

FREQUENTLY ASKED QUESTIONS (*last updated December 2012*)

**Ochre Yards Three Management Company in partnership with
Fairway Court Community Association**

**Fletcher Road, Greenesfield,
Gateshead, Tyne & Wear NE8 2AY**

Contact us via:

the website <http://fairwaycourt.btck.co.uk/>
email: fairway.court@yahoo.co.uk

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Bikes

Q. Where can I lock my bike?

There are 22 ‘first come-first served’ bike racks in the basement garage, and a further 8 in the courtyard car park. 2 fobs to operate the roller shutter door to the basement garage were allocated to each apartment to enable all residents/tenants to access the bike racks.

The racks in the courtyard enable visitors/residents living in Fairway Court to securely store their bike(s) for the duration of their visit.

The bike racks were installed to reduce the wear and tear on the carpeted communal areas, avoid wheel marks on the tiles, reduce the risk of damage to the paintwork; and provide lockable secure storage for bikes/motorbikes. However, if you do feel the need to bring your bike into your apartment and this has been agreed with your landlord if you are a tenant, then please ensure you do not leave any wheel marks on the tiling or in the lifts etc and do not damage the paintwork in the communal areas.

The installation of CCTV has now made the bike racks/garage a more secure area for the future.

We can also report that in the bigger picture Fairway Court has a better record on bike thefts than any other residential building in Ochre Yards. (*based upon 2012 Police Records*)

Binstores

Q. Where do I put my rubbish?

Please bag all your rubbish and place it in one of the skips located in the covered binstores in the courtyard car park.

If your rubbish bag leaks enroute from your apartment to the binstore, please consider your neighbours, and clean up the stains/drips.

Please aim to recycle where possible.

Bin day is usually Wednesday for Recycling rubbish and Thursday for general household rubbish, but this changes at Bank Holiday/Christmas and New Year.

Please be considerate :

1. Don't overfill the skips. Gateshead Council may refuse to empty skips when the lid will not close;
2. Don't leave rubbish on the binstore floor. This attracts rats and vermin;
3. Don't put unflattened boxes in the skips. Flatten them, tear them up, dismantle them;
4. **Don't put cardboard in the paper recycling wheelie bin. The recycling firm only takes paper, not cardboard;**
5. Don't park in front of the binstore doors. Access is required 24/7.
6. Don't leave larger items like carpets, microwaves, computer desks, standard lamps, garden furniture, ironing boards in the skips. Please take them to the recycling site at Springwell Road, Wrekenton NE9 7XW or Cowen Road, Blaydon, NE21 5TW.

Contact Numbers

Q Who do I contact if I have a concern?

If you are a Tenant you should contact your Landlord or Letting Agency to report any issues of concern to do with your apartment. It is their responsibility to contact Gentoo, not yours.

If you are an Owner- occupier (Resident) or Landlord you should contact Gentoo on 0191 525 5000 or email them at leaseholdmanagement@gentoogroup.com

Anyone living at Fairway Court who is troubled by noisy neighbours, especially in the early hours or if you suspect that a crime is being committed – should call 999 immediately.

We have a good relationship with the Local Area Police team who are very efficient at dealing with any reports to them.

Drug use and abuse

Q. What do I do if I suspect drug use at Fairway Court?

Fairway Court Management Committee will report to the Police any knowledge of drug use or supply taking place on Fairway Court premises. You should also be aware that –

If one person uses cannabis with the knowledge of others, then the co-tenants could also be prosecuted for allowing the premises to be used for smoking cannabis.

"Knowing" that drugs are being used, supplied or produced on premises mean deliberately or recklessly disregarding the obvious.

Supply of drugs, or "trafficking" is a serious offence. It does not necessarily mean large scale dealing for profit. Simply handing certain controlled drugs to another person can count as supply, and may attract heavy penalties.

