

Bolnore Village Residents' Handbook



This handbook provides property owners with key information regarding the management and maintenance of Bolnore Village. Our aim is also to enhance the living environment by asking residents to be more aware of what they are doing and how it can impact your neighbours in the community.

It will help to ensure all residents have a safe and peaceful living environment, and is in line with the terms and conditions of your property's deeds or leases as well as UK government regulations.

Legal note: When property owners purchased their flat or house, they signed up to agree at all times to comply with and observe the manager's regulations, communicated in writing by the manager.

This handbook forms part of the manager's regulations and may be updated from time to time.



Pembroke Property Management

Pembroke PM is your managing agent. We arrange the service charge budget, organise contractors, insure the buildings and deal with estate compliance for Phase 1, 2, and 3 of Bolnore Village.

Customer Services

Our Customer services team is made up of Property Manager Assistants. When you contact the team you will be put through to an assistant who has visited Bolnore and is familiar with the Village, the appointed contractors, and who knows what is happening at Bolnore. Their mission is to understand in detail exactly what you are looking for, to find out how best we can help you. They will take ownership of the enquiry and try and resolve the matter in that one call or email. If they cannot resolve the matter in the initial correspondence then they will keep you up to date on progress.

If the Property Manager Assistants cannot resolve the matter then they will pass the information onto the Accounts team or Property Manager to assist.

They can help with following range of enquiries:

- Service Charge payment enquiries
- Repairs and Maintenance to the communal areas
- Insurance claims
- Health and Safety concerns
- Leaks from one flat into another flat.
- Sales/Lettings/Consents
- Lease compliance issues

Contact Us

Our Customer Service team are available to answer your queries from Monday to Friday from 9:00 am to 5:00 pm (excluding Bank Holidays).

Email the Customer Service Team at support@pembrokepm.co.uk

Phone: 0333 3442100

Out of hours: 0345 600 5672



Bolnore Village Community Interest Company

Bolnore Village Community Interest Company is a not for profit company that has been set up to represent the interests of all Village residents. Bolnore Village Community Interest Company has appointed Pembroke to carry out the management of Bolnore Village.

Bolnore Village Community Interest Company sets the Estate and Service charge budget each year and monitors all expenses to ensure a value for money service is provided. The Directors of the company are residents of Bolnore Village and they are carrying out their duties on a voluntary basis.

Currently, the Community Interest Company is only legally responsible for the management of “Old Bolnore”, that is phases 1-3 completed prior to 2008.

With whom do I raise queries?

All queries, enquiries and issues should be raised directly with Pembroke to resolve. Pembroke’s email address is support@pembrokepm.co.uk. The property manager will consult with the BOLNORE VILLAGE COMMUNITY INTEREST COMPANY board where necessary.

Residents Surgeries are carried out at the Woodside. Dates will be published on the online bulletin board which is found at <http://www.pembrokepm.co.uk/clients/bolnore-village/>.

A note from Bolnore Village Community Interest Company

This Handbook does not represent a set of “new rules”. It re-states those guidelines that are already in place and documented in your Leases or Freehold documents. They are in place to ensure that the Village is properly maintained. Over the next year or two we need to raise the overall standard of the Village.

Residents gave us a mandate to improve the Village and return it to its rightful place. This Handbook attempts to accomplish this.



1. Parking in Bolnore

Parking is one of the biggest issues raised by residents.

Residents and their visitors need to be aware of their surroundings and have consideration for other road and footpath users.

Whether parking overnight or for just 5 minutes, you need to consider the following:

- Have I blocked the footpath for families with prams?
- Can the bus get around my car safely?
- Could an Emergency Service vehicle get past my car?
- Could the bin lorry get past my car?

1.1 Street Parking

The Highway Code

The most vulnerable road users are pedestrians, particularly children, older or disabled people, cyclists, motorcyclists and horse riders. It is important that all road users are aware of the Highway Code and are considerate towards each other. This applies to pedestrians as much as to drivers and riders.

Many of the rules in the Highway Code are legal requirements and if you disobey these rules you are committing a criminal offence. You may be fined, given penalty points on your licence or be disqualified from driving. In the most serious cases you may be sent to prison. Such rules are identified by the use of the words 'MUST/MUST NOT'. In addition, the rule includes an abbreviated reference to the legislation which creates the offence.

