to the Landlord on demand the cost incurred by them in removing and if appropriate storing the same which removal and storage is expressly hereby authorised and which shall be entirely at the Tenant's risk.
17. At least once in every month of the said term to cause to be properly cleaned all windows of the Premises both internally and externally and at all times to keep such windows properly curtained in a style appropriate to a private residence.



18. Not at any time to interfere with the external decorations or painting of the Premises or of any other part of the Buildings.

19. To pay the cost of making good any damage at any time done by the Tenant or any person claiming through the Tenant or his or their servants agents licensees or visitors to any part of the Buildings to the passages landings stairs or entrance halls thereof or to the person or property of the tenant or occupier of any other flat or car space in the Buildings by the carrying in or removal of furniture or other goods to or from the Premises or otherwise howsoever.

20. To submit any dispute difference or complaint that may arise between the Tenant and the tenant or occupier of any other flat in the Buildings in respect of the use or occupation of the Premises or any other part of the Buildings to the Managing Agents before taking any further or other steps or proceedings in relation thereto.





## Local Facilities

### Hospital:

The nearest hospital with an Accident and Emergency Department, a Walk in Centre and an Emergency Dental Treatment Centre is:

Royal London Hospital, Whitechapel Road, London E1.

Tel: 0207 377 7000

### Doctor' Surgeries:

- Tower Hill Medical Centre. 10 Lloyds Avenue 0207 709 7171
- East One Health Centre 14 Dean Cross Street. E1 4NL. 020 7790 2978
- Albion Health Centre. 333 Whitechapel Road. E1 1BU. 020 7456 9820

### Dentist:

- Abbey Dental Practice. 224-226 Whitechapel Road E1 1DJ. 020 7247 0964
- 221 Whitechapel Dental Practice. 221 Whitechapel Road. E1 1DE. 020 7247 5378

### Post Office

- Houndsditch Branch, 11 White Kennet Street E1 7BS. Accessed by walking up the pedestrianised way behind Aldgate Tube Station. This branch frequently has long queues.
- 12 Philpot Street. E1 2DW – further away but much quieter

### Council Tax Office

London Borough of Tower Hamlets, Town Hall, Mulberry Palace, 5 Clove Crescent, London E14 2BG Tel. 020 7364 5002

All residents (lessees or tenants) are responsible for paying council tax

### Utilities

Electricity: EDF <http://www.edfenergy.com>.

Water: Thames Water <http://www.thameswater.co.uk>

### Useful Telephone Numbers

- Fire Brigade / Police (emergency calls only) 999
- Police non-emergency 101
- Police Community Support Team 0208 649 3520
- Royal London Hospital 020 7377 7000
- Council Tax Office 020 7364 5002 or
- Council Tax 24 hour payment line 020 7364 3800
- Streetline (Bulk Refuse Collection) 020 7364 5004
- Hooper Square - Reception Desk 020 7481 8257
- Hooper Square - Concierge's Mobile 07973 509 443





## Local Public Transport

Contact Transport for London or London Underground for any engineering works or other delays.

### DLR

- Tower Gateway
- Shadwell

### London Underground Stations

- Aldgate East
- Aldgate
- Tower Hill

### Mainline Stations

- Fenchurch Street
- Liverpool Street

### London Overground Station

- Whitechapel

### Cycling

Nearest Boris Bikes Docking Station is Leman Street. Ask the Concierge for Cycle maps.

### Bus Routes

There are bus stops in Commercial Road, Whitechapel Road, Aldgate High Street, Mansell Street and The Minories. Bus routes and bus numbers change all the time, so what is correct in summer 2019 may be incorrect shortly after that. Please check before you travel - consult the bus maps available at the Transport for London web site at <https://www.tfl.gov.uk/> or see bus stop notice boards for details.

