



## KING & QUEEN WHARF RESIDENT'S HANDBOOK

### **WELCOME**

Welcome to King & Queen Wharf (KnQW), we hope you will be very happy here.

This Handbook has been put together to give new residents some basic information about the development, and to provide a helpful reference.

We would encourage you to access the website at <http://www.KnQW.com> to learn more about the development.

Each year the Chairman writes a report of the main developments in the year, and the significant plans for the forthcoming year. The Directors Reports will be downloadable from R&R online, (together with AGM Minutes and Audited Accounts), and we recommend you download and read these to understand the current priorities, and more about how the block is managed.

### **Any Questions/Issues? - Contacts/Escalation process?**

At KnQW we benefit from a 24 hour concierge service, and the duty Concierge should always be your first port of call with any question you might have:

#### Concierge Service

Tel - 020 7231 2577

Email - porter@knqw.com

Our Estate Manager (Paul Smith) should be able to deal with any issues that the duty Concierge is unable to resolve.

If necessary, major issues should be escalated to our Managing Agents at Rendall & Rittner via their contact details in Appendix A.

In exceptional circumstances if Lessees are unhappy with the service provided by Rendall and Rittner, they should contact a member from of the Board of Directors.

Ray Towle

Chairman of King & Queen Wharf Residents Company Ltd

Chairman of King & Queen Wharf Freehold Company Ltd

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## WHO IS RESPONSIBLE FOR WHAT

### **King & Queen Wharf Residents Company Limited**

King & Queen Wharf Residents Company Limited is a properly constituted non-profit-making company (incorporated on 20 July 1988) in which all flat owners in King & Queen Wharf hold a share. Shareholders elect directors (maximum of 8) to represent their interests. The common parts of the development are demised to the company, commonly known as the management company which effectively then takes on various legal responsibilities and hires a managing agent to administer these responsibilities.

Each service charge year commences on 25<sup>th</sup> March, a budget is prepared in advance and the service charge payments are collected in twice yearly installments on 25<sup>th</sup> March and 29<sup>th</sup> September. As a concession, you can also request to pay monthly and interest is then payable at 4% above the going bank rate. Lessees are strongly encouraged to pay monthly by Direct Debit, and as an incentive interest is waived for those who choose this option. At the end of the service charge year, accounts are prepared and audited.

The AGM is usually held in the autumn to approve the accounts and to elect Directors from among the shareholders (none-of whom are allowed to receive any remuneration).

Registered Office: King & Queen Wharf Residents Company Limited, Concierge Office, King & Queen Wharf, Rotherhithe Street, London, SE16 5QY.

### **Freeholder – King & Queen Wharf Freehold Company Limited**

The Freehold was purchased by King & Queen Wharf Freehold Company under 'Right to Enfranchise' in February 2010. Leaseholder participants in the RTE have a share of the Freehold and a new 999 year lease commencing 1989. Lessees who did not participate in the RTE Company continue with their existing 125-year lease from 25<sup>th</sup> March 1989 with the ground rent doubling every 25 years. For information about Freehold purchase or administration please contact our managing agent.

### **Managing agents**

The managing agents are responsible for the day-to-day running of the internal and external common parts and structure of the building, which includes the collection of the service charge. All costs and expenses incurred in this connection are charged back to residents through the service charge calculated at the percentage quoted in each lease. This is an invaluable source of information including both your rights and obligations. The building insurance premium is paid for out of this fund but not the contents insurance which is the responsibility of the Leaseholder/Occupier.

### **Concierge**

The building has a 24 hour, 7 days per week Concierge, supervised by the Estate Manager (Paul Smith). Staff are based in the Concierge Office, located on Rotherhithe Street adjacent to the "IN" car park vehicle door (020 7231 2577).

The Concierge duties include the following:

- Maintaining security on site (the CCTV cameras are linked back to the office)
- Dealing with enquiries from residents and visitors and generally assisting in the day to day running of the estate
- Dealing with reservations of the five visitors car park spaces and the car park generally
- Maintenance – supervision of the cleaning, maintenance and other contractors

- Make yourself known as soon as possible to the Concierge and make sure they have emergency contact numbers, see appendix C. They will provide you with any further information on the operation of the development
- Keys to your flat can be held by the Concierge but without any responsibility/liability on the part of the staff or the Management Company
- The Concierge will inform you when a parcel has been delivered for you by posting a “parcel delivery slip” to your property. Alternatively they can email/text you. Please arrange direct with the Concierge.