Where a person has left drugs with a friend for safekeeping, anticipating that they be handed back on demand, the friend looking after the drugs is guilty of supply if the drugs are handed back, or they intend to hand them back. (Maginnis 1987)

- Any suspicion of drug use on Fairway Court premises WILL be investigated. Call the police or contact the Fairway Court Directors (<http://fairwaycourt.btck.co.uk/>) if you suspect Drug use/abuse at Fairway Court.

Electricity meters

Q. How can I get a meter reading?

The meters are housed in locked rooms adjacent to the mail rooms. These rooms also contain apparatus relating to elevators, fire equipment, and satellite television reception.

Access to these rooms is strictly restricted to Gentoo personnel and specific OY3 directors. Nobody else, regardless of status, may access these rooms.

The meters cannot be adapted or converted to 'pay as you go'.

The power companies employ meter reading firms to attend on a regular basis.

These firms arrange a mutually convenient time with Gentoo to attend.

Gentoo also read the meters at the end of each calendar month - If you want this monthly reading or you require a reading before moving on please contact us via the website <http://fairwaycourt.btck.co.uk/>
If your electricity supplier is Scottishpower, and you have a touchtone telephone, you can ring their automated meter reading line on Freephone 0800 027 8000

Extractor Fans

Q. The extractor fan doesn't seem to work, what should I do?

The extractor fans installed in the apartments require an annual service. We are aware that some apartments experience problems with these fans. The fans operate on a system whereby they are on a constant slow (trickle) feed. In some of the larger flats they incorporate an override feature, which kicks in as the lights in the room are activated, or in some cases when a boost button is pushed. This particular model is now obsolete. In several apartments the extractor has stopped working. We presume that many, if not all, residents were unaware of this and therefore have not had their extractor fans annually serviced. Consequently the control units have burnt out, and require replacement. You can find out more by contacting Nuaire 01204 537 864

Fairway Court Community Association

Q. What is Fairway Court Community Association and who are the Trustees?

Fairway Court Community Association was established in June 2008 during the National Volunteers Week to both demonstrate the power of volunteering and also to tackle a project in our community aimed at enhancing the gardens around Fairway Court and building a stronger community spirit.

A Board of Trustees was formally established and with the support of local councillors, residents and tenants a Constitution was developed and adopted during June 2008. This enabled the Association to apply for grant aid to support the Growing Together Project.

The Trustees were successful in raising funds from Awards for All, SITA Trust, Age Concern, B & Q, O2, Gateshead Council for Voluntary Services and Scene Group along with donations from a number of kind residents and various agencies.

The projects success has helped to keep costs down as well as ensure Fairway Court is a friendly, safe and secure community.

Fairway Court welcomes all volunteers and new trustees regardless of whether you are a landlord, resident or tenant. If you care about Fairway Court and want to help, please contact Linda Wood-Mitchell to find out how you can help (linda.wm23@btinternet.com) or visit the website and leave a message <http://fairwaycourt.btck.co.uk/>

Fletcher Road - One way road system

Q. What's happening on Fletcher Road?

There are two 'No Entry' signs warning motorists not to drive from Hudson Street onto Fletcher Road. Ignoring these signs runs the risk of a head-on collision with traffic emerging from Ochre Yards, as well as six points on your licence (3 per 'No Entry' sign), and a substantial fine.

Gateshead police have and do actively monitor this area, resulting in several successful prosecutions. Gentoo, Fairway Court Community Association and OY3 fully support the police in their actions, and will report, without exception, any vehicle ignoring the 'No Entry' signs.

Fletcher Road - Parking

Q. What happening on Fletcher Road with the parking?

OY3 actively pursued Gateshead Borough Council for a solution to the chronic problem of non-residents parking on Fletcher Road, and the Ochre Yards development generally; Directors wrote several letters and emails; lobbied both our councillor and MP; and received the below response in April 2010 - we continued to lobby till action was taken.

