



KINGSWAY COURT

**Information for Residents A – Z
Issue 3**

ABSTRACT

It is hoped that the following notes will prove to be informative and of assistance in enabling you to live happily in Kingsway Court. You will appreciate that occupying a flat among one hundred and eight others calls for a great deal of mutual consideration if disturbance to neighbours is to be avoided.

Kingsway Court Freeholders Limited

Kingsway Court

Information for Residents A - Z

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Introduction

It is hoped that the following notes will prove to be informative and of assistance in enabling you to live happily in Kingsway Court. You will appreciate that occupying a flat among one hundred and eight others calls for a great deal of mutual consideration if disturbance to neighbours is to be avoided.

Whilst many of the undermentioned items may seem obvious and doubtless you will honour them, these notes are nonetheless intended to highlight some of the obligations stipulated in your lease together with some other items that have been adopted by common consent within our community over the years. These notes are not intended in any way to redefine or restrict the terms of the lease which you formally accepted when you purchased your property but honouring them will certainly contribute to the good neighbourliness that we all wish to enjoy. The Managing Agents can supply details of the terms of the lease should you so require

A bit of History

Kingsway Court is one of the many blocks built in the 1960s but its position on the seafront between Adelaide Mansions and what is now King's House makes it very special to our residents. A terrace of seven townhouses numbered 1-7 Queen's Gardens originally occupied the site which became the Kingsway Hotel in the 1930s. No. 7 was occupied by the Sassoon family and King Edward VII was a visitor. The rest of Queen's Gardens, seven more townhouses, are now King's House: built in 1871.

The Regency Society's James Gray Collection (<https://regencysociety.org>) includes a wonderful photo of the Kingsway Hotel with an obvious clue as to why it was demolished in 1960 – a great chunk of it was damaged by a World War II bomb!

The original Kingsway Court sales brochure stated, "magnificently equipped flats in one of the finest positions on the South Coast fitted with every possible amenity," The balconies' teak handrails, cocktail bars and 24-hour porter service are detailed. The Bali Brasserie now occupies part of the ground floor and the original giant sweeping bar remains intact. "Flats available from £3,250," states the sales brochure. Now that's one part of the 1960s that we can only dream of today.

The early 1990s saw Kingsway Court as the subject of a fierce legal battle. The freeholder was the pension fund of Mars (the chocolate people) and leaseholders, including the passionate Shula Rich, disputed a £2 million service charge bill. The leaseholders lost that battle but ended up winning the war by buying the building (as Kingsway Court Freeholders Ltd) in 1996. Shula today chairs the Brighton Hove & District Leaseholders Association (www.leaseadvice.org).

A – Z Information for Residents

A Access

Access by residents to residential areas of the block is by use of electronic swipe cards. Replacement swipe cards are available for purchase from the Management Office.

Accounts

Estate accounts and an annual statement of accounts for Kingsway Court Freeholders Ltd. are produced each financial year end and distributed to leaseholders before the Annual General Meeting.

Alterations

Leaseholders should seek a licence from the Freehold Company via the Managing Agent before carrying out any building, wiring or plumbing alterations, whether inside or outside of their flat. A fee is payable for this legal document.

Kingsway Court is located within a conservation area and although the block itself is not a listed building, it is important that the integrity of its external appearance is maintained; therefore, patio doors, for example, should be replaced like for like. In addition, do not fit awnings or fixed additions without approval.

~ See also Building Works ~

~ See also Appendix "DOs and DON'Ts for Contractors Working in Kingsway Court" ~

Asbestos

An asbestos survey has been carried out in the common parts of the building (not in the interior of the flats). The latest copy of this can be viewed by arrangement with the Managing Agent.

The survey identifies the presence of asbestos cement in the cupboards beside the entrance doors to flats. This is a low risk material and any exposed board has been coated to prevent fibres being released into the atmosphere.

B Balconies

Residents are responsible for cleaning their balconies. Please note Pigeon Poop is very toxic. Great care should be taken when using water as it can flow on to balconies below.

A plant pot saucer should be placed under each plant pot for excess water.

Laundry and the display of posters are not permitted on balconies.

The long balconies in the middle of the building form part of a fire escape route and free passage must be maintained always; the glass screen doors should not be obstructed, and routine inspections are carried out by the porters. If you are aware of any difficulties with the operation of the glass screen doors, please notify the Managing Agent immediately.

~ See also Fire Exits ~

Bicycles

Bicycles may be kept in the underground garage in the bike lockers provided. Residents wishing to rent a bike locker in the underground garage should approach the letting agent, AR Lettings, telephone 01273 760007.

Bicycles, prams, buggies, wheelchairs and other wheeled appliances are permitted inside the passenger lifts, but residents should ensure that the wheels of any vehicles/appliances are clean and that no soiling or damage is caused to carpets, lifts or walls. The leaseholder responsible can incur a charge for damage caused. Children must not be allowed to cycle or use scooters in communal areas.

Boilers/Boiler Room

There are two communal boilers located in the basement boiler room, which has restricted access. The boilers are gas fired and supply hot water throughout the building and heating during the specified period of 1st October to 30th April.

Building Works (see Alterations)

If you carry out building works in your flat, please be considerate of your neighbours and inform them in advance if there is likely to be noise. Building works should only be carried during the following times:

Monday to Friday 8am - 6pm

Saturday 9am - 1pm

Sunday and Bank Holidays No DIY work

Leaseholders must ensure that either they or their contractors clear up any debris left behind in communal areas at the end of each working day and that contractors dispose of building waste off-site. The service lifts (not passenger lifts) may be utilised for the transportation of building materials, tools and debris.

Structural repairs may become necessary from time to time, in addition to the planned exterior maintenance programme; the Managing Agent will endeavour to notify occupants affected of the extent and the duration of the works.

