



Quay 430  
Asher Way, London, E1W 2JB  
Resident's Handbook



2026-07 Version

Managing Agent – Altus PM  
On behalf of Quay 430 Freehold Limited & Quay 430 Management Limited  
RESIDENT'S HANDBOOK

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## About this Document

This booklet contains information to help you make the most of living in the Quay 430 development and includes details of parking, security, and management arrangements. The booklet should be read in conjunction with the lease agreements relating to your property and does not override them. In the event of conflict arising between the terms of this document and the terms of the lease, the lease terms will prevail. This booklet also contains Estate Regulations. Please take time to read and understand these regulations, to ensure that Quay 430 remains a pleasant environment for all. In extreme circumstances, because failure to follow them may result in a breach of the lease, which can lead to serious legal consequences. Please note, this information is subject to change – please refer to the contacts listed under the Management of Quay 430 section to confirm the latest details.

## Development Background

Quay 430 was built on the site of Western Dock which was the largest of the London docks complex and was opened in 1805 after three years of construction.

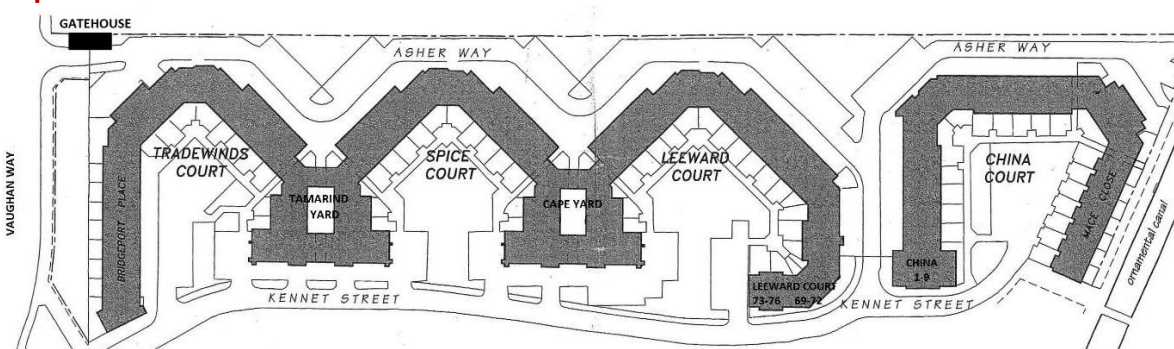
Western Dock was linked to the River Thames by both Hermitage Basin and Wapping Basin to the west and south and by a complex series of canals connecting Tobacco Dock, Eastern Dock, and the old and new Shadwell Basins to the east.

Some of the surviving high boundary walls along The Highway, for example, are testimony to the valuable trade of tobacco, spices, spirits, and timber which it handled over 150 years.

The docks were closed in 1968 and fell into disrepair until the local council drew up a development plan in 1976 when the London Dockland Development Corporation (LDDC) was formed and the renovation of the whole area commenced. Wapping itself is steeped in history and a walk along Wapping High Street reveals many clues to its historical past with some very pleasant river-side pubs interspersed among the numerous warehouse conversions.

Construction of Quay 430 began in 1989 and was completed four years later. It covers nearly all the original 16-acre site of the Western Dock and its surrounding warehouses. Quay 430 is a large residential development in the Wapping area with 306 apartments, all of which have parking spaces and many of which have garages. Set within a complex of professionally managed gardens, Quay 430's individuality is enhanced by the design and aspect of its 7 constituent buildings; Tradewinds Court, Spice Court, Leeward Court, China Court, Tamarind Yard, Cape Yard and Bridgeport Place.

## Map



## Management of Quay 430

### Freehold Management of Quay 430

The Freehold of Quay 430 is owned by Quay 430 Freehold Limited which is made up of the lessees of the flats and managed by the Board of Directors who themselves are lessees who volunteer their time and expertise to run the Company.

### Day-to-Day Management of Quay 430

Quay 430 Management Limited is a company that exists to oversee the management of the Quay 430 Estate. Each leaseholder is a member of this company through their share ownership. There is an elected Board of volunteer Directors who make decisions on behalf of the Company. The Board of Directors is elected at each Annual General Meeting and the Directors meet regularly throughout the year, providing their time and expertise on a voluntary basis.

The Board of Directors is committed to the continual improvement and efficient management of the development, and attaches the highest priority to the general safety and security of all residents. The Board believes that service charges should deliver value for money allowing Quay 430 to maintain its desirability within the local area.

Altus PM are the managing agents, appointed by Quay 430 Management Limited. Altus PM (previously named KFH (Kinleigh Folkard & Hayward) before January 2026) are responsible for the management of the estate including staff, maintaining the communal areas and services, the collection of service charges and granting consent to sub-let or make alterations to your flat.

#### **Altus PM number:**

0333 015 2843

#### **Dedicated Quay 430 inbox**

[quay430@altus-pm.com](mailto:quay430@altus-pm.com)

#### **Senior Property Manager**

Michael Agyei

[Michael.Agyei@altus-pm.com](mailto:Michael.Agyei@altus-pm.com)

0333 015 2843

#### **Assistant Property Manager**

Monique Smith

[monique.smith@altus-pm.com](mailto:monique.smith@altus-pm.com)

#### **Account Manager (for service charge queries)**

Julie Woolston

[Julie.Woolston@altus-pm.com](mailto:Julie.Woolston@altus-pm.com)

0333 015 2843

### The Quay 430 Team

The Estate staff are responsible for providing the essential services of cleaning, painting, and general maintenance as well as safety and security throughout the estate. The Concierge Office, located on Asher Way, off Vaughan Way, is open from 8.00am – 8.00pm (Mon – Fri) and 9.00am – 1.00pm (Sat). We do accept parcels; however, this is subject to the number and size of the items. Please note that we cannot take responsibility for any lost or missing packages. For any out-of-hours communication or other queries, please email the Estate Manager.

**General Manager:**

Serban Rotariu

020 7481 3617

07803 886 595

[estatemanager@quay430.co.uk](mailto:estatemanager@quay430.co.uk)

**Concierge:**

Omotola Ladipo

020 7481 3617

07523 484 079

[concierge@quay430.co.uk](mailto:concierge@quay430.co.uk)

**Out of hours:** 24/7 Support – in the event of a genuine emergency outside of normal office hours, please dial **0333 015 2843** (previously 020 3542 0221) and press option 1 to be redirected for our 24/7 partner.

Alternatively please email to log your emergency using the following address:  
[outofhours@altus-pm.com](mailto:outofhours@altus-pm.com)

## Fire Safety

### Fire Action Plan

#### EMERGENCY PROCEDURES

##### IF A FIRE BREAKS OUT IN YOUR APARTMENT

Inform others present, if possible close doors and windows to contain the fire and exit the apartment.

**DO NOT** attempt to try to tackle the fire.

Residents of the apartment where the fire started should make their way in an orderly fashion, via the nearest emergency escape route to a place of safety. Any disabled or elderly persons in the apartment may need help to escape.

**DO NOT** use any lifts, or balconies, unless it is a designated escape route from the building.

Residents of the apartment should then carry out a form of 'roll call' to ensure that everybody in the flat is accounted for.

