

Welcome to Croft Lodge



This leaflet has been drawn up by the Committee of Croft Lodge Residents' Society ("Committee") to provide advice and information about the Flats, and to ensure that Occupiers are aware of their responsibilities. Many communal functions, such as window-cleaning, are organized by our property management agents, St Andrews Bureau ("SAB") (see page 5) but we have no caretaker so the preservation of a safe and pleasant environment depends on the co-operation of everyone who lives here.

All Occupiers, whether Owners or not, are obliged to abide by the Regulations of The Tenth Schedule of the original Lease (see pp. 7 & 8 of this leaflet), on which our list of Requirements and Recommendations is based (see p. 2). Visitors and tradespeople should be made aware of relevant obligations, such as those regarding parking and bicycles.

All Owners and Tenants must complete the Residents Questionnaire (see p.13), which can also be obtained from Estate Management at SAB, or downloaded from our website (<http://www.croftlodge.co.uk/>). The completed form must then be sent to Estate Management at SAB. Any changes in details must be sent as soon as possible to Estate Management at SAB.

Further information and documentation is available on our website (<http://www.croftlodge.co.uk/>), some of which can be accessed only by Owners, who can obtain authorization from SAB.

REQUIREMENTS & RECOMMENDATIONS

Safety

Fire In the event of fire, observe our Fire Procedure (p. 9) and dial 999 or 112. All residents should familiarize themselves with the Fire Procedure (p. 9), a copy of which should be kept in a prominent place in the Flat. The staircases are fitted with smoke alarms and call points to sound the alarm.

Police If emergency attendance by the Police is required, e.g. if a crime is in progress, dial 999 or 112. In non-emergency situations, for example if you have experienced theft or criminal damage, or if you notice any suspicious activity, telephone the Police on 101.

Ambulance If an ambulance is required, e.g. if someone is seriously ill or injured, dial 999 or 112. For illnesses and minor injuries where life is not threatened, but you need immediate advice, dial 111. In less urgent cases call your General Practitioner. The nearest hospital with Accident & Emergency Services is Addenbrooke's (01223 245151). The nearest general practice is Newnham Walk Surgery (01223 366811)

Gas In any emergency concerning gas, e.g. you can smell gas, ring 0800 111 999. All Flats should have a key to the gas meter box (outside the building) where you can turn off the gas main. Gas meters for Flats 1 – 12 and Flats 13, 15, 17 and 19 are at the front of their buildings; those for Flats 14, 16, 18 and 20 are on the Millington Road side. Owners must ensure that all gas appliances are serviced annually by a Gas Safe Registered engineer. All tenants should ask their landlord for a copy of the current certificate and if this is due to expire during the tenancy, check with your Landlord about arrangements for the next service

(see <http://www.hse.gov.uk/gas/domestic/faqlandlord.htm#faq2>).

Electricity In any emergency concerning electricity, ring 105 or 0800 316 3105. Power can be turned off at the fuse box or consumer unit in the Flat, or in the meter cupboard situated in the ground-floor hall-way. You should have an FB2 key to this cupboard. Tenants must ensure that the key is returned to their Landlord at the end of a tenancy. **You should never leave your washing machine or tumble-dryer on when you go out:** an electrical fault in such appliances have caused fires in Flats. It is recommended that all Owners arrange for an electrical check of their Flats every 5 years. To report a power cut, or obtain information about a cut, call 105 or 0800 316 3105. The staircases are fitted with emergency lighting which will operate in the event of a power cut.

Water A water leak or overflow in one Flat can easily affect adjacent Flats and Flats below. This is another reason why you must not run your washing machine when you are out. Also, when a bath, shower, sink or washbasin is not in use, do not leave the plug in place. Cisterns and waste pipes must be kept clear (Rules 10 & 11 of the Tenth Schedule – see pp. 7 & 8). Identify the water stop-cock in your Flat and turn it off when you go away overnight or for a longer period. The water supply to each Flat is individually metered. You are advised to remedy any dripping taps as soon as practicable, both to help avoid overflows, and to save on costs.

Keys We ask all residents to leave a spare key with a neighbour in case of an emergency (gas leak, plumbing disasters etc.). This is also useful in case you lock yourself out.

