

GEORGE LEYBOURNE HOUSE

INFORMATION GUIDE FOR TENANTS

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Please note: although reasonable care has been taken to check the contents of this booklet, Entryway Ltd does not take responsibility for loss, injury or damage suffered as a result of information supplied.

1. The Management Company

ENTRYWAY LIMITED

Company No. 3471938; Registered in England & Wales

**Registered Office:
George Leybourne House,
Wellclose Square,
London
E1 8HW**

Entryway Ltd was set up in 1998 by a majority of the lessees, who purchased the freehold of the building. Today, all 56 lessees participate in this. Every owner holds one share in the Company, with the directorship of the company being made up of volunteers from the shareholders.

The current Directors are:

Grant Ambridge
Deb Guise
Elisabeth Mainelli
George Parker-Jervis
Linda Roberts
Lucy Shrapnell-West
Susan Slaughter

Please note that the maintenance of individual flats, together with their equipment and services are the responsibility of owners/tenants and not that of the Concierge or Management Company.

Your landlord or their managing agent should always be your first point of contact for any issues you experience in relation to the building.

2. Website

You will find general information on our website

<http://georgeleybournehouse.com>

3. Concierge

Gary Corney is the George Leybourne House concierge, who coordinates the day-to-day running of the building under the supervision of the management company. Gary's normal working hours are

Monday to Friday from 07:30 hrs to 15:30 hrs

Gary can be contacted during these hours only on his mobile 'phone number **07966 696050**

or by pressing the concierge bell outside the front door, which activates his pager.

4. Key holding

The concierge can hold spare keys to your flat for deliveries (only during the concierge working hours) or for access in the event of a building emergency. Spare keys to flats are locked away securely at all times. We strongly recommend that tenants make use of this facility. Please note that emergency use does not include being locked out of your flat. If you are locked out of your flat outside of the Concierge working hours we cannot assist you. You should arrange to leave a set of keys with a neighbour in case of losing or forgetting your keys.

5. Deliveries

The concierge can take delivery of parcels/goods and allow tradesmen access to flats, but **ONLY** when instructed to do so. In this instance, please ensure that the delivery driver/tradesmen uses the concierge bell and waits for the concierge to return to the front desk.

It is building policy that no items are left outside your door. If the parcel cannot be delivered to you in person, it will be placed in the lockable cupboard in the reception area, and a notification slip will be placed through your letterbox.

Alternatively, if we have a set of your keys you can give written permission for the concierge to place parcels inside your flat.

6. Security

Please do not allow anyone into the building unless they are known to you or can prove they are living here. This also applies to leaflet distributors, please ask them to drop their leaflets through the main letterbox. It would be

appreciated if you could collect any take-away food order at the front door rather than giving delivery staff free access to the building.

Pool alarm

If the pool alarm is activated, it sets off a loud alarm and flashing light from a panel behind the concierge desk, near the fire alarm panel. If you hear/see this alarm, please take the responsibility to check the swimming pool area (including the steam room) and take appropriate action, including contacting emergency services if necessary. Please also inform the concierge and/or a director as soon as possible - phone 07966 696050 during concierge hours or email georgeleybournehouse@gmail.com

CCTV

The building does have CCTV, but this can only act as a deterrent and should not be relied upon to police the building. In the unfortunate event that a break-in occurs in either the building or car park please do not hesitate to inform the police. Please also inform the concierge as soon as possible, as above.

7. Additional or replacement keys & fobs

Additional fobs for the front and back door and keys for the swimming pool are available for a refundable deposit of £25 per key. These can be obtained through the Concierge.

Deposits will only be returned if the fobs and/or keys are returned in a working order.

If you need a fob for the car park please contact your **landlord or their managing agent** in the first instance who will need to give permission for one to be issued to you.

8. Lifts

The lifts are regularly serviced - please treat them with respect. Each door is fitted with a sensor strip which will keep the doors open when the beam is broken by a person or object.

If you are moving in or out, please request the **lift key** from the concierge. This will enable you to lock the lift doors open to assist you and help prevent potential damage to the doors.

9. Car Park

To enter, use your electronic 'FAAC' car park fob (this is different from your front door fob. To exit by car the gates are operated by sensor and will open automatically as you approach without the need to press your fob. Always wait until the gates have fully opened before exiting.

To exit on foot, press your fob or key in a 4-digit number into a keypad that is in the courtyard to the right of the gates. The security code is provided to residents/owners and is changed annually (each January).

Additional key fobs for the car park gate are available for a refundable deposit of £50. These can be obtained through the concierge. Deposits will only be returned if the fobs are returned in a working order.

- Gates

Please do not handle the gates, as they are coated in messy anti-climb paint.