~ See also Appendix "DOs and DON'Ts for Contractors Working in Kingsway Court" ~

C

Cage Room

A limited number of storage cages for personal belongings are available in the basement area. Please direct any enquiries to the duty porter. Any items not placed in the cage will be removed and disposed of.

Canvassers

From time to time political party canvassers, or tradespeople offering to purchase or sell items, gain access to the block. If you become aware of unwanted canvassers or tradespeople within the block, please contact the duty porter on 01273 774176.

~ See also Security. ~

C.C.T.V. Camera System

There are C.C.T.V. cameras in operation throughout Kingsway Court in the interests of security and these are linked to movement-activated video recording systems.

Commercial Premises

There are commercial premises on the ground floor of Kingsway Court including:

- Restaurant (see www.balibrasserie.co.uk),
- Barbers,
- Aesthetics Practitioner (see www.pamelaletcher aesthetics.com),
- Podiatrist Chiropodist,
- Gym (see www.body-happy.co.uk/hove/),

which are the subject of separate leases or rental agreements. In addition, the underground garage is leased to Northlands Securities. If a parking space is required see Underground Parking.

Contractors

The duty porters have details of contractors, for example, plumbers, glaziers, etc. which may be useful to leaseholders. Your neighbours are the best people to ask for recommendations. Any suggestion about contractors is not to be construed as the personal recommendations of Kingsway Court Freeholders Limited.

~ See also Appendix "DOs and DON'Ts for Contractors Working in Kingsway Court"~

Contract Cleaning

Contract cleaners are employed at Kingsway Court to keep the internal communal areas (excluding the commercial corridor) clean and tidy. Any comments about the service should be referred to the Managing Agent.

Corridors

Must be kept clear for fire safety. No bicycles or prams etc. left in the corridors

D Deliveries

Deliveries can be made direct to residents via the door entry system. The duty porter may sign for parcels when in attendance.

Door Entry System

There are door entry panels at the First and Second Avenue residential entrances. The system used requires residents to have a telephone in their flat. When the number of the flat is entered on the panel, the resident's telephone will ring. To release the main entrance door:

West side - 1# should be pressed on the phone.

East side - 1* should be pressed on the phone.

Residents may only admit their own callers to the block, in the interests of security.

New telephone numbers require the system to be reprogrammed; contact the Managing Agent. The system has the advantage of allowing callers to leave messages if the resident has subscribed to this service or has an answering machine. Subscribing to a "call waiting" service means that a resident can be made aware that a caller is trying to gain entry when the telephone is in use.

Draindown (water)

Planned drain down of the heating system and hot & cold water supplies take place twice yearly. The schedule can be found on the noticeboard.

If your stopcocks are faulty and need repairing or replacing, this should be done during a Drain Down.

~ See also Stopcocks and Gate Valves. ~

Dry Riser System

There is a dry riser system in place at Kingsway Court for the Fire Brigade to link into in the event of a fire. There are entry points on each landing and also in the ground floor areas. The system is inspected by the Fire Brigade annually.

E Electricity Meter

The electricity meters can be found in a cupboard in the east and west emergency exit corridor for each floor. The porter has a key for access to the corridor to read the meters.

Extinguishers

Fire extinguishers are located at strategic points throughout the commercial parts of the building and are subject to routine inspection. They are not required in the residential part of the building.

~ See also Fire Alarm and Fire Exits ~

Emergency Lighting

There is emergency lighting in each of the communal corridors and the fire exit stairways. The lighting will become operational in the event of power failure and is subject to routine periodic testing.

~ See also Fire ~

~ See also Alarms ~

~ See also Exits ~

F **Fire**

If there is a fire, we follow the National Fire Chiefs Council advice on "Stay Put":

<https://www.nationalfirechiefs.org.uk/Stay-Put-position>

Kingsway Court is designed to contain fires within a flat or compartment whilst communal corridors and stairs provide escape routes.

- If there is a fire inside your flat our advice is to alert all the people in your flat and leave, closing your doors behind you. You should follow the escape plan and if there is lots of smoke, crawl along the floor where the air should be clearer.
- Always use the stairs rather than the lift and call 999 as soon as you are in a safe place.
- If there is a fire elsewhere in the building then the structure of your flat – walls, floors, doors – are designed to give you a level of protection from a fire.
- If there is a fire in Kingsway Court but not inside your own home, then you are usually safer to stay in your flat unless the heat or smoke from the fire is affecting you. If you stay put you should still immediately call 999.
- It is important to remember that this advice may change, and you should follow the instructions of firefighters when they arrive on scene.

Fire Alarm

There is a fire alarm system in operation throughout Kingsway Court. Fire evacuation instructions are situated by the passenger lifts on each landing and are displayed in the lobby Notice Boards. The fire alarm system is linked to an auto-dialler that will call the Alarm Control Centre directly, which will in turn notify the Fire Brigade four minutes after alarm activation, or immediately after a break-glass point is used. Routine fire alarm tests are carried out regularly, normally on the first Wednesday morning of each month at 11.00 a.m. The alarm system is tested in accordance with legislation.

~ See also Smoke Alarms. ~

Fire Exits

In the event where it is necessary to leave the building.

- Please note that the lifts should **not** be used.
- **Residents who are able should make their way via the fire exit stairway, following the signs, and assemble in Queen's Gardens.**
- The long balconies to the south-facing flats linking the east and west sides of the building should be used if the stair exit is impassable on your side of the building. Please note that fire exits are marked in accordance with current signage legislation. Leave your flat promptly, shutting all doors and windows as you leave. If you are physically unable to use the stairs, shut all doors and windows and stand on your balcony.

If you have a disability which may affect you being able to escape in the event of fire, please inform the Managing Agent.

