

Nov 2016

2nd Edition



INFORMATION PACK FOR RESIDENTS

WELCOME TO THE OLD HOSPITAL

Church Street (Maidstone) Management Company Limited (CSMC Ltd) would like to welcome you to the Old Hospital Maidstone. In this pack, you will find all sorts of useful information and contacts to help you settle in to your new home.

Information Pack for Residents

The Old Hospital Maidstone

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WELCOME

Church Street (Maidstone) Management Company Limited (CSMC Ltd) would like to welcome you to the Old Hospital Maidstone. In this pack, you will find useful information and contacts to help you settle in to your new home.

The Old Hospital is made up of 77 one and two bedroom apartments and is right in the heart of Maidstone. You are within a 10 minute walk to three train stations, (Maidstone East, Maidstone West, Maidstone Barracks), supermarkets, shops, doctors, dentists and restaurants.

The Old Hospital is a quiet gated community with over 100 residents, and we hope that you enjoy living here.

CONTACT DETAILS FOR CSMC LTD

Email: office@theoldhospitalmaidstone.co.uk

Phone: 01622 61 61 81

Website: www.theoldhospitalmaidstone.co.uk

Registered Address: Victoria Court, 17-21 Ashford Road, Maidstone, Kent, ME14 5FA

Other important contact details can be found on the last page.

ABOUT CHURCH STREET (MAIDSTONE) MANAGEMENT COMPANY (CSMC LTD)

CSMC Ltd is the Management Company who manages the Old Hospital complex on behalf of Higgins Homes plc. CSMC is made up of a Board of Directors who own properties within the Old Hospital, some of whom live on site. The current Directors are Paul Peacock (Chairman), Fergus Poncia (Company Secretary), Olga D'Silva, Peter Stock, Kristie Smith and *Kate Holland (*until 31.12.16). David Berry and Jonathan Castle will join as Directors on 1st January 2017.

The Directors meet on a bi-monthly basis to discuss key issues arising on the site. Minutes of meetings are taken and signed off at the following Director Meeting and the agenda is uploaded onto our company website: www.theoldhospitalmaidstone.co.uk We also hold an Annual General Meeting in early November or December, which all residents and landlords are invited to attend.

CSMC are here to ensure the Old Hospital Maidstone is properly maintained and to assist residents. As the Directors of CSMC are property owners, they have a vested interest in ensuring the estate is managed to a high standard, and in the most cost effective way possible.

Most information you will require can be found on our website: www.theoldhospitalmaidstone.co.uk, however you can contact CSMC if you notice any damage to the communal areas, if you need replacement fobs for the front door or front gate, for example, or if you have any queries about your service charge. If you have any queries re parking, if you wish to make a complaint or if you have tenants or you are a tenant moving in or out and you need to update contact details, or indeed any matter that you feel would need our assistance, then please contact CSMC also.

CSMC can be contacted via our website, email or by phone. You can leave messages on the answer phone and these will be emailed to the CSMC inbox. Please note that as this is a **self managed estate**, and whilst the email inbox is checked on a daily basis, the inbox and phone are not monitored all day every day, and we will endeavour to respond to your query as soon as we can.

HIGGINS HOMES PLC

Higgins Homes are the developers of the complex and the Freeholders. They own the buildings and the land, and all owners of properties are Leaseholders. Higgins Homes instruct a company called Land Commercial Surveyors for the collection of ground rent and buildings insurance. If you have any queries relating to the Property Lease, property defects or if you would like permission to alter your property internally or externally, please contact Higgins Homes plc directly (contact details on last page). They should also be contacted if any building defects come to light whilst you are living in your property. Please also copy CSMC into any correspondence you have with Higgins Homes with regard to buildings defects. Please note the NHBC (National House Building Council) guarantee is valid for 10 years – please refer to your policy, if you are the owner.