Never accelerate to catch the gates. They are programmed to close automatically after a period. They have a reliable safety mechanism that prompts them to re-open if another car or pedestrian is detected but an accelerating car may not give them enough time to react. The closing action is powerful and as a result could cause substantial damage to any car that tries to pass through while they are still closing.

- Parking Allocation

Each studio and two-bed flat is allocated **one** parking space, and each penthouse **two** parking spaces. These are designated in the lease of the flat and there is also a plan displayed in reception. Please note that the flat numbers and car park space numbers are almost without exception NOT the same. If you are an owner, your space is as stated in your lease. If you are a tenant, please check with your landlord whether your agreement includes the right to park here. If it does not, then you do not.

If you have visitors coming to the building who need a car parking space for a short time, the concierge may know of a space that is temporarily available, but it is your responsibility to check with the owner that you have permission.

Please do not park in a space belonging to another flat without the owner's permission. If someone incorrectly parks in your space, it is your responsibility to deal with the offender.

- Renting out car park spaces

Tenants may NOT rent out their car park space.

- **Car park security**

Please do not leave your car park fob in your car, not even in the glove compartment as unfortunately, we have been targeted by thieves who break into cars to look for fobs to gain easy access to our property.

Apart from the security risk there is a significant cost involved in rectifying the situation to ensure the stolen fob cannot be used. We have to call out a contractor to change the code for the gates' operating mechanism then all residents need to have their fobs reprogrammed.

Please be aware that should you leave your fob in the car and it gets stolen from the car park, Entryway Ltd will, because of the cost and time involved for the company and the inconvenience for everyone, pass on the cost of the call out plus as an administration charge of £50 to such person as the management company deems responsible for the car from which the fob was stolen.

10. Secure bicycle storage

Heavy duty Bikeaway cycle lockers are located in the basement car park area. They are allocated on a first come first served basis. Padlocks & keys are available from the concierge for a deposit of £50. Please note that the lockers have an override mechanism to enable the management company to gain access if necessary.

Bicycles are not permitted to be brought into the building under any circumstances.

11. Balconies

Residents are requested to keep these tidy. The lease places many restrictions on their use and what can be stored on them: in particular, washing lines and bicycles are prohibited. However, a table and chairs are permitted.

12. Rubbish disposal

It is your responsibility to dispose of your own rubbish. Rubbish must be disposed of in the bin shed at the back of the building, which you reach from the basement. Tower Hamlets council encourages recycling. You must use the pink bins in the shed for this. Details on what currently can be recycled are displayed on the bins.

Please bag up the rest of your household waste in the metal bins provided. Don't allow your refuse to sit in your flat for long periods as this encourages vermin.

In particular, do not leave rubbish in the corridors. Entryway Ltd may charge you for its removal if you do.

Large items such as beds/ mattresses/ furniture etc **are not** to be left in the bin shed or car park. The dustmen will not remove these. However, removal of these items can be arranged with Tower Hamlets council (see Item 21 - Useful Information).

13. Drains

The Management Company ensures the main drains are cleared on a regular basis, but blockages can build up without warning and we depend on your co-operation. Please **do not** dispose of sanitary towels or wet wipes down the toilet or household fat or grease down sinks as these are the most common causes for blocked drains. Please dispose of these items with your household rubbish.

14. Water and electricity supply

The **main water stopcock** is in the service duct cupboard **outside** each flat (the panel is screwed on using flat blade screws so you may want to leave these half-screwed in case of emergency).

For your water tank (in the wardrobe/airing cupboard), the stopcock is on the tank feed pipe.

For the kitchen sink, the stopcock is near the floor at the back of the cupboard

The electrical supply and power breakers can be found for each flat in the cupboards located **outside** in the corridors. Each resident should have their own FB2 key which opens these doors. The concierge holds spare keys (on sale for £5) or from the local locksmith (see contact details on p 10/11).

15. Satellite television

At George Leybourne House, we have installed a communal satellite system and every flat has already been wired to give access to that system. Individual satellite dishes are against the terms of the lease so if you want to access satellite television you will need to activate your flat with a Sky contract. Please do not tamper with the satellite socket or wires leading to the socket. Any damage is your responsibility.

16. Broadband

We have 1Gb (1000Mb) full fibre broadband provided by Hyperoptic. If you wish to connect to this service please contact the company directly at hyperoptic.com or call 0333 332 111. If you are renting your flat and it does not already have a HyperHub router installed please ensure you obtain permission for the installation from your landlord.

17. Noise & disorderly behaviour

Residents are asked to show consideration for others in the block. We have little trouble from noise, and we hope everyone will continue to be sensible with sound levels of TV and stereo equipment. The lease for all flats stipulates no excessive noise between the hours of 11pm and 9am. This is particularly important in the pool area.