Some useful local buses are

- 343 from Aldgate Bus Station going south west to New Cross Gate via London Bridge Station and Elephant and Castle
- 15 from Aldgate East Station going west to Charing Cross, via St Pauls and Fleet Street or from Mansell Street going east to Blackwall Station via Commercial Road.
- 25 from Aldgate East Station going west to City Thameslink via Bank and St Pauls or going east to Ilford via Stratford
- 205 from Aldgate East Station going north west to Paddington, via Kings Cross and Euston or from behind Aldgate Station going east to Bow Church via Mile End Road
- 42 from behind Aldgate Station or from the Minories to East Dulwich via Tower Bridge
- 78 from behind Aldgate Station or from the Minories to Nunhead via Tower Bridge and Peckham
- 100 from The Minories to Shadwell via Wapping or west from Mansell Street to Moorgate, Museum of London and St Paul's



- 135 from Aldgate East going north west to Moorfields Hospital via Old Street or going south east to Crossharbour Station (for Asda)
- D3 from Cannon Street Road going south east to Leamouth via Wapping and Canary Wharf or North to Bethnal Green
- 254 from Aldgate Bus Station to Caledonian Road via Clapton and Finsbury Park
- 242 from Aldgate Station to Clapton Park via Shoreditch, Dalston Junction and Hackney.

## Local Shops, cafés, pubs and restaurants

There is an abundant choice of local cafés, pubs and restaurants near to Hooper Square.

## Supermarkets

### Sainsbury

- Leman Street (corner of Piazza Walk)
- 23 Mansell Street

### Waitrose

- Thomas More Street (St Katharine Docks Branch)

### Tesco Express

- 90 Mansell Street
- Aldgate East Tube Station
- 45 Whitechapel Road

## Hotels

- Premier Inn, London City Aldgate Branch in Alie Street or London City Tower Hill Branch in Prescott Street 0871 527 8646
- Grange Tower Hotel, Prescott Street 0207 959 5000
- Travelodge, Chambers Street or Goodman's Yard 0871 984 6388
- Guoman Tower Hotel, St Katherine's Way 0871 376 9076
- City Hotel, Osborn Street, Aldgate East 0207 471 3313
- The Chamberlain, The Minories 0207 680 1500
- Hotel Indigo Tower Hill, The Minories 0843 208 7007

