



St James Park (Long Ditton) Estate Company Limited



Handbook for Residents of:

Chadwick Place, Jennings Close, Savery Drive, Williams Grove

And

**Grosvenor Gate, Burlington Gate, Beresford Hall, Apsley Hall,
Tavistock Hall, Cavendish Hall and Cranleigh Hall.**

www.st-james-park.co.uk

July 2012

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FOREWORD

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

This handbook has been produced to inform residents regarding the way St James Park is managed, their rights and obligations and to provide information useful for those living on the St James Park Estate.

Legal rights and obligations are set down in the freehold transfers of the houses and the leases of the flats which contain detailed covenants about which your solicitor should have advised you when you bought the property. There are additional regulations which are added from time to time to take into account communal living. We hope this handbook will help to expand on and clarify these as well as providing useful information.

All enquiries concerning this handbook or any other matter concerning St James Park should be made in the first instance to the managing agent whose details are given 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:

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1. THE MANAGEMENT STRUCTURE

The day to day management of St James Park Estate is administered by St James Park (Long Ditton) Estate Company Limited, which is a limited liability company formed to provide services for the grounds and common parts of St James Park. Each owner of a property whether a house or apartment on St James Park is a shareholder in the Estate Company and has an equal share regardless of the size of their property.

The company is run by a Board of Directors. The Directors give their time on a voluntary basis and are not paid for their services. A shareholder may stand as a Director. As far as possible, the company tries to make sure that there is representation from each part of the estate.

The Estate Company employs Wallakers as the Managing Agent. Wallakers are responsible for day-to-day management of St James Park. All enquiries concerning the running of St James Park in the first instance should be addressed to Wallakers. Wallakers employs, on behalf of the Estate Company, a caretaker. The caretaker, Mick Parker, is on site between the hours of 8am and 12noon each weekday and can be contacted on 07840 674 271.

Wallakers, as required, employ regular service providers i.e. gardeners, drainage contractors, electricians to deal with the every day maintenance of the estate and its upkeep. The gardeners (Messrs Landform Maintenance) are on site between the hours of 8am and 4pm each weekday. Comments and queries regarding the gardens should be addressed to Wallakers or a Director.

The Estate Company also operates a website: www.st-james-park.co.uk. This website includes useful information about St James Park, copies of minutes of directors' meetings and also an open forum to enable contact to be made directly with the directors and also an opportunity for residents to raise any other matters appertaining to St James Park.

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. St James Park (Long Ditton) Residents Company Limited prepares budgets for the maintenance of the structures of the seven blocks, decorations internally/externally, weekly cleaning of the communal areas, a building insurance cover (not contents) and maintains a reserve fund.

2. DAY-TO-DAY MATTERS

Communications with Residents

Wallakers will inform residents primarily via letter of any works or activities that are planned or of any other matters that require their attention.

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.

In addition, owners of flats when letting should advise both Wallakers and the freeholders of the blocks of flats of details of the tenant and ensure they pay the appropriate registration fee.

3. FACILITIES AT ST JAMES PARK

The Grounds

The communal grounds are held in common for all residents to use. They are maintained on a regular basis by a team of gardeners and a caretaker whose remit is to deal with everyday matters that arise in the estate and as a line of communication with the managing agents. There is an ongoing plan of improvements which includes the replanting of trees, shrubs and flower beds.

If any resident would like to participate in the gardening either directly or by the provision of plants they should consult Wallakers.

Dogs

Dog owners must not allow their dogs to defecate on the gardens. This is unsightly, unhealthy and detracts from the ongoing maintenance work.

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 Wallakers.

Cable TV

Cable TV, available throughout the flats/houses, is provided by Virgin Media, a national supplier who can also provide Telephone and Internet Services. Satellite dishes and other aerials are not permitted on the flats. Houses may have satellite dishes as long as they are not visible from the road.

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 7.00am on collection days only. 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. **After collection bins must be removed from the frontage of properties at all other times.** There are separate bin stores for the sole use of the flats.

Recycling is available, food waste is collected weekly and there is a rotating fortnightly collection of recycling and landfill waste.

