

Living at Brookfield

Notes for Leaseholders and Tenants (updated 2 June 2022)

The paragraphs below describe the day to day running of the site and give details of whom to contact should you have a problem. Please take special note of refuse and recycling information (part 13 of this note) and pass it on to anyone working or staying in your flat.

1. Brookfield Mansions Freehold Ltd (BMFL) - General

The freehold of Brookfield (25-56) is owned by the company BMFL in which all but one leaseholder have a share. The BMFL Board is responsible for the running of Brookfield, appointing our managing agents, ensuring the service charge is spent wisely, maintaining the fabric of our building and grounds and ensuring our contractors complete work to a good standard.

Directors are elected at the AGM which takes place in November each year and all leaseholders are eligible for election. The current directors are Chris Kelly (Chair), Bengt Nilsen (Treasurer), Frances Carey (Secretary) and Helen Bowers. They can be contacted at directors2020@bmfl.org.uk

1.1 Brookfield's Managing Agents: From 1 July 2022 our managing agents will be **Parkgate Aspen**, Wilberforce House, Station Road, London, United Kingdom, NW4 4QE. Until then they remain **FirstPort Property Services Ltd**, Marlborough House, Wigmore Place, Wigmore Lane, Luton LU2 9EX. The current property manager is **Zahid Adil**: ZahidAdil@mainstaygroup.co.uk. The telephone number for the Customer Services Centre for FirstPort is 0333 321 4080 and the out of hours contact centre: 0333 321 6453. In case of emergency only (for example to report serious leaks, drain blockages or loss of power in communal areas), contact **Ryhan Sikder**, Associate Director, ryhansikder@mainstaygroup.co.uk: 07814 626289.

1.2 BMFL Web Site: The BMFL website (www.bmfl.org.uk) contains information on the local area and a map to find your way here. The residents' area is accessed by entering the username "resident" and the password "20Fiveto50SixN66AT". Minutes of BMFL Board meetings and other useful documents are on the web site along with the form for reporting problems. Do take time to explore the web site as it is likely to contain the answers to many of your questions. Suggestions for improving the website are always welcome.

1.3 Contact Details (residents): Email is the method used to keep residents, long-term tenants as well as leaseholders, informed of important matters. We ask, as a matter of priority, that you complete the Contact Information in the forms section of the website, giving your details and the car registration number of any vehicle kept in the rear service road. We also ask for details of key-holders, both for your car and for your flat, who can be contacted in your absence and in case of emergency. These contact details are only seen by our managing agent and by directors.

On other matters, the Board can be contacted via email: directors2020@bmfl.org.uk. The community as a whole is reached via residents2020@bmfl.org.uk; leaseholders only via leaseholders2020@bmfl.org.uk. To protect the privacy of others, if you wish to copy in your fellow residents or leaseholders when addressing an individual resident, please put the copy list into the blind copy (Bcc) section of the email heading. We ask that you use other residents' emails sparingly, particularly avoiding unnecessary use of "reply to all".

1.4 Community meetings: Dates for these annual events can be found on the website and will be emailed to all in good time.

February – Annual Budget Meeting. To review the Managing Agent's and Board's recommendation for the annual service charge. This covers both recurring expenditure on the day to day running of Brookfield and a contribution to the Reserve Fund. The Reserve Fund is

used to pay for major works as the need arises.

End June - Summer party. This takes place in the Spinney (the grassed area between the main gardens and the gate onto Parliament Hill Fields).

Mid/late November – Annual General Meeting to adopt the annual accounts, review the past year, vote for membership of the Board and discuss issues of common interest. All residents, including tenants, are welcome to attend. Voting on formal matters is limited to shareholders whose service charge payments are up to date.

1.5 Problems – how to report and emergency access

1.5.1 To report a problem (including overflowing gutters, blocked drains, broken light bulbs in the common areas, fire alarm malfunctions etc.) please use the form on the web site (bmfl.org.uk/residents-area/contact/report-a-problem-to-Mainstay-bmfl/), or contact managingagent@bmfl.org.uk and inform your landlord if you are a tenant.

1.5.2 Emergency access: The leases give the Managing Agent right of access where necessary. To assist in dealing with any problems that may arise, residents should lodge a set of keys with a neighbour, ensuring that the Managing Agent and any tenants you may have are aware of the key holder's identity and contact numbers. If you have a burglar alarm, be sure to tell your keyholder(s) how to deactivate it, should emergency access be required.