Dial **999** and ask for the Fire Services.

Give the operator the telephone number you are calling from, state clearly the full address where the fire exists.

**Ensure the address is repeated back to you by the Fire Service before ending the call.**

Once safely out **DO NOT** re-enter the property.

##### IF YOU ARE CUT OFF BY FIRE

Try to remain calm.

Close the door nearest to the fire and use towels, sheets, or other suitable materials to block any gaps around the door. This will help stop smoke from entering the room. If possible, go to the window, open it and shout for help.

If the room becomes smoke filled, go down to floor level. It will be easier to breathe as the smoke will rise upwards.

If you are in immediate danger from fire and are not higher than the first floor of a building, it may be possible to drop to the ground without injury providing you can get out of the window feet first and lower yourself to the full extent of your arms before dropping. Soft furnishings dropped first from the window may break your fall and limit the danger of injury.

### **Fire Prevention within your flat**

Ensure you have an appropriate number of working fire detectors in your home and your entrance door is a self-closing device and is appropriately fire resistant for a period of up to 30 minutes.

- The fixed electrical installations in your apartment should be inspected & tested by a qualified electrician at least once every five years or on change of tenancy/ownership and all flat wiring should comply with the latest regulations.
- Any electrical works within the property should be carried out by a qualified electrician. Keep all combustible materials a safe distance from heating appliances.
- Do not overload electrical sockets.
- Ensure cigarettes ends are stubbed out and disposed of carefully.
- Never leave lit candles unattended.

### **Fire Prevention in Communal Areas**

Whilst Altus PM organize the servicing and testing of fire protection equipment within the communal parts, residents also have a responsibility to look after these parts;

It is a requirement of The Regulatory Reform (Fire Safety) Order 2005 that the communal areas are kept clear as they are designated fire escape routes. This includes the storage of resident's personal items such as bicycles, scooters, umbrellas, shoes, doormats etc., whether residents believe they are causing an obstruction.

Any personal items found in the communal parts are at risk of being removed without warning.

### **Fire Alarm Testing**

The communal Fire Alarm Panels are in 4 main cores on 4<sup>th</sup> floor and it covers 4<sup>th</sup> and 5<sup>th</sup> floor in Spice and Leeward Court and 4<sup>th</sup> floor in Tradewinds and China Court only. The fire alarm is tested weekly by site staff and quarterly by competent contractor.

### **Smoking**

It is against the law to smoke inside the common parts of the buildings, this includes lifts, corridors, stairwells, and roof terrace. Do not throw cigarette ends off balconies or from your apartment windows. Cigarette ends must be disposed of responsibly by using an ashtray.

## Refuse Collection

General refuse left outside the front door of your apartment will be collected on early mornings Monday to Saturday. No rubbish will be collected on Sundays or on public holidays. Residents are asked to follow few simple rules outlined below;

- Please leave your rubbish between 06:00AM – 08:00AM outside your front door only. Refuse placed outside the front door of your apartment after 8.00am will not be collected
- If you have rubbish at any other time, please place it in the dedicated bins yourselves. For location of bins please see map below.
- Please ensure that your rubbish is placed in appropriate bin bags (not supermarket shopping bags or cardboard boxes). Plastic bags are not designed to carry liquids and will leak if liquids are placed in them, causing damage to the carpets, which you may be liable for. No sharp objects, such as broken glass, should be put into the bin bags.
- Rubbish should be left outside the flat entrance doors only and not in any other communal parts, especially staircases and any fire exit.
- The general and recycling bin stores are emptied by the local council weekly, but can sometimes get full before this time. If a bin store is full, please do not leave refuse outside the bin store as this causes a nuisance to other residents and is also unhygienic. It only takes a short walk to locate another bin store.
- To dispose large items of rubbish and household appliances, furniture, etc., residents can contact Tower Hamlets on 020 7364 5004 to arrange free collection. Please do not leave these items by the bins or anywhere on site without Management's prior approval. You cannot use this service for disposal of any building material following any work within apartment.
- Please ensure your tenants, cleaners and other visitors are aware above policy

## Recycling

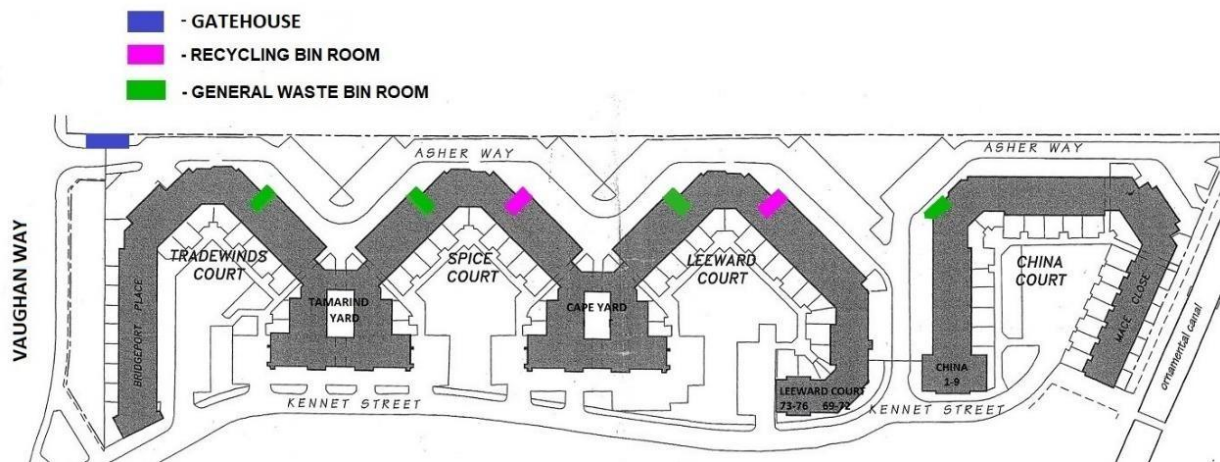
Recycling facilities are available at Quay 430. Recycling sacks are supplied by Management and dropped through your letterbox periodically. If you need more sacks then please request them from the Concierge Office. Do not use these sacks for any refuse other than recycling.

The recycling sacks can be put outside the front door of your apartment along with your general refuse at the times specified above. Same rules apply as for general waste collections.

There are two recycling bin stores situated on the right-hand side of both Spice and Leeward Courts respectively, (see map below) so you may also dispose of your own recycling when necessary.

Please be sensible about not overloading these sacks, and be sure that any glass placed in the sacks is done so safely to avoid causing any accidental injury to the porters.

Please make sure your items are recyclable, when recycling is contaminated with general waste, none of the contents of that bin can be recycled and it must be either incinerated or sent to landfill.



