

BRICK  
BY  
BRICK

# RESIDENT INFORMATION PACK

Auckland Rise and Sylvan Hill

# Welcome

---

## Your new home and surroundings

Auckland Rise and Sylvan Hill consists of six new buildings, which together contain 57 new apartments. These lie within the leafy Sylvan Hill community of Upper Norwood.

## Welcome to the area

This part of Upper Norwood is your new home, and we hope you will enjoy it as much as your neighbours already do. Brick By Brick have worked with Croydon Council to create these well-designed homes which have been inserted into an existing community, together with some additional shared spaces and a play area.

## Your contacts

---

### Freeholder

The Freeholder of the building is Brick By Brick who can be contacted via the Managing Agent.

### Managing Agent

Mainstay are the Managing Agent and are responsible for the day to day management of the development. This includes collecting service charges, rents and ensuring that everything around the property is well maintained, safe and clean.

Contact: Jodie Lynch [JodieLynch@mainstaygroup.co.uk](mailto:JodieLynch@mainstaygroup.co.uk) 01905 357 777

### Estate Management

Croydon Council is responsible for the maintenance of the estate wide communal areas that surround your property.

London Borough of Croydon 020 8726 6000 [www.croydon.gov.uk](http://www.croydon.gov.uk)

### Landlord

Your Landlord is ReSI Housing Ltd.

Contact: Pete Redman [p.redman@greshamhouse.com](mailto:p.redman@greshamhouse.com) 020 7382 0919

### Property Manager

ReSI Housing Ltd have employed Metropolitan Thames Valley (MTV) as its property manager. They collect rents from shared owners and deal with matters such as staircasing to a higher share of ownership.

Contact: Dan Read [dan.read@mtvh.co.uk](mailto:dan.read@mtvh.co.uk) 07720 206112

## Moving into your new home

---

Moving into a new home will most likely be one of the most exciting moments in your life. Here is a handy checklist to support you in the process of moving in.

Inform all relevant parties of your change of address, for example:

- Bank(s)/building society
- Credit card companies
- Pensions and investment providers
- Store card providers
- Car insurance company
- Life insurance and medical/ health insurance companies
- Benefit providers
- Your old and new council tax office
- The DVLA
- All previous utility providers (and connect with new providers)
- Phone/mobile company
- Internet service provider
- Satellite TV company
- TV licensing department
- Car breakdown services provider
- Registration and Licence office, and the Electoral Commission
- Arrange contents insurance for your new home
- Arrange for electricity and water meters to be read for your new home. The meter readings at handover can be found in the Appendices section of this guide
- Set up a Royal Mail redirection service to your new address
- Register with a local Doctor and Dentist if required
- Test your smoke alarm
- Register the guarantees and warranties of your electrical appliances and keep a copy for your records
- Inform your school/university, employer, loyalty cards, gyms, sports clubs and social groups, library, publications/subscriptions, charities, trade unions/ professional bodies of your change of address

### How do I get into my new home?

At handover, which will be conducted by your sales agent at SO Resi, you will receive all the keys and fobs to your new home. Typically, these will include:

- Communal entrance key/ fob
- Flat front door key
- Meter cupboard key
- Balcony door key
- Window keys
- Window restrictor keys
- Bin cupboard key
- Letter box key

## **Communal Entrance**

The communal entrance door to your block of flats is secured by a fob access system.

To operate this, hold the key fob close to the reader panel and the electronic latch on the entrance door will be released.

Please always make sure that the door closes behind you for security reasons.

It is important that you let the Managing Agent know immediately if you misplace a key fob. This will enable them to deactivate it, both for your own security and that of other residents.

The Managing Agent can replace your main communal entry door keys or fobs for a fee.

Please note that if you ask the Managing Agent to arrange a locksmith for you, you will need to provide a written undertaking for any costs incurred.

## **Flat Front Door**

Neither the Freeholder, Landlord nor Managing Agent are able to provide replacement flat/house front door keys. These are your responsibility and we recommend that you keep a record of the serial number for the lock and keys in case you lose them.

## **Visitors**

Visitors can contact you via the audio entry system which can be found at the main entrance to each block. They should follow the instructions on the panel to 'call' your flat.

When a visitor 'calls' your flat, the wall-mounted entry phone located near your flat front door will buzz / ring. You can talk to the visitor before you let them in. To let them in, just press a button on your handset which releases the latch on the communal entrance door.

## **Insurance**

---

The Freeholder is responsible for insuring the building and communal areas. This covers things such as escape of water, subsidence and storm damage.

Please be aware that the building's insurance does not cover the contents of your home including personal possessions; we strongly recommend you arrange your own cover.