## FLAT

**Airbnb** - In accordance with the terms of the lease you are not allowed to do short term lettings.

**Alterations** - Excepting normal re-decorations, under the terms of your lease you are obliged to apply to the management company for permission to carry out alterations. This would not be unreasonably withheld but if you do carry out alterations without the proper permission, you could be required to reinstate to the original condition (see appendix G). Wooden floors can create noise problems. Some of this can be avoided if felt pads are put under the legs of chairs and tables etc. This also helps to save scratches on the floor.

**Balconies** - Please be advised that the terms of your lease do not permit the use of BBQ's on your balcony. (In particular, the use of appliances that require a gas bottle or canister are forbidden). Similarly it is not permitted to dry or air laundry on balconies. Storing anything on the balcony is against the terms of your lease (including bicycles). However the Directors of King & Queen Wharf Residents Company Ltd feel that it is reasonable to permit residents to have a table, 2 chairs and a number of small potted plants on a balcony.

**Block Insurance Policy** - When placing your contents insurance please be aware that free-standing items in the kitchens and carpets are not covered under the block insurance. If in doubt ask the managing agents for a copy of the insurance schedule so that your broker can check. Please also note that there is an excess payable of £250 per claim and it is the policy of the Management Company that the lessees responsible for the resultant damage to another flat must bear the excess payment. Always be vigilant in ensuring that your bath and shower tray is sealed, WC systems, stopcocks etc. are in good order. Fixtures and fittings within your flat (inc. the fitted units in the kitchens) are included under the block policy.

**Electricity Meter** - Please ask the Concierge to show you where your meters are. Only the Concierge have the keys to locked cupboards.

**Heating Facilities** - Within each flat there are two main types of heating:

- **Floor Heating** - switches at floor level in all rooms, runs on economy electricity over night. This can take up to 3 days to initially heat up.
- **Ceiling Heating** - temperature control switches on wall in lounge and bedrooms - runs on normal electricity tariff with instant heat.

**Hot and Cold Water System** - When turning the water off, the stopcock should be turned clockwise for off and anti clockwise for on.

Immersion heaters in the cylinder heat the water. The cylinder is located in the airing cupboard. There are two immersion heaters, one is the primary heater and is powered by “off peak” electricity (at the bottom of the cylinder) and the other is a booster unit (near the top). The off

peak heater is on automatically at night, therefore the control switch mounted in the airing cupboard should be left on at all times when in permanent residence.

The other switch in the airing cupboard is an isolating switch for maintenance on the booster heater. This should also be left on at all times.

Should the hot water temperature require boosting during the day, the switch in the kitchen labelled water heater may switch on the heater.

**IMI Tribune Hot Water Cylinders** – These serve exclusively your own flat, the service charge covers a yearly service and mini plumbing check, you will be advised when this is due for access to be gained to the flat by the contractor employed by the management company. A report will then be sent to you, outlining any further work required which will be your responsibility. As long as you have the inspection done and any subsequent work then you will not be required to pay the £500 insurance excess for a water leak. The water in the car park is mainly due to tribunes. In the airing cupboard a copper pipe of 20mm dia. enters an alloy cone shaped pipe 50mm dia. Place your finger in-between, be careful, as it may be hot. If you can feel water then you have a problem, and should contact the plumber.

**Lifts** – Residents are requested to use the lifts with care when deliveries are made, ensuring that the doors are not jammed open and that the lifts are not overloaded when moving in or out. Please note that our lift system is a traditional, hydraulic system. It is not untypical with this type of lift to experience a slight judder at the start or end of a lift movement. This can arise during times of large temperature fluctuations (typically cold outside, warm inside) and is not a safety risk.

**Noise** – Please keep noise to a minimum between 11pm and 7am. Noise should be contained moderately within the confines of the occupants' unit space and further - tenants should note noise levels of themselves and their guests when entering and leaving the premises - particularly in the early hours. All residents have the right to quiet enjoyment of their property.

The Board's policy is that any noise issues must be heard by the duty Concierge and that he then knocks the door of the offending flat. So next time it happens you need to phone the Concierge Office. In the past we have had noise/vibration travel some distance so sometimes it has not been the flat above.