## Car Hire

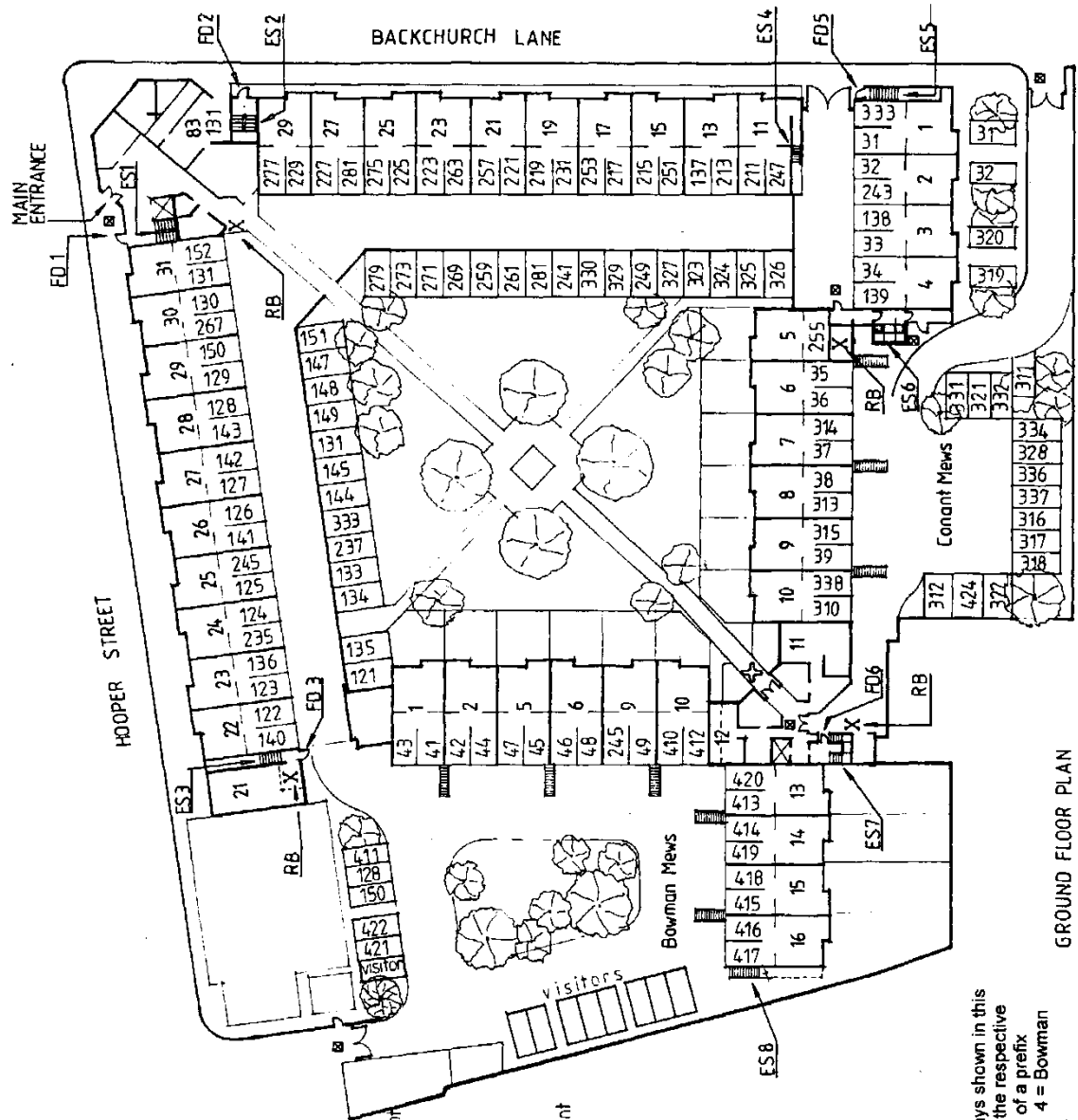
- ZIP car. Hooper Street and Backchurch Lane. See ZIP website for details
- Enterprise. Tower Bridge. 020 7680 9904
- Budget Car Hire. Tower Bridge. 08445 442848



## Diagrams

The following diagrams are attached to this document as follows:

- Ground Floor and Parking Page 37
- First Floor Layout Page 38
- Second Floor Layout Page 39
- Third Floor Layout Page 40
- Fourth/Fifth Floor Layout Page 41



EMERGENCY STAIRS..... ES1 - ES8  
 FIRE DOORS..... FD1 - FD7  
 REFUSE BINS..... RB

APARTMENT POSTAL Nos:

Bowman Mews: 1, 2, 5, 6, 9, 10, 13 - 16  
 Conant Mews: 1 - 12  
 Hooper Street: 21 - 31  
 Backchurch Lane: 11, 13, 15, 17, 19, 21,  
 23, 25, 27, 29, 83

MAINS WATER STOP-COCK:

Hooper Street..... Inside apartment  
 Backchurch Lane..... tank cupboard

Bowman Mews: Service duct  
 1, 2, 5, 6, 9, 10..... in garage

Conant Mews: 1 - 12..... Inside apartment  
 Bowman Mews: 13 - 16..... tank cupboard

CARD ACCESS 6 No.....  
 KEY PAD ENTRY.....

The numbers of the garages and parking bays shown in this plan correspond with the street address of the respective properties. The numbers are composed of a prefix 1 = Hooper 2 = Backchurch 3 = Conant 4 = Bowman followed by the flat number.

GROUND FLOOR PLAN