It is also recommended that you buy third-party insurance which will cover you in the unfortunate event that you cause damage to someone else's property. For example, you may accidentally damage the walls to the common parts whilst moving into your new home or leave a tap on which floods your neighbour's property. In these circumstances you would be responsible for putting right the damage; third-party insurance would cover you for this.

### **Making a claim against the building's insurance**

If you wish to make a claim, please contact the Managing Agent who require the following information in order to notify the insurers to raise a claim:

- date of the incident
- description of the damage and what caused it

- photographs of the damage
- comparative quotes for remedial works

Please note that an excess may apply to your claim. The level of excess will depend on the type of claim.

## Service Providers & Utilities

---

### **Gas & Electricity:**

Please refer to the Record of Handover, completed when you moved into your new home, for details of the meter readings and suppliers.

### **Water:**

Thames Water 0800 980 8800

Between 8am to 8pm Monday to Friday, 8am to 6pm Saturday, closed on Sunday and bank holidays

### **Local Authority:**

You will need to contact London Borough of Croydon Council to register for council tax. You are responsible for telling them about your change of address.

London Borough of Croydon  
Access Croydon  
Bernard Weatherill House  
8 Mint Walk  
Croydon  
CR0 1EA  
020 8726 6000  
croydon.gov.uk

## Looking after your new home

---

As a leaseholder you are responsible for your demise, i.e. the inside of your property and balcony / private garden. Please refer to your lease for further details.

### **Fixtures, Fittings & Appliances**

There are a number of fixtures, fittings, appliances and surfaces within your home that will require regular cleaning, maintenance and care.

Please refer to the Home User Guide for further details.

Remember to register the guarantees and warranties of your electrical appliances and keep a copy for your records

### **Defects**

---

Please refer to the Defects and Warranty Guide appended to this guide.

## Your safety

---

### Fire

Your home is fitted with a fire alarm which is activated by smoke and heat detectors (only in the kitchen).

**It is important that you test the alarms on a weekly basis.**

**Under no circumstances should the alarm be disconnected.**

### Fire Doors

All doors in your new home including your flat front door are designed to prevent the spread of smoke and fire.

The London Fire Brigade and other fire safety campaigners recommend that all internal doors are closed before going to bed. For further details see:

<https://www.fireco.uk/closed-doors-can-save-lives/>

<https://www.firedoorsafetyweek.co.uk/advice/>

<https://www.london-fire.gov.uk/safety/the-home/bedtime-checks/>

It is extremely important that the integrity of these doors is not compromised by either drilling or cutting into the door.

Under no circumstances should any additional locks be fitted to your flat front door without the Landlord's prior written approval.

### Action in the event of fire

Do:

- Evacuate yourself and others if the fire has broken out in your flat.
- Operate the nearest fire alarm call point immediately.
- Close doors and windows to slow the spread of fire, but do not delay your escape.
- Call the fire brigade as soon as it is safe to do so.
- Leave by the stairwell and ground floor exit.
- Go to the assembly point located: AWAY FROM THE BUILDING

Do NOT:

- Do not use lifts to evacuate.
- Do not stop to collect personal belongings other than small valuables and a coat if they are close.
- Do not re-enter the building until told it is safe to do so by the fire brigade.

When calling the fire brigade:

- Dial 999 from a land-line or 112 from a mobile phone
- When the operator answers, give the telephone number you are ringing from and ask for FIRE
- When the fire brigade reply tell them the address where the fire is

- Do not end the call until the fire brigade has repeated the address to you and you are sure they have got it right. The fire brigade cannot help if they do not have the full address

REMEMBER: If a fire breaks out in your flat, it is your responsibility to make sure you can get out of it. You can help prevent the fire spreading by closing doors and windows, if it is safe to do so.

## General Fire Safety

Please refer to the London Fire Brigade website for general advice on fire safety in your home.

<https://www.london-fire.gov.uk/safety/the-home/>

## Gas

Your home is also fitted with Carbon Monoxide Alarms for your safety.

**These alarms should be tested weekly.**

**Please ensure batteries are changed when the low battery warning sounds.**

## Security

For security reasons, please ensure that the communal entrance doors to the building close behind you.

Please do not let anyone into the building, via the door entry system, who you don't know.

## Living at Auckland Rise and Sylvan Hill

---

Your home is within a new building that has been designed to encourage a strong sense of community both within its residents and with the wider community. The development process will have been challenging for existing residents. As part of the development, new landscaping and play areas have been created, to give neighbours an opportunity to meet and get to know one another.

We encourage all residents to respect their homes, the beautiful natural setting, and their neighbours. We encourage the use of the footpaths that wind through the community, and the generous cycle storage provided. We recommend that the use of cars is minimised to improve air quality, the safety of the neighbourhood and the wider environment.

