

# NAVARRE LTD

Company Secretary:  
Bells Commercial Limited  
020-7924 1933

95 Nantes Close  
East Hill Estate  
London SW18 1JL

## EAST HILL ESTATE MANAGEMENT COMPANY INTRODUCTION PACK

### 1.0 Introduction

The Management company responsible for administering the service charge and running the estate is Navarre Limited. Navarre Limited is made up of all the residents of the estate. You will have received a share certificate when you purchased your property which means that you are now a share holder in the company.

Navarre Limited is run by directors who are elected at the AGM. There are usually four or five directors who meet once a month to deal with the current issues on the estate. The directors can be contacted in writing at the company's registered office at 95 Nantes Close, London SW18. If you are interested in becoming a director yourself then please contact Bells Commercial Limited.

Navarre Limited has employed Bells Commercial Limited as managing agents since the construction of the estate to manage the estate on their behalf. If you have any queries in relation to the management of the estate, repairs and maintenance or the service charge, you can contact **Bells** at their offices at **Lansdowne House, 3/7 Northcote Road, London SW11 1NG** Telephone 0207 924 1933 FAX: 0207 924 2432.

### 2.0 Workings of Property

#### Electrics

The electrical fuse box to the properties is located within the property next to the front door in relation to flats. The electrical fuse box controlling the common parts supply is located in the meter cupboard outside the communal front doors. These cupboards are kept locked and can be accessed by Bells if necessary.

## Water Supply

The majority of properties have their own stop cocks located under the kitchen sinks. The cold water supply is fed directly from the mains supply with the hot water supply coming via storage tanks located in the roof voids to internal cupboards in flats or external cupboards in maisonettes and houses..

## Air Vents

The properties which have internal bathrooms often have skylights incorporating air vents and/or mechanical ventilation. Residents should ensure that all vents are kept clean and fully operative at all times as these are design features to properly ventilate the properties and any blockage of these vents could cause condensation problems.

### **3.0 Rubbish**

Abandoned and dumped rubbish is a problem on the Estate. All rubbish should be deposited in the correct bin store.

The houses have their own bin stores at the front of the property. The flats have communal bin stores adjacent to the communal front door. These bin stores can be accessed by their front doors or by the rubbish chutes located on the first floor. Residents are not permitted to deposit rubbish outside the bin stores. There is an overflow paladin store located opposite 56 Bartholomew Close. If the rubbish chutes become blocked then you are advised to contact Bells. Bulky items of rubbish such as appliances, sofas etc can be collected by the Local Council for a minimal charge. The Wandsworth Borough Council Refuse Collection Service can be contacted on 0208 871 8558.

### **4.0 Insurance Claims**

The Buildings Insurance Policy on the estate is arranged by the Freeholders Wandsworth Borough Council. Any damage to your property which is not as a result of wear and tear ie: storm damage etc may be picked up by an insurance claim. Wandsworth Borough Council Insurance Department can be contacted on 0208 871 6000.

### **5.0 Security**

Although crime on the estate is not currently a serious problem there have been incidents of break-ins and damage to property etc.

There is a Neighbourhood Watch Scheme operating on the estate and if you would like more information then you are encouraged to contact the Council's Neighbourhood Watch Officer, Mr A. Bussa on 0208-871 0803.

If you are the victim of a crime or witness any criminal damage then you are encouraged to contact Wandsworth Police Station at 0207 350 1122 and Bells.

Residents who have purchased flats or maisonettes are encouraged to close the communal doors behind them and not leave them on the latch. You are also advised not to let people in behind you unless you know that they are fellow residents. If the communal lock or door closer are not working properly then please report this to Bells immediately who will arrange to have them rectified. The tradesman button operates on the communal doors between 8.00 am and 10.00 am to allow the postman, milkman etc to access the properties. If the tradesman's button is not working or it is operating outside these hours then please report it to Bells.