For more information about recycling please visit local council website:

[https://www.towerhamlets.gov.uk/ignl/environment\\_and\\_waste/recycling\\_and\\_waste/Recycling\\_and\\_waste.aspx](https://www.towerhamlets.gov.uk/ignl/environment_and_waste/recycling_and_waste/Recycling_and_waste.aspx)

### **Bulky Items**

Bulky items such as furniture and white goods (fridges, freezers, dishwashers etc.) cannot be disposed of onsite or by site staff. To dispose large items of rubbish and household appliances, furniture, etc., residents can contact Tower Hamlets on 020 7364 5004 to arrange free collection. Please do not leave these items by the bins or anywhere on site without Management prior approval. For more information, please visit council website

[https://www.towerhamlets.gov.uk/ignl/environment\\_and\\_waste/recycling\\_and\\_waste/Bulky\\_waste/bulky\\_waste.aspx](https://www.towerhamlets.gov.uk/ignl/environment_and_waste/recycling_and_waste/Bulky_waste/bulky_waste.aspx)

## What can you recycle?

### Household Plastic Packaging

#### Yes Please...

- Yoghurt pots / Food trays
- Ice cream tubs
- Margarine containers / Fruit punnets
- Plastic bags / magazine wrapping



#### Drink Cartons

- Wax-lined, poly-lined and foil-lined cartons (such as milk cartons & Tetra Pak)



#### Mixed Paper and Cardboard

- Newspapers, magazines and catalogues
- Telephone directories / yellow pages
- Corrugated card / Egg boxes
- Cardboard and Cereal boxes (flattened)
- Office paper/ shredded paper / wrapping paper



#### Metal Tins and Cans

- Drink and food cans (washed)
- Aerosol cans (fully emptied)
- Aluminium foil (clean and dry)
- Metal screw tops and bottle tops



#### Mixed Glass Bottles & Containers

- Drinks bottles—mixed colours
- Food jars

#### Plastic Bottles

- Water, cordial and cooking oil bottles
- Fizzy drink bottles / Bleach & cleaning fluid bottles
- Shampoo & Shower Gel bottles



#### No Thanks...

- Liquid waste
- Food waste
- Foil-lined packets (sweet wrappers and crisp packets)
- Black sacks, bio-degradable and degradable bags
- Polystyrene packing or beads
- Tupperware containers
- Waxed paper
- Foil backed card
- Card with padding or bubble pack
- Soiled paper/tissue
- Nappies
- Wallpaper
- Paint tins
- Any other metal
- Pane or toughened glass
- Mirrors/broken glass
- Light bulbs/fluorescent tubes
- Polystyrene packing or beads
- Plastic furniture
- Food storage containers

## Site Services & General Regulations

### Lifts

Apartments within the main sections of Tradewinds Court, Spice Court, Leeward Court and China Court have access to a lift. All internal communal areas including corridors and lifts are strictly non-smoking areas.

In case of breakdown, you should follow the instructions which are printed inside each lift. You will be able to speak to a representative of the lift operating company who will arrange for an engineer to visit the premises as soon as possible.

During normal operation, when the lift arrives at a floor, the lift doors will automatically open and close after a preset period and the lift will then depart to another floor. Residents who are moving items into and out of the lifts on a frequent basis (e.g. moving in/out, building work etc.) should speak to the Estate Manager who can provide lift protectors to prevent damage to the lift. These are required when there is building work, large deliveries or any chance that the lift interiors may be damaged.

### Balconies

It is a condition of your lease that no clothes or other objects may be hung or exposed from windows or balconies within apartments, as this is unsightly and can cause a nuisance to other residents.

### Gardens

Quay 430 takes great pride in the presentation of its gardens. Great care and attention go into the upkeep of the lawns, shrubs, and flowers throughout the year. To help keep these areas in pristine condition for the enjoyment of all please note the following;

- Dogs are not permitted on any grassed areas.
- Playing, cycling and ball games are not permitted.
- Barbeques are only permitted within designated areas.

### Garages

Many of the properties at Quay 430 benefit from a garage. Garages may be sublet to other residents of Quay 430 only. You can advertise these in the **Resident Notices** section of the Quay 430 website: [www.quay430.co.uk](http://www.quay430.co.uk). Renting to outsiders is NOT permitted as it compromises the security of the development.

In the interest of site security Garage doors must be kept closed shut, under no circumstances are they to be left continually open. Please be reminded under the terms of your lease you are only permitted to use your garage for the housing of one private motor vehicle only.

## **Residents Parking**

All apartments are issued with a resident's parking permit and visitors parking permits can be issued on request via the Concierge Office. Residents must ensure that all vehicles parked within the estate have a valid Quay 430 parking permit visibly displayed in their vehicle. A parking company operates at Quay 430 and any unauthorized vehicles may be issued with a fine. If you require a parking permit, please contact the Concierge Office. You should only park in your own parking space. Under no circumstances should you block the bay/garage of another resident.

Guests (family, friends etc.) of residents of Quay 430 should use their resident's allocated space. If this is not possible the Concierge Office will issue a temporary permit with directions on the correct space to park within that allotted time. Additional visitor parking is available along the back wall behind China Court.

Parking spaces may be sublet to other residents of Quay 430 only. You can advertise these in the Resident Notices section of the Quay 430 website: [www.quay430.co.uk](http://www.quay430.co.uk). Renting to outsiders is NOT permitted as it compromises the security of the development. Car rental schemes, such as Streetcar, are also forbidden as they have proven to attract crime to the development.

Please watch your speed when driving around the estate so as not to cause a nuisance to other residents. Vehicle access to the development is through the vehicle entrance gates situated off Vaughan Way on Asher Way, and the vehicle exit gates open onto Kennet Street.

## **Key Holding Service**

We advise all leaseholders and residents to leave a spare key at the Concierge Office, as an emergency may arise requiring access to your flat. All keys are held in a secure cabinet and are security sealed and coded.

Please inform the Concierge of the full names of any authorized individuals who should have access to your keys, along with the specified duration for this request. This must be done in advance via email to the Concierge at [concierge@quay430.co.uk](mailto:concierge@quay430.co.uk), otherwise they will not be able to release the keys.

In the interest of security, the site staff will require authorised persons to show identification when collecting keys.

## **Building and Gate Entry**

Quay 430 has an access control system in place when entering the development via the vehicle and pedestrian gates. Entry to the buildings is obtained via key. Additional keys can be obtained from the key cutting shop, if authorization letter from the Estate Manager provided. Please contact Concierge Office for more details.

All lost or stolen gate access fobs should be reported to the Estate Manager. Additional or replacement fobs are available via the Concierge Office at a cost of £25.00 each. Please note cash payments are not accepted and payment will need to be made to the Altus PM Client Account details, which can be obtained from the Estate Manager. Once Altus PM confirm receipt of payment, the fob will be released to you. Please note this process takes approximately 48 hours.

### **Chain Barriers**

Fobs will be required to enter and exit the parking area 7 days a week between 7pm and 7am. To open the barrier please press A button on your fob (Cape Yard parking area has 2 barriers, please press A from the one by the Cape Yard front gate or B for the one by staff canteen).

Please make sure that chain has fully dropped before driving through. After 15 seconds, automatic system will bring the chain back to the close position. Barrier will remain open during the daytime to allow access for couriers, contractors, and other authorized vehicles.

Please be advised that the ticketing company will continue operating, and any unauthorized vehicles may be fined as usual. To avoid this, always ensure you are parked in your allocated bay and your parking permit is clearly displayed on your dashboard for identification.