#### **Painting –**

- A. External – this is the responsibility of the Management Company and was last carried out in 2012. This is financed from the reserve fund.
- B. Internal (Common parts) – internal decoration is completed when necessary, and again is financed by the reserve fund.
- C. Internal (Flats) – The decorative condition of the flat internally is the responsibility of the lessee and under the terms of the lease, should be carried out at least every seven years.

**Pets** – No pets are allowed within the development.

**Rubbish** – There are refuse collection rooms on most floors and please place your household rubbish (not bulk items) in properly secured black bags in the wheelie bins provided. These are removed Monday to Friday. Larger items can be collected by Southwark Council who you will need to contact first and should be placed in the main bin store by the exit car park shutter, please inform the Concierge. If builders are working at your flat they must arrange for the removal of their refuse. If in doubt, please consult the Concierge. Re-cycling bins are located in the cupboard by the car park exit gate.

**Smoking** - Please may we ask you to refrain from smoking in the lifts and common parts of the development - not only do some residents find this offensive, but it is also a fire hazard.

**Sub-letting** - When sub-letting, your tenant must comply with the terms and conditions set out in your lease. A standard sub-letting instruction is attached at appendix D.

**Television** - Sky Digital including HD (High Definition) - is currently supplied by Community Vision (01892 722887) from a single communal dish. They will make a charge to connect you to Sky Digital.

Terrestrial digital including HD (High Definition) - The signal is available through the communal aerial at no charge.

**Waste-Disposer** - Occasionally switch it on and run water down, otherwise it may stick. There is a button on the unit under the sink, which occasionally pops up, press it in.

**Ventilation** - To avoid condensation, it is recommended that the air vents are left open above the windows.

The bathroom is fitted with an extractor fan (Silavent 01252 878282). The master switch is located above the bathroom door. Once the master switch is turned on, the extractor fan is operated with the light switch. It goes off approx 60 seconds after the light is turned off.

## **WHAT TO DO ABOUT CONDENSATION**

1. Any mould is effectively “living” and if not dealt with can get out of hand. Polycell 3in1 Mould Killer is a start and then re-paint the surface. Bathroom mould resistant paint can be used as the initial coat.
2. Mould free white gloss is available.
3. Purchase a dehumidifier.
4. Change the vents above window/door to ones that are fixed open (not the old aluminium ones that can be closed). Paul (on site Building Manager) may have some spare.
5. Check the fans in the Kitchen and Bathroom work and are switched on. They generally get clogged up on the blades.
6. Make sure the tenants use the fans & de-humidifier. If they are using the bathroom or washer/dryer in the kitchen they need to close the doors and keep the fans on. They also need to wipe water off the glass and not just leave it. Make sure they understand they are responsible.
7. This can cause problems making doors stick. Your patio door will go back to normal size once the problem is resolved.

## **CAR PARK**

**Car Park** – The Management Company accepts no responsibility for any items/vehicles left in the car park, so please make sure any items left in the car park are insured. The car park is therefore not a ‘secure’ area for insurance purposes.

The car park is shared, with Globe Wharf residents parking on the lowest level.

Please wait for the garage In/Out doors to close behind you, as this is the main access/exit routes used by thieves.

Vehicles should not be washed in this area.

No combustible materials should be left in your parking space and the Concierge have instructions to remove any they see.

If you have a car or bicycle the details must be registered with the Concierge.

Bicycles should not be put on balconies.

Please make sure bicycles/motorbikes are securely locked with a chain and padlock.

The Concierge have a stock of motorbike ground locks that can be purchased.

If you are not using your parking space then let the Concierge know as he may be able to put you in touch with another resident who requires additional parking and may be willing to rent it from you, conversely if you are looking for more parking contact the Concierge.

**Visitor Parking** - This can be pre booked via the Concierge Office and is for the sole use of visitors.

## **LEISURE CENTRE**

**Leisure Centre** – The leisure centre facilities are shared with Globe Wharf residents and are open between 5.00 a.m. and 11.00 p.m. seven days a week. The leisure centre is unsupervised and all residents are responsible for their own safety and that of their guests. See appendix E.

## SECURITY/FIRE

**Security** – There is CCTV around the development with 24 hour, 7 day video recording. This is a help but it can never be a replacement for everyone being vigilant.

Key fobs are used for all the gates and are available from the Concierge office for £20 each. In addition remote controls for the car park gates are available at £60 each from Globe Wharf.

- Never let anybody into the building, as you are entering/leaving unless you know them
- Do not open the door on the entry phone system unless you are expecting a visitor however plausible the explanation maybe. Always refer them to the Concierge
- Make sure doors are closed behind you
- If you see anybody suspicious, call the Concierge or police immediately.

