

St James Park (Long Ditton) Estate Company Limited

SEPTEMBER 2025

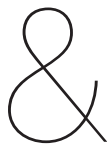


St James Park

HANDBOOK FOR RESIDENTS

www.st-james-park.co.uk

Chadwick Place
Jennings Close
Savery Drive
Williams Grove



Grosvenor Gate
Burlington Gate
Beresford Hall
Apsley Hall
Tavistock Hall
Cavendish Hall
Cranleigh Hall

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Introduction

Welcome to St James Park, a development of high-quality flats and houses built from 2000 onwards by St James Homes.

This handbook explains how the estate is managed, your rights and duties, and useful information for residents.

Legal rights are in the property agreements and leases, which your solicitor should have explained when you bought your home. There are also rules added over time for communal living. We hope this handbook makes these clearer and provides helpful information.

For questions about this handbook or other estate matters, contact the managing agent listed below.

Please let us know if there is anything you would like us to include in future editions of the handbook. Meanwhile, we hope you enjoy your time living in St James Park.

Produced by:

St James Park (Long Ditton) Estate Company Limited | Company Registration No: 03642679

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Management structure

The daily management of St James Park Estate is handled by St James Park (Long Ditton) Estate Company Limited, a limited liability company established to maintain the grounds and communal areas of the estate. Every property owner, whether owning a house or an apartment within St James Park, is a shareholder in the Estate Company and holds an equal share, regardless of the property's size.

The company is overseen by a Board of Directors, whose members serve voluntarily without compensation. Shareholders are eligible to stand for election as Directors. The company strives to ensure diverse representation from different parts of the estate. For those interested in becoming a Director, comprehensive details about the application process and the relevant form are available at www.st-james-park.co.uk.

The Estate Company has appointed Bartholomews as the Managing Agent. Bartholomews oversee the daily management of St James Park. All initial inquiries regarding the operation of St James Park should be directed to Bartholomews.

Bartholomews employs, on behalf of the Estate Company, a caretaker. The caretaker is on site between the hours of 8am and 12noon each weekday.

Bartholomews, as required, employs regular service providers such as gardeners, drainage contractors, and electricians to manage the daily maintenance and upkeep of the estate. The gardeners from Landform Maintenance are on site weekdays from 8am to 4pm.

Any comments or queries regarding the gardens or general appearance and care of the estate should be directed to Bartholomews.

Each flat owner is also a member of a second company the St James Park (Long Ditton) Residents Company Limited which provides services to the communal parts of seven blocks of flats and the lines of communication are the same as the Estate Company.

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Communications

Bartholomews will inform residents of any works or activities that are planned or of any other matters that require their attention. Their default communication method is email unless you request otherwise. Please ensure you have provided Bartholomews with your email address and mobile telephone number in case of emergency along with your preferred method of communication.

Owners who let their property are reminded that it is their responsibility to keep their tenants informed, particularly as to their responsibilities under the terms of the freehold transfers of the houses and the leases of the flats.

Furthermore, flat owners who rent out their properties are required to inform both Bartholomews and the freeholders of the respective blocks about the tenant's details and ensure that the correct registration fee is paid.

The Estate Company maintains a website at www.st-james-park.co.uk, providing valuable information about St James Park. The site features copies of Annual General Meeting documents, information on the estate and its management, a method to contact the directors, notices of estate activities along with general information about the estate and the area which the residents may find useful.

The Estate Company periodically provides a newsletter to residents.

The Estate Company typically organises a Christmas event and summer party in the main square around the fountain. Details of these events are notified to all residents. A nominal voluntary contribution is included in the service charge to fund these events. If you would like to volunteer to help organise these events please contact the Directors through Bartholomews.

Facilities at St James Park

The grounds

The communal grounds are shared by all residents and are regularly maintained by a team of gardeners and a caretaker. There is an ongoing plan of improvements which includes replanting trees, shrubs and flower beds.

To ensure the safety of pedestrians and motorists, ball games are not permitted in the gardens.