Spare fobs can be purchased at cost of £55 from Concierge Office. Faulty fobs can be replaced free of charge if the damaged fob is returned to the office. Payments for additional or lost fobs will have to be made to the managing agent Altus PM as per current key/fob policy.

### **Intercom System**

There is an entry phone system installed in each flat, by which visitors can gain access to the building only.

Front vehicle and pedestrian gates are linked to the resident's landline/mobile phone. Once the visitor uses the entry phone keypad located by the front gate to call an individual apartment (i.e. Spice Court + 43 + call button), a resident will receive a call on linked phone. Once the visitor's identity is confirmed, please press 1# on your phone to open the pedestrian gate, or 2# to open the vehicle gate.

If you have recently moved into the development, please provide your preferred phone number to the Concierge Office so it can be programmed into the phone entry system (usually within 48 hours).

### **Post and Deliveries**

Royal Mail post is delivered daily to each apartment.

Couriers should attempt to deliver parcels, packages, and registered postal items to each apartment, in the first instance. If you are not in, items will be left with Concierge for you to collect at your earliest convenience. Please be advised that the Concierge will not be able to accept any perishable goods, large or heavy items.

## **Bicycle Storage**

Bicycles storage racks are available for use by residents on a first come first serve basis at a cost of £55 per year. In addition, a recoverable deposit of £25 will be asked towards a key to the bike storage facility (and replacement of lost keys will be charged £25). If you wish to use the bicycle racks you must inform the Concierge Office as your bicycle must be labelled. Excess or unlabeled bicycles will be removed and disposed of without notice. If no spaces are available, your name will be placed on a waiting list and you will be notified by the Concierge Office as soon as there is an opening. Please note, cash payments are not accepted, and payment will need to be made to the Altus PM Client Account details, which can be obtained from the Estate Manager. Once Altus confirm receipt of payment, the key to the storage will be released to you. Please note this process takes approximately 48 hours.

All bicycles are left entirely at owners' risk, Quay 430 Management Limited and its employees will accept no responsibility for bicycles stolen or damaged.

Bicycles racks are the only areas where bicycles may be stored, bicycles found attached to outside areas such as, lamp posts or railings, may be removed and destroyed without notice. Resident bicycles must not be left in stairwells or corridors - any bicycles found in these locations will be removed without notice.

Visitors' cycle parking is available for short term use in the recessed area opposite the Concierge Gate house. Please do not allow guests to chain cycles to stairways or bring them inside any of the buildings.

## **Electricity & Gas Meters**

The electricity and gas meters for the apartments can be found in the locked riser cupboards and are accessible only by on-site staff. Residents have no access to these potentially dangerous cupboards. The reason for this is that the areas must be kept free and clear from storage and other materials. Also, lessees' meters must be kept protected from possible interference.

Your electricity and gas supplier may not install power key meters in these rooms. We recommend installation of smart meters where possible. This service is provided by most of electricity and gas providers free of charge.

Any resident requiring a gas or electricity meter readings should contact the Concierge Office.

## **Terrestrial, Satellite and Cable TV**

Residents within the Quay 430 estate currently have access to a digital aerial for terrestrial and Freeview channels, digital radio, FM radio and satellite services (through subscription only). All these can be identified on the 3-port TV sockets found in the individual apartments.

Satellite services and upgrades are arranged through a third party:

Community Vision Ltd  
Customer Services - 01892 722 887  
[customer.service@communityvision.co.uk](mailto:customer.service@communityvision.co.uk)

Under the terms of the lease residents are not permitted to erect their own satellite dish or aerial on the outside of the buildings or your balcony.

## Broadband

Full fibre broadband (FTTP) and fibre to the cabinet broadband (FTTC) is available at Quay 430 via the Openreach network. Please visit the Openreach website for more details and list of service providers. <https://www.openreach.com>

## Pets / Animals

No animals (including pets) are permitted to be kept at Quay 430 without prior written approval of the Management Company. Any lessees who sub-let their properties should ensure that this clause is included in all Assured Shorthold Tenancy Agreements and that their Agents, where applicable, are made aware of this restriction. The presence of pets may be considered a BREACH of lease and, if your property is sub-let, may result in your needing to terminate your tenancy agreement prematurely.

The Fourth Schedule regulations of the lease states: *“Not to keep any bird reptile dog or other animal in the Demised Premises without the previous consent in writing of the Management Company which may be given by the Management Company or their managing agents for the time being such consent to be revocable by notice in writing at any time on complaint of any nuisance or annoyance being caused to any owner tenant or occupier of any other flat in the building.”*

## Subletting Your Property

When sub-letting your property, you must adhere to the following rules:

- Sub-letting shall be for a period exceeding 6 months
- The use of Airbnb and other similar Holiday let schemes is not permitted.
- Apartments are not to be used for business usage.

Under the terms of your lease, you must request permission from the Management Company prior to letting your property, garage, or car parking space. A written request must be sent to the Managing Agents along with a copy of the Assured Shorthold Tenancy Agreement, two references for the party involved and payment of the appropriate fee. You will find the application form in the Appendix of this document.

The Quay 430 subletting fee is £144 including VAT.

You must ensure that you or your Agent attaches the Fourth Schedule Regulation to any subleases which are granted. A copy of this can be found in the Appendix Section of this document. This details the rules of the building which you have covenanted to abide by. You should also ensure that a copy of this information booklet is supplied to tenants prior to the letting of your property. Please also advise the Managing Agents of your new correspondence address and emergency contact numbers after you have moved out of your apartment.

## **Alterations to Your Property**

Lessees must not alter the layout of their property without first seeking permission from the Management Company via the Managing Agents, who will issue you with an information pack detailing how you should proceed. This License for Alteration pack is also available in the Appendix of this document. Full plans must be submitted, along with the expected duration of the work and anticipated disruption to neighbouring properties. Any written requests will be considered by the Board of Directors at their next six-weekly meeting.

If structural alterations (or hardwood flooring in areas not originally permitted by the lease) are applied for and approved, a Deed of Variation will have to be agreed so that the lease may be amended with the new approved layout. The lessee must pay the cost of the solicitor and surveyor employed by the Management Company to execute the Deed correctly.

The lifts may be used by builders, but only on the condition that the protective lift covers are in place. Where constant stalling of the lift is required, then a lift key should be obtained. Both are available from the Estate Manager and are in place to avoid damage to the lifts. Strict hours of work apply and builders are not allowed on the weekends. The common areas are not to be used for preparing work or for short-term storage. Any mess made by the builders in the common areas must be cleaned up immediately and is the responsibility of the leaseholder(s) concerned. If the Management Company is required to carry out any damage repair or additional cleaning in the communal areas because of building work, then the resident will be charged.

Failure to obtain a License to alter could result in reinstatement and costly legal expenses for you.

## **Code of Practice for Contractors**

To minimise disruption to Residents, Altus PM has a code of practice for all contractors working onsite. Contractors are required to practice high standards of conduct, show respect for the residents and their surroundings, exercise good manners, politeness, and consideration. Contractors must maintain regular communication with our staff on site (where applicable).

