

Gilmerton Court Residents Society



HOUSE RULES



Gilmerton Court Residents Society
c/o Encore Estate Management
2 Hills Road,
Cambridge
CB2 1JP

WELCOME TO GILMERTON COURT

The Society are delighted to welcome you to Gilmerton Court. The House Rules are designed to ensure all residents enjoy harmonious living. Please make Gilmerton Court a pleasant place to live by respecting the Society's rules. As the cost of maintaining the communal areas is shared by all of the property owners, your cooperation is appreciated.

Subletting

- *Leaseholders must inform Encore of any changes to contact details or letting agent details so they can be contacted in the event of an emergency.*
- *All renters must sign a deed of covenant. If you are renting your property and do not have a signed deed of covenant, please contact Encore to resolve this.*

Reporting of Estate Issues

- *We encourage all residents to contact Encore in the first instance if you observe an item that requires maintenance. Your Property Manager visits Gilmerton Court at least once per month to carry out inspections and identify maintenance needs. However, a lot can happen between visits and we rely on the good nature of residents to report any problems to us. You can do this by calling **01223 866980** or email **info@encoreestates.co.uk** . If an emergency occurs out of hours you can still call the main office number and our out of hour's service will be able to assist you.*

Vehicles & Parking

- *Parking is very limited at Gilmerton Court. Spaces are not allocated and are on a first-come first-served basis.*
- *Please only park in a designated parking bay and do not park in front of garages.*

Window Cleaning

- *Window Cleaning occurs on a two-monthly basis and Encore write to all residents a few days in advance of each visit.*

Satellite & Aerials

- *No external aerials or satellite dishes are to be erected on the building or roof - only communal systems are to be used.*

Unoccupied Apartments and Insurance

- *Owners have a duty of care to inspect and monitor apartments whilst unoccupied. Please make arrangements for a neighbour or relative to retain a key in case of emergency access need, and ensure that the managing agent is aware of arrangements.*
- *Buildings Insurance. Under the terms of the Lease Encore places the buildings insurance. Please note the insurance policy does not cover apartment contents and it is each resident's responsibility to place their own contents insurance.*

Mail

- *Mail for residents who no longer reside in your apartment should be marked 'return to sender', then placed unopened in any post box so the Royal Mail service can return it to the original sender, with notification that they no longer reside there. Please do not leave unwanted mail in the communal areas.*

Gardens

- *The gardens of Gilmerton Court are a particular architectural feature of the Estate. They are currently maintained on a weekly basis by an external gardener and landscaping firm.*
- *Please ensure children are supervised at all times and do not cause nuisance or annoyance to other residents. The gardens are not a playground.*
- *Ball games are strictly prohibited within the grounds and gardens of Gilmerton Court.*
- *Bicycles are not to be ridden through the gardens or around the cloisters.*
- *Animals are not to be walked or exercised within the grounds of Gilmerton Court.*

Gardening Suggestions

- *The Society welcomes ideas and suggestions for the gardens, but these must be submitted in writing to Encore for the committee's approval. It is not permitted to make changes to the gardens without prior approval from the committee.*
- *The gardeners are appointed to maintain the gardens in their current form and their time is very limited. Please do not ask the gardeners to carry out additional gardening duties as this takes away from the allocated time they have on site.*

Pet Policy

- Domestic pets may only be kept in the apartments with the prior written consent of the Society. If permission is given this may be withdrawn at any time in the event of any nuisance or inconvenience caused to other residents.
- Pets are not to be walked or exercised within the grounds of Gilmerton Court.

Noise

- Noise should be kept to a minimum at all times to avoid causing annoyance to other residents. In particular no television, radio, gaming, audio equipment, musical instrument etc. should be audible outside the apartment. Noise in communal areas should be kept to a minimum between the hours of 11.00pm and 07.00am, including deliveries.
- The lease specifies that adequate carpeting or other sound-deadening floor coverings should be maintained.

Communal Areas

- Please do not block landings, hallways or communal areas with bicycles, prams, toys or rubbish bags.
- No personal items should be kept in the hallways at any time. Items found within the communal areas may be removed without notice to meet Fire Regulations and Lease terms.

No smoking

- Please do not smoke within the communal areas or gardens of Gilmerton Court.

Waste and Recycling

- There are multiple bins located in the cupboards within each block. Signage indicates what items to put in each coloured bin. The council will not collect any rubbish that has been placed incorrectly in the bins or rubbish that has been left on the floor.
- Incidents of fly tipping have increased recently. It is illegal to dump items anywhere on the estate. If you have large items that do not fit in the bins, these must be taken to the local recycling centre in Milton, or you can arrange for the council to collect the items by calling 01223 458282. Anyone who is caught fly tipping will be subject to a fine and possible prosecution.

Drains

- Please be careful about what is put down the drain.
- Do not pour oils or fats into the sink, and ensure no toilet or cleaning wipes/towels or nappies are put into the toilet. These blockages are costly to resolve.

Take care when you are moving in & out

- Be careful that you/ your tenants do not damage the communal areas as you will be personally responsible for the cost of the repair.

Store your bicycles correctly

- Bicycles must be stored in the designated bicycle storage areas, not in the communal hallways. Please ensure your bike is secured to the stand using a good lock.
- Bicycles are left at the owner's risk and we recommend that you check that bicycle theft is covered by your household contents insurance.