~ See also Emergency Lighting ~

~ See also Smoke Alarms ~

Floor Coverings

The lease specifies that only carpeting with heavy foam rubber underlay may be used, other than in kitchens and shower/bathrooms, where hard floor coverings are acceptable. If hard floor covering has been installed in your flat, it may have to be replaced or covered by carpet and underlay in the event of complaints about noise issues resulting. If you are considering fitting hard flooring the installation should be validated to ensure a suitable acoustic underlay is provided.

~ See also Alterations. ~

G Garden

There is a garden at the front of the block in Queen's Gardens which may be accessed only by those carrying out garden or building maintenance. The grassed areas are maintained by a contractor. Any comments about the gardening should be referred to the Managing Agent.

Recent improvements have been made, with new planting, which greatly enhances the appearance of our building from Queens Gardens.

Gas

The two communal boilers serving Kingsway Court are gas-fired. The boilers are subject to inspections under Gas Safety Regulations

It is also recommended that flat owners have their gas appliances inspected regularly.

A suspected gas leak must always be reported immediately to the National Emergency Gas Service on 0800 111 999.

Gas Meter

When the building was constructed, all flats had gas meters. Some flat owners had their gas meter removed.

Glass

Glass in the windows, patio doors and any internal glazing in individual flats is the leaseholder's responsibility. If a window needs to be replaced, the cost of the frame would be met by the landlord, but the cost of the glass would be the leaseholder's responsibility. The type of glass used must conform to current legislation.

~ See also Patio Doors/ French Windows and Windows ~

Ground Rents

All flats within the block have a £50 per year ground rent payable to the Freehold Company at the rate of £12.50 per quarter, in addition to the service charge.

H **Health and Safety**

Annual risk assessments of the communal areas are carried out and staff are employed in line with Health and Safety at Work legislation. If you see or become aware of any Health and Safety issues or concerns these should be reported to the Managing Agents without delay.

Heating

Heating is provided to all flats within the block via a communal system, between 1st October and 30th April each year, however this may be modified by the board depending on the weather. The heating is augmented by a ducted air system. Maintenance is undertaken as necessary and may require the heating to be turned off temporarily. Radiators within flats must be accessible for checks when required.

Note, consent is needed if lessees want to change the original radiators. The managing agents can supply details.

Heated Towel Rails

Following the failure of several replacement towel rails within flats in Kingsway Court and a review of possible reasons for failures the following advice is given to all owners that are considering changing their towel rails. You should raise the following with your supplier / plumber:

- The hot water supply is from the domestic hot water system, which is topped up from the domestic mains, has high oxygen content and is potentially corrosive. The supply is raw water and contains no inhibitor.
- Stainless steel rails have shown sign of corrosion resulting in failure within a period of months.
- The original installations were in brass and have no history of corrosion failure.
- Some lessees have substituted electric installations which are independent of the water system.

Note; Any changes to the plumbing systems require a consent obtainable through our Management Agent and the alterations to the plumbing to be checked by our block's contracted plumbers.

~ See also Appendix "Replacement Heated Towel Rails" ~

Hot Water

Hot water is supplied continuously to each flat 24 hours a day.

~ See also Water Softener and Water Tanks ~

Insurance

Kingsway Court Freeholders Limited arranges buildings' insurance cover for the block and the landlord's contents. Separate insurance policies are in place for the two boilers and the lift units in the block.

The Porters are employed by Kingsway Court Freeholders and managed through the Managing Agent ; Employers' Liability Insurance is in place.

Leaseholders are responsible for the glass in windows and doors; repairs to the patio doors and French windows (other than in a penthouse flat) and other internal doors; all locks; sanitary ware; taps and showers; kitchen work surfaces, cupboards and appliances; interior wall and ceiling finishes, including tiling, wallpaper and paintwork; floor coverings and carpets; all fixtures and fittings, with the exception of the original radiators.

Kingsway Court Freeholders Limited has arranged for the company which provides the buildings insurance for the block to offer a contents policy for residents which complements the buildings policy, covering against most risks. This is for the convenience of residents who wish to take up this cover; you are under no obligation to do so. It should be noted that the contents policy is designed to fully cover the somewhat grey area between our building insurance and individual flats content insurance.

Contact details are available from the Managing Agent.

Leaseholders are advised to ensure that they have adequate contents insurance cover, which should include personal liability cover in case of claims by third parties for water damage etc.

Claims against the block buildings insurance policy can only be made by the Managing Agent. Copies of the current building's insurance schedule are available from the Managing Agent.

~ See also Appendix "Lessee Responsibilities and Insurance". ~

~ See also Repairs ~

Internet

High speed Fibre Optic cabling - Kingsway Court aims to facilitate high speed internet throughout the building using fibre optic cabling to give owners a choice of supplier.

Virgin Media - currently utilises the existing Kingsway Court fibre optic TV cabling installation to deliver high speed internet into individual flats. Contact Virgin Media for their latest deals.

Hyperoptic - as of 1st July 2023 Kingsway Court is progressing the installation of Hyperoptic Fibre Optic cabling throughout the building. It is hoped this will be completed by the Autumn of 2023. Once completed you will need to contact Hyperoptic to obtain prices etc.

Openreach - as of 1st July February 2023 Openreach have no plans to bring Fibre Optic Cabling to Kingsway Court at present.

K **Keys to Flats**

Residents are asked, if possible, to leave a spare set of keys with the porters for access to their flat in the event of an emergency in their absence. The keys are kept in a secure cupboard to which only the duty porter has access. If access is required to a flat in an emergency, the duty porter will endeavour to request another person to attend with him. It must be emphasised that this would only be done in the event of an emergency.

If a spare set of keys is not made available in this way, it is essential that the Duty porter is given details of where keys can be obtained, for example from another resident within the block or a nearby relative/friend.

If keys are left with porters, they will only be given to a third party if there is specific written authorisation from the resident.