For all practical purposes, contractors are to take into consideration the building, and flats adjacent to the one in which work is being carried out.

All contractors and tradesmen working at your property must abide by the Altus PM contractor code of Practice. Leaseholders are ultimately responsible for the contractors they hire and must ensure they adhere to the following;

- Contractor parking is permitted on site. Please notify the Concierge Office in advance.
- Hours of work are limited to 08:00am – 5:00pm Monday to Friday
- Work is not permitted at weekends, on Bank Holidays.
- Work is to be carried out with the minimum amount of noise. All power tools must be adequately suppressed so as not to interfere with TV or radio reception. The use of power tools for drilling, cutting, or grinding, or any other noisy operation, is restricted to the hours of 10:00am – 2:00pm.
- On their first arrival on site, contractors must report to the Concierge with details of the staff who will be engaged on the work, and particulars of the location of the work.

- Wherever possible, identity badges or uniforms should be worn.
- Prior to commencement of work, contractors must affect an All- Risk Insurance Policy for a minimum of £250,000 and if required produce written evidence of the same to Altus PM.
- The passenger lifts (where applicable) may not be used to transport tools or building materials, unless prior arrangements have been made with the Porter. Precautions must be taken to avoid damage to the lift cars. On no account may lifts be overloaded. In the event the lift is overloaded, resulting in a failure, the leaseholder will be re-charged the costs of re-commissioning the lifts.
- All rubbish and waste materials must be cleared from the site. The same must not be stored with the common parts, or outside the building in which work is being carried out. Skips are not permitted onsite and materials must be cleared via wait and load methods only.
- Contractors must work safely, and comply with their own health and safety policy statement and, if required, a copy must be produced to Altus PM prior to commencement of work.
- Any damage caused by the contractor or his employees, whether inside the flat in which work is being carried out, or elsewhere, must WITHOUT DELAY be reported to the Concierge. The leaseholder will be liable for the cost of making good the damage caused.
- Quay 430 Management Limited have authorised the Estate Manager to direct all contractors to suspend work immediately if the contractors do not comply with any of the terms in this code of conduct. This right will be exercised in relation to excessive noise or work outside authorised hours.
- The contractor must not interfere with, adapt, or move the wiring or handset to the door entry system. If an alteration is required, this must be dealt with by the contractor responsible for the installation. Arrangements for this purpose must be made through Altus PM.
- The contractor should be aware that altering any walls within the flat, structural, or otherwise, requires PRIOR WRITTEN consent from the Quay 430 Management Limited. The same applies to any significant plumbing adaptations. If such work is proposed, the contractor must satisfy himself that the appropriate consent is obtained beforehand.

## Maintenance within your apartment

Maintenance and repairs within the flat are the responsibility of the flat owner. Quay 430 Management Limited or its staff will not undertake or organise repairs within your apartment. Please refer to your lease for further details on your maintenance obligations.

It is the responsibility of all residents to ensure that their property is well-maintained, and appliances such as boilers, pumps and central heating systems are serviced on a regular basis. However, emergencies do arise, and the Estate Manager keeps a list of approved contractors. The Estate Manager will be only too happy to supply you with any additional information you require.

In addition, please do not leave your washing machine or dishwasher running while your apartment is unattended as this has proved a major cause of water damage to adjacent apartments in the past. You should also ensure that the moving parts of your garage door are periodically sprayed with WD40 or similar lubricant to prolong the life of the operating mechanism.

If, in the event of carrying out works related to a communal part, for instance investigating a leak into a hallway, and your flat is found to be responsible for the issue, the flat owner will be re-charged the costs of the contractor call out, in accordance with the terms of the lease.

To ensure the integrity of the plumbing within your apartment, you are encouraged to undertake an annual plumbing check with a qualified plumber. Please ask the Estate Manager for details. This is recommended for all leaseholders and is a requirement for the subletting license. Where applicable, you will be reminded when your next plumbing check is due by the Estate Manager.

It is also advisable to undertake a periodic electrical test of all wiring and supplied equipment.

## Patio Door Upgrades/Replacements/Repairs

In accordance with clause (a) of the First Schedule of your lease, the doors (including patio doors and glass) are the responsibility of individual leaseholders;

*'FIRSTLY, the Flat specified...of the Particulars as the same is shown edged red on the Lease Plan including: -*

*(a) ...the **doors and door frames** and the glass fitted in the window frames (but excluding the window frames)'*

As such, any upgrade or replacement of your patio doors are your responsibility to undertake, and should be done so by following the above Licence procedure. It is important that the aesthetic of the estate is maintained and therefore any alterations in this respect will be bound by a strict set of guidelines. Please contact [quay430@altus-pm.com](mailto:quay430@altus-pm.com) in the first instance before carrying out any upgrades or replacements to your patio doors.

## Window Upgrades/Replacements/Repairs

The above clause of the lease also clarifies that the glazing of the windows is the leaseholder's responsibility to maintain. Therefore, if you wish to upgrade/replace the glazing, again, the above Licence procedure will need to be followed.

If your window frames require any repairs, please contact the Estate Manager in the first instance, who can assist.

### **Sloping Glass Window Upgrades/Replacement/Repairs**

The glazing in any windows that do not have the capability to open is part of the structure of the building and so under management responsibility. The glazing in all other windows is the responsibility of the leaseholder as per the same above clause of the lease.

### **Legionella Testing**

Legionella is a type of pathogenic bacteria associated with water systems, including the water tanks, pipework, showerheads, and whirlpool baths often found in domestic properties. If the bacteria become airborne (in water spray, mist, or vapour) then they can be inhaled by residents and have the potential to cause a range of pneumonia-like illnesses.

At Quay 430, there are communal cold water storage tanks at China Court, Leeward Court, Tradewinds Court and Spice Court that supply water to the flats in these blocks. The cold-water storage tanks are under a preventative maintenance contract, which includes an annual Legionella Test and Risk Assessment to ensure the water supply is safe for use.

However, there are safeguarding measures that owners and residents should take, these include;

- Cleaning showerheads and tap heads and run them at full temperature regularly, and especially if the property has been vacant for some time.
- Check water heaters; drain them off and bring them up to working temperature.
- Checking for any dead-runs of water pipes, for example a washing machine supply pipe that is no longer in use.

If your flat is sub-let, it is a legal requirement for a Legionella Test to be carried out within your property, however we would encourage all owners to also have this done annually. This test may identify any issues in your flat's exclusive connection to the communal systems.

### **Pest Control**

If you discover mice or rats in your property, please contact the estate office in the first instance and they will advise you of the next steps.

The first three courses of treatment, if all are necessary, are covered by the service charge account of Quay 430 Company Limited. If more pest control visits are necessary after the 3 visits and during a period of 3 years the responsibility to cover the cost of any pest control visit / treatment is demised to the flat /leaseholder.

## **Buildings Insurance**

A building insurance policy is in place to cover any damage arising from “insured risks” to be repaired. The key insured risks are escape of water, fire, and storm damage. The buildings insurance policy requires immediate notification of damage from water. Leaseholders run the risk of the insurance company failing to pay out if there is any delay in advising of water damage. The apartment owner must maintain the Stuart Turner pumps and boilers in the apartment on a regular basis. Only Stuart Turner pumps should be used if replacement is necessary.

