

Welcome to Gunwharf Quays!

This Welcome Pack has been created to provide you with useful information about living on the Estate. We hope you will be very happy here!

The Board of Directors offer a “Meet and Greet” service to answer any questions you may have and to help you settle in to your new life at Gunwharf Quays. If you do need some help for yourselves or your tenants, please contact our Property Manager, Ellie Savidge, on 07802 325609.

ESTATE RULES:

These Estate Rules and Regulations are designed to ensure that all residents enjoy harmonious living and that the quality of the Estate is preserved. They are a guide extracted from your Lease, the official documents which will prevail. The golden rule? Please be considerate to your fellow neighbours & our communal property.

Short Term Lettings - Please refer to the enclosed Regulation 001.

Your lease requires a minimum letting period of **90 days**, so any shorter period will be deemed a breach of lease conditions. Properties within the confines of Gunwharf Quays **MUST NOT** be used for Short Term Letting OR as Houses for Multiple Occupancy. Sub-letting is not permitted.

It should be clearly understood by all Owners that the Managing Agent, the Freeholder and the Manager (GQRC Ltd) are all empowered to enforce the lease and will do so.

Tenants must live by the same rules

Tenants need to live by the same rules as everyone else and abide by the terms of the lease.

If you are a landlord and renting out your property, you **MUST** notify Dack Property Management (DPM).

Landlords must supply DPM with your Letting Agent’s contact details and the name and contact details of your tenant(s).

It is YOUR responsibility to ensure that your tenants are aware of all of the Estate Rules **AND** that they abide by them, so please **make sure they have a copy of this document**. Failure of tenants to abide by these rules may result in action being taken against them **AND** their landlord.

Everyone is entitled to quiet enjoyment - Please refer to the enclosed Regulation 003.

Noise is the number one cause of neighbour disputes, so please be sensitive and alert your neighbours if there is likely to be unusual noise from your apartment.

No noise should be audible outside your apartment between **11pm- 8am** and no noise from your apartment should cause annoyance to other residents at any time during the day e.g. loud music, running, jumping etc.

Adequate carpeting or other sound-deadening floor coverings should be maintained.

Disturbances - Please refer to the enclosed Regulation 003.

If you experience disturbance from Commercial side visitors please call the LandSec Security Guards' control room (manned 24/7) on 023 9283 6725 AND notify Ellie Savidge . If you experience unacceptable disturbance from neighbours or their guests, call the Property Manager on 023 9289 6999 and/or report it to the email address above, so that action can be taken. GQRC needs to know who offenders are and action WILL BE taken.

The lease states '*Not to do or permit or suffer anything to be done in or upon the Premises, or any part thereof, which may be or become a nuisance or annoyance or cause damage or inconvenience to the Lessor or the lessees or occupiers of other properties on the Estate, nor may the Premises be used for any immoral illegal or unlawful purpose*'

Internal Refurbishments - Please refer to the enclosed Regulation 003.

Refurbishment work is only permitted between the hours of **08.00-18.00 Mon-Fri** and **Sat 08.00-13.00** and **ABSOLUTELY** no noise disturbance on Sundays. Owners must contact the Property Manager **in advance**, to advise of any upcoming works being carried out in your property, together with your contractor's details.

Seek permission before doing any works

Any structural alterations to your property will require permission from Dack Property Management and GQRC prior to work commencing. You will be advised if the Landlord's consent is likely to be required. Please see "*Internal Refurbishments*" above for details of permitted times - these rules apply strictly to 'Contractors'. Those residents performing DIY tasks should also be considerate to their neighbours.

Keep the rubbish areas clean & tidy - Please refer to the enclosed Regulation 006.

Please place your rubbish in the allocated communal bin stores & in the skips provided – not on the floor. Ensure your domestic rubbish is wrapped/bagged securely and not leaking. Please take care when carrying the rubbish bags through the communal corridors and in lifts.

Do not leave large items (e.g. mattresses, furniture) in the bin store, as these will not be disposed of – **they are your responsibility**. Contact Portsmouth City Council (023 9284 1105) to arrange for collection.

We encourage **recycling**, so please follow the recycling instructions in the bin stores and flatten large **boxes/cartons** in order to leave room for other recycled materials.

The nearest glass collection point is opposite Viviers fish-market and Abarbistro (just past Wightlink) as there is no **glass bottle** recycling facility on-site. There are also dedicated glass disposal sites at local supermarkets.