KEEPING CONTACT DETAILS UP TO DATE & DATA PROTECTION

It is important that CSMC have an up to date list of all residents' details – that includes landlords and tenants. We therefore request that you please email us as soon as possible with your updated contact details, as well as those of your tenants, if applicable. Should your tenants change or if you move out or sell your property, we would request that you keep us updated. Your contact details are purely for the use of CSMC to inform you of important information, emergencies, general information, news and events, and when we remind you of service charge payments. Contact details will not be passed onto third parties without your consent.

Data Protection Statement:

We will use your details to respond to any queries you send to us, provide you with information regarding CSMC and enable us to carry out our property management activities. We are registered with the Information Commissioner's Office, reference A8017283. Further information can be provided on written request.

SERVICE CHARGE

All owners, (which means a landlord in the case of a tenant), have a property within a managed estate, and a service charge is payable to CSMC bi-annually to cover the costs of the maintenance and upkeep of the estate. Some of the main items the service charge goes towards are communal electricity for internal and external areas (including electricity for water pumps and the upkeep of the water pumps, cleaning of communal areas, repairs, gardening, and painting & decorating), as well as a small remuneration to the Directors for managing the estate.

Owners will receive an invoice for the service charge in the post and/or by email every January for the period 1st January to 30th June and the period 1st July to 31st December. This should be paid within 30 days, so that CSMC have suitable funds to run the estate – any invoices not paid within the 30 days will be subject to a £20 late payment surcharge for every month it is late. It is important that the service charge is paid in a timely manner, so that CSMC can continue to run the estate to a high standard.

The service charge for owners (NB not tenants with landlords), can be paid via cheque, BACS and internet transfer – currently we cannot accept debit or credit card payments.

COLLECTION OF GROUND RENT & BUILDINGS INSURANCE

As detailed in the owner's Leasehold Agreement with Higgins Homes plc, owners are also liable to pay ground rent and buildings insurance. Currently, this is managed by Land Commercial Surveyors in Ilford, Essex, and you will receive bi-annual invoices for the ground rent, (usually in January and July), and an invoice towards the end of the year, generally October, for buildings insurance. Both of these charges should be paid directly to Land Commercial Surveyors, who act on behalf of Higgins Homes plc as the Freeholder. (See contact details on the last page for both).

CLAIMING ON BUILDINGS INSURANCE

Currently, buildings insurance is managed by Land Commercial Surveyors on behalf of Higgins Homes plc as the Freeholder (see contact details on last page). If you wish to make an insurance claim on buildings insurance (eg for a water leak from another flat), Land Commercial Surveyors will also be able to start the claims process and provide you with a copy of the Insurance Policy Booklet, so that you can see what is covered and what is not under the general buildings insurance policy. Please also copy CSMC into any correspondence with regard to a buildings insurance claim, so that we may monitor for insurance renewal purposes, i.e. to make sure that insurance premiums are in line with claims/ estate insurance needs.

Please note that separate contents insurance must be made by the owner and/or tenant for possessions etc within the flat.

DRIVING & PARKING

The speed limit within the Old Hospital complex is 10 mph – we would ask that you adhere to this speed limit in the interests of the safety to the visitors, residents and especially children.

Parking spaces within the Old Hospital complex all belong to a specific property owner. If you have a parking space, you will be supplied with 2 parking permits. A parking permit must be displayed in your vehicle at all times when you are parked on the site. You must only park in your allocated bay and double parking is prohibited. Unique permit numbers are logged per bay number and therefore a permit can only be used for the designated bay number. (See below for **'Replacement Parking Permits'**). If your property does not come with a parking space, then your vehicle must not be parked on site.

Visitors are not permitted to obstruct the footpaths or in any of the residents' bays. If you are moving in or out and have a removals van, or you have a delivery or a handyman coming to do some work on your property, or any other visitor who will be required to be on site longer than 30 minutes, **please email CSMC the registration number and the reason for the visit at least 48 hours before, and we will confirm that you have a visitors exemption.**

The Old Hospital complex is patrolled by an authorised company called UK Parking. Any resident or visitor parking in a space that is not theirs or parking on the kerbs or out the front on the area and pavement around Nolan's statue will be ticketed. If you ever need to appeal a parking ticket, please contact UK Parking directly. CSMC have no involvement with parking appeals.