### TEMPORARY FIRE POLICY

Until the essential fire protection works are completed to the building's roofs, a temporary fire strategy is implemented at King & Queen Wharf as follows.

The apartments were designed to support a 'stay put' policy, where if a fire incident were to occur within a dwelling and the front entrance door closed upon leaving the apartment, the fire should remain contained within the compartment of the flat for sufficient time for the emergency services to attend to the matter.

#### Resident / visitor actions

##### Actions by a resident on discovering a fire IN their APARTMENT

- Make your way out of the apartment, closing doors behind you.
- Close your front door and make your way to the nearest exit.
- Call the London Fire Brigade on **999/112**. Give them the following details:
  - Flat Number
  - Floor Level
  - Full postal address – King & Queen Wharf, Rotherhithe Street, SE16 5QY
- Make contact with the concierge (0207 231 2577) to advise them of the situation.
- Please use the nearest emergency exit and do not use the lifts.

**It is important that once you have left your apartment, you do not re-enter for any reason until advised to do so.**



### **Actions by a resident on discovering a fire IN their APARTMENT (TOP FLOOR APARTMENTS)**

- Upon hearing a sounding alarm or upon the discovery of a fire within your apartment, follow the instructions above, to simultaneously evacuate the building.
- All evacuees are to assemble at the rendezvous point as detailed below.

### **ACTIONS ON A FIRE ELSEWHERE IN THE BUILDING**

If you see a fire elsewhere in the building:

- Leave your property at once if smoke or heat effects the property, taking all occupants with you, or if you are told by the fire brigade. If in doubt, get out.
- Call the London Fire Brigade on **999/112**. Give them details of the building and location of the fire
- Full postal address – King & Queen Wharf, Rotherhithe Street, SE16 5QY
- Make contact with the concierge (0207 231 2577) to advise them of the situation

### **VISITORS**

Residents are respectfully asked to take responsibility to ensure their visitors are evacuated from the building and in advance are to make concierge aware of any visitors with accessibility issues.

### **CAR PARK / LEISURE CENTRE**

Users of the car park who identify an emergency or fire should call the nearest Fire Alarm Manual Call Point, evacuate by following emergency exit signage to the nearest exit and:

- Call the London Fire Brigade on **999/112**. Give them the following details:
  - Give the location
  - Full postal address – King & Queen Wharf, Rotherhithe Street, SE16 5QY
- Make contact with the concierge (0207 231 2577) to advise them of the situation.

### **RENDEZVOUS POINT**

All evacuees are to assemble on Rotherhithe Street, on the opposite side of the road opposite the concierge office.

### **SMOKE ALARM**

You must make sure that you have an appropriate number of working fire detectors in your home.

## SELLING

**Selling your flat** – Your solicitor will require certain information from the Managing agent. There are various charges attached to giving this information as it should be a copy of information already acquired by your solicitor when purchasing apart from:

Audited accounts from the Management Company, these are sent every year with the AGM notification, keep them in a safe place and give them to your solicitor.

The new owner will need to register through the management agents to be a shareholder and there is an administration charge for this, as it is not considered appropriate that this should be paid for from the service charge.

I hope you are happy living at King & Queen Wharf and thank you for your co-operation in adhering to the rules and regulations which have been set up for the benefit of all residents.

## APPENDIX A - Useful Telephone Numbers and Addresses

**King & Queen Wharf Web Site:** <http://www.KnQW.com>

**Concierge Service:**

Tel - 020 7231 2577

Email - [porter@knqw.com](mailto:porter@knqw.com)

**Managing agents:**

Registered Office: Rendall and Rittner Limited  
Portsoken House  
155-157 Minorities  
London  
EC3N 1LJ

Website - [www.rendallandrittner.co.uk](http://www.rendallandrittner.co.uk)

Your Property Manager - Sara Hehir

Tel - 020 7481 6799

Tel - 07791 743 383

Email - Sara.Hehir@rendallandrittner.co.uk

Your Assistant Property Manager - David Boateng

Tel - 020 3761 3143

Email - David.Boateng@rendallandrittner.co.uk

**Southwark Police Station:**

Website - <https://beta.met.police.uk/>

Tel - 020 7378 1212

Non emergency - 101

**Nearest Casualty Departments:**

The Royal London Hospital Whitechapel E1 1BZ

Tel - 020 7377 7000

St Thomas's Hospital - SE1 7EH

Tel - 020 7188 7188

NHS - 111

**London Borough of Southwark:**

Southwark Council bulk waste:

Tel - 020 7525 2000

<https://www.southwark.gov.uk/bins-and-recycling/large-item-collections>

Noise Pollution Patrol (organised by Southwark Council):

Tel - 020 7525 5777

**Postcodes for Blocks in King and Queen Wharf:**

Balmoral Court SE16 5SH

Blenheim Court SE16 5ST

Hampton Court SE16 5SU

Kensington Court SE16 5SX

Sandringham Court SE16 5SQ

Windsor Court SE16 5SJ

Westminster Court SE16 5SY

**Contractors Currently used by the Management Company:**

Locksmiths:

Worralls: Tel - 020 7403 4147

Tribune/plumbing:

Sandhurst Plumbing Tel - 017 0845 9599

Email - info@sandhurstplumbing.co.uk

Electrical:

S&M Electrical Ltd Tel - 020 8954 7737

General Maintenance:

Sandhurst Construction Ltd Tel - 017 0845 9599

Essex Maintenance Ltd Tel - 078 6066 4703 (Gareth)

Sky:

Community Vision Ltd Tel - 018 9272 2887

Email - customerservice@communityvision.co.uk

Decoration/Paving:

Ridgeway Property Services - 077 9128 5761 (Paul Smith)

Ceiling/ underfloor heating (was ESWA):

ERHS - 079 5764 1640 (Robert Scriven)

Email - info@erhs.uk

## APPENDIX B - Directors' Details

*King & Queen Wharf Residents Company Ltd.*

The current Board of Directors (as at the 9th September 2020) are given below:

**Ray Towle (Chairman)**

E-mail: [Chairman@KnQW.com](mailto:Chairman@KnQW.com)

**Shaun Hill (Company Secretary/Finance)**

E-mail: [Secretary@KnQW.com](mailto:Secretary@KnQW.com)

**Jim Hutchinson (Maintenance)**

**Manzur Maula (Communication)**

**Pieter Folmer (Legal)**

**Marilyn Ashton (Personnel)**

**Mark Taylor (Property)**

**John Aquilina (Tribunes)**

**APPENDIX C – Contact Details**

**PLEASE COMPLETE AND RETURN TO:**

**Rendall and Rittner Limited**  
**Attn: Sara Hehir**  
**Portsocken House**  
**155-157 Minories**  
**London**  
**EC3N 1LJ**

(We will update the on-site staff)

**NAME (OWNER):** .....

**FLAT ADDRESS:** .....

.....

**CARPARKING SPACE:** .....

**MAILING ADDRESS (IF DIFFERENT FROM ABOVE):** .....

.....

**CONTACT NUMBERS DAY:** .....

*EVE:* .....

*MOBILE:* .....

**E-MAIL ADDRESS:** .....

**ALTERNATIVE CONTACT DETAILS:**

**EMERGENCY CONTACT NUMBER:** .....

**TENANT'S NAME (IF YOUR FLAT IS RENTED):** .....

**TENANT'S CONTACT NUMBER:** .....

**NAME/ADDRESS/TEL. OF LETTING AGENT (IF APPLICABLE):** .....

.....

## APPENDIX D – Sub-Letting Requirements

Please see our sub-letting requirements as per below:-

1. All tenancies must be on an Assured Shorthold basis.
2. A contact telephone number of the proposed tenants (for emergencies).
3. That your responsibilities under the terms of your lease are incorporated into the Tenancy Agreement. Ideally, a copy of the relevant clauses should be attached to the Tenancy Agreement, which should include a clause that the tenants will abide by them.

These requirements apply to all tenancies, which are granted.

It would be useful to have a note of your forwarding address or the name and address of your Letting / Managing Agent.