Disorderly behaviour is not acceptable anywhere within George Leybourne House including the pool area where the risk of injury is increased. Anyone who witnesses or receives a report of such behaviour is encouraged to inform the concierge immediately. The concierge will ask those being disorderly to conduct themselves in a more appropriate manner and the event will be formally documented. Further events of disorderly behaviour will be reported to the Management Company, who will decide on the appropriate action. Any criminal behaviour will be reported to the Police.

- **Anti-social behaviour in Wellclose Square neighbourhood**

Please note that the London Borough of Tower Hamlets works with police and other partners to deal with the range of ASB issues including drugs. If you experience or witness any anti-social behaviour in the surrounding neighbourhood you can report this https://forms.towerhamlets.gov.uk/service/report_anti_social_behaviour

However the police are the lead in relation to drugs matters. The dealing and supply of drugs is a serious criminal offence and needs to be reported to the police. You can either report this to the police on the 101 number or your local police team by visiting the Tower Hamlets Neighbourhood Policing teams page or Crimestoppers on 0800 555 111.

18. Pets

Under the terms of the lease for each flat, no pets may be kept in the flats without the consent of the management company. If you wish to request permission you must contact your landlord or their managing agent who will contact us on your behalf.

19. Swimming pool & steam room

These facilities are only for the use of the owners or their tenants. An owner/tenant may allow a maximum of 2 visitors at a time to use the facilities and must accompany their visitors.

- **Opening times**

The pool area is normally accessible between the hours of 07.00 – 22.00

These facilities may be closed at short notice due to maintenance work or cleaning.

- **Pool safety**

The area is lit by two switches at the top of the stairs to your left as you enter. Please turn the lights off if you are the last to leave.

The pool facilities are not supervised, and use of these is entirely at your own risk:

- A red button for emergencies is situated at the bottom of the stairs. Activating this sets off a loud alarm (with flashing light) in reception.
- Please acquaint yourself with the fire exits, one of which is through the plant room at the far end of the pool hall. To use this exit you will need to break the ceramic tube holding the lock in place.
- We recommend two adults accompany children under the age of fourteen, and advise no one swim alone.

In the interest of your own safety and to avoid disturbing other residents, please comply with the following rules:

- No food and drink, especially alcohol, to be taken in to the pool area
- No smoking
- No music
- No diving or jumping into the pool
- No outdoor shoes around the pool area

Disorderly behaviour is not acceptable within the pool area. If any such behaviour is reported to the Directors of Entryway Limited they may withdraw the right of access to the facility.

20. Useful contacts & services

Tower Hamlets Borough Council

- HQ: Mulberry Place, E14 2BG, (near East India DLR station)

<http://www.towerhamlets.gov.uk/>

- Bulky refuse for collection.

http://www.towerhamlets.gov.uk/lgnl/environment_and_planning/recycling_and_waste/recycling_and_waste_at_home/large_items.aspx

Each household is entitled to two free collections per year. To book your collection please call Tower Hamlets Streetline Team on 020 7364 5004.

- Anti-social behaviour

https://www.towerhamlets.gov.uk/lgnl/community_and_living/community_safety_crime_preve/anti-social_behaviour/anti-social_behaviour.aspx

- Stepney & Wapping One Stop Shop, 260 Commercial Road, E1 2FB.

Police

Police ask you to call **999** to report a crime happening or if someone is in danger; call **101** to report a crime if it has already happened (ie if someone broke in while you were away).

George Leybourne House is in the Metropolitan Police area.

The main police station in this district is **Limehouse**, 29 West India Dock Rd, E14. Please see website for opening hours

<http://content.met.police.uk/PoliceStation/limehouse>

Although **Bishopsgate** police station (opposite Liverpool St rail station) is in the City of London Police area, it is open 24 hours and can take reports of crimes and assist in the event of emergencies.

Health

Call **111** for NHS non-emergency enquiries

1. **Hospital/Accident & Emergency:**

Royal London Hospital, Whitechapel Rd, E1 1BB (opp Whitechapel tube station). 020 7377 7000

2. **Walk-in centre.** The Barkantine Practice operates a walk-in centre, 08.00

– 20.00 7 days per week

121 Westferry Road, London E14 8JH

<http://www.barkantine.nhs.uk/>

3. **NHS Surgeries.** You can search for local services at <https://www.nhs.uk/service-search/>
4. **Pharmacies:**
Sai Chemist - 56 Hessel St. E1 2LP
Chapel Pharmacy - 139 Cannon Street Road, E1 2LX
DMB Pharmacy - 4 Watney Market, E1 2PR
5. **Dentists:** You can search for local services at <https://www.nhs.uk/service-search/>
Emergency Dental Service: 020 7377 7151