Keep the corridors clean & empty

Do not keep any personal belongings in landings, hallways or communal areas. This includes items such as bicycles, prams, toys or rubbish bags. These are dangerous in case of a fire and are trip hazards; they also detract from the overall appearance of the Estate.

If you leave your property empty for more than 30 days

Ensure that you isolate the services to your apartment; this will prevent the possibility of accidental damage to the building and neighbouring properties.

Leaving your property empty for more than 30 days may invalidate any insurance.

Windows must be locked shut when apartments are unoccupied to prevent slamming in windy weather. This will minimise disruption to neighbours, damage to window mechanisms and frames and prevent rain water entering the building, causing damage. Retaining stays must remain connected for safety and damage prevention reasons.

Be conscious about water leaks

Water leaks are the most common cause of damage and insurance claims in blocks of apartments. These costs have a direct impact on the Service Charge, so it is in everyone's interest to prevent them. If you discover a water leak, contact the Site or Property Manager immediately.

If you are going away for more than 48 hours, turn off the water at the stopcock in your apartment and ensure that the Managing Agent knows the contact details of an emergency keyholder in case of a leak.

In the event of a major leak above your property, go upstairs in the first instance, knock on their door, ask them to check for leaks and to turn off the water. **Call the Property Manager as a matter of urgency.**

Take care when you are moving in & out

It is helpful for the Property Manager to know when Owners and/or tenants are moving into or out of your property, so do please keep us advised. Be careful not to mark the walls and communal doors, as they may need to be repaired. It is not fair to oblige others to pay for damage you may cause. If there is any accidental damage, please let the Property Manager know immediately, so that it can be rectified.

Your balcony should be clean & presentable

- Only good quality garden furniture may be stored on your balcony.
- **You must not hang laundry** on your balcony.
- **BBQs** are not permitted to be used on your balcony or anywhere else within the Estate.
- Trellises, sheds, hot tubs, satellite dishes are not permitted - communal aerials/dishes must be used; **private aerials** on the exterior are not permitted
- Plants to a maximum of 1.5m in height, must be in containers and positioned within 2m from your external wall.
- Do not house any items that may impose undue stress to the floor/structure or may become dangerous to the Estate/residents.

Store your bicycles correctly

Bicycles must be stored in the designated storage areas. They **must not be stored** in any of the common parts or on a balcony/terrace. If you are unsure of where to store your bike correctly, please ask the Property Manager or Site Manager - See **"Additional notes"** below for more information

Be fire safe

- Do not store petrol, Calor gas or paraffin heaters in your apartment or on balconies.
- Communal cupboards are **NOT** for general use, including storage, as it poses a potential fire risk.
- Domestic **smoke alarms** must be tested regularly, and batteries replaced promptly.

Seek permission for your pet - Please refer to the enclosed Regulation 007.

You **must obtain a pet licence** from the Managing Agent before keeping pets such as dogs, bird, cats or other animals/reptiles in the Premises - this permission is retracted. Requests should be directed to the Property Manager and licences cost £40 for each pet

Dogs must be kept on a lead at all times **AND kept off the lawns**. GQRC spends a considerable amount of time, effort and money maintaining our lawns – **do not use them as a “doggy WC”**

Pay your service charge on time

To be fair to your fellow property owners, it is important that you pay your Service Charge on time to maintain the necessary cashflow. It costs money to run the buildings and provide the essential services that we all expect (e.g. insurance, cleaning and maintenance).

PARKING / VEHICLES:

Parking Rules - on display on all notice boards.

- Only park in your designated bay.
- Residents are NOT permitted to park in any of the “Visitor” parking spaces; these spaces are reserved for legitimate visitors to our estate.
- The Estate roadways MUST be kept clear at all times.
- Let your visitors know of the rules about parking before they visit, to respect your neighbours.
- Visitors **MUST** park in a “Visitor’s” bay displaying a valid visitor permit on the dashboard. This is for a maximum of 14 continuous days and may not return within 3 days (72hrs) of that stay.
- Commercial vehicles, trailers, caravans or boats are not permitted.
- Please do not carry out, or allow to be carried out, any vehicle maintenance on the Estate.
- **All vehicles** must be roadworthy, taxed & have a current MOT. Untaxed and/or unroadworthy vehicles **WILL BE REMOVED** at the Owner’s expense.
- For further details, please refer to the full Parking Regulations, which are enclosed.

