



MILFORD COURT (LANCING) LIMITED

'Information for Renting Agents and Tenants'

To Renting Agents:

A copy of this document is on the Milford Court website www.milfordcourt.co.uk. Would renting agents please print off and ensure their tenants have a copy before they move in at Milford Court. Please inform tenants that this document can be referred to at any time on the Milford Court website.

It is the property owner's responsibility to liaise with their renting agents to ensure tenants are made aware of the moving in procedures and the information below.

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1. **Moving in**

Care must be taken to protect the floors and walls during the movement of furniture and household items. The high-rise block has a lift and Residents, and Tenants should be mindful of the weight limit for the lift usage. The lift must therefore not be used for exceptionally heavy items. If the lift is to be used to move or if items are being delivered at any time, we ask that respect is shown regarding looking after the lift. To that end tenants/residents are asked to:

- Lay down the wooden floor panels provided, to protect the floor.
- If a quantity of items are placed in the lift there could be contact with the walls or mirror, please use the 'lift curtains'. They just hook/hang on the bolts located on each wall.
- The wooden floor panels and the curtains are located behind the first door that leads to the back door. In that room, between the doors there is an added shelf, the curtain is located on this shelf. If a resident feels they might struggle putting up the curtains please ask a member of the committee for assistance, they will do this for you.
- It is the owner's (when applicable) to ensure their tenants are made aware of the requirements to protect the lift, as described above.
- Large or heavy items should be carried up using the staircase at the side of the lift
- The low-rise block does not have lifts, but care must be taken to prevent any damage to the walls.

Please familiarise yourself with working hours for contractors which are Monday – Friday 08.00 to 17.00 hours.

Sat from 8am to 12noon, working is not permitted on Sundays and Bank Holidays

2. **Vehicles/Parking**

There are 29 garages situated at the rear of Milford Court, not all flats have a garage so there are residents/visitors parking bays on site. To ensure parking bays are available tenants with a garage in their rental contract are asked to show consideration and use their garage for parking their cars.

- A maximum of two vehicles per flat is permitted.
- Campa vans, transporters, vans, caravans and commercial vehicles are not permitted between the hours of 6pm and 8am
- Residents with cars that are not used on a regular daily basis are asked to park their vehicle(s) at the far west end of the parking area – facing west, this will free up spaces nearer the main entrance of the block. We do have several residents that do not find walking easy;

it is fair that they are given a chance to park near the main entrance.

- The front lay-by has double yellow lines and two very clear 'no parking' signs. The lay-by is a drop off zone only and vehicles must not be left unattended at any time, the front lay-by is also not a parking overflow area.
- Parking is not permitted on the slip road that leads to the back of the building.
- Tenants are responsible for informing their guests and tradesmen of the parking restrictions at Milford Court. Parking is only permitted at the rear of the building.
- It is not permitted for any non-resident to use the car park except specifically when making a visit to a current resident on site.

3. Cleaning and Refuse Disposal

Milford Court currently use a local cleaning company who are contracted to clean the common hallways, fire escape, locker rooms, lift and front and rear entrances in both blocks.

Household refuse is collected Monday, Wednesday and Friday mornings. Items must be placed outside the flat front doors between 8 and 8.30am on the morning of rubbish collection. It is important to ensure the household waste is double wrapped in polythene/plastic bags, secured at the top and not leaking thus preventing smells and damage to the carpet. Household waste should be kept inside flats on the days the cleaner does not call i.e. Tuesdays, Thursdays and at weekends and not left outside flat doors over night. Residents can of course place their household waste in the dustbins located in the rubbish bin garage, which is the garage straight on from the main path. The garage is the only one without a number and is between garage number 20 and 21.

The Council supplied blue bags for recycling. The types of recyclable waste, as detailed on the poster in the refuse garage, do not have to be separated but must be taken by residents and emptied into the blue recycling bins, and not placed in the bins in sealed bags.

Cardboard boxes from packaging must be cut up small and placed in the recycling bins **and NOT left on the top of the bins.**

The weekly collection is for domestic household waste only and tenants must not dump furniture or any other item in the garage, such items to the council tip, 2 miles away, or make arrangement for the collection of these items directly from their flat

The above instruction is a directive from the Council who can implement a fine or refuse to empty the bins for non-compliance; we received a warning from the Council a couple of years ago, so it is imperative to adhere to this instruction.