Door Entry System Each entrance door is fitted with an entry system. Entry is obtained by using the keypad or a keyfob, or by using the intercom, and exit by pressing the 'Press to Exit' button (for details see p 9).

Halls, Landings and Stairs

For reasons both of safety and appearance, the entrance hall, landings and stairs must be kept free of bicycles, pushchairs, furniture, luggage, toys etc. (Regulation 2 of the Tenth Schedule – see p. 7). Stair lifts can only be fitted with the written consent of the Committee, must comply with current Health and Safety Legislation, and must be removed at the Owner's expense when requested to do so by the Committee. Smoking is not permitted in the hallways or on the stairs.

Noise

No-one shall make a noise that is a nuisance to any other Occupier (Regulation 7 of the Tenth Schedule – see p. 7). Unfortunately, the Flats were built at a time when no attention was given to sound-proofing – noise travels remarkably within the blocks. You may not hear your neighbours, but that may be because they are quiet - they may be able to hear you! Try to discover what is an acceptable volume for your TV, radio and sound system. Experience has shown that the Flats are not suitable venues for large parties with music, and dancing is not allowed (Regulation 8 of the Tenth Schedule – see p. 7). If you come in late at night or are seeing guests off, please avoid banging any doors, and be as quiet as possible on the stairs. Living rooms must also be carpeted overall (Regulation 3 of the Tenth Schedule – see p. 7), therefore those wishing to use wood-block or laminate flooring should ensure that there is an adequate covering of rugs and they should always use soft footwear.

Animals and Pets

No bird, cat, dog or other pet shall be kept which shall cause a nuisance or annoyance to the Owners or Occupiers of any other Flat (Regulation 5 of the Tenth Schedule – see p. 7).

Refuse Disposal & Recycling Facilities

Responsible refuse disposal is vital to ensure hygiene and safety in a community like Croft Lodge – your co-operation is essential

Guidance for the disposal of different types of waste is given in notices distributed to Flats and posted in the bin enclosure opposite Flat 2. Essentially, compostable waste is to be placed in the green bin (wet waste to be wrapped in paper), and recyclable items are to be placed in the blue bins. Since space is limited, cardboard boxes must be flattened or broken up. General waste from Flats 13-20 can be put down the rubbish chute in that block but must be sealed in bags small enough to go down the chute without blocking it. All other general waste is to be placed in the grey bins (wet or offensive waste in plastic bags). Currently, the refuse is collected on a two-weekly cycle.

Window Cleaning

All external windows are cleaned bi-monthly by a contractor. All windows must be closed before cleaning starts to ensure that it can be carried out safely, hence we try to give advance warning of the next visit. (N.B. The Committee has currently assumed responsibility for organizing the external cleaning which would otherwise be the responsibility of Owners under Regulation 11 of the Tenth Schedule – see p. 8.)

Garden

You are welcome to sit in the garden whenever you like, but **please do not dry your washing there** nor hang it out of your windows (Regulation 6 of the Tenth Schedule – see p. 7). The gardens should not be used for games or parties. Barbecues are **not permitted** anywhere in the grounds (including the patios).

Parking

Vehicles must be parked in the spaces provided, and not driven over verges and footpaths (Regulation 16 of the Tenth Schedule – see p. 8). One bay at the driveway entrance is sign-posted “Short-term Parking” and is reserved for activities such as unloading, or visits by care workers. If you have a garage, please use it for security, and so that maximum space is left in the parking areas for those without a garage.

Bicycles

Bicycle stealing is rampant in Cambridge so keep your bike in your garage or securely chained up in the cycle racks. **Bikes must not be propped up against the walls of the Flats, the trees or signs.** Bikes that appear to be abandoned will be labelled to give a period of notice before removal.

Refurbishment of Flats

All Flats will require refurbishment at some time and Owners carrying out such work are expected to respect their neighbours by restricting noisy activities to normal working hours, keeping stairs and hallways clean and free from obstruction, and making appropriate arrangements for the disposal of building waste. Skips require Committee permission, and should be placed in a suitable location for the minimum length of time, and where possible the clearance work should be completed in one day. Alterations, including those to electrical wiring, gas or water supply, or heating system, require the written consent of the Committee (Regulation 12 of the Tenth Schedule - see p. 7). Also, written consent must be obtained before carrying out any work that might affect the structure of the building (such as removing a wall) or the style of the building (such as installing windows, external pipework, and aerials) (Regulation 4 of the Tenth Schedule - see p. 7). Please refer to Regulation 3 of the Tenth Schedule regarding carpeting – see p. 7.