Dear Sir,

I have been forwarded your recent letter to the Chief Executive and I have been requested to respond to Item 3.

There are currently no intentions to introduce any form of waiting restrictions within the development. I appreciate that after the introduction of waiting restrictions on High Level Road there was a significant migration of parked vehicles into Ochre Yards and that the developer introduced a security presence until the highways were adopted by the local authority – Phase 1 of the development is now adopted.

Prior to the adoption there was contact between this office and residents of Ochre Yards and it was stated that the Council would consider the introduction of some form of waiting restriction following adoption, should the level of vehicle parking give rise to concern. The two options available to us are:

- 1 A conventional waiting limit on the adopted highway which would prevent both residents and commuters from parking on the section of highway in question.*
- 2) A Resident's Only scheme which would provide residents with a permit to display and consequently prohibit commuters from parking in the area.*

Following the adoption I have visited the location on a number of occasions and it is apparent that the level of commuter parking has significantly reduced – the two areas that appear to attract motorists are the south side of the carriageway alongside the proposed "Point" development and also the exit from Fletcher Road prior to the railway bridge.

*Of these two locations the area fronting the "Point" does not give cause for concern as there is adequate road width available, even allowing for parking. I have noted previously that vehicles are being parked partly on the footway at the second location. **In the absence of waiting restrictions the police can take action against this obstruction of the footway.***

On one of my visits I was accompanied by the officer who carries out the initial assessment for the introduction of a Resident's Parking scheme. The decision was made that the area would be unlikely to satisfy the necessary requirements for such a scheme.

In general requests for such schemes fall within one of four categories:

- Residential amenity affected by commuter parking (all day)*
- Residential amenity affected on a regular basis for short periods by influx of traffic (e.g. traffic associated with schools, parks, etc.)*
- Insufficient kerbside space in residential area*
- Certain streets under more 'parking' pressure than neighbouring streets.*

Whilst the desire by residents for permit parking can, in many cases, be fully understood, the difficulties in enforcing such restrictions cannot be ignored. Enforcement of waiting restrictions on the highway is the responsibility of Gateshead Council. Obviously there are many other demands on officer's time and at certain times of the day inappropriate parking will not necessarily be high on the list of priorities for immediate action. The result in areas of high pressure has been found to be friction and deterioration in relationships between the Council and residents and motorists alike.

After a lengthy consultation process the Council's Cabinet approved the establishment of a new Residents Parking Policy. The principles of the revised policy are as follows: -

- New schemes should only be considered where requested by residents or Members on residents' behalf.*

- Schemes will only tend to operate Monday – Friday 9am – 6pm.
- The introduction of a new scheme should only be considered where 85% of the kerbside parking capacity is being used and the proportion of non-residents' car parking is greater than 30%.
- A scheme would not be introduced unless it has the support of at least 50% of the households/businesses within the proposed zone/street.
- Surveys will be used to determine the nature of the problem and the appropriate period of restriction applied accordingly.
- It is considered necessary to introduce an annual residents charge (initially set at £15 per annum) to ensure that an expanded and enhanced scheme can be sustained.

There are specific instances where residents in a number of streets seek to park regularly in another street because of its perceived favourable location. The activity may be deemed to be of significant detriment to the residents of the favoured street. Feelings can run high and ongoing debates can become acrimonious. The times of most conflict will usually be weekday evenings and at weekends. Problems of this type unfortunately set resident against resident and any 'solution' is likely to increase tensions within communities and create significant enforcement difficulties at demanding times. Schemes will therefore not be considered in these instances.

Observations have shown that the third point above would unlikely be satisfied. A Resident's Parking Scheme would normally apply to a zone and not just one section of carriageway.

I hope that the above answers your query, but should you have any questions please contact me further.