Should the pumps, pipes and boiler within apartments not be maintained, then any resulting damage to the owner’s apartment or to adjacent apartments may not be covered on the buildings insurance policy and will therefore be the responsibility of the lessee. **Plumbing Checks** are an annual requirement on the development, and failure to do these may result in additional financial penalties should you require to file a claim under the building’s insurance policy.

### **Leaks**

It is important that in the event of a leak, proper procedure is followed to ensure a swift resolution for all parties affected and avoid needless increases in the cost of the insurance arising from a poor claims record.

The procedure is as follows;

- Discovery, notification and isolating the leak to prevent further damage

Should you notice a leak coming into your property, please notify the Estate Manager without delay. They will notify the other property and advise them to identify the cause of the leak and isolate and repair it immediately. Individual leaseholders are responsible for organising the isolation and repair of any leaks within their apartments.

- Making Good Water Damage

Once the source of the leak has been isolated and repaired it must be given time to fully dry out prior to commencing any redecoration.

### **Making a Buildings Insurance Claim**

In the event you wish to make an insurance claim to make good the damage in your flat, please ensure you notify the Estate Manager immediately. You may be asked to also contact Altus PM Insurance Claims (please see email below) in writing within 14 days of the incident, to allow us to put the insurers on notice.

We will then provide you with details as to how to make a claim and who will be addressing the administration of this on behalf of the insurers.

Please note, if you contact the buildings insurance broker before notifying Altus, the broker will not be able to log your claim. The insurance broker has been instructed to notify Altus of all claims applied for. Any lessee found to be circumventing the proper process for filing a claim as outlined above may incur further financial penalties, including being liable for the cost of the policy excess.

## **Altus PM / KFH Building Insurance Claims:**

0203 542 0200

[insuranceclaims@kfh.co.uk](mailto:insuranceclaims@kfh.co.uk) (please CC [estatemanager@quay430.co.uk](mailto:estatemanager@quay430.co.uk) in your correspondence)

### **Leak Prevention**

Leaseholders must ensure that all stopcocks and isolation valves in the property are fully operational and can be turned off in the event of an emergency. Over time, original valves and stopcocks may have seized, so it is the leaseholder's responsibility to ensure these are functional and to replace them if necessary.

Leaseholders should also ensure that their appliances are regularly checked, in addition to tiling and grouting around the bath/shower/sink areas.

### **Fire Prevention**

- You must ensure you have an appropriate number of working fire detectors in your home and your entrance door should be fire resisting and fitted with a self-closing device.
- The fixed electrical installations in your apartment should be inspected & tested by a qualified electrician at least once every five years or on change of tenancy / ownership.
- Your wiring should comply with the latest regulations, certainly any original wiring must be regarded as highly suspect and you should consider having this renewed.
- Do not overload sockets. Any electrical works within the property should be carried out by a qualified electrician.
- Keep all combustible materials a safe distance from heating appliances.
- It is advisable that you install a carbon monoxide alarm if you have a gas cooker / hob.
- Ensure cigarettes ends are stubbed out and disposed of carefully.
- Never leave lit candles unattended.
- It is a requirement of The Regulatory Reform (Fire Safety) Order 2005 that the communal areas be kept clear as they are designated fire escape routes. This includes the storage of resident's personal items such as bicycles, scooters, umbrellas, shoes etc. whether residents believe they are causing an obstruction.

### **Contents Insurance**

Lessees and residents are advised to take out a home contents insurance policy with appropriate third-party liability insurance cover for their apartment so that they are covered if an unforeseen event occurs.

### **Noise Nuisance and Anti-Social Behaviour**

Noisy neighbours can be a problem to us all, especially if loud music is played late at night. If planning a party, for example, be considerate and advise your neighbours. This has been a particular issue when parties have been held in gardens and on terraces in the summer months where noise carries. Outside of the summer months, please note that due to the construction of the buildings, noise does travel, not just to the flats adjacent, but below and above as well.

Residents are permitted to use the BBQ designated sport and picnic tables on Asher Way Lawns. However, such events should be by 11pm to minimise noise pollution and the area should be cleaned after use.

Please note that under the terms of your lease, you have agreed not to play musical instruments, loud TVs, and stereos etc. between the hours of 11.00pm and 8.00am or at any other times to cause a nuisance. The Management Company will act against any lessees causing a noise nuisance or displaying any unruly behaviour at Quay 430 which interferes with other lessee's quiet enjoyment of their property. The cost of enforcing this condition of the leases at Quay 430 will be charged to the offending lessee's service charge account and will not be waived.

If substantial noise nuisance should occur, please try to deal with the situation in a sensible manner yourself in the first instance. If this does not have the desired effect, please contact the Estate Manager (during working hours) or the Managing Agents who will act under the terms of the lease as appropriate. Please make sure that you take down all the details of the incident including its time, date, nature etc. If the incident occurs outside of office hours you can call the police or Tower Hamlets Council (Environmental Health department) on 020 7364 5000 or email [environmental.protection@towerhamlets.gov.uk](mailto:environmental.protection@towerhamlets.gov.uk).

Altus PM will investigate any complaints of residents found to be causing unreasonable nuisance to others and appropriate action will be taken. Where a lessee has elected to install their own burglar or other alarm then they are responsible for ensuring that it is maintained properly and that in the event of an alarm sounding, arrangements are made for the alarm to be attended to and silenced.

## **Security**

Security Patrols are carried out by staff and include checking all areas of the buildings, car parks and ensuring all entrance doors are secured.

Here are steps that residents can take to ensure the security of site is optimised;

- Please ensure the main building entrance doors are secured behind you when entering and exiting the building.
- For your own protection please ensure that you do not give access via doors or intercom to any person that you do not recognise, if anyone tailgates you into the block, please report this to immediately to the Estate Office.
- Please ensure your vehicle is locked, with windows secured and no valuables left inside.
- For site security, garage doors must be kept closed. Under no circumstances should they be left open continuously.

## Reporting a Crime

If a crime is happening or someone is in immediate danger: 999.

For non-emergencies: 101.

Call Crimestoppers anonymously: 0800 555 111.

