

Living at Brookfield

Notes for Leaseholders and Tenants (updated February 2020)

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.

1.1 Brookfield Mansions Freehold Ltd (BMFL) - General

The freehold of Brookfield (25-56) is owned by the company BMFL in which all leaseholders 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

1.2 Brookfield's Managing Agents: Our managing agents are Mainstay Residential Management Ltd, Whittington Hall, Whittington Road, Worcester WR5 2ZX (www.mainstaygroup.co.uk). Enquiries should be made by email to managingagent@bmfl.org.uk or by telephone to 020 3176 4653. **In case of emergency only** the out-of-hours number (for example to report serious leaks or loss of power in communal areas) is **01905 672690**.

1.3 BMFL Web Site: The BMFL website (www.bmfl.org.uk) contains information on the local area and maps 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 web site are always welcome.

1.4 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".

1.5 Community meetings: Dates for these annual events can be found on the web site 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 the 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.

1.6 Problems – how to report and emergency access

1.6.1 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.

1.6.2 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/
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, that no work is carried out in common parts, that smoke detectors are protected etc. 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 web site under Licences and bmfl.org.uk/residents-area/conditions-for-building-contractors-working-in-flats/

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.

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 web site.

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 am 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.

If the alarm goes off in your staircase, 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.

There are fire extinguishers on all landings, regularly maintained by the contractor, Alpha. 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 web site where you can also find minutes of their meetings. Periodically the Garden Committee organises gardening work days when all residents are invited to help on projects such as minor tree care 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. The gates were installed to stop trespassing and improve security; it is important that you lock them behind you when passing through either way. If the keys are not in your flat when you arrive at Brookfield, please contact our Managing Agent who will supply you with copies. If your key stops working, please inform our Managing Agent. 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 cleaning up 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.

9. Insurance

The building fabric is insured with Aviva brokered by A.J. Gallagher as part of a block policy negotiated by Mainstay to cover damage to the building by weather or accidents. The certificate of insurance is on the BMFL web site.

There is an excess of £300 on any claim payable by the leaseholder. If you have caused or suffered damage in your flat please contact the Managing Agent immediately to initiate the claims process. Building insurance policy covers water damage whatever the cause. BMFL policy is that if the fault is due to a source that is a demised appliance, the leaseholder responsible should pay the excess. When a problem occurs, the responsible leaseholder should contact Mainstay who will put them in touch with the loss adjuster, Broadspire. An insurance claim must be made within 3 months of the incident and it will be necessary to provide 3 quotations for any proposed work in order for the insurers to reimburse the costs.

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. Mainstay can advise further.

10. Lofts and Basements

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 flammable items should be left anywhere on the site and no items that are not for the personal use of residents should be left in the lofts. No personal items are to be stored in stairwells, porches, or other common areas. Breaches could invalidate our insurance. 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 Mainstay 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

Each flat is issued with a permit which allows the leaseholder on a first come first served basis to park one vehicle in the service road or turning circle. 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. As mentioned above, 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.

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 also a contact number. One parking space behind Flat 34 is reserved (on a first come, first served basis) for any resident entitled to a blue (disabled) badge. Please respect that and in general park considerately. Please also 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.

12. Pets

Pets are not allowed at Brookfield without the written permission of BMFL. This may be given in the form of a licence, issued by our managing agent. Licences 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 the lawns or the paths.

13. Refuse and Recycling

At Brookfield we try as far as possible to make it easy for all residents to manage waste in a responsible way, providing for separate collections of recyclable, non-recyclable, and food waste. It is vital to have everyone's participation as one person putting an item in the wrong bin means Camden 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 9.00 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 9.00 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 on the service road, just beyond Mulberry Cottage in the direction of Highgate West Hill.

13.4. Large household goods and other bulky items can be taken to the recycling centre in Regis Road in Kentish Town (<http://www.wiseuptowaste.org.uk/recycle/reuse-and-recycling-centres/camden-regis-road/>) open Monday to Sunday 8.45 – 4.15 pm, or collected by special arrangement through the Camden web site. 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. Service Charge

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

16. 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 on weekdays.

17. 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.

18. Window boxes

Some residents like to put window boxes on their window ledges. They should ensure that the window boxes are secured to the window sill 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