4. Fire Safety

In the High-Rise block directional route notices are posted within the common parts providing the direction to depart using the fire escape staircase in the event of an evacuation of the building being necessary. The lift should never be used as a means of escape in the event that the alarms are activated.

There are two fire doors to the staircase from each landing; these must be kept shut at all times. The door leading to the lockers room is also a fire door and must never be propped open.

The Low Rise does not have a lift and has just one staircase. Fire notices are posted in the Low Rise. Should a fire be detected in addition to alarms, hallway lighting independent to the mains supply will function.

Residents must be aware that items must not be left in the stair well corridor, on communal hallways, locker storage area. These areas have all been deemed as means of escape by the fire service and must be kept clear and not used to store items for any length of time.

Barbeques of any kind on balconies are a significant fire risk and **are therefore prohibited.**

5. Lift

There is an emergency panic button in the lift. Should the lift stop, and the door will not open push the button and hold, you will then be spoken to by staff from Southern Lift Services who will organise your extrication from the lift as soon as possible.

Children under the age of 14 must be accompanied with an adult when using the lift.

Residents and/or the owners of the property should be mindful of the weight limit for the lift usage. The lift must therefore not be used for exceptionally heavy items. If the lift is to be used to move or if items are being delivered, we ask that respect is shown regarding looking after the lift. To that end residents are asked to:

6. Door Entry System

High Rise: There is an audio door entry phone system, and this is under contract with Interphone Ltd. If you experience problems with reception or access buttons to your flat, please contact a member of the Residents Committee or Parsons son and Basley giving your flat number and contact number in order for the company to make contact with you arrange a visit during their working hours. When there is inclement weather i.e., very strong high winds, residents are advised to use the back door for their own safety as the front door on the front of the building are very hard to open in high winds.

Low Rise: Each of the three blocks has an audio door entry system, should a fault develop Parson Son & Basley should be contacted to report the problem.

7. TV / Satellite TV

There is a communal aerial system for BBC 1/2, ITV, Channel 4 and 5 plus Freeview. This aerial is in a 'loop system', which means it is interconnected. **Under no circumstances** must residents/tenants unscrew and interfere with the aerial socket on the wall in each flat, doing so will prevent the aerial from working and stop the TV reception in the flats above and below that flat. Tenants must inform their renting agents if they wish to have work carried out that interferes with this aerial socket.

Cable Television is also available through VIRGIN MEDIA. This is installed in every flat, but usage is optional. Residents should contact Virgin Media direct to discuss requirements.

Installing a SKY DISH is not possible due to our roof installation. Any kind of drilling into the roof or connections to it would void our roof guarantee. A dish is however not required to obtain SKY TV, this can be installed by means of a BT phone line, contact BT for details.

8. Balconies and signs

It is not permitted for aerials or other apparatus to be erected on the exterior of the building or located on balconies. It is also not permitted to hang washing, towels or clothing on balconies. Any display of advertising boards of any kind is STRICTLY prohibited on balconies or in flat windows.

9. Garages

It is not permitted to rent or lend a garage to any person who is not resident at Milford Court and must be used for the parking of a vehicle.

10. Communal Heating

Milford Court (High Rise) has a communal heating system. The central heating operates from 1st October to 30th April from 7.00 am until 11.00 pm.

11. Bicycles

It is not permitted for bicycles to be brought into the blocks; this includes the standing of bicycles in communal areas, hallways etc.

Storage problems for bicycles have been overcome. There is a garage which is used for storing bicycles. This facility is available for all residents at Milford Court and a key for Garage 27 - can be purchased from Doug in Flat 28 at a cost of £5.00.

12. Smoking

It is not permitted to discard cigarette butts from the windows of flats or in the grounds of Milford Court; this includes the grass and garden area, paths and garage compound. Smoking is not permitted in the lift or communal areas, which includes outside entrances front and rear.

13. Dogs/Pets etc

It is not permitted for tenants to keep pets at Milford Court.

14. Feeding Birds

It is not permitted to feed birds; this is stated in the lease and it attracts the birds who cause damage to the paintwork on cars, they have also been seen taking bits out of the roof on the low rise.

15. Washing

It is not permitted to hang washing in front of windows or on hangers exposed to public view