Tom Hall (Traffic Engineer)

Transport & Highways Service, Gateshead Council, Civic Centre, Regent Street,
Gateshead NE8 1HH

☐ Direct Line: (0191) 433 3104

☐ Fax. No: (0191) 477 1170

☐ tomdhall@gateshead.gov.uk

This situation has changed and will change again during 2012/13

Gateshead Council (GMBC) have introduced a 'no waiting at any time' restriction on the northern side of Fletcher Road, and a small portion of the southern side. These measures leave the northern side of Fletcher Road clear of parked vehicles, thus removing the excuse for vehicles to be parked, wholly or partially, on the footpath situated on the southern half of Fletcher Road.

Drivers parking their vehicles in this way may be liable to prosecution.

Again this will be rigorously enforced by GMBC traffic management & Gateshead police.

A police camera is situated at the Hudson Street & Fletcher Road junction.

Drivers ignoring the 'no entry' signage at this location will be prosecuted.

Gateshead police have asked that residents who witness drivers ignoring the 'no entry' signs contact them with details of the vehicles and the date/time of the incident.

Taxi firms, delivery companies, and other affected commercial interests are aware.

Residents please be aware of the new restrictions, and tell any drivers who may visit you of the above measures. 'Buy to let' landlords and managing agents, please inform your tenants, employees, cleaners, repair workers, etc. There will be no exceptions to the above measures.

There are 'private parking' signs prominently displayed in our courtyard car park.

If the new restrictions result in commuters parking in our courtyard, or even allocated car park spaces, may we suggest a note is affixed to the vehicle in question asking the driver not to park there again.

Please exercise your right to contact Gateshead Council if you are aware of vehicles obstructing the pavement. Please ensure that you have the make, model, colour, registration number and precise location of the vehicle before contacting them.

During 2012 the parking on Fletcher Road is to be looked at again. Please watch out for any consultation opportunities.

Key Fobs for the garage

Q. How can I get a replacement key fob

All owners received one or two key fobs to the underground car park for both access to cars and bike storage. Those owners who do not have a car do nevertheless have fobs (if they bought 2) so that they can access the bike storage. Landlords may have also passed on their fobs to their tenants. Eventually the battery in the fobs will run down and will need replacing. You can do this yourself if you are careful not to damage the circuit.

On some occasions the key fob will need replacing or perhaps you just need an extra one. You can purchase a key fob via Gentoo – leaseholdmanagement@gentoogroup.com or tel 0191 525 5000 these can cost in the region of £40 (including VAT) and as such landlord may have asked tenants for a bond in case a fob gets lost and needs replacing through the fault of the tenant.

Landlords – if your tenant loses a key fob and is leaving Fairway Court with no forwarding address, you must inform Gentoo as obviously this becomes a security issue for us all.

If a larger number of key fobs are ordered at the same time we can get a reduction on the programming costs, so the more notice you can give us the better.

Lifts

Q. Why isn't the lift working?

The following statement is lifted directly from an email received from the company who maintain, service and repair our lifts:

"The lift was out of order from the previous weekend due to the doors being blocked. The lift shuts down following the doors continually trying to close to protect the equipment. I checked with the technical people and this parameter cannot be changed. It is set to operate after sensing the doors being blocked 10 times and then shuts down to prevent damage to the door motor. This happens if the door is physically held or blocked with boxes etc."

We accept the constraint on the closing mechanism is inconvenient, but ask that the doors are NOT blocked, as each time the cost of repairing the lifts can run into several hundreds of pounds, and some of your neighbours experience severe mobility issues when forced to use the stairs. If you are seen blocking a lift door which subsequently jams and requires the company to come out and repair it – you WILL be charged for the repair.

If you spot that the lift isn't working, please report this immediately to Gentoo 0191 525 5000

Mailbox Keys

Q. How can I get a replacement mailbox key?

In each mailbox there is a unique four digit reference number and a telephone number (**01922 452 111**). Make note of your unique reference number. You can then ring the company for a replacement key, if you lose it.