Non Domestic Refuse

For any other items of rubbish there are Elmbridge municipal tips situated in Epsom, Leatherhead and Sunbury. Please do not leave large boxes, items of furniture, other bulky or heavy items near the dustbins for disposal or within the storage bins of the flats. Arrangements can be made with Wallakers for such items to be disposed of. This can also be arranged through Elmbridge Borough Council, please see their website on www.elmbridge.gov.uk/envcare/waste or through Surrey County Council, via their website at www.surreycc.gov.uk. There is a fee for such a service.

Pumping Stations

There are five pumping stations in and around the estate to move the contents of the main drains to the public sewers. Messrs Camberley Pumps, who maintain the pumps, report the most common specific blockages of the pumps

are caused by **fibrous materials (including household waste) and liquid fats**. Please refrain from placing such items into the system which is designed to accommodate foul water, natural human waste, and biodegradable products only.

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”.

The maintenance of the drainage system is one of the most expensive items in the cost of maintaining the estate. Should you experience an issue, please contact Wallakers in the first instance.

No Smoking Policy

From 1st July 2007 it became law that smoking is not permitted in communal areas of buildings. Consequently we are obliged to enforce a no smoking policy in all communal parts of the flats. The smoking ban does not cover domestic premises though anyone providing a service to you in your home may operate a smoke-free policy for themselves or their employees.

4. CAR PARKING

On-Site Car Parking and Speeding

There are communal visitor parking spaces at St James Park, which are limited in number. Parking should always primarily be within the driveway of the houses and designated parking bays. Parking on St James Park roadways and pavements is not permitted as this restricts emergency services and bin collection.

Parking bays marked with a “V” are solely for the use of the flats and are mainly situated in the vicinity of the flats. Any parking thereon is a concession on the part of the freeholders of the flats and the managing company relevant to the flats.

All vehicles in communal visitor parking spaces must display a valid permit. These are issued by the managing agents for 1 year periods only.

Any vehicle parked in communal parking bays must display a current road tax disc. All vehicles declared SORN and commercial vehicles, including caravans, motorised or otherwise and boats etc cannot be parked in St James Park.

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.

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 5 Miles per Hour at all times.

[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. Residents can apply to Kingston Council for parking permits. These can be 3, 6 or 12 month permits for the Resident's car or books of ten permits for visitors and occasional use. Application forms and additional information are available from:

The Parking Shop
Guildhall 2
The Royal Borough of Kingston upon Thames
High Street
Kingston upon Thames
Surrey
KT1 1EU
Tel. 020 8547 1333

They also deal with applications for dispensations and suspensions for deliveries and the like. A one day suspension of parking bays in Balaclava Road for removals is currently free of charge.

5. WORKING ON YOUR HOUSE

Major Works

Any exterior structural works on a freehold house require the formal written consent of the directors following the advice of their Surveyor if appropriate. Leasehold flats works that require permission need to obtain a licence which will be prepared by the freeholder's Solicitors, the cost of which will be the responsibility of the leaseholder.

At first instance, plans and specifications for the proposed works must be submitted to Wallakers 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.

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.

6. COMPANY BUSINESS

Finances

The Company finances in general can be examined by reference to the Annual Accounts and Directors' Report which are distributed to all shareholders and submitted annually to the Registrar of Companies.

Income and Expenditure

In consultation with your Board of Directors, Wallakers 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, pump stations, 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.

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.

Board Meetings

The Board of Directors meets with Wallakers in attendance approximately bi-monthly to discuss all matters appertaining to the management and maintenance of St James Park. Please contact Wallakers 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.

7. SALES

When a sale of your property whether a freehold house or leasehold flat is to take place, you should advise your Solicitors of the identity of the managing agents and they will provide such information as is required by your Solicitors.

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 Wallakers on payment of the appropriate fee.

8. CONCLUSION

St James Park is a highly desirable and sought after development and it is important that with the cooperation and services of the directors, managing agents and the residents it is maintained in this manner.

If there are any issues which you consider require attention, then please advise Wallakers or contact the directors via the forum on the website. This will receive early attention.

We trust that by working together in harmony, we can promote for the future St James Park for the benefit of all.