



The Bow Quarter
London E3

Rules & Regulations

This document sets out some of the regulations associated with the terms and covenants, contained within leases at Bow Quarter, together with other information supplemental to that contained on the website www.thebowquarter.co.uk

Whilst it is not exhaustive it aims to highlight those regulations that are there for common sense and common good. Equally residents should be aware of their legal responsibilities as some regulations can carry the sanction of legal action if not complied with.

Nov 03

Your Apartment

SECURITY OF INDIVIDUAL APARTMENTS

Please ensure that all of your windows and doors are fully secure before leaving your apartment unoccupied for however brief a period. If you are planning a holiday, inform the General Office before leaving. Please also ensure all water taps and other appliances, particularly washing machines, are turned off.

Negligence could invalidate insurance claims and result in negligent residents meeting the cost of damage. BQRM Ltd residents may find that it may invalidate any claim made against your third party insurance.

KEYS TO APARTMENTS

The landlord *strongly recommends* that individual residents assign a spare set of keys to the Security Lodge. They are kept in securely locked cabinets. This will allow the Estate's staff to take action in the event of emergencies, such as fire or flood. It also means there is a spare set of keys if you lose yours or leave them inside the apartment. Although they are tagged by security all keys should be clearly marked by the resident. If Management are required to gain emergency access in accordance with lease conditions using a locksmith, costs will be attributable to individuals if spare keys are not available.

WORK IN APARTMENTS

Residents must inform the Security Lodge of any workman who will be coming in to carry out renovations, repairs, etc., - especially if they are doing this whilst you are away. Such workmen employed on the site must carry adequate public liability insurance cover and a Health and Safety Policy document.

By inviting workmen onto the site a resident becomes responsible for their actions. Workmen are required by law to register with Security on arrival and inform Security when leaving.

SHORT TERM GUESTS

If you are expecting a guest while you are away notify the General Office giving details of who the guest is and how long they are staying. Please ask guests to introduce themselves at the Security Lodge.

Please note that this refers only to genuine, short term guests, for under the terms of your lease as well as local authority stipulations, short term sub-letting, less than ninety days, is Absolutely Prohibited.

WINDOWS AND BALCONIES

No item of any description should be dropped, shaken or thrown from windows or balconies. This is unacceptable and hazardous to other residents, and to the general public below. Residents - or the guardians of juveniles - will be held responsible for any damage caused in this manner. It is not permitted to hang or expose any bedding, washing, carpets etc. from windows or balconies.

Residents with balconies should ensure they are kept clear of rubbish and litter which can be blown around and cause damage. Residents must also ensure, where applicable, that the rainwater gullies are kept clear and functioning. Failure to do this causes serious damage from damp in flats below.

MAINTENANCE

Residents are responsible for all maintenance within their apartments except where repairs are required to a communal service. Enquiries concerning what is and what is not your responsibility should be referred to the General Manager.

All residents are advised that inadequate ventilation in any property will quickly cause a condensation problem. Advice can be sought from the Site Maintenance Manager if required.

ALTERATIONS TO PROPERTY

Any residents wishing to carry out alterations to their property, i.e. altering the apartment's layout and/or the removal of internal walls, must obtain the landlord's consent in advance. This also applies to the laying of wood block floors or any floor type other than carpets. Matters such as these should be referred in the first instance to General Manager

Keys

MAIN GATE SECURITY KEYS

All residents should possess a key to operate the main pedestrian gate. If you do not have one of these, copies can be obtained from the Estate Administrator. If you require a key, you should ring the General Office (020 8983 0947) There is a charge for each key supplied.

CAR PARK PROXIMITY READERS

Residents who own or rent parking bays will require a proximity reader for access into the underground and overground car parking areas. These are also supplied by the Estate Administrator. Any queries about parking should be referred directly to the Estate Administrator

Noise

The Bow Quarter has more than one thousand residents. The consequences of noise transmission and nuisance between neighbouring apartments are therefore obvious and in cases where continued disturbance arises, considerable friction between residents can occur.

Most apartments are carpeted throughout which helps to alleviate any problem of noise transmission, however, those residents with uncarpeted floors should remember that under the terms of your lease you will be asked to re-carpet your apartment if noise through the floor becomes a serious cause of complaint.

There are several apartments where wood block floors have been laid without the landlord's permission. The landlord has the ultimate sanction of instigating legal action where problems persist.

Please observe the following suggestions and regulations:

- (a) **Radios, televisions and other audio apparatus if played at high volume can cause disturbance to other residents, as can very loud conversations.**

Residents who do not show consideration for their neighbours will receive a written request to amend their noise output. **If this is ignored, residents can be prosecuted by the local council, Tower Hamlets, following recent local authority legislation against noise nuisance. Furthermore the landlord can implement forfeiture proceedings.**

If you have cause to report noise disturbance to Tower Hamlets their officers can be contacted on:

Office hours	- Lorraine Woods	020 7364 6837 or
	Elaine Watson	020 7304 6836

After hours	2000 - 0400	020 8983 1199
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- (b) Noise from apartment maintenance, re-modelling and re-decorating is clearly unavoidable but please ask your workmen to consider other residents and to keep noise to a minimum. However, such work - *including maintenance and home improvement work etc. which you do yourself* - is **permitted only within the hours of 0830 and 1730 Monday to Fridays. No such work is permitted at weekends or bank holidays except in cases of an acknowledged emergency.**

- (c) Considerable noise and disturbance is also caused by tenants/residents moving into and out of apartments. Consequently **only in exceptional circumstances and by written permission from the Management Company will removals be permitted outside the hours of 0830 and 1730 Mondays to Fridays.**

- (c) The noise from social events should be kept to a minimum and should not be allowed to spill out into the common area corridors or the Estate's grounds. In the interest of good neighbour relations please advise your neighbours about large social events and, for the sake of security, advise the Security Lodge. You should avoid inviting more guests than can be safely accommodated in the confines of your apartment.