## APPENDIX E - Regulations for Use of Leisure Facilities (1)

1. **OPENING HOURS** – 5.00 a.m. until 11.00 p.m.
2. **ANIMALS** – Animals (excepting guide dogs) may not be brought into the Leisure Centre.
3. **INFLATABLE ITEMS** – No inflatable items (with the exception of learner swimmer flotation aids) or model boats etc. may be taken into the swimming pool or Jacuzzi. (2)
4. **GAMES** – No ball or other games permitted.
5. **SMOKING** – The Leisure Centre is strictly a “No Smoking” area.
6. **FOOD, DRINK & SMOKING** – For your own safety and the safety and comfort of other residents, smoking and the consumption of food or alcohol is absolutely prohibited in or around the Leisure Centre.
7. **MUSIC** – The playing of music is forbidden. Also shouting & singing.
8. **CHILDREN** – Children under the age of 16 years must be accompanied by an adult at all times. They should not use the Jacuzzi or Sauna.
9. **CHANGING ROOMS** – Please ensure the changing rooms (including showers) are left in a clean and tidy condition. (3)
10. **SWIMMING POOL** – Strictly no diving, running, jumping or bombing.
11. **JACUZZI** – For health reasons you should not use the Jacuzzi for more than ten minutes at one time. Please make sure that the Jacuzzi is switched off after use. (2)
12. **USE OF THE LEISURE CENTRE BY NON-RESIDENTS** – Residents may invite up to a maximum of three guests to use the pool at any one time. Guests must be accompanied at all times. The Resident is responsible for all their guests and it is their responsibility to make sure the guests are aware of these regulations. (4)
13. **HEALTH** - We advise you consult your doctor before using the facilities whilst taking prescription drugs. Users should be in good health and should not use the facility if they have any skin rash or infection.
14. **ABUSE** - Any abuse of these facilities may result in deactivation of access fobs.
15. **SWIMMING ALONE** - The Pool does not have a Lifeguard. It is, therefore, advisable not to swim alone. You are responsible for your own safety.



16. **LIABILITY** - The facility is used on the understanding that no liability is accepted by the Residents Company, Freehold Company, their agents, staff or contractors. We can also not be held responsible for any COVID-19 Coronavirus or similar illness contracted, or allegedly contracted by using this facility.

I have read accept and fully understand the regulations for using the leisure facility.

Signed .....

Flat address.....

Date.....

**SYMPTONS OF COVID-19 (including)  
HIGH TEMPERATURE, A NEW PERSISTANT DRY COUGH,  
SHORTNESS OF BREATH, NEW LOSS OF TASTE OR SMELL, FATIGUE.  
IN ADDITION KINGS COLLEGE HAVE ADDED SKIN RASHES (HIVE-TYPE RASHES OR  
PRICKLY HEAT/CHICKEN POX TYPE RASH) AND "COVID FINGERS AND TOES"  
(REDDISH AND PURPLISH BUMPS IN FINGER AND TOES).**

**Please complete as appropriate below:**

**YES/NO** I confirm that I do not have, or have had any of the above symptoms in the last 14 days.

**YES/NO** I confirm that I have not travelled outside of the UK within the last 14 days. (Yes means not travelled),

- (1) Please read the special conditions detailed in the letter to residents re pool opening. These extra precautions will be in force until further notice. Which include the closing of the changing rooms.
- (2) The jacuzzi and the sauna will be out of use until further notice.
- (3) The changing rooms/toilets will be closed until further notice.
- (4) **UNFORTUNATELY NO GUESTS ARE ALLOWED WITHIN THE FACILITY UNTIL FURTHER NOTICE**



## JACUZZI

### **The Leisure Centre is not supervised**

1. The temperature of the Jacuzzi is between 35 - 39 degrees centigrade.
2. Jacuzzi users must be 16 and over.
3. No running jumping or diving is permitted.
4. Showers must be taken before and after use.
5. Bathing suits must be worn.
6. Do not submerge below the water level.
7. The Jacuzzi operates with rest periods - you must leave during these periods.
8. Sessions no longer than 15 minutes are advised.
9. No frolicking, petting or shaving.
10. Maximum occupancy 4 people.
11. Pregnant women should not use the Spa.
12. You must consult a Doctor if you have any illnesses, conditions or are taking any medication that may affect your health prior to using the Spa.
13. Do not use any soap or shampoo in the Jacuzzi.
14. Enter and exit slowly.
15. Do not use under the influence of alcohol, drugs or immediately after a meal



## SAUNA

### **The Leisure Centre is not supervised**

1. The temperature of the Sauna is approx 40 degrees centigrade.
2. Sauna users must be 16 and over.
3. Showers must be taken before and after use.
4. Bathing suits must be worn.
5. Sessions no longer than 10 minutes are advised.
6. Maximum occupancy 4 people.
7. Pregnant women should not use the Sauna.
8. You must consult a Doctor if you have any illnesses, conditions or are taking any medication that may affect your health prior to using the Jacuzzi.
9. Do not use under the influence of alcohol, drugs or immediately after a meal.
10. The Sauna will reach temperature in 15 minutes after button pressed and will remain hot for a further 30 minutes. Sprinkle drops of fresh water (not from the Pool) to further increase heat.