~ See also Porters ~

Kingsway Court Freeholders Limited

Since 1995 the freeholder of Kingsway Court has been Kingsway Court Freeholders Limited, a company limited by guarantee, consisting of owners of flats in the block. It is a formally constituted company with a Board of Directors elected from its members. An Annual General Meeting and a Block Meeting are held each year. The Board of Directors normally meets regularly to discuss estate matters.

Board members have to stand down after three years but are eligible for re-election. Potential new Board members must be nominated, using the appropriate form, two weeks before the Annual General Meeting and may then stand for election, provided that they have been leaseholders for a minimum of three years.

Leaseholders are encouraged to volunteer for the Board – all are residents working to improve and maintain Kingsway Court for all who live here.

L **Lease Terms**

The terms of the lease, most particularly the Lessee's Covenants, give information on responsibilities, obligations and restrictions that may apply. All members of the Freehold Company (all leaseholders) have a Varied Lease of 999 years from 1963.

Leaks (water)

It is very important that all leaks should be reported to the Managing Agents no matter how small. A small water stain in your apartment may be a symptom of a larger problem elsewhere.

Letters

Porters post letters daily which are placed in the box on the east and west sides of the block at the porters 'desk

Lifts

There are six lifts within Kingsway Court, two passenger lifts on each side and a goods/service lift on each side. The lift units are the subject of a comprehensive service agreement with a specialist Lift Contractor and they are also subject to statutory six-monthly safety inspections by the engineering surveyor acting for the insurance company which covers the risk.

Fobs for operating the service lift can be purchased via Management office.

The passenger lifts have auto-dialler systems in place, in addition to audible alarm systems. In the event of lift failure, the alarm can be activated and the auto-dialler system will directly contact the lift service company, who will decide whether it is feasible to arrange for an engineer to visit the block promptly or whether the Fire Brigade may need to be called. There is a microphone within the lift units to enable you to engage in two-way conversation with the service engineer.

Loan Notes

Members of the Freehold Company will have been issued with a Loan Note, which confirms their original stake in the company. The Loan Notes are transferred to new owners when flats are sold. Solicitors will advise on this.

M Managing Agent/On-Site Office

The current managing agent is:

Stuart Radley Associates
Chartered Building Surveyors
Unit 5
Tungsten Building
George Street
Portslade
BN41 1RA

Telephone 01273 420606

Email addresses info@stuartradleyassociates.co.uk
maintenance@stuartradleyassociates.co.uk

The Management Office on the ground floor of Kingsway Court, East side. Opening times can be found on the notice boards.

E-mail: kingswaycourthove@outlook.com

N **Newspaper and Milk Deliveries**

If you have newspapers or milk delivered, please ensure that you make suitable arrangements for access by the delivery person. Residents may need to allow access via the door entry system.

Noise

Residents should not do anything to cause a nuisance to their neighbours. Special care should be taken not to cause noise nuisance, particularly between the hours of 11.30 p.m. and 8.00 a.m (Hours of noisy building work are different. Please see Dos and Don'ts for building contractors in the appendix). In the event of one of your neighbours causing a nuisance, it is recommended that residents should approach the leaseholder directly in the first instance.

The lease does not allow the freehold company to take up issues on behalf of residents unless it is indemnified against costs incurred.

Brighton and Hove City Council has a duty to prevent noise pollution and may take action in cases of repeated, severe nuisance.

P **Parking**

Parking on the ramp to the underground car park is not allowed.

~ See also Underground Garage ~

Parking Permits

Residents can apply online from the website of Brighton and Hove City Council for car parking permits for on-street parking in the vicinity of Kingsway Court. Visitors' parking permits are also available to purchase from the Council. Our building is in Zone N and many of the parking spots around the building are designated for residents.

Patio Doors/French Windows

With the exception of the penthouse and ground floor centre flats, patio doors and French windows which open on to balconies are classed as internal doors and are the responsibility of the leaseholder for maintenance, repair and renewal. A consistent appearance must be maintained throughout the block. Please refer to the Managing Agent for advice.

~ See also Glass, Insurance and Repairs ~

Pets

Leaseholders or tenants are not permitted to keep pets within the flat without a licence. Lessees may apply for a licence to the Managing Agent before the pet is brought into the flat; a charge will be made for the licence. If a licence is granted and the pet subsequently causes a nuisance, the licence may be withdrawn. Any damage or soiling caused to common areas will be the responsibility of the pet owner. Pets are not permitted in tenanted flats

Pipework/Soil Stacks

All pipework beyond the stopcock(s) entering the flats is the responsibility of the leaseholder to maintain. The Managing Agent arranges the jet cleaning of common parts of the kitchen waste and soil stacks on a 6-monthly basis.

~ See also *Leaks (water)* ~.

It is extremely important that no fatty substances, tea leaves or coffee grounds are allowed to go into the kitchen waste pipes. Leaseholders may be liable for the cost of dealing with any blockages caused by the flushing down WCs of items such as baby wipes, panty liners and similar items.

Porters

A team of porters are employed for security, to ensure that the overall appearance of communal areas of the building is well maintained, to answer enquiries, to assist with deliveries, to undertake simple maintenance and mandatory tasks and to collect refuse from flats at night. They are not empowered to undertake tasks within residents premises and should not be called upon to run individual errands.

There are currently two shifts worked per day, each day of the year. The day shift commences at 7.00 a.m. through to 5.00 p.m., with a lunch break between 12.00 noon and 1.00 p.m. The period between 5.00 p.m. and 10.00 p.m. is not covered. The night shift runs from 10.00 p.m. to 7.00 a.m.

The duty porter will normally be at the First Avenue reception desk or attending to tasks around the building during duty hours, except between 2.00 p.m. and 4.00 p.m., when they will usually be at the Second Avenue reception desk. In the event that the duty porter is not at the reception desk, a message can be left on the answerphone on 01273 774176.