Upper Norwood is a lovely place to live with plenty of opportunities to connect to the wider community. There are lots of local initiatives and businesses that can be supported and plenty of parks and open spaces to enjoy. **Refer to our Sustainable Living Guide (Upper Norwood) for more information.**



## Your Lease

In the main, your lease requires you to:

- Pay your rent e.g. ground rent or shared ownership rent
- Pay your service charge
- Pay the insurance premium
- Comply with the covenants (promises) and regulations (rules) set out in the lease.

Generally, these promises / rules are:

- To keep your flat in good repair and condition.
- Not to cause any damage to the common parts and, if you do, you will need to pay for it to be repaired (please don't repair it yourself!)
- Not to alter your property without first obtaining the Landlord's permission.
- Not to alter the external appearance of the building.
- To comply with all statute/ legislation e.g. Building Regulations, Fire Regulations etc.
- To provide access to the Landlord as required to inspect or undertake repairs to any communal services.
- Not to use your property for anything other than a private residence in single occupation i.e. do not create an HMO or let to several unrelated individuals or families.
- To obtain the landlord's permission to sub-let you flat if you intend to let it for a period of more than 6 months.
- Not to keep a pet without first obtaining the Landlord's permission.
- To only use the disabled bays if you have a valid 'Blue Badge'.
- To only store bicycles in the bike store.
- To only use the amenity area for quiet recreations purposes
- Not to do anything which may cause a nuisance or annoyance to your neighbours e.g. play music loudly.
- Not to do anything which may invalidate the buildings insurance or cause the insurance premium to increase.
- Not to hang any clothes or store/ display any articles outside your flat or on your balcony.
- Only use garden appropriate furniture on the balcony.
- Not to shake anything out of the windows e.g. rugs/ matts.
- Not to obscure, stop up or darken any windows.
- To clean the inside of your windows.
- Do not leave rubbish anywhere in the building other than in the bin store.
- Do not fix a satellite dish anywhere on the exterior of the building.
- Do not allow any 'For Sale/ To Let' boards be displayed around the development.
- Not to leave anything in the communal areas or do anything which may obstruct the passageways or create a hazard.
- Not to cook or BBQ on your balcony.
- To notify the Landlord within a month of any of the following occurring: assignment; sub-letting; mortgage/ re-mortgage or charge.

For further details please refer to your lease and helpful guidance can be obtained in the ARMA Guide 'Living in leasehold': <https://arma.org.uk/leaseholders/living-in-leasehold>.

## **Maintenance & Repairs**

Under the leases, the Freeholder (Brick By Brick) is responsible for keeping the external fabric of the building and internal communal areas in good repair and order. The Freeholder is also obliged to comply with any statutory requirements which apply to building. The service charge covers these costs which typically include the following:

- Cleaning of the common parts
- Window cleaning
- Servicing the lifts
- Maintaining fire safety installations
- Maintaining door entry systems
- Maintaining communal water tanks/ pumps
- Maintaining communal heating and hot water systems
- Any other general repairs and maintenance.

The Freeholder will also collect a reserve fund contribution towards any future capital repairs / maintenance which may be required over the lifetime of the development. For example, cyclical repairs and maintenance to internal and external common parts.

Any problems with the building should be reported to the Managing Agent.

Croydon Council is responsible for maintaining the communal estate areas.

Any issues with the communal estate areas should be reported to the Managing Agent.

## **Service Charges**

The cost of maintaining the development is met by the service charge.

Each year the Managing Agent will prepare a service charge budget for the development.

Service charges are demanded monthly in advance as per the terms of your lease.

At the end of the year, you will be provided with audited accounts of actual expenditure. Any difference to the budgeted amount collected, credit or debit, is usually carried forward into the next year's budget.

## **Estate Rent Charge**

The cost of maintaining the external communal areas is met by the estate rent charge which is collected via the service charge.

## **Rent**

Your rent, which is specified in your shared ownership lease, is due on the first of each month and is paid in advance. ReSI Housing and Metropolitan Thames Valley prefer that you set up a direct debit. Alternatively, a standing order may be used, or on-line payments may be made. MTV will be in touch with you to set up your account.

Rent must be paid on time. Failure to pay rent, or service charges, may lead to you losing your home. If you have any financial difficulties, please contact MTV before this becomes serious. MTV can show you where to get confidential advice, and in some circumstances with the agreement of ReSI Housing may be able to agree a repayment plan for you.

ReSI Housing is obliged to inform your mortgage provider if legal action for non-payment is started, and in turn your mortgage provider is obliged to inform ReSI Housing.

## **Staircasing**

ReSI Housing and MTV want to make it as easy as possible for you to buy further shares in the ownership of your home. We also offer a simple method for buying 1% more each year for 15 years – see our the SO ReSI Plus option that we offered you at purchase. We do not charge fees for staircasing, but you must meet your own legal and valuation costs where applicable.