2. Building Work

Any leaseholder planning to carry out large or small-scale building work in their flat must inform the Managing Agent before any work is started, to assess whether a licence is required or any other special arrangements. Please see bmfl.org.uk/residents-area/licences/

It is necessary to inform the building insurers when any contractors are undertaking work in the building. In the first instance contact the Managing Agent who will guide you through the process. The Managing Agent will act on behalf of BMFL in arranging surveys and legal representation, for which the leaseholder must pay. You must understand the restrictions in your lease before considering any alterations.

In all cases it is important to ensure that contractors are competent and insured, that no inconvenience or damage is caused to other residents or their property, or to the common parts of the building. Smoke detectors must be protected, along with the floor surfaces of the common parts. Any damage to these or to the painted wall surfaces and doors will have to be made good at the leaseholder's expense. Contractors must be made aware of the conditions of working in Brookfield and a signed copy of Conditions for Building Contractors must be returned to the Managing Agent. The relevant documentation is on the website under Licences and bmfl.org.uk/residents-area/conditions-for-building-contractorsworking-in-flats/

3. CCTV

CCTV is in operation throughout the demise for 25-56 Brookfield. For information on the CCTV policy see the relevant section on the BMFL website.

4. Cleaning Services

4.1 Common Parts: Cleaning services at Brookfield are provided by DNK Cleaning. Our cleaner Abraham, is on site Mondays through Fridays 8.00–12.00 noon to maintain the entrances, stairwells, and pathways. Any queries relating to cleaning should be directed to Mainstay. Please do not raise issues with Abraham directly.

4.2 Window Cleaning: external window cleaning is carried out quarterly, usually on the last Tuesday and Wednesday of January, April, July or August and October by Quality Window Cleaning. Our Managing Agent will send out a reminder when window cleaning is due and residents on upper floors will need to provide access for external balcony windows to be cleaned. If you wish to arrange for the interior cleaning of your windows by QWC please

contact Mark Berry on 07947 598323 and pay him directly for that service.

5. Deliveries and removals

The service road is too narrow (maximum 7ft wide) to accommodate large removal or delivery vans, including those delivering groceries. These vans should park on the main road (prior agreement with Camden Council is required in the case of removals) and other means used to carry items along the service road. Please inform the Managing Agent in good time before any removals (10 days' notice) and also use the group email residents2020@bmfl.org.uk to warn other residents. Any damage caused to cars or the common parts of the building during removals or deliveries is your responsibility.

6. Fire precautions and alarms

Smoke detector alarms are fitted in the common parts and in the entrance hall of each flat. Access will be required from time to time to test the latter. If you are carrying out any dusty work within your flat the detector should be covered. Dust covers are available from Abraham. Abraham carries out regular testing of the system on Thursday or Friday mornings.

If the alarm goes off in your staircase (outside the weekly test), please leave the building immediately through the garden and gather in the Spinney until you are told by the Fire Brigade it is safe to return. The fire alarm control box is on the ground floor of each block. If you notice it is beeping or if a fault registers on the box please contact our Managing Agent as soon as possible.

It is recommended that each flat has a fire blanket and an extinguisher that should be checked annually. The Managing Agent can arrange for their provision and will advise you when the annual inspection is due to take place.

7. Gardens at Brookfield

The gardens are for the enjoyment of all residents and are maintained under the guidance of the Garden Committee, by Harington Garden Scheme, a charity providing training and employment for young people with special needs. Details of the members of the Committee are on the BMFL website where you can also find minutes of their meetings. Periodically the Garden Committee organises gardening workdays when all residents are invited to help on projects such as weeding, pruning or bulb planting.

7.1 Garden Gates and Keys: Each leaseholder has been issued with keys to the Spinney gate and also a key to the gate that leads to the turning circle car park. Keys should be passed on to tenants and to new owners. The gates were installed to stop trespassing and improve security. It is important that you pull the spinney gate to behind you when passing through either way. The lock is registered with:

Newman and Son Locksmiths
4 Constantine Rd
Hampstead
London NW3 2NG
Tel: 020 7284 1002
[Email: NewmanAndSonLocksmiths@Gmail.com](mailto:NewmanAndSonLocksmiths@Gmail.com)

Additional keys can be purchased from Newman's on production of proof of address at Brookfield . Note that residents of other Brookfield blocks have right of way through the gardens and also have keys to the Spinney gate.