The grounds are provided for the use of residents and their guests. If you wish to use them for private gatherings or parties please discuss and seek permission from Bartholomews.

Dogs

Dogs should be on a lead at all times on the estate when outside your private property.

Dog owners must not allow their dogs to defecate on the gardens as this is unsightly and unhealthy.

Dogs and other animals are not permitted in the flats.

Fire hydrants

Fire hydrants are situated around St James Park and inspected by Elmbridge Borough Council. However, if you notice that any are defective then please contact Bartholomews.

Domestic rubbish collection

Rubbish is collected from the bin stores of individual blocks of flats and from the boundaries of houses every Wednesday morning except during holidays when the appropriate day is published by Elmbridge Borough Council. Residents are asked to put rubbish out for collection before 6.30am on collection days only. Recycling is available, food waste is collected weekly and there is a rotating fortnightly collection of recycling and landfill waste.

Please ensure that any rubbish you do leave out for collection is well sealed so as not to cause odours or attract wildlife and that it does not block the roads. Please also ensure rubbish is only placed in the bins as foxes will tear open bags. If you do not place the bin at your boundary, it may not be collected.

There are separate bin stores for the sole use of the flats.

Please contact Elmbridge Borough Council if your bin collection is missed.

Non domestic refuse

For any other items of rubbish there are Elmbridge municipal tips situated in Epsom, Leatherhead and Sunbury. Details are available on Elmbridge Borough Council website.

Please refrain from leaving large boxes, furniture, or other bulky or heavy items near dustbins for disposal or within the storage bins of the flats.

Pumping stations

There are five pumping stations located within and around the estate responsible for transferring the contents of the main drains to the public sewer system. Thames Water, who are responsible for maintaining these pumps, report that the most frequent blockages are caused by fibrous materials, including household waste and liquid fats. Residents are advised to avoid disposing of such items into the system, which is designed solely for foul water, natural human waste, and biodegradable products.

Other household waste, such as nappies, baby wipes, sanitary towels, cleaning rags, cloths, medicines, syringes, hypodermic needles, cooking oils, incontinence materials and non-biodegradable products should not be disposed of through the drainage system. This includes, items sold for cleaning purposes etc which are described as "disposable" or "flushable".

No smoking policy

Effective from 1st July 2007, legislation prohibits smoking in communal areas of buildings. As a result, we are required to enforce a strict no-smoking policy throughout all shared spaces within the flats. Please note that this ban does not extend to private residences; however, service providers working within your home may implement their own smoke-free policies for their staff and operations.

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Car parking

On-site car parking

There are designated communal visitor parking spaces at St James Park, though they are limited in number. Parking should primarily be confined to the driveways of individual houses and designated parking bays. Parking on the roadways and pavements of St James Park is prohibited, as it can hinder emergency services and bin collection operations.

Parking bays designated with a “V” are exclusively reserved for residents of the flats and are primarily located nearby. Parking in these bays is granted as a concession by the freeholders and the managing company responsible for the flats.

All vehicles parked in communal visitor parking areas are required to display a valid permit issued by the managing agents, valid for one year only and non-replaceable. Additionally, vehicles must have valid vehicle tax (road tax). Vehicles declared SORN, as well as commercial vehicles – including caravans, motorised or otherwise, and boats – are prohibited from parking in St James Park including drives. Such vehicles should be kept in garages.

No visitor parking bays may be monopolised in perpetuity. That is, visitor parking bays are for temporary use for hours at a time rather than days/weeks at a time.

Residents wishing to load and unload vehicles should park them with due consideration for the access of others. For this purpose, you are free to park your vehicle on-site for no longer than 30 minutes.

Parking on Balaclava Road

Parking on Balaclava Road falls within the Royal Borough of Kingston upon Thames. Parking is restricted. There are bays for Pay and Display parking as well as Residents’ Only “S” bays.

Speed on site

In the interests of road safety, please note the signs around St James Park regarding excessive speed. We kindly ask that all residents and visitors take note of the “Dead Slow” signs and that speed be limited to 15 Miles per Hour at all times.