R Recycling sites

We have two recycling sites (known as tips) in Brighton & Hove for use by residents.

- Hove recycling site - Off Old Shoreham Road, Hove, BN3 7AE.
- Brighton recycling site - Off Wilson Avenue, Brighton, BN2 5PA,

Opening times are listed on the Brighton & Hove City Council website.

Refuse Collection/ Recycling

Residents are issued with plastic sacks to enable the Duty porter to collect rubbish from the cupboard by the front door of each flat. Collections are made nightly.

White plastic sacks are for recyclables and black for other refuse.

White Sacks may be used for recyclables:

- all cardboard - flat or broken up - not waxed foil-lined cartons
- all paper (including directories)
- all plastic - washed and squashed
- all cans - empty and washed, without lids - and aerosols (do not puncture)
- Note: no glass bottles, jars etc.

There is no need to tie recycling sacks. Please ensure that your refuse is clean and dry so that these white sacks may be reused.

In addition, there are crates located near the internal entrances to the underground garage for recycling glass bottles and jars with lids removed.

The duty porter takes materials for recycling to the large bins at the bottom of the ramp to the underground garage, where there is a bin specifically for glass which residents may use as an alternative to the crates inside.

Black Sacks are for all other kinds of refuse. It is essential that the sacks are tied at the top and are not overfilled. This is a Health and Safety requirement and will help to prevent tearing and spillage. Sharp objects should be wrapped to avoid causing injury. Porters will reserve the right not to empty a refuse cupboard if the rubbish is not properly presented. The sacks are deposited in several skips that are stored within the underground garage. Refuse is collected from there weekly. Separate collections are arranged for the commercial premises.

Residents must not deposit anything other than domestic refuse for collection.

Cleaning stained corridor carpets is an extra expense for which all leaseholders pay out of service charges. The black sacks are quite heavy duty but if you think it's necessary, please double-bag. Residents are responsible for cleaning their rubbish boxes outside their flats.

~ See also Recycling Sites. ~

Repairs

Leaseholders' responsibilities for repairs are detailed in the section on insurance.

If a repair is required which is your responsibility, you can either contact a company or tradesperson of your choice, or ask the Managing Agent for the name and number of a firm used by the freehold company. You should be billed directly for the work.

If you believe the repair to be the responsibility of the freehold company, you should contact the Managing Agent, who will order the work. If, on inspection, the repair is found to be your responsibility, you will have the option of asking the firm which has carried out the inspection to do the work and bill you directly, or of engaging a company or tradesperson of your choice.

Tenants of leaseholders may not themselves request repairs via the Managing Agent (except in an emergency situation, such as a serious water leak); they must report the problem to their landlord or lettings agent.

If you feel the need to call out one of the freehold company's regular contractors in an out-of-hours emergency, you will be billed for the callout and repair at the emergency rate if the repair turns out to be your responsibility.

Leaseholders should always ensure that anyone they engage to carry out repairs or building works in their flat is properly qualified and holds the appropriate insurance.

~ See also Insurance ~

~ See also Appendix "DOs and DON'Ts for Contractors Working in Kingsway Court" ~

S Sales

Procedure notes dealing with re-sales procedures to give to your solicitor are available from the Managing Agent.

Satellite TV

Connection to Sky TV, Virgin media and the Hotbird foreign language satellite television service is available at a connection charge on request to the Managing Agent.

~ See also *Television Aerial* ~

~ See also *Appendix "TV issues checklist"* ~

~ See also *Appendix "Connecting your TV and/or DAB radio."* ~

Security

All residents should be conscious of the security aspects of living at Kingsway Court in order not to put fellow residents at risk. Visitors to the block should not be allowed in via the door entry release system unless you are certain of their identity and they are coming to your flat, not to anywhere else in the block.

When entering or leaving the building, you should not allow other people into the building unless they are other residents who are personally known to you. If residents become aware of any unwanted visitors in the block, the duty porter or, in cases of emergency, the police should be contacted.

~ See also *Canvassers* ~

Service Charges

Service charges are payable each quarter on demand. The charges are based on the original rateable value of the flat. Service charges and ground rents are payable by the due date in accordance with the lease. Arrears will be rigorously pursued and could result in forfeiture of the lease.

The service charge or maintenance charge finances day-to-day expenditure, which includes insurance, repairs and renewals, porters' wages, etc. The service charge is levied quarterly in advance and payment is banked in an account which is held in trust for Kingsway Court freeholders.

A reserve trust account is held separately for future major works to the building. The contribution payable is levied with the service charge and ground rent demands.

~ See also *Ground Rents* ~

Showers and Bathrooms

Maintenance of the shower and bathroom areas is important as a cracked tile or missing sealant could allow water to penetrate into the flat below. Failure to maintain a shower is not an insured risk, so the cost of damage sustained by another flat, owing to lack of maintenance of the shower and bathroom areas in your flat, would render you liable. Shower heads should be regularly cleaned.

The water in shower/bathrooms is not drinkable as it comes from storage tanks, not from a rising main, and has been treated with water softener and bactericide.

~ See also *Water Softener and Water Tanks* ~

Smoke Alarms

The main fire alarm system terminates with the white alarm bell inside each flat and this must not be touched or interfered with in any way by residents. Each smoke alarm, although wired into the block's electrical system, should in case of a power cut be fitted with a 9 volt battery, which should be replaced when an intermittent 'beeping' noise is heard.

~ See also Fire ~
~ See also Alarms ~
~ See also Exits ~

Sprinkler System

There is a fire sprinkler system, which is serviced on a regular basis, located in the basement garage.

Stopcocks and Gate Valves

The heating and hot water system within Kingsway Court is complex. There are a number of stopcocks or gate valves located within your flat which are the only effective means of isolating supplies to enable plumbing work to be carried out within. It is essential that non-return valves are fitted if any works are carried out, to prevent the crossover of hot and cold water supplies.