Although failure to comply with the other rules of the Highway Code will not, in itself, cause a person to be prosecuted, The Highway Code may be used in evidence in any court proceedings under the Traffic Acts.

Rule 343 of the Highway Code

DO NOT stop or park:

- near a school entrance,
- anywhere you would prevent access for Emergency Services,
- at or near a bus or tram stop or taxi rank,
- opposite or within 10 metres (32 feet) of a junction, except in an authorised parking space,
- near the brow of a hill or hump bridge,
- opposite a traffic island or (if this would cause an obstruction) another parked vehicle,
- where the kerb has been lowered to help wheelchair users and powered mobility vehicles,
- in front of an entrance to a property; or
- on a bend.

Bolnore Village Regulations:

- **If parked on the streets, please ensure you leave enough space for the buses and Emergency Services to get around your vehicle.**
- No vehicles are to obstruct the shared driveways.
- Commercial vehicles are only permitted with the consent of the Managing Agent. If you own a commercial vehicle please complete the consent form. No boats, campervans, caravans or lorries are to be kept in the Village.

1.2 Parking at the shops

The car park at the shops is only to be used for short periods. Residents are not permitted to use the car park for parking their second car for long periods.

1.3 Parking at flats

All flats are allocated a number of parking bays. Your lease will specify the relevant parking bay, garage or visitor bay to use.

Please note that residents are only permitted to park in their own parking bay. If your flat is allocated one parking space then you should only use one car. If your flat does not have any parking spaces then you should not own a car. **Residents should not park their cars on the streets.**

Visitor bays are only to be used by visitors. Residents are not permitted to use the visitor bay for parking a second car.

1.4 Parking for Freehold Houses

If you have a car park space allocated for your car then please use it instead of parking on the road in front of your house.

2. Waste and Recycling

Mid Sussex District Council are responsible for removing rubbish from the Village. The bin collection day is Thursdays. General waste is collected every 2 weeks.

Residents are responsible for removing their own bulky waste (for example: mattresses, bikes, fridges etc). Do not put it in the bin store. Residents found putting bulky waste in the bin stores will be charged a minimum of £150 to dispose of the items.

Your local recycling centre is Fairbridge Way, Burgess Hill, RH15 8AR.

Tel: 01444 243041

Opening times

- 10:00am to 5:00pm 1st October - 31st March (Winter)

- 10:00am to 7:00pm 1st April – 30th September (Summer)

The site is closed on Christmas Day, Boxing Day and New Year's Day. Open on Bank Holidays if a normal opening day.

For general waste enquiries contact Waste and Recycling team, MSDC

Telephone: 01444 477440

Email: wastematters@midsussex.gov.uk

Waste from Houses

Each household has two wheeled bins, a blue lidded one for recycling and a black lidded one for general rubbish. One week the recycling bin is collected and the next the general rubbish bin is collected.

Please ensure your bin is at the edge of your property, at the point nearest the highway, by 7am on the day of collection. Bin lids must be closed to allow for collection.

Waste from Flats



Always put your rubbish in the bins. Do not leave it on the ground in the bin store or on top of the bins.

The first bin in the bin store will be full first. If the bin is full, try another bin in the bin store. The bins at the rear of the bin store tend to be empty.

General Waste

Please do not place the following in your general rubbish bin:

- Garden waste
- Electrical goods
- Paint or household chemicals
- Business waste
- Soils, rubble or brick

Garden Waste Collection

Mid Sussex Council provide garden waste collection from the kerbside. Residents must apply for a garden bin. The application form is available here. <http://www.midsussex.gov.uk/waste-recycling/garden-waste-collection-service/garden-waste-collection-service-an-overview/>

Recycling Guidelines

All recycling should be clean, dry and loose.

Please remember, no plastic bags in the recycling bins **(Empty the recycle materials out of your plastic bag into the bin).**

The most common items placed in recycling bins that **cannot** be accepted in Mid Sussex

- Plastic bags
- Plastic film such as from around magazines and bubble wrap
- Shredded paper
- Paper towels
- Crisp packets
- Pet food pouches
- Polystyrene
- Clothes and textiles

3. Playgrounds

Playgrounds are not the responsibility of BVCIC. They are maintained by Mid Sussex District Council.

- Do not take glass bottles into the playground.
- No pets are allowed in the playground.
- Put your rubbish in the bin or take it home.



