



Rivermead Court

A Guide for Residents

Introduction

This short guide is intended to provide residents with some key information about living in Rivermead Court.

The intention is not to preach, it is to ensure that Rivermead Court continues to be a welcoming and inclusive place for all who live here.

It is not exhaustive; Comprehensive information on residents' 'rights and obligations' may be found in the Guidelines & Regulations document. You will have been given a copy when you came to live here.

Information can also be found on the Rivermead Court website;
<https://www.rivermeadcourt.co.uk>

The plan is to regularly review and update the document. People and advisors do change, and the information is correct at the time of publication.

If you have feedback or suggestions for improvements to this document, please contact deborahrichards89@gmail.com.

The Rivermead Court House Committee

Board of Directors

Thomas Hackett (Chairman, Finance, Estates)

Keith Bedell-Pearce (Finance, Legal, Climate Change)

Fiona Fowler (Company Secretary, Newsletters, Lease Extension)

Peter Green (Pipework, Finance, Lease Extension)

Tim Soane (Pipework, Finance, Climate Change)

Peter Wentzel (Estates, Climate Change)

Deborah Richards (House, Staffing, Health & Safety) Michael

Stevens (Pipework, Finance, Lifts, Lease Extension)

Staff

Estate Manager

Mrs Anne Isaacs

Deputy House Managers

Berhane Dejenie & Terry Fowler

Porters

Keith Moody & Chris Ratambwa (Daytime Team)

Rony Pereira, Abel Abebe, Dylan Fowler, Ferenc Bartha (Night Team)

Housekeepers

Malinda Fowler & Cathleen Gerald

General Assistants

Roy Moody, Jaime Villapa

Managing Agents

Rivermead Court uses the services of Faraday Property Management as the managing agents and building surveyors. Faraday grant licences and oversee resident's building works; work cannot be started without the appropriate licence. They also collect the service charge and run the payroll for the Rivermead Court staff. <https://faraday-property.com>

General Information

Water Hygiene



Residents are reminded to flush all water outlets (taps and showers) weekly for two minutes; this is essential to prevent the build-up of Legionella bacteria.

You are also requested to ensure that water outlets are scale-free.

If you are away from your flat for more than a week you are requested to inform the Porters, who can flush the taps and showers during your absence.

Insurance

Residents are reminded that they should have Household Insurance to cover the contents of their flats and accidental damage to the property of others.

Noise

Your lease requires that you do not make any noise between 11.00pm and 8.00am, for example: TV, Record or CD players, musical instruments, vacuum cleaners or singing, or at any time that would cause annoyance or disturbance to any other occupier.

Building work may only be carried out between the hours of 8.00am and 5.00pm Monday to Friday and between 8.00am and 12.00 noon on Saturday. There is a “quiet hour” between 12.00 noon and 1.00 pm every working day when work must be suspended. No work of any kind can be carried out on a Sunday or Public Holidays.

The Rivermead Court Gardens



The Chair of the Garden Committee is Catherine Nunneley.

The garden contractor is James Sheen Ltd.

The secret garden and main gardens are for the sole use of Rivermead Court residents and their guests.

The secret garden is managed and maintained by a wonderful group of volunteers who plant, weed and water throughout the year,

The secret garden is locked at 11.00pm each evening to prevent late night gatherings.

Neither the secret garden nor the main gardens are bookable for private parties, and residents are requested to be considerate of all who live here if they are entertaining in the gardens.

Residents are requested not to reserve tables and chairs anywhere in the gardens for private gatherings, following the principle of first come first served. All the outdoor space is for the use of all residents and their guests. It is not for the exclusive use of a few.

The herbs in the secret garden may be picked by residents, but please do not pick flowers anywhere in the garden.

Barbecues are not allowed anywhere in the gardens.

Rubbish Collection



Your household waste is collected from outside your back door by the general assistants every weekday morning between 7.00am and 9.00am.

On a Friday night/Saturday morning the rubbish is collected by the night porters between 10.00pm and 5.00am. There is no Sunday collection.

Black bin bags and recycling bags are available from the Porters Lodge.

Residents are requested not to overfill their bin bags.

Please break down large cardboard boxes before putting them out for recycling.

All the rubbish is consolidated in the bins under the West Block, from where it is collected by H&F Council.

There are additional recycling bins at the back of the Centre Block and under the East Block.