External Fittings, e.g. Aerials and Signage

Nothing can be fixed to the outside of the Flats without the written consent of the Committee (Regulation 4 of the Tenth Schedule - see p. 7). Permission will not be given for satellite dishes. Any items that are fitted must comply with current Health and Safety Legislation and must be removed at the Owner’s expense when requested to do so by the Committee.

Short Term Lets

The Croft Lodge Lease (Sixth Schedule, clause 12) states that “Neither the Premisesshall be used [for] any trade business or profession.....nor shall any borders or lodgers be taken... but the Lessee shall use the same for the purpose of a **single private family residence only**”. Accordingly, the use of Flats for short term lets (e.g. through AirBnB) is not permitted as it is in breach of the Lease, and raises questions over safety, security and insurance cover.

Estate Management

The Society has appointed St Andrews Bureau Ltd (“SAB”) to manage Croft Lodge. Therefore, for issues relating to the management of the communal areas, contact can be made with SAB (see below, p. 5). In the event of an emergency after hours, the number to call is 07702 849980. This number is not monitored 24/7 but it is checked regularly. Please note – it is emphasised that the emergency calls should be restricted to real emergencies relating to the communal areas that cannot wait until office hours. SAB may also be able to assist should any Owner have need for tradespeople, such as a plumber.

For further information or help, please contact a member of the Committee (see page 5).

KEY CONTACT INFORMATION

Committee Members

Member	Tel	Email
Mrs Susan Bowring (Chairperson)	<redacted content>	<redacted content>
Mrs Diana McCollum (Treasurer)		
Dr Philip Schofield	<redacted content>	
Mr Tim Tillson	<redacted content>	
Mr Kenneth Wheatcroft (Vice-Chairperson)	<redacted content>	

St Andrews Bureau

Address: 18 Mill Road, Cambridge, CB1 2AD
Tel: 01223 352170
Email: estatemanagement@sab.co.uk

Emergency Services

Fire/Police/Ambulance 999 or 112
Electricity 105 or 0800 316 3105
Gas 0800 111 999

Non-Emergency Services

Police 101 <https://www.cambs.police.uk/>
National Health Service 111 <https://www.nhs.uk/>
Cambridge City Council 01223 457000 <https://cambridge.gov.uk>
Cambridge City Bin Collection 01223 458282 <https://www.cambridge.gov.uk/check-when-your-bin-will-be-emptied>
Cambridge City Recycling <https://www.cambridge.gov.uk/bins-recycling-and-rubbish>

NOTICE TO OWNERS & TENANTS

All new Owners and tenants are issued with copies of this leaflet together with a Residents Questionnaire which is to be completed and forwarded to the Company Secretary at SAB (see page 5 and 13). This will act as confirmation that they have received and understand these approved ***'Requirements and Regulations'*** which includes a reproduced copy of ***The Tenth Schedule to the Lease*** (pp. 7 & 8).

The Insurance Policy covering the buildings of both Blocks and garages includes the following clause:

Unoccupancy

It is a condition of this Policy that within 45 days of the Premises or any part thereof becoming unoccupied, untenanted or not having been actively used:

- 1. all services are to be turned off at the mains except electricity where needed to maintain any fire or intruder alarm system in operation and the water and heating system drained*
- 2. the Premises are to be secured against unauthorized entry*
- 3. at least weekly inspections are to be made of the Premises by you or a responsible person acting on your behalf and a log of visits maintained*
- 4. all loose combustible materials such as junk mail and newspapers are to be removed from the Premises.*

If in doubt, a copy of the Policy can be provided by SAB on request.

It is the responsibility of the Owners who let their property to inform the Company Secretary at SAB (see page 5) immediately upon a change in tenants, and to ensure that a new Residents Questionnaire is sent to SAB.