Playgrounds can be found at the following locations in Bolnore:

- On the Paddocks near Belvedere Walk junction and another one at the lower end of The Paddocks.
- On the path at Pondsides near Heaswood Ride junction.
- Both ends of Cattswood Lane.
- Tim Farmer Recreation Ground has a skate park, four grass football pitches and a hard surfaced floodlit area that is marked out for a range of sports including tennis, netball, five-a-side football and basketball.
- At the Junction of Pierces Lane and Cherry Place.
- At Brooklands.
- Both ends of Roundway.
- On Kingfisher Drive.

4. Garages

Garages are only to be used for the parking of private motor vehicles or for storage of non-hazardous domestic items. Garages are not to be used for any business or trade.

Maintenance and Repairs of exterior of the garages

The legal documents for the garages will stipulate who is responsible for the maintenance and repairs to your garage. If property owners are responsible then the deeds will state that you are:

“To maintain the external appearance of all structures forming part of the property in a good and proper condition... and at least once in every fourth year to paint or stain with two coats of good quality paint or stain... in the colour originally painted or stained by the Transferor.”

The Specification to decorate the garage doors is as follows:

Redecorate timber frames to garage doors with white Dulux Trade Quick Dry Gloss.

Re-varnish timber garage doors with Dulux Trade Sikkens Novatop. The colour to be confirmed by Pembroke PM.

5. House Owners' Obligations

The following is a summary of the obligations for freehold house owners. Please refer to your Transfer deed (TP1) for further details.

5.1 Summary of Restrictions

Not to permit anything to be carried out or grown to be a nuisance or annoyance to the Management Company or neighbours.

No signage except for a plate showing the name or number of the property should be erected or visible from the exterior of the property. **No For Sale or To**

Let Signs. Builders and Decorators are not permitted to erect their signs outside your property while they undertake works.

Not to permit any pets to become a nuisance of whatsoever nature.

Not to plant any deep rooting shrubs of any description in the gardens.

5.2 Summary of Stipulations

Maintain in good and substantial repair the property together with its boundaries.

To maintain the exterior appearance of all structures forming part of the property in a good and proper condition.

At least once every 4 years to paint or stain two coats of good quality paint on all external decorative parts.

To maintain the landscaping of the property to the same standard and style of the landscaping provided by the developer. In the event of property owners' failings to maintain the landscape, the managing agent shall be entitled to enter upon the property and carry out the maintenance. The cost will be charged to the property owner.

Maintenance and Repairs of Houses

The above stipulations are in the freehold houses deeds to ensure a consistent level of standards across the Village.



There have been a number of occasions across the village where furniture and other items have been found in the bike stores that do not belong in the bike stores. On these occasions, we have had to instruct our maintenance contractor to remove these items. This comes at a cost to yourselves and distracts the contractor from doing his regular maintenance.

Please adhere to the rules of storage in the bike stores as shown above. If you have furniture that needs to be disposed of, it must be taken to the local recycling centre in Burgess Hill as show under the waste and recycling section.

6. Flat Owners' Obligations

6.1 Summary of Obligations

The following is a summary of Leaseholders' obligations. Please refer to your Lease for further details.

You are responsible for:

- Everything within your apartment including walls, doors and windows. You are not responsible for the external decoration of your windows. The Management Company will carry this out. **For flats above the garage blocks, please check your Lease. Responsibility for exterior maintenance of garage blocks varies from block to block. Please email Pembroke if you are unsure and we will check.**
- The insurance of all contents within your flat, including any owner's improvements.
- Any work or maintenance that needs to be carried out within your apartment, such as boiler servicing and plumbing. Leaks and other overflows can have a devastating effect on those living below you.

Other obligations include:

- There are clear requirements relating to the sale or subletting of your apartment. These include first applying to the Freeholder for consent to underlet, the production of references and the entering into a deed of covenant by the purchaser or tenant. These requirements are strictly enforced. If you are in any doubt, please consult Pembroke Property Management and your solicitor.

- To use your apartment as a private dwelling occupied by only one family.
- Residents should not carry out any alterations to the apartment without the landlord's consent; nor carry out any structural works, or works which would alter the external appearance of the building including the installation of satellite television dishes.
- Not to keep any dangerous or flammable substances (such as petrol or gas canisters) in your apartment, or in the bike stores.
- Residents are not permitted to keep pets in the flats without prior consent from the managing agent. **In most cases consent will not be given to keep pets in flats.**
- Not to store anything in the communal areas.
- Not to hang pictures in the communal areas.
- If a flat is allocated only one parking space then they should have only one vehicle.
- During the hours of 11pm and 9am, noise should be kept to a minimum in your flat. No loud music.
- Not to put food or oil down the sinks or toilets. It blocks the drains.



