

# London Yard New Shareholder Welcome Pack

**December 2014**





London Yard is a privately owned and run development, where all owners are also shareholders in the company which owns the freehold - the London Yard Management Company. The Company's Board of Directors comprises a number of the shareholders who volunteer their time for free to help with the management of the development.

The Board also make decisions and manage the finances for London Yard, with the help of the managing agent, Parc Properties, who are responsible for day-to-day running.

You can contact them through e-mail at: [docklands@parcproperties.co.uk](mailto:docklands@parcproperties.co.uk)

This document contains some of the information to help you during the purchase and initial moving in stages. There is more information about London Yard and the various policies and guidelines for living here on [www.londonyard.net](http://www.londonyard.net)

Whether you have bought your property to be a resident or as an investment, we hope you will be really happy with your decision.

Kind regards

*The LYMC Board*



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## Getting Set Up in London Yard

### Useful contacts

#### London Yard website and email for the LYMC Board

- ✦ One of the ways in which we continue to keep our shareholders, new and old, updated is by our website. Here you will find information on active policies, the running of the development etc., plus the latest board minutes [www.londonyard.net](http://www.londonyard.net)
- ✦ If you wish to contact the Board of London Yard direct at any time, for instance to provide feedback on our agents or staff, or to get more involved, you can contact us direct at this email address: [lymc@londonyard.net](mailto:lymc@londonyard.net)

#### On site staff

- ✦ The security hut is located between Amsterdam Road and Leerdam Drive, next to the motorcycle bays
  - Caretaker:
    - Phone: 07889 161615
    - Name: Richard
    - On-Site: Monday to Friday
  - Security:
    - Phone: 07889 161615
    - Name: Ram
    - On-Site: Week nights (There is also weekend security)
  - Gardener:
    - Phone: can be contacted through Richard
    - Name: Simon
    - On-Site: Monday to Friday
  - Managing Agent: Parc Properties
    - Phone: 020 7515 3553
    - Name: Mark Plunkett is the key day-to-day contact
    - Email: [docklands@parcproperties.co.uk](mailto:docklands@parcproperties.co.uk)
  - Out of office hours emergency number: **020 7537 9394**
  - Address: 11 Lanark Square, Glengall Bridge, London E14 6RE

## Service Charges

- Service charges are to be paid quarterly (25th March, 24th June, 29th September and 25th December), with invoices sent from Parc generally 21 days before payment is due.
- The service charge amount includes a contribution to the sinking fund, as well as day-to-day running costs.
- Ground rent is invoiced along with the service charge, and is payable once a year in June.
- Buildings' insurance is also invoiced with the service charge once a year in March, the premium covering 12 months (please see your lease for details of how these are calculated).
- You will need to register with Parc for paying service charges, which should form part of your solicitor's responsibilities.
- Please note that this can only happen once the account has been paid and finalised for the previous owners. So ask your solicitor to check this.
- Please ensure that you notify Parc of any change to your service address during your ownership.
- There is an AGM which all shareholders are welcome to attend generally held in November each year.

## Planning any works to your property?

- If you are planning any internal structural or layout changes such as moving of stud partition walls, kitchen remodelling, hard wood flooring, etc., please ensure that you submit plans to Parc for approval by the LYMC board in order to obtain a licence as required under the terms of the lease. Licence applications will need to be submitted with the following documents:
  - Plans - written and drawings
  - Timeframes
  - Any additional requirements, e.g. for a skip to be located on site
- If you are replacing a boiler, you will also need permission for venting and external pipe work
- Please note that no white pipes are permitted on the outside of the building as your lease forbids it
- Works must be carried out weekdays between 9am - 5pm and on Saturday between 9am - 1pm
- Working regulations for site contractors can be obtained from Parc or from the LYMC web-site
- Full details can be found on your lease or at [www.londonyard.net/docs/policies/2010londonyardworkingregs.pdf](http://www.londonyard.net/docs/policies/2010londonyardworkingregs.pdf)

## Moving in

- Please inform Parc of your moving in day in order for parking to be authorised for large removal and delivery vehicles with Security

## Insurance

- Building insurance is paid along with the service charge

- Contents insurance must be obtained by the owner/occupier

### Meter readings for flats

- Gas meters tend to be inside the properties
- Electricity meters tend to be outside of the flats, in communal cupboards – please ask the Caretaker or Security for access (the meter reader from your electricity supplier may have a key for the cupboard, check with them)
- Water stopcocks may also be in communal cupboards, again please ask the Caretaker or Security for access
- It is advisable to have a water meter on your property as you could save up to a third on your water bills – please contact Thames Water to install

### **Water leak procedures**

#### Stopcocks

- If you need emergency access to the stopcock cupboards, e.g. if you have a water ingress issue, you should call the Caretaker / Security guard mobile number in the first instance (07889 161615)
- If it's out of hours, please call the Parc emergency number to arrange for an emergency plumber and access to the stopcock cupboard
- Failing that call the Fire Brigade

### **TV aerials**

We have ensured that there are provisions for Freeview (digital terrestrial) through the wall socket and for Sky+ TV / Freesat for each property through a communal dish, however you will need a TV with an integrated receiver, or a separate receiver box.