THE TENTH SCHEDULE
(Referred to in the Lease as “Regulations”)

1. In these Regulations the expression “Owner” means (where the context so admits) The Owner or Occupier of a Flat forming part of the Estate and their respective licensees invitees and visitors and “Owners” shall have a corresponding meaning
2. No Owner shall:-
 - a. Leave or permit to be left on any part of the Reserved Property any invalid carriage or chair or pedal bicycle or perambulator mail cart or house hold or other refuse or rubbish save in the Stores or receptacles provided on the Reserved Property for the same
 - b. Leave or permit to be left on any part of the Reserved Property any box parcel article chattel or thing so as to cause obstruction nuisance or annoyance nor will cause or permit the Reserved Property to be damaged or unreasonably soiled in any manner whatsoever
 - c. Permit any child person or animal under his control to loiter on any part of the Reserved Property
3. Every Owner shall maintain all living rooms at First Second and Third Floor levels carpeted overall and shall keep the windows of the Premises properly cleaned and curtained
4. No Owner shall without the consent of the Lessor fix or place any aerial wires poles or projections blind flowerpot window box or any other article notice sign picture legend advertisement or other chattel or thing outside the Premises
5. No bird cat dog or other pet or animal shall be kept on the Estate or any part thereof which shall cause a nuisance or annoyance to the Owners or Occupiers of any other Flat forming part of the Estate or after the keeping thereof shall have been objected to by the Lessor
6. No laundry or articles of clothing or adornment shall be hung or exposed nor carpet or mat shaken upon any part of the Estate
7. No Owner or Occupier of any Flat forming part of the estate or their licensees invitees and visitors shall make or permit any undue noise or conduct upon any part of the estate so as to cause nuisance or annoyance to any other Owner or Occupier of a Flat on the Estate or to the neighbourhood
8. No dancing fencing athletics or sale by auction shall be allowed upon any part of the Estate
9. No Owner shall place or permit to be affixed any picture legend advertisement or notice of any description on the windows or the outside of the walls or door of any Flat or any part of the Reserved Property except that the name of the Owner (without any notice of the trade profession or business of the Owner) may be painted or affixed outside the entrance door of the Premises in such style as the Lessor shall previously approve
10. Owners shall keep all sinks waste pipes and sanitary apparatus in their Flats clean and open and shall be responsible for all damage occasioned through the bursting or stopping up of pipes caused through the improper use or negligence of themselves and licensee’s invitee’s

visitor's servants or workmen. All defects in their Flats of which they become aware and which in any way may affect the other Flats or the Reserved Property shall be forthwith notified by the Owners to the Society

- 11.** Every Owner shall at all times during the said term keep all the windows and cisterns of his Flat properly clean and in particular shall clean all the windows once at least in every month and at all times will keep properly emptied and scoured all closet pipes sinks and drains forming part of his Flat and immediately after litter or disorder shall have been made on any part of the Reserved Property shall remove the same and clean up any part of the Reserved Property so disordered by the Owner
- 12.** No Owner shall without the consent of the Lessor alter any electric wiring gas or water supply or heating system which consent shall not be unreasonably withheld to any alteration as aforesaid affecting only his Flat
- 13.** Each Owner will comply with any fire regulations under the Bye-Laws or otherwise affecting the Premises
- 14.** Where under these regulations the consent of the Lessor is made requisite such consent shall be previously obtained in writing and shall not be unreasonably withheld
- 15.** No Owner shall keep any dustbin or container or refuse rubbish or household garbage anywhere on the Estate except in the place stipulated for that purpose in his Lease or by the Society
- 16.** No Owner shall cause or permit on the Reserved Property or any part thereof any motor car or other vehicle belonging to him or to his licensees invitees servants or visitors or under his or their control to:
 - a . travel at an excessive speed or in excess of any speed limit which may from time to time be imposed at their discretion by the Lessor or the Society
 - b . travel or be driven over or remain on any grass verges lawns gardens or footpaths
 - c . be parked or remain stationary except in the car parks provided for that purpose
 - d . be parked or suffered to remain in any of the said car parks for longer than such period as shall be reasonable having regard to the reasonable requirements of the Owner in connection with the user of his Flat and the Estate and to the similar rights of other Owners of Flats on the Estate
 - e . be dismantled or repaired
 - f . be washed or cleaned except in the car park at the rear of the Flats
- 17.** Each Owner shall in addition to these regulations comply with and observe any further reasonable regulations which the Lessor or the Society may consistently with the provisions of this Deed make to govern the use of the Premises and the Estate. Such regulations may be restrictive of acts done on the Estate detrimental to its character or amenities and any costs charges or expenses incurred by the Lessor in preparing or supplying copies of such regulations shall be paid by the Society

DOOR ENTRY SYSTEM

The principal components of the door entry system are an entry panel outside the front door to each main entrance, a press to exit button inside each of those doors, and a handset inside each Flat. The entry panel has an intercom with call buttons, a keypad and a VproX key fob reader. (Note that the handset has a switch to turn the buzzer on and off.)