- (d) Noise from the common areas corridors is particularly noticeable to other residents. These are common areas which should be respected as such. Again, please bear in mind that under the terms of your lease, the corridors are to be used **only for access to and from apartments** - and only on foot.

Conditions Of Tenure

All residents are encouraged to become familiar with the terms of their leases which are explicit and **legally binding**.

An apartment is to be occupied by **one family or household only**. Overcrowding contravenes public health bylaws and the terms of your lease and can result in the local authority and landlord taking action. In addition an apartment may **not be subjected to any form of commercial activity**.

SUB-LETTING

If you wish to sub-let your flat you must request permission from BQRM Ltd (such permission not to be unreasonably refused) and give twenty-four hours notice in advance of a tenancy commencing. If you are letting your flat direct, i.e. without involving a letting agent, please notify the Estate Administrator on 020 8983 0947/020 8983 6495 (fax). A Sub-letting guidance document has been drawn up and is available from the General Office.

There is the same requirement should you wish to sub-let your parking space to another resident/tenant. Car parking spaces must not be let to anyone not living at The Bow Quarter.

If a letting agent is involved, please ask them to fax the tenancy details through to the Estate Administrator. New residents are also asked to complete a form of tenancy which will be provided.

To reiterate, short-term sub-letting is not permitted, i.e. for periods of less than ninety days. This is in breach of local authority statutory regulations.

There are no regulations against keeping pets but the number of pets per apartment must be kept within reasonable limits. Please ensure that cats and dogs do not foul the Estate's grounds. **If they do, ensure you clear up any mess. Dogs must be kept on leads at all times. Residents are also asked to complete the relevant section on pets in the form of tenancy provided.**

Other Notes & Regulations

ENTRANCE HALLS, CORRIDORS AND LIFTS

Entrance halls, corridors and lifts are for access to apartments only and should be kept unobstructed at all times.

If you own a bicycle, ensure it is not left in any common area. Bicycles are normally locked up in the underground car park areas or the rack situated at the gable end of Lexington Building.

The entrance hall/foyer areas are not for social or residential occupation and the consumption of food and drink is strictly forbidden. In the interest of health and safety, smoking and eating are not permitted in lifts.

The lifts are delicate machinery, and if not treated as such, break down and cause considerable inconvenience, as well as unwarranted service charge expenditure. Please follow the simple guidelines.

- (i) Do not hold a lift on your floor for extended periods as this will damage the mechanism and inconvenience others.**
- (ii) Only press “up” if going up and “down” if going down. Pressing both does *not* speed up the lift’s arrival.**

Contractors who need to use common areas whilst working in an apartment must ensure their materials do not obstruct the corridors. Your contractor must clear up any mess at the end of each working day and remove it from site. It must not be dumped in the bin stores. Failure to comply with this simple request may result in the individual resident being charged to clear up the mess.

Children must not run about or play in the entrance halls and corridors and they must not use the lifts unless accompanied by an adult.

Please do not play football within the Estate’s grounds as this can cause considerable damage to the vegetation. If you own a bicycle, ensure that it is not ridden around the Estate.

ILLEGAL PARKING

The absence of a parking permit properly displayed will constitute illegal parking. Any vehicle parked illegally will be liable for wheel clamping. The cost of removal is £50. The same applies for the above ground parking spaces.

NOTICE BOARD

There is a notice board beneath the main Arlington Arch where matters of interest to residents are posted by the Board of Directors, and individuals. If you wish to display a notice please contact either the Site maintenance Manager or the Estate Administrator.

COMMUNAL SATELLITE TELEVISION SYSTEM

The Bow Quarter is equipped with a communal satellite system which can supply a range of terrestrial and non-terrestrial (satellite) channels. If your apartment is not equipped with such a service, and where new residents wish to receive satellite transmissions, you should contact the company that maintains and installs the equipment, Blakeglow. Their telephone number is 020 8884 2495. They have packages available for those residents wanting only terrestrial channels and those wanting both terrestrial and satellite channels. Prices include connection, installation and tuning and the supply of set top boxes. For further information please contact Gill Hodges at Blakeglow.

Landlord

BOW QUARTER RESIDENTS MANAGEMENT

The landlord of the Lexington, Manhattan, Staten and Arlington buildings, as well as the Moreland Cottages is Bow Quarter Residents Management Ltd., a company formed by the leaseholders during 1994/1995 to purchase the freehold from the developer. Not all leaseholders are shareholders in the company. The ratio is approximately 65/35.

If leaseholders wish to purchase a share in the freehold company, please write directly to the Company Secretary, BQRM Ltd., c/o box 401 Arlington Building.

The board of management is made up of shareholders elected as directors from nominations submitted at the Annual General Meeting. Due notification of an Annual General Meeting will be served in accordance with company law on all shareholders.

BALLYMORE

The landlord of the Park Buildings, East (E3 2UT), West (E3 2UR) and Central (E3 2US), is Ballymore Properties Ltd. Their address is Pointe North, 3, Greenwich View Place, Mill-Harbour, London E14 9NN. Ballymore has yet to offer the freehold for sale to the residents.

ESTATE MANAGEMENT

BQRM Ltd manages the whole estate on behalf of both landlords.

Residents are invited to bring to the attention of their respective landlords any matter concerning the policy for managing the Estate.

Please put in writing any matter of concern initially to General Manager. If you wish to raise matters directly with your respective landlord then you are of course fully entitled to do so.