- In some instances the cable connected to the dish may not have been fitted inside the property, if the previous owner did not chose to have it installed
- If the Freesat doesn't work, or if you wish for Sky TV to be connected please contact them direct to arrange connection to the communal dish
- As detailed in the lease, no additional dishes should be installed, as they will be removed and you will be charged for their removal. Please contact Mark Plunkett at Parc or Richard the caretaker on site if you are having issues

## Parking policy and permits

### Car parking

- In order to keep the parking for residents and visitors only, there is a private ticketing service operating within London Yard
- All residents can obtain a parking permit from Parc, which is valid for 12 months
- This permit must be displayed at all times and bear the registration number of the vehicle
- You will need to complete the form found on the LYMC website under the Policies link
- Visitors' permits are also available from Parc, valid for up to 7 days
- Please ensure these are used at all times for **ALL** your visitors, including workmen etc
- All vehicles must also be parked in designated bays, otherwise they may be ticketed

### Motorbike parking

- There is dedicated motorbike parking outside the Caretaker / Security office, with railings to chain motorbikes to for added security
- All motorbikes must be parked in these spaces, or will be ticketed
- Full details of the London Yard parking policy and parking regulations can be found at: [www.londonyard.net/docs/policies/parkingpolicy.pdf](http://www.londonyard.net/docs/policies/parkingpolicy.pdf)

### Bicycle storage

- There is a secure cycle store provided for residents on site, located at the end of the pond underneath the arches in Amsterdam Road
- To obtain a key, please visit the Caretaker / Security
- Keys are £10 (a non-refundable one off payment)
- Bikes should still be chained within the cycle store
- Any bikes secured to railings or in other communal areas will be removed



## Day-To-Day in London Yard

### Local transport

#### DLR:

- Nearest DLR stop is Crossharbour
- Turn right out of Amsterdam Road and walk along Manchester Road to the Nisa supermarket. Cross at the pedestrian crossing and walk along Marshfield Street, then right at Glengall Grove. By “The George” pub, cross East Ferry Road at the light-controlled crossing for Crossharbour station. This is about 7 minutes on foot. Take a train for Bank. It is 2 stops to Heron Quays, 3 to Canary Wharf. Change at Heron Quays for the Jubilee Line
- Coming back, take the train for Lewisham

#### Buses

- There are two frequent bus services which stop at the Cubitt Town School stop in Manchester Road by Amsterdam Road
- The stop on the Amsterdam Road side is for Canary Wharf. Take the D3 towards London Chest Hospital / Bethnal Green or the D7 towards Mile End
- On the other side of Manchester Road, the D3 goes to the ASDA super-store at Crossharbour or the D7 towards Poplar
- From Canary Wharf, the bus stop is in Upper Bank Street
- Follow signs from the Jubilee Line underground station to “DLR stations” and turn half-left at the top of the escalator. Cross the road at the light-controlled crossing, continue along the road and you will find the bus stop immediately on the right
- Take the D3 towards ASDA or the D7 towards Poplar





## Local amenities

- The Isle of Dogs has the river on three sides, with the Thames Path all around
- The nearest supermarket is Nisa in Manchester Road at Marshfield Street, where there is also a post box
- The closest pub is The George, which is opposite Crossharbour DLR station. There are many good pubs in Greenwich if you don't mind walking a bit further afield
- At Crossharbour you will find The George pub, a dry cleaners, the ASDA super-store, a chemist and a large health centre (one of 4 health centres on the Island). There are ATMs behind the chemist shop at ASDA and one outside the Tesco Express at Crossharbour
- Cubitt Town Library is in Strattondale Street off Glengall Grove where you can also get free pink recycling bags
- The buses to Canary Wharf go south from Amsterdam Road along the eastern bank before turning back north along the western bank
- Along the route you will find more pubs (including the "Lord Nelson", recommended), a sub-post office and other amenities
- The bus takes the long way round. If instead you walk north along Manchester Road and turn left at Marsh Wall or, a little farther on, at Harbour Quay, it is only 20 minutes on foot to Canary Wharf
- There are many shops and restaurants at Canary Wharf, including a big Waitrose in Canada Square on the lower and upper ground floors. There is also a branch of Robert Dyas on the lower ground floor
- The Mudchute city farm is at the end of Pier Street. This is the largest city farm in London and is worth a visit: <http://www.mudchute.org>