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Working on your property

Covenants/terms of the lease

St James Park (Long Ditton) Estate Company is committed to maintaining the overall look, feel, character, architectural concept and uniformity of the estate design. One way this is controlled is through enforcing the covenants/terms of the lease that all owners and lessees have signed up to.

If you have any plans which will change the overall appearance of your property you should submit them to Bartholomews for approval.

In reviewing any proposal, the Directors will aim to maintain the original external appearance of the property, particularly to the front elevations (street scene). Due consideration will be given to the siting, scale and design of any proposal along with its impact on the visual and residential amenity, similar to considerations adopted by Elmbridge Borough Council.

Bartholomews should be contacted for all changes to the outside of properties, including those listed overleaf.

Item	Position
Bin stores	Small bin stores are permitted. Where such a store is erected, refuse bins must be stored in it. Larger structures such as sheds, bike stores etc. are not permitted. Bartholomews can provide guidance on style and type of structure.
Boiler exhaust flues	Boiler exhaust flues exiting the front of buildings are allowed. Bartholomews can provide guidance on the preferred route, style, design, colour and location of such flues so as not to adversely impact upon the existing property and the character of the area.
Business use	There should be no obvious business use, unless 'discreet', such as an internet-based enterprise.
CCTV cameras	Whilst CCTV cameras do not breach the covenants any installation should follow ' <i>Guidance on the use of domestic CCTV</i> ' detailed on www.gov.uk . However, signage is not acceptable. As a deterrent signage on entering the estate states CCTV in operation.
Cladding/rendering	Where cladding has discoloured, owners are encouraged to clean in the first instance. Bartholomews should be contacted if re-rendering/painting is required so they can advise on correct colouring and style of the rendering.
Dormer windows/ roof lights in main house roofs	These are not permitted (also see roof/loft conversion).
Electric car charging units	The charging unit should be installed within the garage or within the porch of the property so that it is not noticeable from the road. Exposed charging cables must remain on private property/driveway, cables are not permitted on the pavement/road.
Extensions	Must be single storey and not extend more than 3m. Plans will need approval by the company which can be obtained through Bartholomews.
Facia panels	At the front of the property wood fascia panels are to be used. Plastic may be used on flank walls but approval from Bartholomews is needed.
Front doors	Front doors must be the same as existing in style and colour (black). Front doors cannot have windows in unless they were part of the original build.
Front gardens and driveways	These should be maintained to a good standard to maintain the overall appearance of the estate.
Garage doors	To be replaced on a like for like basis.
Garden fences	Garden fence heights to be limited to 1.8m.
Heat pumps	To be considered on a case-by-case basis. Please discuss with Bartholomews.
Hoardings/boardings	No erection of hoardings and placards (e.g. estate agents, political parties etc.)
Porch extensions	Not permitted.
Roof tiles	Existing roof lines should be maintained. Existing roof tiles should last for a significant number of years; however, it is recognised that minor leaks may occur. Where there is an issue such as a roof leak then owners are encouraged to have the leak repaired with the existing tiles retained and re-used. The full replacement of roofs should only be considered as a last resort where repair is not possible. If replacement tiles are needed, the same tile that is currently on the roof should be used. Original marley tiles are no longer produced although reconditioned ones are available and should be used. Any replacement tile along with the schedule of works must be discussed with Bartholomews who will be able to advise on the acceptability of the proposed works. Gulleys should be kept to a minimum.

Item	Position
Roof/loft conversion	Not permitted (also see dorma windows/roof lights).
Security lighting	Should be discreet, not be mounted high up and should only illuminate the property and not be triggered by wildlife.
Single storey outbuilding (garden office)	Reviewed on a case-by-case basis. Consideration will include visibility from the road and that the neighbours are aware.
Skips	Maximum period for a skip on a property that is visible from the street is one month unless written permission for a time extension is gained from Bartholomews.
Solar Panels	Not permitted.
TV aerials / Satellite dishes	No erection of TV receiving aerials/ Satellite dishes that can be easily seen from the front of a property.
Wall Heights	Wall heights to be limited to 1.8m.
Windows	Windows to be the same design as existing by way of openings, style, fenestration, etc.
Wires / leads	Wires and leads should not be attached or visible on the front of the property.