Speed Limit

Please note that the speed limit throughout the Estate is 10 mph.

Renting/Sale of parking spaces - Please refer to the enclosed Regulation 002.

Whilst it is permitted for Owners to make their spare personal parking spaces available for rent, those rental arrangements **MUST** only be with other residents of the Estate. It is **NOT** permitted to rent or sell parking spaces to third parties who are not resident on the Estate.

Permits

- Permits are required for the Visitor's bays at all times. There is an allowance of 2 Visitor permits per property. Should you lose a permit, replacements can be purchased from the Managing Agent or Site Office at a cost.

Ticket Appeal

- If you have received a parking ticket that you wish to appeal, please do so directly with Parking Control Management (UK) Ltd. - 01753 512603. Email: parkingcontrolmanagement.co.uk

Barrier & underground car park entry

Should you require a fob for the entry barrier and your underground car park, contact Dack PM - these are available at a cost of £10 each. Once payment is received, the fob can be collected from the Site Office or delivered to the apartment by the Site Manager. Your visitors can enter the development by using the Telguard system:-

Telguard Access System

Your visitors can enter the development by using the Telguard system - you will need to register your details with Telguard, by calling them on 01306 710120. This system is for the main barrier and the two underground carparks.

For the main barrier, you will need to quote the reference – 50292. A one-off connection charge of £30 is applied by Telguard for each relevant barrier. There are separate references for accessing the underground carparks at Arethusa and Canalside. For these references please contact our Property Manager at the Site Office..

SECURITY:

“Be security conscious”

Neighbourhood Watch

Our Estate is a member of the Portsmouth Neighbourhood Watch Scheme and any relevant security/safety information will be circulated to you by our Managing Agent. Neighbourhood Watch stickers are available free of charge from the Site Office if you wish to display one in your window – recommended for ground floor units. If you become aware of any security/safety issues, please report them quickly to our Coordinator – details on the website: GQRC.net

Security keys

- To purchase the security key that opens the main communal door, the apartment front door (if the lock has not been previously changed) and the meter cupboards, contact IRM Bristol Limited on 01454 321 311 (this excludes Minerva Crescent and Perseus Terrace).

Fob door entry system

(Anson Court, Brecon House, Centurion Court, Arethusa House, Blake House, The Lighthouse, Jupiter Court, Neptune Court, Lysander Court, The Old Infirmary and The Vulcan Building 1-5, 6-12 & 14-20)

Should you need to purchase a disc fob, which allows access to the block, contact DACK PM. The fobs cost £10 each. Once payment has been received, the fob can be collected from the Site Office or delivered to the apartment by the Site Manager.

Entrance doors and gates are to be closed at all times in the interest of security and safety. Please do not allow access to anyone you do not know.

ADDITIONAL INFORMATION:

Bin stores - Please refer to the enclosed Regulation 006

- The residents of Perseus Terrace should use their own bins.
- The residents of Arethusa House, Blake House, Anson Court, Brecon House and Centurion Court should use the bin stores in the underground car parks in their relevant cores.
- The residents of Minerva Crescent, Neptune Court, Lysander Court and Jupiter Court should use the bin stores adjacent to their property.
- The residents of The Vulcan should use the bin store opposite no 23 The Vulcan.
- Keys for your bin store can be purchased from IRM Bristol Limited by calling them on 01454 321 311.

Cycle Sheds

- The residents of Minerva Crescent and Perseus Terrace should store their bicycles in their own premises.
- The residents of Arethusa House and Blake House should use the cycle store in their underground carpark.
- The residents of The Vulcan should use the cycle shed located to the left of 28-36 The Vulcan entrance.
- All other blocks should be using the three cycle sheds located by The Old Infirmary block or the cycle racks provided in various parts of The Canalside car park.

- You can purchase the key for your chosen cycle shed from IRM Bristol Limited by calling them on 01454 321 311.

For the details of all the above and other **Rules and Regulations**, please obtain a copy from the Managing Agent or refer to the Welcome Pack and Regulations on our website at:-

GQRC.net

**Our Managing Agent is Dack Property Management,
67 Osborne Road, Southsea, Portsmouth, PO5 3LS
023 9289 6996**

Our Property Manager is Ms Ellie Savidge –
eleanor@dackpropertymanagement.co.uk or 07802 325609

“Together we can make this a better place to live”