If you wish to smoke on your balconies, please ensure that all cigarette butts are disposed of in the correct fashion. Cigarette butts thrown from the balconies can be a fire hazard if there is anything flammable underneath and are unsightly. Additional costs may also be incurred if the maintenance contractor needs to spend extra time cleaning up discarded cigarette butts.

7. Payment of Service Charges

The Bolnore Village Community Interest Company is a not for profit organisation. All service charge money collected goes directly to the Bolnore Village client account. These funds are used to pay for services provided to residents.

Payment of the service charges is mandatory under the terms you signed up to when you purchased your property. It is important that service charges are paid promptly to ensure funds are available for works and to avoid late payment administration fees.

Please refer to your service charge Request for Payment (example below) for details on how to pay your service charges. **Please remember to include your reference**, given on the request for payment, when making any payments.

REQUEST FOR PAYMENT

BOLNORE VILLAGE COMMUNITY INTEREST COMPANY LTD

1st March 2017

[Redacted]

Property: [Redacted] Reference: [Redacted]

F/Y: 01Mar2017 - 28Feb2018 SN 1

Description	Debit £	Credit £	Balance £
S1 Development: 1st Half Year Charge 01Mar2017 - 31Aug2017	108.45		108.45
[Redacted] 1st Half Year Charge 01Mar2017 - 31Aug2017	716.41		824.87
S0 0V/C: 1st Half Year Charge 01Mar2017 - 31Aug2017	0.32		825.19
	825.19	0.00	
		Total	825.19

Pursuant to Section 47(1) of the Landlord and Tenant Act 1987, the name and address of your Landlord is: Crest Nicholson (South) Limited, Crest House, Pyrosett Road, Chertsey, Surrey, KT18 8DN.

Pursuant to the Section 48(1) of the Landlord and Tenant Act 1987, the address at which notices (including notices in proceedings) may be served by you is: Crest House, Pyrosett Road, Chertsey, Surrey, KT18 8DN. The (Resident) Management Company is Bolnore Village Community Interest Company Ltd. whose address is c/o Penbrooke Property Management Ltd, Foundation House, Coach & Horses Passage, Tunbridge Wells, Kent, TN2 5NF.

If paying by cheque, please see the payment details below.

Payment Details 1st March 2017 SN [Redacted] Reference: [Redacted] Total £825.19

From: [Redacted]

By MAC/Credit Transfer: Barclays TW Business, Lancaster, LB87 2BR
Sort Code: 20-88-33, A/c Number: 01184773, A/c Name: Penbrooke PM Bolnore Village CIC Client ac
Reference: [Redacted]

By Post: Cheques Payable To: PEMBRROKE PM BOLNORE VILLAGE CIC CLIENT AC
Bolnore Village Community Interest Company Ltd, C/o Penbrooke Property Management, Foundation House, Coach and Horses Passage, Tunbridge Wells, Kent TN2 5NF
Reference: [Redacted]



Notice to Sales and Lettings Agents

RE: Bolnore Village, Haywards Heath

Pembroke Property Management is the managing agent for the buildings, communal areas and grounds of Phase 1, 2 and 3 of Bolnore Village (Old Bolnore). Please read this notice to become familiar with the development.

No "For Sale" or "To Let" boarding is allowed to be erected in the windows, on the balconies or anywhere in the Village. This is a restriction set out in the property deeds at Bolnore Village (i.e. all the flat leases and freehold house transfer deeds).

Unoccupied Properties

If the property is empty for more than 30 days then please report it to support@pembrokepm.co.uk.

The building insurance policy requires the following in respect of unoccupied properties:

- 1) Turn off all mains services (except the electricity supply to maintain any fire or intruder alarm system) and completely drain the water system.
- 2) Inspect the building internally and externally and remove waste at intervals of no more than 7 days.
- 3) Take reasonable steps to prevent accumulations of mail.

- 4) Secure the building against unlawful entry by closing and locking doors and windows and
Setting any security and alarm systems.
- 5) Pay the first £500 of each claim for damage to UNOCCUPIED buildings due to malicious persons, storm, flood, water damage, theft or accidental damage.