Whilst this is not an exhaustive list of alterations, we hope it provides some guidance. If you have any queries or wish to discuss any aspect further, please do not hesitate to contact Bartholomews for further clarification.

Major works

Any exterior (including structural) works on a freehold house require the formal written consent of the directors following the advice of their surveyor if appropriate and must comply with the covenants. Work in leasehold flats that require permission must obtain a licence which will be prepared by the freeholder's Solicitors, the cost of which will be the responsibility of the leaseholder.

In the first instance, plans and specifications for the proposed works must be submitted to Bartholomews for approval with an undertaking to pay their reasonable fees.

Minor works and decorating

Work in flats and houses should be carried out with minimum disruption to other residents. We request that, as a courtesy, neighbours are advised of the start date and likely duration of the building works.

Disposal of building rubble, items removed from flats and houses etc is the responsibility of the owner and such rubbish must not under any circumstances be placed in or near dustbins or storage bins neither must it be stored in the underground garages of the flats. No waste may be stored on communal grounds (including pavements/roads) at any time. Skips can be parked on the property for a maximum period of one month unless written permission for an extension is gained from Bartholomews.

Any damage to Common Parts will be charged to the owner responsible. Contractors' vehicles must not be parked within the grounds of St James Park but can be parked during the day (09:00 to 17:30) on driveways. To avoid damage to pavements vehicles should not be parked wholly or partially thereon.

Covenants/terms of the lease should be complied with in all cases.

Company business

Finances

The company's financial position can be assessed through the Annual Accounts and Directors' Report, which are provided to all shareholders and filed annually with the Registrar of Companies. The accounts can be found on our website: www.st-james-park.co.uk

Income and expenditure

In consultation with your Board of Directors, Bartholomews prepare and agree a budget of expenditure at the end of each calendar year which is reflected in the annual service charges which are levied on the 1st January and 1st July in each year.

The expenditure includes regular service providers (i.e. gardening, caretaker, electricity, water rates for the central fountain, general maintenance etc.) and also includes an annual contribution to the reserve fund to defray capital expenditure including re-planting, landscaping, tree maintenance and roadways including the pavements. The establishment of a reserve fund is essential so that works can be carried out when required without the need for raising a special levy on owners.

The service charge demand includes a nominal voluntary contribution for the summer and Christmas events which all residents are invited to.

Accounts and Annual General Meeting

The company accounts are made up annually and, after approval by the directors, are circulated to all shareholders together with Notice of the Annual General Meeting. The Board encourages every shareholder to do their best to attend the Annual General Meeting as that is when common matters are discussed and agreed. The AGM is usually held in September.

Copies of documents relating to historic AGMs and accounts are available on the website: www.st-james-park.co.uk

Board meetings

The Board of Directors meets with Bartholomews in attendance approximately bi-monthly to discuss all matters relating to the management and maintenance of St James Park. Please contact Bartholomews or the directors directly if you would like to have any item discussed at these meetings.

Major decisions which have a significant impact on St James Park will be taken either at an Extraordinary General Meeting or at the Annual General Meeting of the Company.

If you would like to join the Board as a Director of the Company and be actively involved in the management and future development of St James Park, full details on the application process is on our website: www.st-james-park.co.uk

Sales

When you are selling your property, whether it is a freehold house or a leasehold flat, it is important to inform your solicitors of the managing agents' details. They will then provide the necessary information required for the transaction.

There are also various stipulations contained in the freehold transfers of the houses and the leases of the flats which require completion of Deeds of Covenant and these will be dealt with directly by Bartholomews on payment of the appropriate fee.

Finally...

St James Park is a highly desirable development. It is essential that, with the cooperation of directors, managing agents, and residents, it is maintained to the highest standards.

If there are any issues which you consider require attention, then please advise Bartholomews or contact the directors via the 'Contact Us' form on the website (www.st-james-park.co.uk).

