

# ***Resident's Welcome Information***

Dear Resident/s

If you have recently moved in we would like to welcome you to The Birches. If you have been here for a while we hope that you are continuing to enjoy living here. Over the years we have found that the following agreements below help to build a friendly and harmonious atmosphere with our neighbours and comply with the conditions in the owners Lease.

Our Managing Agents are John and Diana Morris of Accounting Services Ltd. If you have any questions or suggestions they can be contacted during **office hours on 01793 230498**.

**1} Parking** - There is only one designated parking space for each flat,(See Site Plan attached) so it would help everyone if you only park in your own space. Please inform your visitors of this and ask them to park in the visitors spaces provided and not on the pavements or roadways. If you have 2 cars in your household then please park your 2<sup>nd</sup> car in the new car park at the bottom of the site. The top block (Flats 11 – 16) have 2 visitors parking spaces which work on a first come first served basis and are useful to all residents of flats 11-16 so should not be used for 2<sup>nd</sup> cars.

**2} Hallways and Front Doors** - Unfortunately due to Health and Safety & Fire Regulations we cannot store any items under the stairwells or on the landings. Safety checks are carried out regularly and any items in the stairwells will be removed. There have been several break-ins over the last few years particularly during the winter months so we would ask everyone to remain vigilant and keep front doors closed & locked.

**3} Bike Shed** - There is a communal bike shed in the middle of the site and keys for this can be obtained from Accounting Services Ltd on **01793 230498**.

**4} Re-cycling and Grey bin Areas** - If you want to re-cycle there is a designated area for all the flats. Please make sure that you put your re-cycling in the correct bins and do not leave rubbish loose as it will not be collected and creates a RAT problem. All other rubbish must be black bagged and put in the grey bin areas designated to your block. (See attached site plan). Large items not in black bags or bins will not be collected and residents will unfortunately have to be charged for fly tipping.

**5} Patio's & Communal areas** - Some of the ground floor flats have patio's and these are private areas for the use of those residents. The lawned areas are all communal especially during the summer months. If you have young children then the safest place for them to play ball games is on the bottom lawn behind the bottom bin areas. Please make sure any personal items are stored on your patio's and not on the lawns.

**6} Noise** - Within the conditions of the Landlord's lease there are rules about no loud music after 11pm at night. Please also be aware that noise in the Hallways carries at night when visitors are entering or leaving. Upstairs flats please be aware that noise carries downwards as well as upwards.

**7} Communal Drying Area** - There are 3 rotary washing lines which are used on a first come first served basis for the front and back block residents. (See attached site plan)

**8} Gardening & The gate into The Coate Water Tree Collection**

The gardens are maintained to a good standard and we would ask everyone to remind visitors to take their litter with them and respect the plants and shrubs. There is a gate into Coate Water for residents only which is kept padlocked at all times. The combination can be obtained from your owner or managing agent.

**9} Pets**

Unfortunately within the terms of the owners lease no pets are allowed. Apologies if this seems unfair but past experience has demonstrated that other people's animals do cause stress and disputes amongst other residents.

If you have any further suggestions that would help improve conditions for everyone who lives here then please let us know.

The Directors  
Jefferies Mews Management Company Ltd  
November 2015