Noise

Q. What do I do about my noisy neighbours?

Living in shared accommodation requires mutual respect for your neighbours. Whilst you may enjoy your music etc, your neighbours may not want to share the experience. Please ensure that your entertainment is confined to your apartment and can't be heard outside of it. We have an excellent relationship with the Police and with our landlords, so, should you choose to ignore our request you may find yourself receiving a visit from the Police.

If you are a victim of noise abuse, call the Police immediately on 999 and also report it on our website <http://fairwaycourt.btck.co.uk/>

Notice Boards

Q. I want to put a business card on the notice board – can I do this?

The three notice boards located in the post rooms are for the benefit of the residents of Fairway Court. Any commercial cards will be removed unless the company has sought permission from OY3 and has recommendations of good work.

A donation of £25 to the Fairway Court Community Association, for the purchase of plants for our gardens, will usually secure some space on our notice-boards if you have been recommended by a resident. Please contact Linda Wood-Mitchell at linda.wm23@btinternet.com to discuss further.

Ochre Yards Three Management Company Limited (OY3)

Q. What is OY3?

- is "a company formed with the object of maintaining the common parts and amenity land". See below for more info on the 'dormant' status of the Company. All first named leaseholders are members of OY3. Some leaseholders volunteered to have greater involvement in OY3 by becoming Directors. OY3 does not have a constitution but whenever OY3 is referred to, the term includes all leaseholders. Please see the Fairway Court website for more information <http://fairwaycourt.btck.co.uk/> OY3 works in partnership with Fairway Court Community Association and Gentoo, (contacts - Brett Nicholson or Alison Dent - Tel 0191 5255000)

We advise that all residents and tenants via your landlord provide Gentoo with an emergency contact number and email address.

To contact any of the Directors of OY3, we ask that you use email: fairway.court@yahoo.co.uk to contact us, or residents and tenants can leave a message on the website <http://fairwaycourt.btck.co.uk/>. Please note that it remains the responsibility of the buy to let landlords to inform and assist their tenants as required – this is not a responsibility of OY3 although we do our best to help where we can.

OY3 and Gentoo liaise primarily only with leaseholders.

Ochre Yards Three Management Company Ltd – Dormant Status

Q. What is the status of OY3?

When an apartment is sold, the purchaser's solicitors may ask why the management company is registered at Companies House as 'dormant' and why accounts are produced. When OY3 was handed over to the leaseholders in 2006 we asked the then Company Secretary, a solicitor at Watson Burton, for a definitive statement and were told:

"During each and every financial year the Company does not trade; there is no income or expenditure; and therefore no change in the Company's position arises.

The Company is dormant within the meaning of the Companies Act 1985 throughout each and every financial year."

This response should satisfy such enquiry.

Pets

Q. Can I keep a pet in my apartment?

The lease requires leaseholders to covenant:

"Not to keep on the Demised Premises any bird, dog or other animal" Please remember that some residents relied upon this condition when deciding to live at Fairway Court. However we are very aware that your visitors may have pets and the occasional visiting dog is not a problem as long as they do not foul the area, create any noise or overstay their welcome. Any complaints about pets will be investigated.

Plumbing

Q. What should I do if I think there is a leak?

Leaseholders and tenants are reminded of their responsibility to have the plumbing connections to washing machines, dishwashers, taps, cisterns, baths, showers, etc regularly checked. Tenants should ask their landlord when the plumbing was last checked in their apartment.

Previous instances where the aforementioned leaked, caused devastating damage on more than one occasion, and caused a massive increase in insurance premiums.

Claims arising from damage caused by leaks from the aforementioned will NOT now be accepted under the communal building insurance policy.

If you think you have a leak, tenants should contact their landlord to arrange a plumber immediately – do not waste time.

POLICE - Community Police Officer and Neighbourhood Watch

Q. Who are the Neighbourhood Beat Officers?

Fairway Court Community Association, OY3 and Gentoo have an excellent relationship with Gateshead police, in particular our current Neighbourhood Beat Officers, **PC 6811 Graeme Pharoah** and **PC 8257 Julia Lucas**.

