



WELCOME

TO

DUNDEE WHARF

www.DundeeWharf.com



WELCOME TO DUNDEE WHARF

Introduction

This booklet contains information to help you make the most of living in Dundee Wharf, including details of its leisure facilities, parking, security and the Lessees Freehold Company.

The history of Dundee Wharf

Dundee Wharf is a well-known building in Docklands, with an extremely prominent position on the River Thames. It was built in 1997 by Ballymore Properties to designs by the architect Piers Gough, a partner at Campbell Zogolovich Wiltinson and Gough (CZWG). Piers Gough additionally designed the bridge over Limekiln Dock. The flats enjoy sensational views; with many enjoying a double aspect over the river - upstream to Tower Bridge and downstream towards Greenwich.

The name Limehouse comes from the lime oasts in Limekiln Dock in the 14th century which were used to produce quick lime for building mortar. Pottery manufacturing followed; in 1660 Samuel Pepys visited a porcelain factory in Duke's Shore. Limekiln Wharf was established in 1740 as England's first soft past porcelain factory. Industry moved into building barges and thrived well into the 19th century.

Dundee Wharf is situated on the embankment known as the Dunbars. Dundee, Aberdeen, Caledonia and Dunbar Wharves were owned by Dundee Perth and London Shipping Company. Their office building stands today adjacent to the entrance to Dundee Wharf.

In 1835 their passenger paddle steamers SS London and SS Perth carried passengers on a twice-weekly service to Dundee Scotland. A first class cabin cost 42 shillings and sixpence. More or less opposite the main entrance were banana warehouses, to the right River Plate Wharf. The river ferry from Limehouse Pier left from Limehouse Stairs. Prior to its demolition, Dundee Wharf was a "massive fortress-like warehouse" trading in general goods. The air was scented by the juniper berries used for the manufacture of London gin and stored at St Dunstan's Wharf on the opposite side of Limekiln. The Lockett Wilson was the last vessel that regularly used Dundee Wharf; it plied its trade between Dundee Wharf and up the Seine to Paris.

The first voluntary emigrants to Australia left from the Dunbars – the involuntary emigrants from Wapping Old Stairs.

Management of Dundee Wharf

Rendall and Rittner Limited are responsible for the management of the complete estate including: cleaning of common areas; organising and supervising estate and maintenance staff; maintaining mechanical and electrical plant; maintaining the building structure; the collection of services charges and ground rents; and granting consent to sub-let or make alterations to your flat. Contact details for Rendall and Rittner Limited appear at the end of this leaflet.

Dundee Wharf Management Limited

The freehold of Dundee Wharf is owned by residents, each Leaseholder is entitled to one share. The Board of Directors is formed by shareholders who provide their time on a voluntary basis and are elected at the AGM. If you wish to contribute your skills to the running of Dundee Wharf or wish to contact the Board please do so via Rendall and Rittner.

Service charge

Rendall and Rittner Limited will provide leaseholders with an estimate of likely running costs of the estate prior to the start of each financial year, which starts on 1st January. They will present leaseholders with a service charge demand twice each year for payment on 1st January and 1st July. This will include any ground rent due. Accounts must be settled within fourteen days. At the end of each financial year i.e. 31st December independent auditors will prepare the accounts.

Rendall and Rittner Limited are bound by the Landlord and Tenant legislation, as are all managing agents, and have a duty to ensure that all expenditure is reasonable and that all invoices are made available for any leaseholder to view (by appointment). You will be given an opportunity to comment on quotations for any major items of work being proposed.

Rendall and Rittner Limited will be happy to discuss service charge issues with any leaseholders.

Emergencies

Smoke detectors are fitted throughout the buildings, including within each flat.

In the event of a fire, alarms will sound on all floors. Please leave your flat, closing all doors, and make your way to the assembly point at the front of the Dundee Wharf using one of the emergency staircases, not the lifts. Please familiarise yourself with escape routes when you move in.

All emergency routes MUST be kept clear at all times.

You are not allowed to store any items in the common areas as requested by the London Fire Services during their visits.

You will be given prior warning of any tests to the fire alarms.

Dundee Wharf Gatehouse

The gatehouse at Dundee Wharf is manned 24 hours a day. Please take some time to introduce yourself to the staff. They undertake a number of functions on your behalf. These include:

- Receiving parcels and registered post in your absence;
- Providing a visible security presence to deter unauthorised

- access;
- Managing guest parking;
 - Holding and issuing your key to allow entrance for visitors/trades people, with your written consent;
 - Providing additional flat keys, at a charge;
 - Holding the logbook for you to write comments and requirements about the maintenance and running of Dundee Wharf.