Sales

- Your client is provided with a copy of the current years' estate/service charge budget. They are also provided with a Service Charge request for payment in February and September.
- When a sale is agreed, your client's Solicitor should contact Pembroke PM to request a Management Sales Information Pack. Our fee is £199 plus VAT and we will provide the Management Pack to the solicitor by email within 5 working days of receipt of payment.
- Please read the restrictions with regards lettings.

Lettings

The property deeds for all the houses and flats in Bolnore Village contain restrictions and stipulations to help bring a uniform approach to the management and appearance of Bolnore Village.

FLATS

The Leases contain the following conditions:

- you may not rent out your flat without the prior written consent of the Manager.
- your tenant must enter into a direct Deed of Covenant with the Manager to observe the tenant obligations in your Lease; and

- Within 28 days of granting the tenancy, you must serve written notice on the Manager, supply a certified copy of the tenancy, and pay a reasonable registration fee.

Lettings are only permitted with the prior consent of Pembroke Property Management. These requirements are strictly enforced. Please have the consent to let submitted once you have found a tenant. Our fees for dealing with lettings are as follows:

- Applications for Consent to Underlet: £75 plus VAT
- Deeds of Covenant: £40 plus VAT
- Notice fee for registration of Underlease: £55 plus VAT

Rules for flat residents

- ❖ Pets are not allowed.
- ❖ Tenants are not allowed to store any items in communal areas. This includes keeping buggies, shoes etc. outside the flat.
- ❖ No commercial vehicles may be kept on the development.
- ❖ All parking is allocated to the flats. Residents must only park in their car parking space. Please note that not all flats have car parking spaces.

Residents are responsible for the disposal of their own bulky waste. They must not leave any bulky waste in the bin store area. Residents found putting bulky waste in the bin stores will be charged a minimum of £150 to dispose of the items.

Your local recycling centre is Fairbridge Way, Burgess Hill, RH15 8AR.

Tel: 01444 243041

HOUSES



It is a condition written into all the transfers of the freehold houses that you are to comply with the Manager's Estate Regulations, communicated in writing from time to time.

A new Manager's Estate Regulation is that all property owners must notify Pembroke PM in writing of the details of any tenants, using the form below. Contact details of occupiers are needed in case of emergency, to ensure that there are suitable parking arrangements for residents, and to understand which pets are owned on the development.

Please complete the form overleaf.



**Consent to Let/Sublet – Flats
Notification of Let/Sublet - Houses**

Name of Applicant (i.e. property owner’s name(s):
Address of property you wish to let:
Name of letting Agent (where applicable):
Letting Agent’s email address and telephone number:

House Flat

What is the parking space number allocated to the property?.....
Where is the location of the parking space?
(If the flat is 34 – 54 Brooklands then the tenant will require a parking permit.)

Tenant Name(s) as stated in the AST:
Tenancy start date:
Tenant’s Occupation:
Phone number of Tenant:

Is anyone else going to live at the property? If so, provide details:

Please confirm that no pets will be moving into the flat.

Please list the make, model and registration number of vehicles that will be parked at the property.....

Please list the references obtained:.....

Please attach a copy of the proposed tenancy agreement.
Have you provided the resident with a copy of the Bolnore Village Residents Handbook?

Return the completed form to support@pembrokepm.co.uk
Please note that consent to underlet is not granted unless and until a formal Letter Licence is sent to you by the Manager, having considered your application.

<p><u>For Office Use:</u> Reviewed By: Name of person spoken to at the Letting Agents: Notes:</p>

8. Residents Portal

A Residents' web portal is available at www.pembrokepm.co.uk/bolnore-village. Residents can register for email alerts which provide updates with regards news, maintenance and issues at the development. Other documentation including this Residents' Handbook is available from this portal.

9. Landscaping



The landscape contract at Bolnore Village has been split into two parts. One contractor is responsible for the landscape surrounding the blocks of flats, whilst another contractor handles the larger scale areas of landscape.

Pembroke Property Management have mapped out the scope of landscaping of the large-scale areas. This is on the residents' portal.



Information

Pembroke PM bulletin board for updates on maintenance and guidelines:

www.pembrokepm.co.uk/bolnore-village

Check out the latest from Bolnore Village community at:

<http://www.bolnore.org.uk/>

Social

Facebook: <https://www.facebook.com/bolnorevillagecic/>

Twitter: @bolnorecic