## LEISURE FACILITIES INDUCTION

### 1. SAFETY:

- a) The facilities are not staffed and it is, therefore, strongly advised that you should not swim alone.
- b) The emergency button is located on the wall at the Sauna end.
- c) A Defibrillator is located by the main facility door and will talk any operator through the user process.

### 2 FIRE:

In case of fire/smoke you should exit the main pool area via one of the doors onto the Podium and raise the alarm with the fire brigade and Concierge.

### 3 SAUNA:

- a) This should not be used by anyone under the age of 16.
- b) Shower before and after use.
- c) Follow instructions by the Sauna entrance.

### 4. JACUZZI:

- a) This should not be used by anyone under the age of 16.
- b) Shower before and after use.
- c) Do not use any longer than 15 minutes.
- d) Follow instructions on the wall via the Jacuzzi.

The above is in addition to:

- i) Resident Physical Activity Agreement & Disclaimer.
- ii) Appendix E - Regulations for use of the Leisure Facilities.

User Signature: ..... Building Mangers signature: .....

Apartment number: .....

Date: ..... Date: .....



## USER PHYSICAL ACTIVITY AGREEMENT AND DISCLAIMER

Full name of user: \_\_\_\_\_

Apartment No: \_\_\_\_\_ Address: \_\_\_\_\_

1. Have you ever been diagnosed as having heart trouble? YES/NO
2. Do you have chest pain or respiratory problems brought on by physical activity? YES/NO
3. Have you developed any chest pain within the last two months? YES/NO
4. Do you ever have dizzy spells or feel faint? YES/NO
5. Are you a smoker? YES/NO
6. Do you have blood pressure problems? YES/NO
7. Are you taking any medication? YES/NO
8. Are you asthmatic, diabetic or epileptic? YES/NO
9. Do you have any bone/joint problems? YES/NO
10. Have you recently undergone any surgery or had an operation? YES/NO
11. Do you have any back problems? YES/NO
12. Ladies - Are you pregnant? YES/NO

**If you have answered YES to any of the questions above you should take special care when using the Health Suite and we strongly suggest you take your doctor's advice before embarking on any exercise.**

I understand that there are risks and dangers inherent in physical exercise and undertake the activity at my own risk. Any liability on the part of the operators is excluded.

I agree to observe the rules and regulations of the Leisure Suite.

I, \_\_\_\_\_

From Apartment No: \_\_\_\_\_

I hereby acknowledge receipt of the above Leisure Facility Rules and Regulations that I have been given and agree to observe them at all times that I use the facilities within the Leisure Centre.

I also agree to accept full responsibility for the use of all the equipment within the Leisure Centre. I also agree to accompany any guests that I bring into the facility, which is a maximum of three at any one time.

I can confirm I attended the Induction programme and have had the opportunity to ask any questions.

Signature: \_\_\_\_\_

Trainer: \_\_\_\_\_

Date: \_\_\_\_\_

#### GDPR Compliance

We shall scan this form, a copy of which will be held in the cloud and this form will be shredded.

Are you happy for us to contact you via email from time to time? YES/NO

If your answer is yes, please provide your email address below

\_\_\_\_\_

You can change your mind at any time, please speak with a member of staff.

**APPENDIX F - Incident Form**  
**KING & QUEEN WHARF - INCIDENT FORM**

We regret that you have had a problem at King & Queen Wharf and would appreciate you spending a few minutes completing this form to help assess our performance.

Name:  
.....

Flat  
.....

Date of incident: ..... Time: .....

Owner/Occupier/Guest (*Please circle*)                      Do you rent the flat? yes/no

1. What incident occurred? *i.e. water leak from Tribune, theft etc.*

.....  
.....  
.....  
.....

2. Please rate the below on a scale of 1-5 with 1 being poor and 5 being excellent.

a) Concierge assistance:                      1        2        3        4        5

b) Managing Agents assistance:            1        2        3        4        5

3. Suggested improvement to service:

.....  
.....  
.....

Signed ..... Dated .....