Please use your entrance fob to gain access through the main gates and key in the code for the pedestrian gate. The Security Team have other duties within Dundee Wharf and cannot always be at the gate.

Door entry system

Your key fob gives access to the leisure facilities and lower parking area. If you require a new fob, please contact Rendall and Rittner Limited. A deposit may be required for additional fobs.

Please use your fob when arriving by car. The Security Team will have additional duties within the development and may not be present to open the gates for arriving cars and taxis.

Due to noise, especially late at night, you might consider leaving your taxi at the gate.

Please notify security if you intend to be away for any 'long' period of time.

Please do not allow unknown persons into Dundee Wharf. If visitors require entry they must contact the resident whom they are visiting.

Parking

Your lease will contain information about the number of your allotted parking space. Unauthorised vehicles may be clamped.

Please only park in your own space. Should you wish to purchase or rent a second parking space please contact R&R.

If you change your car please give details to the Security Team.

Visitors' parking

Some parking spaces at ground level are available for use by your visitors and are marked as Visitor Spaces. Please use your allocated space for your own car.

If required, the Security Staff will direct visitors to allocated spaces and issue a temporary permit. Visitors will be expected to restrict the length of time they occupy a space to three consecutive days. Unauthorised vehicles may be clamped.

Contractors working on the estate will be issued with a contractor's permit.

Bicycles

There is a bicycle store within the basement car park. The use of the store is free, keys for the store can be obtained on receipt of a refundable deposit (currently £10). Bicycles should not be left on balconies, in corridors or emergency exit areas, nor chained to railings around Dundee Wharf. If the bike store is full, please use the bike racks available in the lower car park.

Noise

Please have consideration for your neighbours and do not disturb them. Please do not play music/television/games too loudly or let the doors slam. You should refer to the precise terms of your lease for further guidance.

Should you experience any problems with noise from others please contact R&R.

Do not fix audio speakers to party walls.

Floors

Flats are designed to be carpeted, the sound proofness of the flat relies upon the special fibre underlay and the carpets. Your lease contains details of your obligations to ensure that the flat remains with adequate flooring. Wooden floors are in contravention of the lease and might affect any future sale of the flat.

Wooden floors are not recommended as these floors transmit noise to the flat below. In the event of water leaks wooden floors can result in extensive consequential damage.

If wooden floors are contemplated special attention must be given to adequate soundproofing, standard supply soundproofing is rarely sufficient.

Walls

Party walls consist of two independent metal stud frames lined on both sides with a build up of 32mm plasterboard and with mineral wool insulation in between. Party walls in the top floor flats are 215mm blocks lined with plasterboard.

Partition walls within the flats consist of metal stud frames with one layer of plasterboard each side.

Screw fixings to the plasterboard are generally unsafe especially for heavy items. Special plasterboard fixings should be used.

Concealed electric cables and water pipes are located within the inner and the party walls. If any fitting is drilled into the wall extreme care must be made not to puncture cables or pipes which may lie beneath the surface.

Roof

The roof structure is provided by engineered timber trussed rafters, felted, battened and tiled with fibrous cement slates.

Disposal of rubbish and recycling

There is a dustbin store at the base of each block. You should find a recycling bin in each store for glass, cardboard, clean paper (newsprint is fine, but the paper must not be soiled or wet). **Please recycle as much as possible.**

All refuse must be placed in dustbin liner bags and placed inside the metal wheelie bins. Please flatten cardboard boxes and place in the bins.

Residents are required to make such arrangements for the removal of large items e.g. domestic appliances and washing machines directly with Tower Hamlets, such a service is usually free and the items can be picked up from flat or the dustbin store directly.

Balconies

Please keep your balconies tidy, as their appearance affects the external view people have of Dundee Wharf.

Barbecues are not permitted on balconies.

Please do not hang laundry on your balcony or store bulky items there.

Estate Agent Boards (and any other signs)

To help to maintain the quality and appearance of Dundee Wharf please do not permit signs to be erected in your windows or balcony. A small notice is permitted on the notice board by the security lodge

Pets

Under the terms of your lease, you are obliged to apply in writing for permission to keep pets. Provided they are not likely to cause a nuisance to other residents such permission will not unreasonably be withheld. If you have a pet please ensure they do not foul any part of the estate. Dogs are not permitted in the garden.

Smoking

Smoking is not permitted in any of the common areas, including all lifts and stairwells, within Dundee Wharf.