If you wish sell on your home MTV will offer to find another shared owner in a limited time period, then it can go on the open market. ReSI Housing does charge a fee for a management information pack if the dwelling is sold on the open market.

## **Refuse & Recycling**

---

### **Communal Refuse**

All refuse should be bagged, sealed and placed inside the bins located in the refuse stores located:

- Flats 1-19 90 Sylvan Hill (Block B) - adjacent to the front entrance.
- Flats 1-12, 24A Auckland Rose (Block C1 & C2) – (2 refuse stores) one between the two blocks and the other towards the lower end of the block.
- Flats 1-6, 9A Auckland Rise (Block D) – at the end of the block, adjacent to the gas meters and cycle storage.
- Flats 1-4, 64A Sylvan Hill (Block E) - adjacent to the front entrance.

The refuse stores are secured with a key.

### **Recycling**

Residents are encouraged to recycle and may do so using the recycling banks houses within the refuse stores or provided on the estate.

For further details, please refer to the Council's website.

### **Large unwanted items**

These can either be disposed of at your local household waste, recycling and reuse centre.

If you are unable to take your bulky unwanted items to a waste, recycling or reuse centre, you can arrange a collection with the council.

For more information: <https://www.croydon.gov.uk/environment/randw/collection/other-collections/bulkywaste>

## **Fly tipping**

Under no circumstances should any refuse or recycling be left on the floor of the bin store, on top of bins, outside flat front doors, in the common parts or anywhere around the development other than the designated bin stores. Anyone found fly tipping around the development will be reported to the Council. Further, should this be treated as a breach of your lease you may find yourself at risk of legal action being taken against you, at which point you will become liable for any costs incurred.

Further details on refuse and recycling can be found here: <https://www.croydon.gov.uk/environment/randw>

## **Parking**

---

There are a number of parking bays located around the estate. These are provided on a first come, first served basis.

The estate currently does not have any parking restrictions, however, residents should check this before they park.

Further information may be found here: <https://www.croydon.gov.uk/housing/counciltenants/estate-parking>

## **Cycle Store**

Cycle stores are provided in the following locations:

- Flats 1-19, 90 Sylvan Hill (Block B) - on the north side of the building
- Flats 1-12, 24A Auckland Rose (Block C1 & C2) - between the two blocks
- Flats 1-6, 9A Auckland Rise (Block D) - at the end of the block, adjacent to the gas meters and refuse.
- Flats 1-4, 64A Sylvan Hill (Block E) - adjacent to the front entrance.

## **Sustainability**

---

We have implemented a number of measures to encourage sustainable living and reduction of carbon from your new home:

### **Photovoltaic cells**

Photovoltaic (PV) cells have been installed on the roof of the building. They produce electricity from the sun which is used to power the electrical installations serving the common parts of the building.

## **Whole house ventilation system**

Your home is fitted with a Mechanical Ventilation Heat Recovery (MVHR) unit which controls the whole house ventilation system.

This is a really important piece of equipment that ensures the home is very energy efficient which, in turn, keeps your energy bills low.

The MVHR unit works by extracting warm, moist air from around the home, putting it through a heat exchanger to extract the heat and then expelling the air to the outside. At the same time, it takes fresh, generally colder, air from the outside and uses the heat from the heat exchanger to warm this fresh air before delivering it around the house.

The system also includes air filtration which prevent pollen and other particles from entering the home, providing a more comfortable environment for allergy sufferers.

It's critical that the unit is properly maintained otherwise it could lead to mould and damp issues. For further details, please refer to your Home User Guide.

## **Electric vehicle charge points**

If you are looking for new ways to change your travel habits while reducing your carbon footprint, why not join the movement towards electric vehicle ownership. At your development, a number of car parking spaces have been installed with provision for charging electric vehicles, so why not use this opportunity to save money on running and maintenance costs associated with regular vehicles. Additional spaces will be provided with this technology in the future, if demand requires.

## **Car Club**

With your new home also comes a Ubeeqo car club membership. There will be a dedicated car club bay conveniently located off Church Road, with a 5-seater car available to hire from just £3 per hour (or £30 per day) which includes fuel, insurance, 30 free miles per booking, London Dart Charge and Congestion Charge (drivers must be 21 years and above).

Ubeeqo vehicles are specially adapted to include an RFID card access system, meaning they can be booked online or via the Ubeeqo app and used by several different people throughout the day. Ubeeqo vehicles, including larger cars and vans across London, can be booked for any length of time (minimum of one hour).

To register for your free membership, visit [www.ubeeqo.com/en-gb/signup](http://www.ubeeqo.com/en-gb/signup) and use code [BXB19F06](#) to gain free driving credit worth £20. For more information about Ubeeqo, visit [www.ubeeqo.com](http://www.ubeeqo.com).

**For more information and ideas about living sustainably, please refer to our Sustainable Living Guide (Upper Norwood).**