## Additional Contacts

Tower Hamlets Council: 020 7364 5000

Fill in the online contact form:

[https://www.towerhamlets.gov.uk/content\\_pages/contact\\_us/contact\\_us.aspx](https://www.towerhamlets.gov.uk/content_pages/contact_us/contact_us.aspx)

Report Anti-Social Behaviour:

[https://forms.towerhamlets.gov.uk/service/report\\_anti\\_social\\_behaviour](https://forms.towerhamlets.gov.uk/service/report_anti_social_behaviour)

### Tower Hamlets - Contact us on the phone

For most queries, please call us on 020 7364 5000. Our lines are open 9am to 5pm from Monday to Friday.

| Service                                                        | Phone number  |
|----------------------------------------------------------------|---------------|
| Council hotline and switchboard                                | 020 7364 5000 |
| Business Rates                                                 | 020 7364 5010 |
| Children services                                              | 020 7364 5006 |
| Council tax                                                    | 020 7364 5002 |
| Electoral services                                             | 020 7364 0872 |
| Environmental health, licensing, and trading standards         | 020 7364 5008 |
| Healthline                                                     | 020 7364 5016 |
| Housing benefits                                               | 020 7364 5001 |
| Housing Options                                                | 020 7364 7474 |
| Parking services                                               | 020 7364 5003 |
| Pest and noise nuisance                                        | 020 7364 5007 |
| Out of hours noise response (Thursday to Sunday, 8pm – 3.30am) | 020 7364 5000 |
| Planning and development                                       | 020 7364 5009 |
| Urgent social care for adults                                  | 020 7364 5005 |
| Social care for adults - info and advice                       | 030 0303 6070 |
| Streetline                                                     | 020 7364 5004 |
| Workpath                                                       | 020 7364 3727 |
| Emergency out of hours (not for out of hours noise complaints) | 020 7364 7070 |

## Appendices

### Appendix 1. Fourth Schedule Regulations

Quay 430 Residential Apartments, Wapping, London E1W

The following conditions are taken directly from the Quay 430 Lease which all residents (both lessees and sub-lessees) are legally bound to observe and abide by.

#### THE FOURTH SCHEDULE REGULATIONS

1. Not at any time to use or occupy that part of the Demised Premises firstly described in the First Schedule except for the Permitted User and that part of the Demised Premises secondly described in the First Schedule for the parking of private motor vehicles ancillary to the Permitted User
2. Not at any time to use either the Demised Premises or any part thereof for business purposes
3. Not to do or permit or suffer in or upon the Demised Premises or any part thereof any sale by auction or any illegal or immoral act or any act or thing which may be or become a nuisance or annoyance or cause damage to the Management Company the Corporation Regalian or the Flat Owners or the occupiers of any part of the Building or the Estate or of any adjoining or neighbouring premises
4. Not to do or permit to be done any act or thing which may render void or voidable any policy of insurance maintained in respect of the Building or the Estate or may cause an increased premium to be payable in respect thereof nor to keep or permit to be kept any petrol or other specially inflammable substances in or about the Demised Premises and to repay to the Management Company all sums paid by way of increased premium and all expenses incurred in or about the renewal of any such policy or policies rendered necessary by a breach of this regulation all such payments to be recoverable as rent in arrear
5. Not to throw or permit to be thrown any dirt rubbish rags or other refuse into the sinks baths lavatories cisterns or waste or soil pipes in the Demised Premises
6. Not to play or use or permit the playing or use of any musical instrument television radio loudspeaker or mechanical or other noise making instrument of any kind nor to practise or permit the practising of any singing in the Demised Premises either:—
  - (a) Between the hours of Eleven p.m. and Eight a.m.or
  - (b) At any other time or times so as to cause any nuisance or annoyance to any of the other owners tenants or occupiers of the Building and for the purposes hereof the decision of the managing agents for the time being of the Management Company (or of a surveyor appointed by the Management Company for the purposes of this clause) as to what constitutes a nuisance or annoyance shall be final and binding on the parties
7. Not at any time to put on or in any window or balcony (if any) or on the exterior of the Demised Premises or the interior so as to be visible from outside any name writing drawing signboard plate placard or advertisement of any kind whatever any unsightly object or anything which in the opinion of the Management Company is offensive
8. Not to hang or expose in or upon any part of the Demised Premises so as to be visible from the outside any clothes or washing of any description or any other articles nor to place outside the Demised Premises any flower box pot or other like object nor to shake any mats brooms or other articles inside any part of the Building (other than the Demised Premises) or out of the windows either of the Demised premises or of any other part of the Building
9. Not to keep any bird reptile dog or other animal in the Demised Premises without the previous consent in writing of the Management Company which may be given by the Management Company or their managing agents for the time being such consent to be revocable by notice in writing at any time on complaint of any nuisance or annoyance being caused to any owner tenant or occupier of any other flat in the Building
10. Not to erect any external wireless or television aerial
11. Not to use on the Demised Premises any electrical device without an effective suppressor fitted thereto
12. Not to permit or suffer the children of the Tenant or of any friends visitors servants employees or licensees of the Tenant to play upon any staircases landings or passageways in or about the Building or the Common Parts



QUAY 430 MANAGEMENT LIMITED

**APPLICATION FOR APPROVAL TO SUB-LET AT QUAY 430**

Flat Address:

Property Owner Details:

Lessee Name(s):

Address:

Telephone:

Email Address:

Proposed New Tenant Details:

Tenant Name(s):

Telephone:

Email Address:

Period of Tenancy:

FROM (date)

TO (date)

**LETTING AGENT'S DETAILS** (if different from lessee):

Company Name:

Contact Name:

Email Address:

Telephone number:

Address:

**ATTACHMENTS**

Copy of Tenancy Agreement

YES/NO

### **Appendix 3. Deed of Covenant for Subletting**

Dated

QUAY 430 MANAGEMENT LIMITED

AND

Leaseholder

AND

Sub-Tenant

---

**COVENANT FOR SUBLETTING**

**Full Unit Address**

---

THIS Covenant is made on the DATE

BETWEEN  
Quay 430 Management Limited

.....  
C/o KFH House, 5 Compton Road, Wimbledon, London, SW19 7PQ  
("The Management Company")

and

Leaseholder Name

.....  
Leaseholder Address  
("the Lessee")

and

Sub-tenant Name

.....  
Unit Address  
("the Tenant")

WHEREAS

- (1) The Management Company is entitled to the reversion immediately expectant on the determination of the lease short particulars of which are set out in the Schedule hereto ("the Lease")
- (2) The Lease demises the property short particulars of which are set out in the Schedule hereto ("the Flat")
- (3) The Lease contains restrictions on underletting
- (4) The term created by the Lease is vested in the Lessee
- (5) The Lessee wishes to sublet the Flat to the Tenant and the Tenant has agreed to enter the covenant hereinafter contained
- (6) The Management Company have agreed to consent to a subletting on the terms set out in this deed

NOW THIS DEED WITNESSETH as follows:

1. The Management Company grants a Covenant to the Lessee to sublet the Flat to the Tenant upon the following terms and conditions
  - 1.1 the subletting shall be subject to the Lessee's covenants (other than the covenants to pay rent insurance rent and service charge) contained in the Lease in so far as they are applicable to the subletting
  - 1.2 the subtenancy shall include covenants by the Tenant
    - 1.2.1 not to assign underlet part with possession or share the Flat with a condition for re-entry on breach of that covenant
    - 1.2.2 not to use the Flat except as a single private residence in the occupation of one family or household with a condition for re-entry on breach of that covenant
    - 1.2.3 not to do cause or permit any activity in the Flat or in the block of which the Flat forms part which is or may be a nuisance to the Management Company or occupiers of neighbouring or nearby property
    - 1.2.4 the subletting shall be in the form annexed to this deed
2. In this Licence words importing the singular shall include the plural and vice versa and where the expression "the Tenant" comprises two or more persons the covenants entered by them shall be joint and several and the masculine shall include the feminine and the expressions "the Management Company" and "the Lessee" shall be deemed to include their respective successors in title

- ## SCHEDULE

## **Appendix 4. Quay 430 Guidelines for Alterations and Works**

### **Guidelines for Works and/or Alterations to Leaseholder's Flat**

In accordance with the terms of your lease, no alterations may be made to your flat without the written consent of the Management Company (Quay 430 Management Limited). This document is intended to provide practical guidelines on the process of applying for this consent and carrying out such alterations and/or works, but does not replace the conditions and covenants contained in your lease (for example: Clause 5, (4) "*No Alterations without Consent*"; Clause 5, (9) "*Planning Requirements*"; Clause 13 under *The Fourth Schedule / Regulations*).