## Waste disposal and collection guidelines

### Non-recyclables / general waste

- Use either black bags or bin bags and place in your non-recyclable bins (either for your individual property, or for your block in the allocated store)

**N.B.** Please arrange for large items to be removed by the council (free up to 5 times per year, per property)

### Dry recycling

- Always use pink recycling bags and place in the allocated recyclable bins (either the purple bin for your individual property, or the communal recycling bin for your block)
- Recycling bags can be collected from Cubitt Town Library, The Ideas Store at Canary Wharf or ordered from [www.towerhamlets.gov.uk/ignl/environment\\_and\\_planning/recycling\\_and\\_waste.aspx](http://www.towerhamlets.gov.uk/ignl/environment_and_planning/recycling_and_waste.aspx)

### Food waste (houses only)

- Always use the council's corn-starch food waste bags, and place in the brown recycling bin for your property

### Garden waste

- This will only be taken away if waste is in green garden waste bags, available from the council
- The local tip in Yabsley Street also accepts garden waste

### Freeholders (houses)

- Only put your bin out the night before collection and please retrieve your bin once it has been emptied
- If using bags, please just put them out on the morning of collection
- Please make sure your bin has a good lid, as foxes, rats & other vermin are attracted to rubbish
- Mark your bin(s) with your house number
- Please use the right bags for the right purpose
- Don't "fly tip" outside your own property

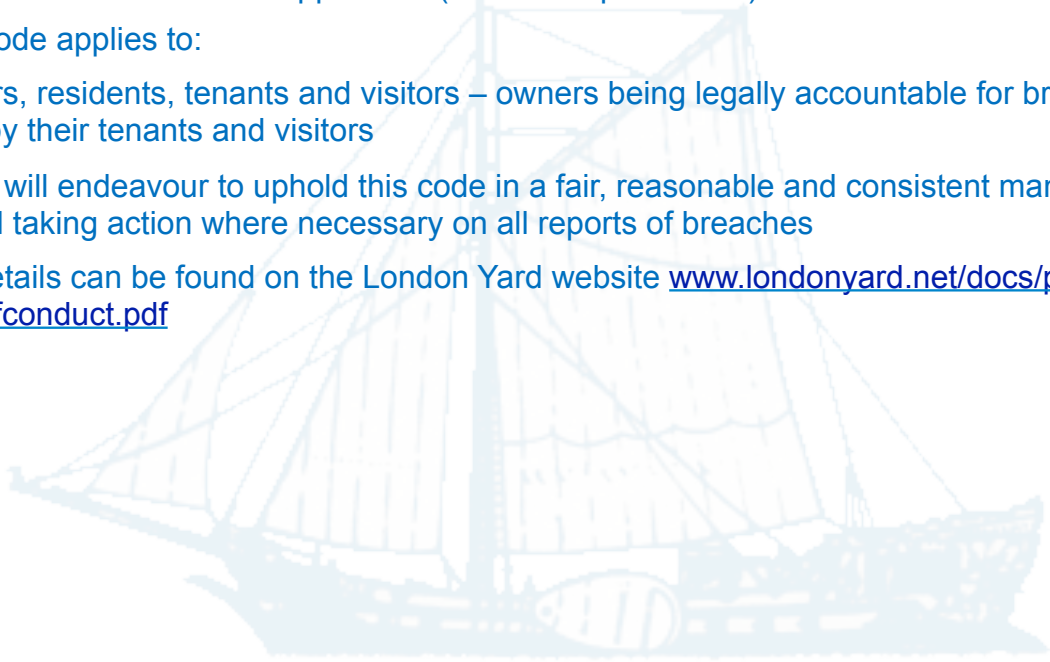
The following table shows the days when waste and recycling is collected within London Yard.

If you live on...	Monday	Wednesday
Manchester Road	<b>General waste</b> <i>(at rear of property, in Rotterdam Drive)</i>	<b>Food Waste and Dry Recycling</b> <i>(at front of property, close to pavement, or at rear of property, in Rotterdam Drive)</i> <b>Garden waste</b> <i>(at rear of property, in Rotterdam Drive)</i>
Rotterdam Drive	<b>General waste</b>	<b>Garden Waste and Food Waste</b>
Amsterdam Road and Leerdam Drive	<b>General waste</b>	<b>Garden Waste, Food Waste &amp; Dry Recycling</b>

The Tower Hamlets Council tip is located on Yabsley Street which is between the Blue Bridge and Preston's roundabout, on the right when travelling north (away from the island). The following link has information about the tip: [Council Tip](#)