We work closely with the police to ensure that Fairway Court is a safe, secure, friendly, environment to live regardless of age, ethnicity, gender, sexuality, etc. Abusive, offensive, racist, sexist behaviour is not tolerated here. Individuals displaying unacceptable behaviour will be asked to conform or leave. Excessive noise at any time of day, drug taking/dealing, illegal practices will be dealt with swiftly and seriously.

Gateshead police regularly patrol the area in both cars and on bicycles and can rely upon our full and active support. We're confident that the regular presence of uniformed officers and marked police vehicles in the vicinity of our homes reassures our law-abiding residents.

The police advise that items such as sat-nav (including the cradle), mobile phones, handbags, laptop PC's, and other items of interest to opportunist thieves are not left on display in your vehicle. Ideally you should remove them from the vehicle, or at least put them out of sight. Lock it or lose it!

We have a limited stock of ultra violet marker pens that Gateshead Police Crime Prevention kindly supplied. Apartment no and post code, somewhere on the item, will assist identification, and possible return of stolen items. Contact us via the website <http://fairwaycourt.btck.co.uk/> us for a pen.

The telephone number for **Northumbria police** is **0191 454 7555**.

Security/CCTV

Q. What security is in place at Fairway Court?

Due to a number of cycle thefts from the garage and from balconies, Ochre Yards 3 Directors decided to install CCTV to improve the security in the garage and courtyard area.

Additionally the secure code entry system is frequently changed and everyone living here should be aware:

Do not to let strangers in – if they live here they have the code, so close the door behind you unless you know that they do live here.

Do not give anyone the code if they do not live here.

Call the police if you see anyone suspicious hanging around.

If you live in Fairway Court you will always be informed of the code change.

SKY reception

Q. Why is my SKY reception not too good?

All the apartments at Fairway Court should be able to receive SKY transmissions via the communal satellite dish. Unfortunately Bellway added an extra floor when they built Cameronian Square thereby reducing the capability of the receiving equipment. The equipment has been 'boosted' to its maximum receiving capability. Further enhancement is not possible. However since the changeover many residents have reported an improved service.

If you have SKY installed, you may nevertheless experience poor reception, and possibly be unable to receive some stations. A Freeview box may be an acceptable alternative. Sorry, but don't blame us, blame Bellway/Tolent!

Please also be aware that we do not allow Satellite dishes to be fixed to balconies.

Smoking

Q. What are the rules around NO Smoking at Fairway Court?

"What kind of premises does the smoking ban affect? Virtually all enclosed public places and workplaces must be smoke-free environments, including offices, factories, shops, pubs, bars, restaurants, membership clubs, public transport and work vehicles that are used by more than one person.

What are the responsibilities of a manager of premises that come under the new rules?

The manager must implement appropriate procedures to ensure that employees and others who access the premises do not smoke there from 1 July 2007. These procedures must be in place and communicated to the workforce and visitors alike. The manager is under a duty to ensure that compliant no-smoking signs are displayed.

What if people ignore the ban and the signs? It will be a valid defence if you have taken reasonable steps to prevent people smoking, you did not know or could reasonably be expected to know that someone was smoking or can show other grounds why it was reasonable not to fulfil your duty.

What are the punishments under the new law? It is an offence for anyone who controls or manages smoke-free premises to fail to stop people smoking on them and you could be fined for failing to enforce the ban.

What must the manager do to comply with the ban? Identify all areas where smoking will constitute an offence, display 'no smoking' signs and take reasonable steps to ensure that staff, customers and visitors are made aware that the premises are legally required to be smoke-free from 1 July 2007 and ensure that staff and customers know where they can smoke if they choose to."

(Author: Russell Hewitson, Consultant (RussellH@bhplaw.co.uk) a property consultant with Blackett Hart & Pratt LLP Solicitors who can be contacted on 0191-221 0898.)