More information on parking can be found in the **CSMC Parking Policy**, which can be found on the website.

PARKING PERMIT REPLACEMENT & IMPORTANCE

Should you misplace your parking permit(s), you can request a replacement from CSMC at a current cost of £10 per permit. Landlords should recoup parking permits from tenants who are moving out and in the event of selling a flat, these should be given to the purchaser. For landlords in particular, it is important that the parking permits are held on the Inventory. If you are selling your property, it is equally important that you pass on the 2 permits to the purchaser – please consider that the parking permits for the parking space are an important part of the property asset.

GATE CODES – FRONT ELECTRIC GATE & PEDESTRIAN GATE TO REAR

If you have a parking space, you will be provided with a fob for the front gate. (Landlords should obtain this from a tenant that is moving out and the fob should be given to the purchaser, in the event of selling a flat). However there is also a code for the front electric gate. There is also a pedestrian gate to the rear which leads out onto Union Street. To obtain the codes for either gate

please contact CSMC. These codes are for residents only and for security reasons should not be shared with anyone who does not reside within the Old Hospital.

GENERAL WASTE (BLACK BINS) & RECYCLING (GREEN BINS)

There are bin storage areas to serve all blocks in different parts of the complex.

Please place general waste, including food waste, fully wrapped/ bagged in the **black bins** with bin lids fully closes. (NB In 2017, food waste may be collected separately by Maidstone Borough Council. Please see the section 'Food Waste').

There are **green recycling bins** in each of the bin storage areas, should you wish to recycle. Please pay attention to the guidelines on the bins and on the posters in the bin areas, particularly with regard to not putting polystyrene, carrier bags or black sacks full of rubbish or garden or vacuum waste in the recycling bins. Again, if residents do this, then the recycling rubbish will not get collected.

Please do NOT leave any bags or exposed items on the floor or ground, as they will not be collected by the BIFFA bin men. Please make sure that any items such as cardboard boxes are flat packed and placed inside the green bins, to allow for maximum space in the bins for everyone's use.

Below is a list of bin stores, which should be used for designated blocks to avoid overloading in any one bin store. With the current exception of Fairfax Court, all bin stores have key codes or a key – please contact CSMC for your bin store code or key (for Goring Place bin store) if you do not have this.

Please close all bin store doors properly after use.

Block	Designated Bin Store
Goring Place	Goring Place
Fairfax Court	Fairfax Court
Dudley House	Fairfax Court
Brockman Place	Brockman Place
Hales Court	Hales Court/Mainy House
Hewson Court	Mainy House/Hales Court
Mainy House	Mainy House

FOOD WASTE & POSSIBLE FORTNIGHTLY COLLECTIONS OF ALL RUBBISH

In 2017, Maidstone Borough Council (MBC) may be introducing fortnightly collections for all waste, which includes the disposal of food separately to 'black' and 'green' bin collections. This will be part of a government directive. The food waste scheme will include a home food caddy, where food is to be stored in biodegradable bags, which in turn will be placed into master food caddies in the bin stores. We understand that MBC will provide the food caddies but that it will be the resident's responsibility to purchase the home caddy liners. These can be obtained from most supermarkets, and MBC are hoping that these may be purchased from Maidstone Gateway at the Council offices, at a cheaper rate than in the supermarkets and other outlets.

If the fortnightly collection scheme goes ahead, residents will be contacted directly with sufficient lead time by Maidstone Borough Council.

LARGE OR BULKY ITEMS

Large or bulky items - you will need to take them to the local tip or arrange for Maidstone Borough Council to pick them up at your own cost. You can book a collection on their website: <http://www.maidstone.gov.uk/residents/binsandrecycling/other-types-of-collections>. Alternatively, you can contact CSMC for our contractor to dispose of items, for an agreed charge, to be paid directly.