## Code of conduct

- The aim of the code is to promote enjoyment of residents' quality of life and protect owners' investments in London Yard
- The code of conduct summarises the main points of the leaseholder and freeholder covenants and should be seen as a supplement (not as a replacement) for those documents
- This code applies to:
- Owners, residents, tenants and visitors – owners being legally accountable for breaches of the code by their tenants and visitors
- LYMC will endeavour to uphold this code in a fair, reasonable and consistent manner, following up and taking action where necessary on all reports of breaches
- Full details can be found on the London Yard website [www.londonyard.net/docs/policies/codeofconduct.pdf](http://www.londonyard.net/docs/policies/codeofconduct.pdf)



## London Yard and the Isle of Dogs community

A representative from the Board of the Directors attends the following community meetings:

### **AIC – Association of Island Communities**

This is a committee of people from the different communities in Isle of Dogs – Mudchute Farm, Millwall Park, Millwall Rugby Club, St John's, DMAG and SNT

### **Blackwall Ward Panel**

Working with the Safer Neighbourhood Team to improve the Island's crime prevention and to ensure that island crime hotspots are noted and improved upon

Please email any issues or concerns you have through our website and title the email: Ward panel enquiry

**Note:** We also have access to the local Councillors at both of these meetings

### **London Yard events**

- The Board of Directors, with input and support from the LY Community, aim to have a minimum of 3 events per year
- The usual time for these events are:
  - \* Summer B-B-Q
  - \* Halloween or Easter event
  - \* Christmas Drinks & Mince pies
- Suggestions and volunteers are always welcome – register through our website
- Events are either held on Van Gogh lawn or by the ornamental arch at the head of the pond
- Events are notified through the block notice boards
- For the freeholders flyers are delivered to the individual houses

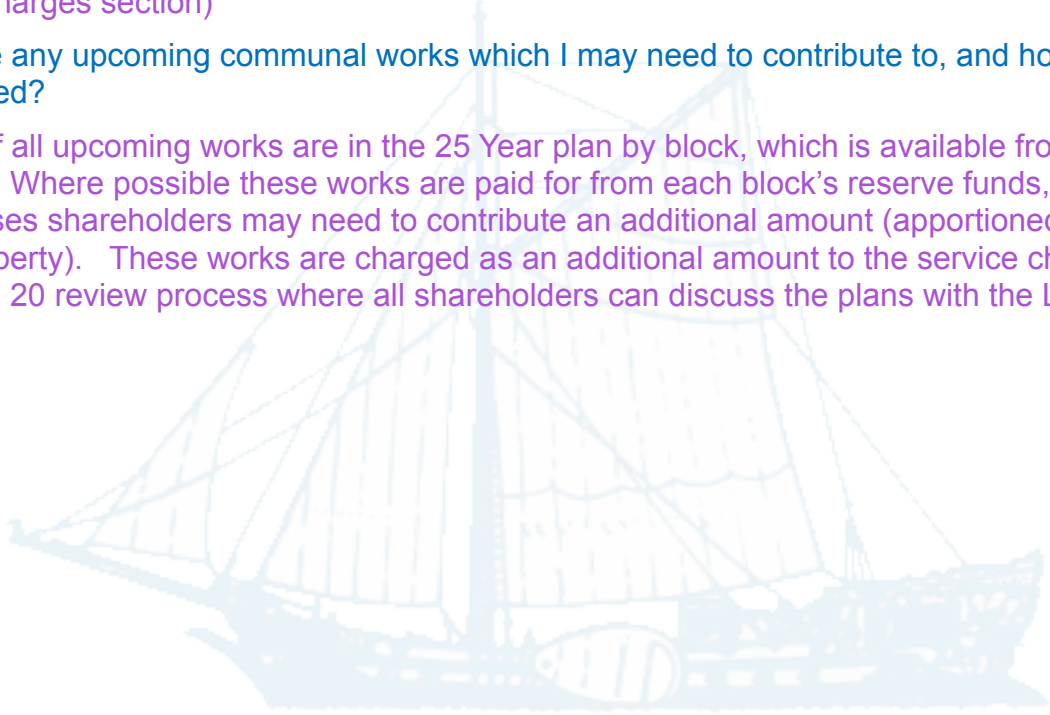
## FAQs

Q: Can I pay the service charge monthly?

A: The terms of the lease requires quarterly payments on fixed dates (as detailed previously in the service charges section)

Q: Are there any upcoming communal works which I may need to contribute to, and how would these be charged?

A: Details of all upcoming works are in the 25 Year plan by block, which is available from Parc on request. Where possible these works are paid for from each block's reserve funds, however in some cases shareholders may need to contribute an additional amount (apportioned to the size of each property). These works are charged as an additional amount to the service charge following a Section 20 review process where all shareholders can discuss the plans with the LYMC Board and Parc



## Map of local area