Electricity

You are responsible for your own electricity bills. The electricity meter is in the service cupboard in the corridor outside your flat so that it can be read at any time. Off peak rates are between 23.30hrs and 06.30hrs. Electric power costs are the responsibility of individual residents.

It is possible to get 100% green electricity at Dundee Wharf via several suppliers, including Ecotricity.

Water supply

The water rates are included within your service charge. Stopcocks are located in the service cupboards in the corridor outside your flat and a second stopcock is in the airing cupboard above the water tank. Before turning off the water supply make sure that the hot water immersion heater is switched off. Failure to do so could cause severe damage to the heaters and the tank.

The water supply is a high-pressure system boosted by pumps located in the basement car park. There is a pressure-reducing valve in your flat. If the pressure at the tap is too high, adjust the stopcock. It is recommended that pressure should not be too high as this increases the risk of leaks.

When leaving the flat empty for extended periods it is recommended that the water supply is turned off.

Hot water

All power to the development is electric. The immersion heater (hot water tank) is a high-pressure system and is fitted with safety valves in case of excess pressure. The hot tanks are of two types either Megaflow or Tornado. The Tornado is a copper cylinder and some of these have leaked due to age deterioration. Please inspect your hot water tank regularly. The safety valves must be tested maintained annually. Failure to do so could result in loss of hot water draining into the basement car park or in the extreme damage to the water tank with consequential flooding. Regularly check the drainage tundish on the side of the hot water tank, if there are signs of moisture or build up of limescale this is an indication that the safety valve is faulty.

Heating

All power to the development is electric. Thermostatically controlled radiators are fitted.

Smoke detection

Mounted on the ceiling is on its own circuit and connected to the main fire panel. The back up battery is fitted within the ceiling unit. The battery will require to be replaced about every 12 months.

The double windows/doors in the lobby outside your flat are smoke vents that are designed to open automatically in the event of a fire. When opened these windows set off the fire alarm and the fire service are automatically contacted via the central fire control system. **Please do not open these windows unnecessarily – false alarms to the fire service can endanger life.**

Please make yourself and all occupants of your flat aware of the fire precautions.

Domestic appliances

Should you replace any domestic appliance please be sure to make arrangements for the disposal of your broken or obsolete unit. Please do dump in the dustbin shed.

Original dishwashers have caused fires in the past. Please do not leave dishwashers or washing machines running when you are not in attendance. Arrange regular maintenance of appliances by a qualified service agent, especially the dishwashers.

Telephone

There are currently two landline providers to the block, BT and Cable and Wireless. BT Infinity is available but no cable at the moment

Video Entry

This is linked to the main gate and to the exit door to your block – video entry system only operates at the main gate, the entry system at the exit to your block is audio only.

Indoor leisure facilities

The indoor leisure facilities are available to all residents between 07:00am and 11:00pm. Please be aware of the health & safety conditions of use displayed at the entrance. For safety, children under 14 should be accompanied by an adult at all times. Male and female changing rooms are available for all residents to use. Visitors should be accompanied at all times.

The Fitness Centre is available to all residents on a first come first served basis. You should note that the equipment is used entirely at your own risk. For your safety it is necessary to receive training in the use of all fitness centre equipment. Training can be arranged at cost.

Maintenance within your flat

Your lease will contain details of maintenance obligations.

Rendall and Rittner Limited have a list of contractors available should you require any work done. Using these will help to assure that you are dealing with a bona fide company.

Problems have been encountered from time to time with the dishwaters and with the plumbing in certain of the flats. Plumbing checks are organised from time to time on a collective basis and you will be notified of these separately, at the appropriate time. This work is your responsibility as a flat owner and you are strongly advised to maintain your equipment on an annual basis to ensure that it is operating safely.

Making Alterations

Approval and permission must be obtained from The Managing Agents for any alterations to your flat as set out in the lease.

Some alterations that you might at first sight consider minor might in fact seriously affect the structural performance of the building.

Contractors

Should you employ contractors you are liable to ensure that the contractor is properly qualified and insured. Please consider your neighbours when undertaking any work. You should ensure that your contractors protects the common areas e.g. does not leave debris in the lobby, the lifts etc. All materials waste must be removed from the site and not merely left in the dustbin shed.

Rendall and Rittner can be contacted at:

Portsoken House
155-157 Minories
London EC3N 1LJ

Telephone: 020 7702 0701

Fax: 020 7480 7999

E-mail: office@rendallandrittner.co.uk