In the event that a repair area cannot be isolated, work cannot proceed until such time as the hot water system may be drained down and this is normally carried out twice annually by the landlord. At other times, the cost would be borne by the leaseholder and it should be pointed out that a drain-down is a very costly procedure.

Sub-Letting

Sub-letting of flats is permissible in certain circumstances although not for holiday letting. Landlord's consent is required and a copy of the letting agreement must be forwarded to the Managing Agent for approval before any agreement is made.

An 'admin fee' is payable to the Managing Agent for handling the sub-letting consent.

A leaseholder is responsible for the behaviour of a sub-tenant, which must accord with the lessee's covenants.

T

Television Aerial

There is a communal television aerial located on the roof of Kingsway Court and fibre optic cabling runs to all flats. In the event of a suspected fault, you should first try to identify whether the fault lies with your television/equipment and if not, contact the duty porter to find out whether neighbours are experiencing a similar problem. If this is not the case, you should report the fault to the Managing Agent, who will request the contractor to call on you. If it transpires that the fault lies with your equipment, you will be charged for the callout.

To reduce the number of unnecessary callouts, we request residents to complete a checklist before a call out is made to our Television Aerial contractor. A copy of the checklist is in the appendix. Additional copies can be obtained from the porter.

~ See also Satellite ~
~ See also Appendix "TV issues checklist" ~
~ See also Appendix "Connecting your TV and/or DAB radio" ~

U **Underground Garage**

There is an underground garage at Kingsway Court, which is leased to a separate company. Residents wishing to rent a space should approach the letting agent, AR Lettings, telephone 01273 760007. A swipe card is required to enter the residential areas of the block from the garage.

Although mobile phones in general cannot pick up a signal in the underground car park, it is possible to pick up a signal near the car park entrance.

If you find yourself stuck in the underground car park, you can use the emergency exits found on the upper and lower levels of the car park to find your way out.

~ See also Bicycles and Refuse Collection/Recycling ~

V **Ventilation Shafts**

There is a system of ventilation shafts running through the building from the bath/shower rooms within flats. It is important to keep the vents clear of dust and debris to maintain adequate airflow.

If you notice the ventilation is not working in your bathroom, please report it to the managing agent.

W **Water Charges**

There are two communal water meters installed at Kingsway Court and residents pay water charges within the quarterly service charge on a similar proportional basis, which currently represents a considerable saving on the rateable value charging system. Water charges are collected by the Managing Agent and paid to Southern Water.

Water Meter

Individual flats do not have a water meter.

~ See also Water Charges ~

Water Softener

Water softener is supplied to the cold water storage tanks, which in turn feed the hot water system; this is to reduce lime-scale. However, if your washing machine or dishwasher is fed from the rising main in the kitchen, it will not be protected by water softener. There is a separate water softener to protect the plate heat exchanger plant.

Water Tanks

There are communal water tanks at Kingsway Court. Water is heated by plate heat exchangers in the basement boiler room and cold water storage tanks are located in plant rooms at roof level. These tanks are subject to annual inspection and the water is regularly treated and the quality monitored for Legionella. Only the cold water tap in the kitchen is served directly from the rising water main, so the water from other taps in the flat is not suitable for drinking.

In addition, there are hot water tanks in the lift rooms on the roof that provide some of the hot water to the eighth floor flats. The water is heated by immersion heaters that need replacing over time.

Windows

The window frames and hinges are the responsibility of the landlord, but leaseholders are responsible for the glass in their windows. Window-cleaning is also the responsibility of the leaseholder.

Please note: Water-fed pole systems should not be used to clean the windows.

The window hinges will be lubricated annually by the porters or by an appointed window maintenance company.