7.2 Spinney: This is the area of lawn that leads to the gate to the Heath. The Spinney can be reserved by residents for parties by using the form on the BMFL website. This is necessary to avoid double bookings and to ensure that residents are informed. Events should not cause nuisance to other leaseholders, and the organiser is responsible for the behaviour and safety of their guests as well as setting up and clearing the area.

8. Gas meters and gas leaks

The gas meters for all flats can be found on the back wall along the service road. Yours can usually be identified by tracing the pipe down the wall from your flat to the meter. Inside each box should be the number of the flat to which it belongs. If you have difficulty in deciding which is yours or if there is no way of opening it, please contact your gas supplier. The gas meters themselves and the supply to the gas meters are the responsibility of Transco/National Grid. Any suspicion of a leak should be reported directly to them on **0800 111 999**. They have an obligation to respond quickly and free of charge. Any other problems relating to the gas supply to individual flats are the responsibility of individual leaseholders and their suppliers.

10. Insurance

The building fabric is insured with Aviva as part of a block policy negotiated by the Managing Agent to cover damage to the building by weather or accidents. There is an excess of £300 rising to £1,000 in respect of 'escape of water', £5,000 in respect of flood damage and £15,000 in respect of subsidence. **In the event of 'escape of water' BMFL policy is that where the fault is due to a demised appliance, the full excess of £1,000 should be paid from the service charge on the first instance, but thereafter the leaseholder responsible will pay the excess in its entirety.** If the problem is related to the external fabric of the building, the responsibility is likely to rest with the Freehold.

Please inform the Board and the Managing Agent immediately of any incident/damage that may lead to an insurance claim, so the latter can notify the insurer. Notification of an insurance claim must be made in writing within 30 days of the incident. The excess to be applied will be that in effect at the date of the incident, providing it has been notified as specified here.

9.1 Contractors: It is also necessary that the building insurers are informed when any contractors are undertaking work in the building, whether employed by the Managing Agent or individual leaseholders. The Managing Agent can advise further.

10. Lofts and Basements

For fire prevention reasons the loft spaces must be left completely 'sterile' i.e. no items that are not made of metal. Bicycles and metal garden furniture may be stored in the basement at their owners' risk. BMFL are not responsible for any loss or damage. No personal items are to be stored in stairwells, porches, or other common areas. As well as being unsightly breaches could invalidate our insurance and obstruct other residents (a serious hazard in the event of fire). The only exception is that where necessary folded wheelchairs may be left as neatly as possible inside the front entrances, preferably on the left hand side as you go in. They should be labelled with the owner's name, flat and contact telephone number.

Lofts, basements, and common areas are regularly inspected and any inappropriate items will be disposed of. Keys to the basement are available for all leaseholders. The doors must be kept locked at all times. Any leaseholder who has a contractor requiring access to the lofts must give prior notification to the Managing Agent who can arrange for the caretaker, Abraham, to make the key available during his working hours of 8.00 – 12.00 am. The leaseholder concerned must take responsibility for the return of the loft key.

11. Parking

There are fewer parking spaces in the back service road and turning circle than there are flats in the building. Each flat is issued with a permit which allows the leaseholder on a first come first served basis to park one vehicle. This applies to motorbikes as well as to cars. Leaseholders may pass this permit to their tenants and may lend it to a visitor or contractor, provided their own vehicle is parked off site. The permit should be fixed to the windscreen of the vehicle. Any visitor or contractor to whom you lend your permit should display it, and a contact number.

Please use the contact form on the web site to give details of the vehicle's owner together with emergency contact details. Vehicles may have to vacate the service road at short notice in case of emergency or planned works.

Please inform residents ahead of time whenever there are removal or other vehicles connected with your flat that may be parked for any length of time. Take care not to block the access (concrete hard standing) to the garage belonging to Mulberry Cottage. The service road may be closed periodically for maintenance works. Forward notice will be given whenever possible.

The back road is narrow and must be navigated with care. Please warn any delivery firms/contractors/taxis etc of this. If by some mischance you or a contractor employed by you accidentally damages another vehicle, please ensure that you inform the owner, if necessary by leaving a note on their windscreen. CCTV is situated in the back lane and will normally make it possible to identify the vehicle responsible.

11.1 Bicycles

There are a small number of racks at the back of the hard standing between flats 33 and 42, where the refuse bins are also located.