At Fairway Court, NO SMOKING applies to the: underground garage, top car park, front walkways, rear public patio area, lifts and communal entrances and passageways. The prominently displayed 'no smoking' signage fulfils the legal obligations required of OY3. Legal action, if appropriate, will be against the individual(s) failing to comply with the law, not OY3.

It would be helpful, and appreciated, if smokers didn't use any entrances or garden areas as ashtrays which give a very poor impression to any visitors, as well being unpleasant for the rest of us having to walk through other peoples smoking litter. The cost of removal of cigarette debris and additional cleaning of the public areas will be added to the service charge, resulting in higher bills and rents for everyone.

Water feeder tanks

Q. Why do I need to check the water feeder tank and where is it?

Several residents experienced problems with the domestic water heating system. One simple, but essential check that must be regularly undertaken to obtain optimum performance is to ensure the grey plastic tank on top of the boiler equipment is topped up with water. The tanks are easily accessible. Landlords and letting agents are urged to tell tenants about this task.

Water Heating System

Q. Who do I contact about the water heating system?

The system installed in Fairway Court is 'Pulsacoil'.

Should the water heating system fail please contact Gledhill Response 0844 5679 898

Water Heater Timer

Q. Can I have a timer fitted to the water heating system?

Yes, enquire from any local electrician about installing a timer on the water heating system. You will find it may cut your electricity costs. Ask your landlord first though, if you are a tenant.

Water supply – testing of temperature

Q. Why does the water temperature have to be tested?

Multi-occupation buildings using a communal domestic water supply are subject to regulations related to testing for legionella, the bacteria which contributes to legionnaires disease. The hot water must reach 50 degrees Celsius after no less than one minute; the cold water must reach less than 20 degrees Celsius after no less than two minutes.

Some OY3 directors/residents are trained to effect such tests, and do so from time to time. We try to effect these tests at mutually convenient times.

Please consider allowing the tests to be effected on the domestic water supply to your apartment. Contact us via the website <http://fairwaycourt.btck.co.uk/> or contact Linda Wood-Mitchell on linda.wm23@btinternet.com to request a test in your apartment.

Website

Q. What is the website address for Fairway Court?

For more information about Fairway Court or to contact us please visit the website <http://fairwaycourt.btck.co.uk/>

Window cleaning arrangements

Q. When are the windows cleaned?

Clause 5.22 of Fairway Court leases state:

The Tenant covenants with the Landlord and covenants separately with the Management Company and each and every other tenant of premises forming part of the Buildings; To clean at least once each month the interior and exterior surfaces of the windows of the Demised Premises.

This means the leaseholder and/or their tenant is responsible for the monthly cleaning of the windows in the apartment(s) both inside and out.

The Fourth Schedule (Services to be provided and obligations to be discharged by the Management Company) Clause 6.2 states:

So often as the Management Company shall reasonably deem practicable and reasonably necessary to clean the surfaces of the windows of the Common Parts

This means the windows that don't form part of an apartment. The cost of this cleaning is included within the annual service charge. Ochre Yards 3 Management Company Limited (OY3), and their appointed leasehold management company Gentoo, are therefore only required to organise the cleaning of the windows in the 'common parts'. As part of the negotiations for the contract for the window cleaning, Gentoo secured an agreement by the cleaning service to include, at no extra cost, cleaning of the glass only accessible from the balcony of the apartment. This includes the exterior of apartment windows, doors and the internal glass panelling of the balcony. This will only be carried out where access is allowed to the balcony through the apartment on the day. This is an additional service for which we are not charged. The window cleaning firm usually attend on the last working Thursday of the month and will not return at a later time or date.

FUTURE UPDATES

If you have any information which you feel would be useful to residents and tenants please let Linda know and she will add your information onto this page:

linda.wm23@btinternet.com

Last updated October 2012