**PLEASE COMPLETE AND RETURN TO:**

**Company Secretary of King & Queen Wharf Residents Company Limited**  
**c/o Concierge Office**  
**King & Queen Wharf**  
**Rotherhithe Street**  
**London**  
**SE16 5QY**

## APPENDIX G - ALTERATIONS

TITLE	INFORMATION	APPROVAL REQUIRED
<b>WALLS</b>	Particular attention needs to be given to any non load bearing walls (load bearing walls cannot be altered). Any proposal involving the removal or relocation of walls or the installation of fixtures or equipment into space not previously occupied by such fixtures/equipment should be accompanied by a structural engineers report confirming that the works are safe addressed to King & Queen Wharf Freehold Company Ltd so that we can rely on them (or a warranty from the engineer confirming that we may rely on a report). Likewise if the works involve such activities we would require a warranty from the designer and contractor	YES
<b>UNDER FLOOR HEATING</b>	Electric under floor heating panels will need protecting from any new walls and they should be founded on a brick course (rather than mechanically fixed to the floor) to avoid piercing the heating mat. Care needs to be taken if any load is to be placed on these walls (i.e. shelves) and advice sought from ESWA (original electric under floor heating installers).	YES
<b>CEILING HEATING</b>	Electric ceiling heating should be protected by exposing and a noggin fixed between the joists to the head of the wall.	YES
<b>BATHROOMS</b>	Any alterations in bathrooms should allow for inspection covers so that the pipe work can be inspected in case of leaks.	NO if replacing existing in the same position. YES if changing the layout.
<b>KITCHENS</b>	If the layout is changed careful consideration should be given to the underfloor heating.	NO if replacing existing in the same position. YES if changing the layout.
<b>AIRING CUPBOARD</b>	Airing cupboard alterations should allow access to common services drainage/water pipes.	YES if it involves the replacement of the Tribune Water Heater with any other system.
<b>FLOORING</b>	King & Queen Wharf was completed in 1991 and all flats carpeted. Any underlay under carpets needs to be the correct one for under floor heating. The Residents Company will not accept any responsibility in relation to wooden/laminate (hard surface) flooring so you need to make sure the supplier is fully aware of the floor heating and the transmission of sound to any Flats below. Should any noise complaints be received it will be your responsibility to resolve.	NO
<b>EXTERNAL ELEVATIONS</b>	No alteration to the external elevations of the apartment other than the replacement of an existing feature by an approved replacement (by the Freehold Company) will be allowed.	YES but by exchange of e-mails.
<b>LOFTS</b>	Conversion of the roof space into a habitable area is not allowed. However, storage of goods is subject to approval.	YES



**The following information is required for formal approval:**

<b>PLANS</b>	Scale plans, one showing existing and the other showing the proposed alterations. The Concierge office may be able to assist with original floor plans. The proposed alterations plan will need to show the location of services such as water, waste, electrical.
<b>SPECIFICATION</b>	A full specification of works and anticipated programme.
<b>OPENING OF COMMON PIPES</b>	Rights of notification of when areas are opened up and inspection of these and other matters.
<b>SOUTHWARK COUNCIL</b>	Assurance that all necessary permissions are obtained. You may have to consult with Southwark Council as regards fire regulations.
<b>CONTRACTORS INSURANCE</b>	Assurance that designers and contractors will have and maintain appropriate insurance of at least £5,000,000.
<b>COSTS</b>	We will require payment of our costs in relation to the matter (paid up front). This will include legal fees for a licence to alter and any other professional advice.

**GENERAL INFORMATION FOR ANY ALTERATIONS**

1. Confirmation of duties to protect and clean common areas whilst the work is taking place i.e. walls, carpet, lifts etc.
2. Working times are limited from 8.30am to 5pm Monday to Friday and all rubbish should be removed from site on a daily basis.

**APPENDIX H - Contractors**

**RULES IN RELATION TO CONTRACTORS EMPLOYED DIRECTLY BY THE  
LEASEHOLDER/TENANT**

Flat Address:

.....

Contractor's Name:

.....

Contractor's Contact Details:

.....

Contractor's Address:

.....

.....

**RULES**

1. The Contractor is responsible for any damage made to common walls/flooring, dust sheets to be used to protect the carpet.
2. Vehicles must be parked in accordance with the duty Concierge's instructions.
3. Public liability insurance should be held by the Contractor.
4. All debris/goods should be removed from the common parts on a daily basis.

I understand and accept the above conditions:

Signed ..... Date .....

**DUPLICATE TO BE GIVEN TO LEASEHOLDER**