It is somewhat costly for CSMC to have large or bulky items removed, therefore any resident found to not be disposing of their rubbish properly or leaving large or bulky items in the bin store areas will face a penalty charge. If CSMC cannot identify who is responsible for any 'dumped' items, the cost will be added on to the service charge for residents of that block. These incidents generally occur when someone is moving in or out of a property, so please can we ask that when moving you arrange for the appropriate disposal of large or bulky items.

LITTERING & FINING

We pride ourselves on keeping the Old Hospital clean and presentable at all times. Any resident, visitor or member of the general public found to be littering by Goring Place, Dudley House, near the Nolan's statue or on the access road will be subject to a littering fine, currently £70, by Maidstone Borough Council's nominated contractor, who has been authorised by CSMC to do so. We ask that no litter, including cigarette ends, are left in any part of the Old Hospital.

CLEANING, GARDENING & WINDOW CLEANING

The indoor cleaning of communal areas takes place weekly on Mondays, with the exception of a Tuesday or possibly another midweek date, in the event of a bank holiday weekend or exceptional circumstances. Gardening and external cleaning/maintenance takes place as required, in line with budgets. However, window cleaning, including the cleaning of balconies to your flat is the responsibility of the owner/resident of each property. This is as per the Leasehold Covenants for all flats. The windows are reversible and instructions can be found on the window frames.

WATER, ELECTRICITY & GAS SUPPLY

The service charge covers any water and electricity that is used in the communal areas. Flats in Dudley House and Fairfax House will have gas meters as well. The owner or the tenant will be responsible for the payment of individual water, electricity and gas bills. Electric meters are located in a central communal cupboard, usually on the ground floor of the block. **Do not confuse plot number with flat number, eg Plot 3 could be Flat 5** (see label or signs) and ensure that the unique registration number of the meter belongs to your flat. Please ensure that, if you have taken a meter reading from a cupboard, that the door is fully closed eg with a T Bar or screwdriver, if your block has this type of door. The gas meters at Dudley House & Fairfax Court are located outside the block on the pavement/communal area and have a black cover over them.

For water, the suppliers are South East Water (water in) and Southern Water (wastewater out). See the last page for contact details on billing and ways to save water. It is up to owners and/or tenants to choose the electricity and/or gas supplier and the most cost effective tariff. Please note, the electric points in communal areas are not for residents' use.

WATER METERS & WATER STOP COCKS

Individual Water Meters:

All flats are fitted with their own individual water meter. The meter will either be located in the boiler cupboard or in a communal cupboard on the ground floor of the block. **Do not confuse plot number with flat number, eg Plot 3 could be Flat 5** (see label or signs) and ensure that the unique registration number of the meter belongs to your flat.

Water Stop Cocks:

There are two water stop cocks for each flat, in order to cut off the water supply. One is located inside the flat, usually in the boiler cupboard and one is located outside the flat, either in stairwells (through white flaps) or in a cupboard area on the ground floor of the block. Stop cocks in the common area are labelled as per flat number and plot number. **Do not confuse flat number with plot number, eg Flat 5 could be Plot 3.** It is advisable to turn off the water stop cock if you are away for a certain period of time, eg on holiday or if you are testing to see if you have a water leak eg. through the toilet cistern or boiler valve. (See 'Water Leaks' below).

For water, the suppliers are South East Water (water in) and Southern Water (wastewater out). See the last page for contact details on billing and ways to save water.

WATER LEAKS

Should you ever notice a water leak from an outside pipe in the complex (eg in a parking undercroft, on a ground floor patio or on the pavement area), we would ask that you please contact CSMC immediately to report the incident. This will probably be as a result of an overflowing toilet cistern or a failing boiler valve or another plumbing/heating issue.

It is important that this is fixed in a timely manner as it can lead to leaks in other people's apartments and also onto their balconies, not to mention an increased water and/or electricity bill for the person with the leak.

HOW DO YOU CHECK IF YOUR FLAT HAS A WATER LEAK PROBLEM?