If your property is on the ground floor then you are advised to ensure that sensible window locks are fitted. Failure to do so may negate the property insurance.

## **6.0 Cleaning**

The common parts of the estate are cleaned by Classic Security Limited on a weekly basis. Because of the size of the estate Classic are on site every day and can be found in the estate office at 95 Nantes Close.

If there are any areas which are not being cleaned on a weekly basis residents are encouraged to contact the cleaners direct or Bells.

The cleaners are also responsible for ensuring that the communal lights are working. Again please report any faulty lights either to Classic or to Bells.

## **7.0 Gardening**

The communal flower beds and lawn areas on the estate are maintained by our contractors. In addition to maintaining the grounds the gardening contractors carry out additional planting on a periodic basis to enhance the appearance of the gardens.

If any residents are unhappy with the garden maintenance or have suggestions for any areas which could benefit from additional planting then they are encouraged to contact the contractors or Bells.

## **8.0 Parking**

Some residents will have purchased an off-road car parking space with their property. Because of the limited street parking on the estate residents are encouraged to use their own car parking space and garage at all times. If you are unsure of where your car parking space

is located please contact Bells. If a vehicle is parked within your parking bay and you are not able to have it removed then you should contact the abandoned vehicle department at Wandsworth Borough Council on 020 8871 6000.

The estate is increasingly suffering from having vehicles abandoned. Wandsworth Council will arrange to have the vehicles removed. If residents notice a vehicle abandoned they are encouraged to report this to the Council or to Bells.

The estate does not currently have a controlled parking zone (CPZ) in operation however it is the view of the directors that this would ease the parking problems on the estate. Any residents who feel strongly about the introduction of the CPZ should contact Wandsworth Borough Council directly on 020 8871 6554.

## **9.0 Dog Fouling**

If you have a pet, please note it is an offence to allow it to foul the road and the grounds on the estate. Wandsworth Borough Council regularly patrol the estate and will fine any residents who do not clear up after their animal.

Residents are encouraged to report people who breach these regulations to Wandsworth Borough Council's Dog Fouling Department on 020 8871 7606 or alternatively ring Bells.

## **10.0 Drying Rooms**

The flats and maisonettes have a communal drying room on the second floor. This room is for the drying of clothes only.

Any furniture or belongings which are stored in the drying rooms or in the common corridors or staircases to the blocks will be removed by Bells. The removal costs will be passed on to residents of the individual blocks.

## **11.0 Window Replacement**

The estate was constructed in the early 1980's and many of the window frames are in poor condition. The windows are redecorated approximately every four years and the residents have the opportunity of carrying out this work themselves or electing for Bells contractors to do the work. Alternatively residents can arrange to have replacement windows. We recommend that PVC double glazing is installed which cuts down on future maintenance. A firm specialising in the installation of double glazing who have installed windows in many of the properties on the estates are Kayvex who can be contacted on 01243866341.

We would recommend that any residents who are thinking of having double glazing installed should ensure that the following recommendations are adhered to:-

- a) The design of the windows should match the design of the existing timber-framed windows wherever possible;
- b) All double-glazed windows should incorporate a vent to allow for necessary ventilation to prevent condensation;
- c) The necessary locking devices are incorporated within the windows. Ground floor properties require more secure locks than other properties.

## **12.0 Graffiti**

This has become an increasing problem in London in the last few years. Again Wandsworth Borough Council provide an efficient service for removing this graffiti. Residents are encouraged to report graffiti to the Council on 0208 871 7049 or alternatively directly to Bells.

## **13.0 Useful Contact Numbers**

Managing Agents Bells Commercial Limited	020 7924 1933
Wandsworth Borough Council General Services	020 8871 6000
Gardening The Garden Edge	0202457675
Cleaning Classic Security	01483 200044
Local Police Station	020 7350 1122
London Electricity	020 7733 5611
Thames Water	0645 200 800
British Gas	0845 609 1122