~ See also Glass ~

~~~~~

# Appendix

## DOs and DON'Ts for Contractors Working in Kingsway Court

**It is the lessee's responsibility to ensure that contractors working in Kingsway Court are aware of and adhere to the following house rules:**

1. Goods lifts to be used by contractors to transport all materials and lift doors to remain unobstructed at all times; blocking lift doors open is dangerous and strictly prohibited. Lessees can purchase service lift key fobs from the Kingsway Court office at a cost of £10. Lifts to be inspected by porter beforehand and again afterwards and any damage to the lift to be chargeable to the contractor/lessee.
2. All rubbish must be kept inside the flat concerned until the van/skip is outside the building.
3. Courtesy notes should be sent to any neighbouring flats that may be affected by the works.
4. The lessee is responsible and liable for any repairs or cleaning costs incurred as a result of the works being carried out.
5. Flooring and carpets in corridors must be covered with suitable non-slip plastic material when contractors are transporting supplies and rubbish, to protect them from becoming soiled and/or damaged.
6. Contractors should be courteous and considerate to other residents at all times, especially if a neighbour approaches them to complain about noise levels or duration.
7. Corridor skirting boards and carpets should be vacuumed by contractors at the end of each working day.
8. The days and hours considered reasonable for noisy work to be carried out are as follows:

Monday to Friday 8am - 6pm

Saturday 9am - 1pm

Sunday and Bank Holidays No DIY work

## Replacement Heated Towel Rails – Letter sent to residents

Our Ref: SR/dw

5<sup>th</sup> October 2018

Dear Resident

### **Kingsway Court, Queens Garden, Hove : Heated Towel Rails**

Following the failure of a number of replacement towel rails in Kingsway Court, the following advice is offered to lessees considering changing the heated towel rails in their bath and shower rooms.

The failures had been of chrome plated stainless steel towel rails installed by lessees as part of various individual refurbishment programmes. The units were of high quality and all had failed through corrosion. The manufacturers had deemed the rails to be appropriate for domestic application.

In Kingsway Court the towel rails are supplied from the domestic hot water system which is continually topped up with water from the mains supply. Being part of the domestic hot water system, it is not possible to dose the towel supplies with inhibitor solution.

It should be noted that the original towel rails were constructed in brass and have been in place for many decades without showing signs of corrosion. Most of the failures that have occurred with these units have been mechanical rather than corrosive (broken valves and vent taps).

Lessees should therefore be aware that stainless steel radiators, even of high specification may not be suitable for use in Kingsway Court, given the nature of the water system. If you are considering changing towel rails, you may wish to raise the following with your supplier / plumber :

- The towel rail hot water supply in both shower and bathrooms is from the domestic hot water system; this is topped up from the domestic mains, has high oxygen content and is potentially corrosive. The supply is raw water and contains no inhibitor.
- A number of stainless steel rails have shown signs of corrosion resulting in failure within a period of months
- The original installations were in brass and have no history of corrosion failure.
- Some lessees have substituted electric installations which are independent of the water system.

### **Notes :**

1. Following the recent Tribunal ruling, replacement towel rails are the responsibility of the lessees.
2. Any changes to the plumbing systems requires Consent, obtainable through Stuart Radley Associates, and any alterations need to be checked by Servcom.
3. The costs of running an electric towel rail will fall to lessees.

We trust you will find the contents of this letter as informative and useful.

Yours sincerely



Dawne Woolgar  
**Practice Administrator**



## Lessee Responsibilities and Insurance – Letter sent to residents

Our Ref: SR/dw

23<sup>rd</sup> February 2018

Dear Resident,

### **Kingsway Court, Queens Gardens Hove : Lessee Responsibilities and Insurance**

A meeting between Kingsway Court Freeholders Ltd, Alan Boswell (insurance brokers) and we recently took place in order to clarify insurance claim practices and procedures. The meeting was necessary so that we can provide you with clear advice regarding insurance claims.

#### **Insurance**

Firstly it is important to remind you which repairs will be your responsibility. Under the terms of your lease, you are responsible for the glass in your windows and doors; repairs to the balcony doors and other internal doors; all locks; sanitary ware, taps and showers; kitchen work surfaces, cupboards and appliances; interior wall and ceiling finishes, including tiling, wallpaper and paintwork; floor coverings and carpets; and all fixtures and fittings. You are also responsible for the wiring and all plumbing pipework inside your flat, including those hidden from view or behind walls.

Claims under the Building's insurance, for damage to flats, will only be considered if the cause is a communal element (i.e. stack pipe, rainwater pipe, roof, etc). You contribute towards the cost of the Building's insurance which covers the structure of the block itself and the communal fixtures and fittings, but it does **not** cover damage to flats caused by another flat. It is therefore extremely important that you protect yourself by having appropriate insurance cover for your flat.

One of the most frequent problems occurs when a water leak from one flat causes damage to the flat(s) below. Here is a scenario which clearly outlines why having your own insurance is so important.

#### **Scenario**

A leak occurs from pipework (visible or hidden) which serves only Flat A, and has caused damage to Flat B:

- Flat A should claim on their own insurance for any damage in Flat A. If Flat A is not insured, then the lessee of Flat A will have to pay for the repairs in their own Flat.
- Flat B should claim on their own insurance for the damage in Flat B. If Flat B is not insured, then the lessee of Flat B will have to pay for the repairs in their own Flat.
- If it is thought that the leak in Flat A has been caused by negligence on the part of Flat A, then the insurers for both parties will have to argue this out between themselves because negligence will have to be proved.
- Neither Kingsway Court Freeholders nor Stuart Radley Associates would have any involvement in the above scenario, but of course we are happy to provide lessees with contact numbers for contractors.

The insurance brokers for Kingsway Court Freeholders Ltd can assist you with obtaining appropriate Household Contents cover, at very reasonable premiums, which meets your obligations – please see attachment. To obtain a quotation please contact Alan Boswell Insurance Brokers and advise them that you require a household contents quotation and state that you are a Kingsway Court resident.

If you approach a different insurance broker, you should advise them that you need cover for the whole of your demise, including the internal structure and all pipework inside your flat.

### **Maintaining Stopcocks/Valves**

We further recommend that the stopcocks/valves on the pipework in your flat are inspected annually to guard against seizure or becoming faulty which could cause delays should you require works to be carried out or if there is a leak and the supply needs isolating in an emergency.

You should ensure that access is available to the stopcocks and valves as otherwise you may be liable for any additional works involved in gaining access to these.

Your own plumbing contractor can carry out an annual inspection and service for you. However, should you wish to ask the block's contracted plumbers (Servcom) to do this, please contact them on 01273 820998. Servcom have provided a guideline cost for an annual inspection as below:

1. One bedroom, Two bedroom or Three bedroom flats £25.00 + VAT
2. Two flats converted into one large flat, or Penthouse flats £40.00 + VAT

Their inspection cost is based on access being available to the stopcocks/valves. It does not allow for resealing any false panels that may need to be removed. The cost is for the inspection only and should any work need to be carried out, Servcom will provide you with a further quote.

If your flat is sub-let, your tenants may not themselves request repairs via Stuart Radley Associates (except in an emergency situation, such as a serious water leak); they must report the problem to their landlord or lettings agent. Please ensure that your tenants and lettings agent are aware of this.

In the event that you need to call out one of the freehold company's regular contractors in an out-of-hours emergency, you will be billed for the callout and repair at the emergency rate if the repair turns out to be your responsibility. **A suspected gas leak must always be reported immediately to the National Emergency Gas Service on 0800 111 999.**

You should always ensure that anyone you engage to carry out repairs or building works in your flat is properly qualified and holds the appropriate professional insurance to work in blocks of flats of 8 floors or more. If your contractor were to cause any damage, you would be responsible if they were not correctly insured.

### **Consent for Alterations**

We would also like to remind you that if you are planning any refurbishment/upgrade works or alterations to your flat, you will require Consent before works can commence, and in the case of major works, you will require a Licence for Alterations which may be subject to Building Control.

We hope that this letter has clarified the position with regard to your responsibilities and what action you should take.

Yours sincerely



Dawne Woolgar

**Practice Administrator**

For and on behalf of Kingsway Court Freeholders Ltd

Enc

## TV Issues Checklist



# TV ISSUES CHECKLIST



### TO ALL KINGSWAY COURT RESIDENTS

In order to avoid unnecessary call out charges, it is important that residents carry out the below procedure before Stuart Radley Associates can report the fault to SCCI Alphatrack Service Centre and request an engineer to attend.

If the resident (or a family member) is unable to carry out the below procedures, the porter may be able to assist.

By completing and submitting this document, the resident agrees to pay any costs incurred if the engineer finds the fault relates to the resident's own equipment/leads. If the fault relates to the communal system, then any costs will be settled from the service charge funds held by Stuart Radley Associates.

The required fields on this form can be completed with Microsoft Word. Alternatively, please print the form, complete by hand, scan and return to [maintenance@stuartradleyassociates.co.uk](mailto:maintenance@stuartradleyassociates.co.uk).

Name:

Address: Flat \_\_\_\_ Kingsway Court, Queen's Gardens BN3 2LP

Contact Details:

| Possible Cause                                               | Possible Solution                                                                                                    | Results |
|--------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|---------|
| Is the TV plugged in and switched on?                        | Plug it in & switch it on                                                                                            |         |
| Have you tried switching your TV on from the remote control? | If your TV is on standby (red light) press the power button on the remote control, this should turn the light green. |         |
| Are all connections to the TV/Equipment in place?            | Ensure all interconnecting leads are plugged in at the socket & into the TV/Video                                    |         |
| Audio no Picture or Picture no Audio?                        | If Yes – check scart connection is correctly inserted in the TV and Set Top Box                                      |         |

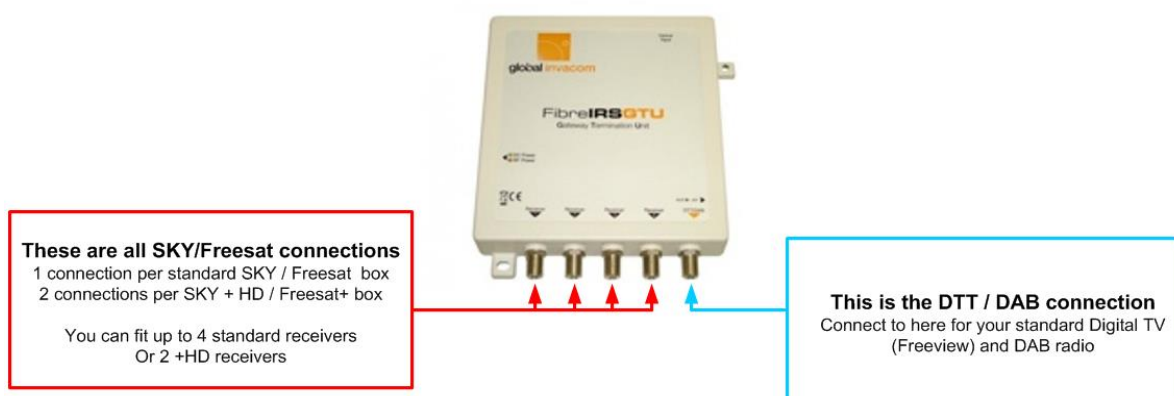
|                                                                                                                     |                                                                                                                                                                                                       |  |
|---------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
|                                                                                                                     |                                                                                                                                                                                                       |  |
| Is there any picture/sound, if so what quality?                                                                     | If poor quality, TV may need tuning.                                                                                                                                                                  |  |
| Are neighbours having the same problem?                                                                             | System fault – ensure landlords mains supply is connected before calling SCCI. (Get Caretaker to check)                                                                                               |  |
| Have you had a recent power cut or power surge that caused the electricity to go off?                               | If yes the fuse may need to be reset on the TV system, the caretaker should be able to do this; if you don't have a caretaker a service call will be required.                                        |  |
| Are all channels affected? i.e. Sky set top box, Freeview set top box or built in, Freesat set top box or built in. | Yes - System fault – ensure landlords mains supply connected before calling SCCI. (Get Caretaker to check)                                                                                            |  |
| Do you have the TV switched onto the correct channel to watch your chosen input i.e. AV1, AV2, HDMI?                | Try using the input or source button on the remote control, this will usually switch between all the TV inputs = Sky, Virgin, DVD, DTV or games console                                               |  |
| If satellite, is the Set Top Box on standby (Red Light)?                                                            | Activate STB via Remote Control                                                                                                                                                                       |  |
| Is the Set Top Box (STB) locked up?                                                                                 | Switch-off STB at mains for a few minutes.<br>Switch STB back on at mains for a few minutes<br>Activate STB via Remote Control.<br>If above does not work, carry out full 'Forced Download' procedure |  |

Additional copies can be obtained from the porter.

## Connecting your TV and/or DAB radio

Your flat is already wired for TV and Satellite. A Fibre optic aerial system has been installed in Kingsway court offering Digital TV , Freesat , SKY (if you are a subscriber) and DAB radio.

This fibre Gateway Termination Unit (GTU) looks similar to the one below. Connect your equipment to it using the first 4 ports to the left for Sky / Freesat services and the port on the right for Freeview and DAB radio services



All connecting leads must have a screw-on connection similar to the one below to connect to the GTU shown above



If you do not have the correct leads or are unsure of anything regarding connecting your TV(s) or DAB radio please contact the Porter who will assist you.

**Please note – Sky & Virgin Media may have installed a different GTU box as part of their installation, rendering the original GTU box redundant, but left in place.**