- **Toilet cistern** – If there is a constant stream of water in the toilet bowl, you have a leak. This is probably a failure of the toilet valve which is an Ideal Standard Conceala 2 ballvalve.
- **NIBE Boiler** – Put your ear against the boiler. If you hear the sound of flowing water, there is a leak, probably a valve failure. (See 'NIBE Boilers – Maintenance & Servicing').
- **Check your individual water meter dial** – If the dial is moving and you are not using any water (e.g. you are not drawing water from a tap or shower or washing machine), there is a water leak.
- **Turn the water stop cock off** to check if the identified flow of water stops.

Please see our website or more information: From the home page, scroll down to:
“Essential Boiler Service and Water Maintenance” <http://theoldhospitalmaidstone.co.uk/index.htm>

NIBE BOILERS – MAINTENANCE & SERVICING

With the exception of apartments with gas boilers in the converted blocks (Dudley/Fairfax), each apartment is equipped with a NIBE Boiler. Owners and Landlords with tenants are responsible for ensuring that the boiler is serviced annually, for safety and insurance reasons. There is a summer and a winter setting for NIBE boilers. Generally, Setting 1 should be used in spring/summer and Setting 2 in the late autumn/winter. Setting 2 is less economical but is required in the winter when water and central heating are drawn at the same time. In addition, the drawer in the top right hand corner of the boiler should be emptied of dust at least every 3 months. Any queries on the original installation of the boiler should be referred to Higgin Homes plc and/or check any documentation from when the flat was bought (owners/landlords). It is in your interest to service boilers also because there have been numerous reports of water leaking due to valve failures, and you or your tenant will be responsible for the payment of water charges as from 1st January 2016 to individual flats.

NIBE Boiler Servicing & Maintenance:

NIBE Boilers can be serviced directly by **NIBE** or an alternative supplier who has experience in servicing these types of boilers are **APT Heating & Plumbing** – details of both of these can be found on the contacts page. **APT Heating & Plumbing** can service the NIBE boiler at a special rate that CSMC have negotiated for the Old Hospital residents.

In addition, NIBE do provide a Peace of Mind Service Plan for boilers that are less than 5 years old. You will need to complete a form including the serial number of the boiler, which can be found at the bottom of the boiler, by removing the lower cover off the boiler.

See the weblink: <http://www.nibe.co.uk/Listor-pa-startsidan/Hitta-installator/NIBE-Service-Plan/>

Please see our website or more information: From the home page, scroll down to:
“Essential Boiler Service and Water Maintenance” <http://theoldhospitalmaidstone.co.uk/index.htm>

Please note that you are under no obligation to use any of these suppliers.

NIBE WATER EXPANSION TANKS – IMPROPER FITTING CHECKS

There have been instances of water expansion tanks from the NIBE boilers not being affixed with a secure bracket by Higgins Homes, sometimes with only mastic. This has previously caused extensive water damage to flats and needless to say stress and inconvenience to residents, including neighbouring flats, affecting electricity supply, etc. and insurance claims.

It is highly advisable that you use your nominated supplier or Higgins Homes plc to carry out checks, to see if the expansion tank is fitted securely.

If you do not carry out these checks and unfortunately, the expansion tank does fall off, causing a water leak, you will need to engage an emergency plumber/electrician (as necessary) to sort out any immediate problems, which in turn you will need to recharge to Higgins Homes. Please contact Higgins Homes plc directly, and advise CSMC of the problem. You may also need to call upon your insurance policies. See contact details for Higgins Homes plc on the last page.

If you have any concerns with the faulty installation of your system, please contact Higgins about the problem by including a photo of the expansion vessel showing the fixings. Higgins Aftersales Email - aftersales@higginsconstruction.co.uk or info@higginshomes.co.uk or Phone - 020 8003 1518

See our web link for more detail on the expansion tank failures:
<http://theoldhospitalmaidstone.co.uk/property/docs/BoilerFittingWarning.pdf>

GENERAL & ELECTRICAL MAINTENANCE & REPAIRS (PRIVATE WORK)

CSMC currently use Paul Newman Contractors for general maintenance and repairs and Langcorn Electrical Limited for electrical maintenance and repairs. Please see last page for contact details.