Using the intercom

Each Flat has a call button on the entry panel that allows a visitor to sound a buzzer on the handset inside the Flat. After the buzzer is sounded, the handset may be lifted so as to talk to the person who buzzed, and the button on the handset may be pressed to release the front door lock. (It is advisable to make sure of the identity of the person who buzzed, e.g. by asking them to step back to a place where they are visible from the Flat, before releasing the lock.)

<redacted content>
<redacted content>
<redacted content>
<redacted content>

Using the key fob

To unlock the door using the key fob, the fob must be held near the 'VproX' reader, which is lit with an amber light when ready. The light turns green while the lock is released, and red if the fob is not recognized.

Using the keypad

To unlock the door using the keypad, a security code must be keyed in, **followed by pressing the 'Enter' key** (leaseholders will be advised of the codes). (If a key is pressed in error, the entry can be cleared by pressing the 'Clear' key.)

Exit

The 'Press to Exit' button near the door handle releases the lock, allowing the door to be opened. (If this fails, then the 'Emergency Door Release' should be used, and St Andrews Bureau should be informed.)

Please report any issues to St Andrews Bureau (01223 352170, estatemangement@sab.co.uk)

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FIRE PROCEDURE

IF FIRE BREAKS OUT IN YOUR FLAT

- **DO NOT** attempt to tackle the fire.
- Inform others present. If possible, close doors and windows to contain the fire and exit the Flat.
- Sound the alarm by breaking the glass at a call point on the stairs. The alarm is a continuous high-pitched sound.
- After sounding the alarm, or on hearing the alarm, evacuate the building via the shortest route to the Fire Assembly Point, which is the front of the driveway. Any disabled or elderly persons in the apartment may need help to escape. In block 13-20, if there is fire or smoke on the stairs the appropriate route to safety could be via the emergency exit to the roof.
- Dial **999 or 112** and ask for the Fire Service. Give the operator the telephone number you are calling from. State clearly the full address where the fire exists. **DO NOT** replace the receiver until the address has been repeated back to you by the Fire Service.
- Residents should carry out a form of "roll call" of their Flat to ensure that everybody is accounted for.
- Once safely out **DO NOT** re-enter the property until advised to do so.

IF YOU ARE CUT OFF BY FIRE

- Try to remain calm, dial **999 or 112** and ask for the Fire Service
- 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.

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Croft Lodge (Cambridge) Residents' Society Limited

Residents' Questionnaire

Flat No:

Owners: *[Where there are more than two Owners please use the reverse of this form]*

	First Owner	Second Owner
Title		
Full Name		
Home Telephone No.		
Mobile No.		
Email address		
Daytime Contact No.		
Car Registration No.		
Bicycle make and colour		
Postal address		

Letting Agent (if applicable):

Contact Name	
Company Name	
Telephone No.	
Email address	
Postal address	

Occupiers (except Owners named above):

[Where there are more than two Occupiers please use the reverse of this form]

	First Occupier	Second Occupier
Title		
Full Name		
Home Telephone No.		
Mobile No.		
Email address		
Daytime Contact No.		
Car Registration No.		
Bicycle make and colour		

Contacts in case of emergency:
Car registration of regular visitors (optional):
Contacts in case of emergency:
Car registration of regular visitors (optional):

When completed please return to: Estate Management, St Andrews Bureau Limited, 18 Mill Road, Cambridge, CB1 2AD: telephone: 01223 35217; email: estatemanagement@sab.co.uk
The personal details provided in this questionnaire will be held by St Andrews Bureau Limited only for the purposes of necessary contact with residents and Owners and in accordance with the principles of the GDPR.

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