The following outlines the process which must be followed should you be considering carrying out any alteration works:

1. Leaseholder completes and returns "*Application for Alterations to Leaseholder's Flat*".
2. Management Company and Managing Agents assess the application. (*Note: If a surveyor or other advisor is required to assist with the assessment, the costs would be chargeable to the leaseholder - in this case, an estimate would be provided before any such costs are incurred.*) Based on the information provided, Management Company and Managing Agents determine if consent can be granted - if so, a license for alterations is drafted.
3. Leaseholder reviews the license for alterations and signs to accept the conditions in the license.
4. Management Company countersigns to grant the consent based on the conditions in the license.  
(*Note: Leaseholder should retain this signed document as the written consent for alterations.*)
5. Leaseholder carries out the proposed works following the conditions of the license, which may include facilitating inspections and/or providing further evidence/documentation.

Alteration works may only be carried out by the Leaseholder. They are prohibited to occupiers under a sub-lease or a tenancy. If there is any question as to whether such approval may be necessary for any work that you are contemplating, the Managing Agents should be contacted in the first instance for advice. Failure to do so could involve such work to be halted and involve you in additional expense.

You must provide a copy of these guidelines (including "*Estate Rules for Works to Flats*") to your architect /surveyor /interior designer /builder /other contractor etc. and they should form part of your contract with them, so that there is no confusion as to the do's and don'ts associated with your work. Leaseholders are reminded that they will be held fully responsible for their contractors' performance while on the premises.

Building works can be a nightmare for those neighbouring residents that live through them. As such, the rules will be enforced strictly and failure to follow them could result in your being billed for corrective work or even having any license to do the work revoked by the Management Company.

These guidelines and rules are intended to allow leaseholders to improve their flats, while protecting the safety and security of our buildings and minimising disruption to neighbouring flats. We hope everyone understands and is sympathetic to this position.

### **Estate Rules for Works to Flats**

The following constitutes the minimum baseline for all works/alterations carried out to

leaseholder's flats at Quay430. Depending on the specific works being performed, further conditions may be required as noted in the license for alterations.

1. The Leaseholder must ensure that all relevant consents (including from the Management Company) and permissions (including from the local authority, if applicable) are obtained (including payment of any fees) before commencing any works.
2. Notification of the commencement date and completion date of the works should be passed to the Estate Manager and Managing Agents well in advance in order that written notice can be given to the building's insurers and residents of neighbouring flats and cleaning staff.
3. The Leaseholder is to ensure the contractors carrying out the works have suitable and adequate insurances, copies of which must be supplied to the Estate Manager and Managing Agents before work commences, and a Permit to Work is obtained from the Estate Manager.
4. The Leaseholder will be responsible for making good any damage caused to common parts or other flats because of the works. The Management Company reserves the right to debit the Leaseholder's account with any costs incurred in rectifying damage to the common parts.
5. No works may be carried out on weekends or bank holidays and the hours of work are restricted to Monday to Friday, 8.30am to 5.00pm. Noisy works must be restricted to 10.00am to 3.30pm to minimise inconvenience to residents of neighbouring flats.
6. No items or materials to be left in the common parts at any time. Leaseholder to ensure that common parts areas accessed by their contractors/operatives are kept clean, including providing temporary protection to surfaces if necessary and to remove the protection immediately after use and to clean surfaces if soiled.
7. Use of the lift is permitted if it does not obstruct other building users from using the lift, the lift is used safely (e.g. the lift is not overloaded, doors not wedged open, etc.), temporary protection is installed while in use for the works, and at the end of each working day the protection is removed and the lifts cleaned by the leaseholder's contractors/operatives.
8. Any skips required must have necessary Council approval. Skips must be covered and the area surrounding them must be kept clean of debris. Skips should only be emptied (collected, exchanged, etc), during normal working hours as outlined above. It is recommended that any skips be surrounded by construction fencing to prevent unauthorised use.
9. Where scaffolding is to be erected to carry out any works, the positioning of same is to be agreed in advance with the Estate Manager and Managing Agents and the scaffolding must include suitable lighting and alarms etc.
10. In the event of requiring the use of noxious chemicals or paint or any process that will generate strong smells/vapours, the Estate Manager and Managing Agent must be warned with sufficient notice to allow nearby residents to be advised of such uses.
11. The Estate Manager and Managing Agents have the full authority of the Management Company with respect to day-to-day management issues relating to such works, subject to direct appeal to the Board of the Management Company in case of dispute.

Non-compliance may result in corrective action by the Management Company at the Leaseholder's expense and/or revocation of any previously granted alteration licenses.

## Application for Alterations to Leaseholder's Flat

### Flat and Leaseholder Details:

|                      |                |
|----------------------|----------------|
| Flat Number:         | Building Name: |
| Leaseholder Name(s): |                |
| Address:             |                |
| Telephone:           | Email Address: |

### Proposed Alterations/Works:

|                                                                                                       |                                           |
|-------------------------------------------------------------------------------------------------------|-------------------------------------------|
| Brief Summary:                                                                                        |                                           |
| Attachments Included: (please provide brief description of each file attached)                        |                                           |
| Works Commencement Date:                                                                              | Works Completion Date:                    |
| Alterations/Works Details: (indicate <b>Yes</b> or <b>No</b> for each of the following items of work) |                                           |
| - New fittings (e.g. kitchen, bathroom)?                                                              | - Change in location of fittings?         |
| - Change to utilities (internal to flat)?                                                             | - Change to utilities (external to flat)? |
| - Removal/alteration of non-structural wall?                                                          | - Addition of non-structural wall?        |
| - Structural changes? (e.g. removal/alteration of structural wall)                                    |                                           |
| - Change to floor covering? (e.g. alteration to underlay and/or installation of hard flooring)        |                                           |
| - Other? (if <b>Yes</b> , provide further details below and using attachments)                        |                                           |

Please return the completed application form with all relevant plans and specifications attached to both our Managing Agents (Altus PM) and the Management Company via the following email addresses:

- [quay430@altus-pm.com](mailto:quay430@altus-pm.com)
- [alterations@quay430.co.uk](mailto:alterations@quay430.co.uk)

As per the process outlined in the "*Guidelines for Works and/or Alterations to Leaseholder's Flat*" above, we will assess the proposed alterations/works based on the information you provide and determine the next steps accordingly.

Please remember that no alterations may be made to your flat without the written consent of the Management Company (Quay 430 Management Limited).