Please note that you are under no obligation to use these suppliers.

FOBS – FRONT ELECTRIC GATE AND BLOCK ENTRANCES

Should you misplace or require a new fob for the front gate or for your block entrance door, please contact CSMC. A replacement front electric gate fob is currently £30 and a replacement entrance door fob is currently £10 to be paid directly to CSMC. Once payment has been received, your new fob will be delivered to you.

Front door fobs are in short supply, and should CSMC run out of fobs for one block, we will need to replace everyone's fobs in that block, which is very expensive and inconvenient, so please take care not to lose them. Landlords must ensure you get these back from your tenants, if they are renting out their property.

BICYCLE RACKS AND ZIPCAR

There are bicycle racks at various locations on the development that you are free to use, at owner's risk.

The Zipcar at the front entrance, can be booked by residents and non residents via:
<http://www.zipcar.co.uk/car-hire-maidstone>

CCTV

The Old Hospital is monitored by CCTV. Should you ever require any of the CCTV footage, please contact Medway Council directly on 01634 332 091 or mcc@medway.gov.uk, as this is not managed by CSMC and we do not have access to the footage.

LEASEHOLDER AGREEMENT

Whilst an owner's Lease Agreement is with Higgins Homes plc, we would like to highlight a few of the key areas that we would like you to adhere to whilst living in the Old Hospital, in order to keep this a safe, friendly place to live. Noise levels should be kept a minimum particularly after 10:00pm. No pets can be kept in flats or on site without the express written permission of the CSMC Ltd's Board of Directors. No litter is to be left on site and dog fouling is prohibited. Ball games are not to be played in the communal grass area and no anti-social behaviour from residents or their guests will be tolerated.

CONTACT DETAILS FOR CSMC LTD & KEY CONTACTS

CSMC Church Street (Maidstone) Management Company Limited

- Email – office@theoldhospitalmaidstone.co.uk
- Phone – 01622 61 61 81
- Website - www.theoldhospitalmaidstone.co.uk
- Registered Address: Victoria Court, 17-21 Ashford Road, Maidstone, Kent, ME14 5FA
- Bank details – NatWest, Church Street (Maidstone) Management Company Ltd
- Account number – 53032306, Sort code – 60 60 08

Higgins Homes Plc (Developer and Freeholder)

- Email - aftersales@higginsconstruction.co.uk or info@higginshomes.co.uk
- Phone - 020 8003 1518
- Website - <https://www.higginshomes.co.uk/>

Land Commercial Surveyors (Collection of ground rent and buildings insurance)

- Email – info@landcommercial.co.uk
- Phone – 0208 498 8080
- Website - <http://www.landcommercial.co.uk/>

NIBE (Boilers)

- Email – info@nibe.co.uk
- Phone – 0845 095 1200
- Website: <http://www.nibe.co.uk/>
- NIBE Service Plan: <http://www.nibe.co.uk/Listor-pa-startsidan/Hitta-installator/NIBE-Service-Plan/>

APT Heating & Plumbing (Boilers & General Plumbing)

- Website - <http://aptheatingandplumbing.co.uk/contact-us>
- Phone - 01634 724 354

South East Water (water in)

- Phone - 0333 000 0001
- Website: <http://www.southeastwater.co.uk/>

Southern Water (water out)

- Phone - 0330 303 1263
- Website: <https://www.southernwater.co.uk/>

Paul Newman (General Handyman, Builder, general repairs & maintenance, decorating)

- Mob Phone – 07761 233 033
- Email - paulnewman82@me.com

Langcorn Electrical Limited (Electrical repairs & maintenance) VAT Registered

- Phone 01580 291507 Mobile 07715 912736 / 07711 917772
- Email - langcornelectrical@hotmail.com