12. Pets

In accordance with the leases, pets are only allowed at Brookfield with the written permission of BMFL. This will be given in the form of a licence which will be revoked if the animal causes a nuisance. Dogs must be kept on a lead when in the gardens and not allowed to foul any part of the gardens or paths.

13. Refuse and Recycling

There are separate collections of recyclable, non-recyclable, and food waste. It is vital that these distinctions are observed as one person putting an item in the wrong bin means Camden's contractor will not collect a contaminated container. Black and clear bags are provided weekly to each flat. Please be vigilant about the following and ensure that tenants, guests or cleaners understand the guidelines provided.

13.1 Food recycling, including all cooked and uncooked food waste, coffee grounds, eggshells etc can be deposited in the brown recycling bins under the trees in the parking area/turning circle at the very end of the service road. Only biodegradable bags should be used; these liners are available free of charge from Camden. Please do not put carrier bags or other packaging in this bin. A green food caddy is available from Abraham.

13.2 Mixed recycling items can be deposited in the black bins on the hard standing half-way along the service road between nos. 33 and 42. Abraham will also collect **clear bags of mixed recycling** from outside the doors to individual flats on **Mondays and Thursdays before 8.30 am**.

Please do not put mixed recycling in any other bags or non-recyclables in the black bins. Please refer to the Camden web site (www.camden.gov.uk/recycling-and-rubbish) to review what items should be recycled.

13.3. Non-recyclable rubbish should be placed in the **black bags** provided outside the front doors to each flat, **before 8.30 am on Mondays and Thursdays** for collection by Abraham. No rubbish should be left in any common areas at other times. Residents may also put these black bags of non-recyclables in the green bin that is located on the same hard-standing as the black bins for mixed recycling.

13.4. Large household goods and other bulky items can be taken to the recycling centre in Regis Road in Kentish Town (<https://www.camden.gov.uk/reuse-and-recycling-centre>) open Monday to Sunday (check website for opening times), or collected by special arrangement through the Camden website. Please do not leave any large items near the recycling bins or on the pavement.

13.5 Christmas Tree recycling happens once a year. Please note that all natural trees are to be disposed of at the Camden collection point at the Highgate Enclosures on Lissenden Gardens just off Highgate Road. They are not to be left anywhere else.

14. Renting

If you are planning to rent out your flat, it is important that you consult the lease and ensure all sub-letting agreements are compatible with its terms. Please be aware of the information on the BMFL web site bmfl.org.uk/residents-area/selling-or-renting-your-flat-2/ and your statutory obligations to comply with Health and Safety standards and Camden housing regulations. Please ensure that your guests and tenants are aware of the house rules of Living at Brookfield.

15. Safety inspections of gas and electricity appliances

All gas appliances should be serviced annually. This is the responsibility of individual leaseholders and vital to the safety of everyone living at Brookfield.

Electrical wiring and appliances inside the flats are likewise the responsibility of individual leaseholders. Wiring should be inspected on a ten-yearly basis. The Managing Agent co-ordinated this for all leaseholders/residents in 2021, but in future it will be the responsibility of individual leaseholders.

Anyone renting their property is required by law to have annual gas and electrical safety certification.

16. Selling Your Flat

Please consult the document on the web site with this heading, paying particular attention to 1) Share Certificate and 5) Licence to Assign.

17. Service Charge

The service charge is set annually to cover the day to day running costs of the building along with periodic large-scale maintenance funded through a Reserve Fund. The service charge is collected and administered by the Managing Agent.

18. Tradesmen's Bell

In the centre of the Entry Phone panel is an unlabelled button. Pressing this will allow access to each staircase up until midday seven days a week.

19. Water damage

From time to time, unfortunately, we have incidents of water leaking from a flat into the flat below. This may be caused for example, by failure of a pump, someone leaving a tap on or inadvertently drilling into a water main. To mitigate damage it is important to be able to take swift action, even in the absence of the occupants of the flat where the leak occurs. For this reason the leases give the Managing Agent right of entry where necessary. Please see under (9) Insurance for further information.

20. Window boxes

Some residents like to put window boxes on their window ledges. They should ensure that the boxes are secured to the windowsill for safety reasons. It is important not to drill into the brickwork on either side. A couple of dabs of silicone under the box will make a secure adhesive. The security of the boxes should be checked regularly in to avoid injury to people below.

BMFL Board

June 2022