Arrangement to remove large unwanted items should be made with the Council, these will need to be brought down to ground level at the appointed time. <https://www.lbhf.gov.uk/recycling-and-rubbish/bulky-waste-collections> Alternatively, residents should book an appointment at the [Wandsworth recycling centre](#).

Batteries can be left for recycling in a marked box outside the Estate Manager's office under the Centre Block.

Dogs



Your lease precludes you from keeping a dog.

No dogs are permitted in the gardens at any time, because residents and their children sit on the grass.

The dogs of family and friends may come on short visits (i.e., a day or a weekend at the most); but may not be exercised in the gardens.

An exception is made for the Assistance Dogs that work for residents who are blind or epileptic. These are working dogs that are specially trained to support the disabled owner.

Rivermead Court Social Events



The House Committee organises an annual summer party in the evening in either June or July. Residents are invited to bring their own food and drink. The location is on the lawns between the river and the East Block. It is an opportunity to meet your neighbours informally in the garden.

In December the House Committee organises carol singing round the large Christmas tree in front of the Centre Block, with mulled wine and mince pies.

There is an annual tea party in the Board Room for residents who are new or who live on their own.

Posters advertising these events are placed in entrance halls, lifts and on the Notice Boards.

If residents feel uncertain about attending any of these events on their own, or they are worried that they do not know other residents, let the House Committee know, and they will meet and greet you and introduce you to other residents.

The Common Parts



All the space outside your front and back doors, corridors, lifts, entrances, and stairs are referred to as the Common Parts; these are the property of Rivermead Court Limited.

Residents are requested not to leave pushchairs, scooters, bicycles, shoes etc. either in the corridors or on the back landings.

Rivermead Court is required to keep these spaces free in case of fire. The London Fire Brigade inspect regularly, often without notice, and the company is liable for any infringements of the fire regulations. As the Common Parts are the 'escape routes', the company are liable to be sanctioned if they are not always kept clear.

Parking



Residents need a permit to park their car on the estate.

There is only one permit per flat, these are renewed and issued annually by the Estate Manager.

Garages and numbered spaces are available for rent. There may be a waiting list until one or other becomes available.

Residents who rent a garage or numbered space are requested not to park their cars in the general parking, but to use their garage or parking space.

Guests may be able to park between 11.00am and 5.00pm if there are spaces available. The porters will issue a temporary permit.

The nearest electric vehicle charging points are in Ranelagh Gardens on the left-hand side towards Putney Bridge Station. The Shell all-electric garage is one on the Fulham Road, where they offer super-charging.



There are bicycle racks behind the Centre block and in the basements of the East & West blocks. Access codes for the basement stores are available from the Porters.

There is limited parking for motorbikes and scooters at the river end of the west block.

Fire



The Fire Alarms are tested every Wednesday morning.

If there is a fire inside your flat, don't try and tackle it, get everyone out, close the doors and windows behind you, leave the building having pressed the fire alarm in the corridor. Use the staircase, do not use the lifts.

The muster point for all residents is the lawn at the river end of the East Block, the Porters will direct residents.

Additional Information



The Guidelines & Regulations document you will have been given when you moved into Rivermead Court contains more detailed information. This booklet is a summary of the key points.

In the case of a non-medical emergency the first port of call for residents is the Porters in the Lodge. The telephone number of the lodge is: 020 7736 3993.

The Lodge is equipped with a defibrillator.

Residents are requested to leave a set of keys with the Porters in case of an emergency, or if you lose or forget your keys. All keys are kept securely.

Rivermead Court has an ultra-fast fibre network across the site provided by Community Fibre. Residents will need to set up an individual account to be connected. They can of course choose their own internet provider. <https://www.communityfibre.co.uk>

Rivermead Court retains the services of a Rivermead Court Plumber or his substitute who must be used by residents for opening and closing water supplies and draining down of the shared system. On the books there is an Electrician, Locksmith, and Decorator who can deal with on-site emergencies and help with the general maintenance of the site. Residents are under no obligation to use these retained contractors, however if they wish to do so, their contact details can be provided by the Porters.

The front doors of each entrance are locked between midnight and 6.00am, every door has its own entrance code, the Porters can provide residents with the correct code for their entrance.

No removals in or out of flats are permitted over a weekend.

Deliveries of furniture and large items should be arranged for a day during the week, and the Porters advised so that the protective hangings can be put up in the passenger lifts.

Storage space and stores can be rented from the Estate Manager. These stores are located under each block. There may be a waiting list for storage space. Single items can be stored by arrangement with the Estate Manager.

Residents are reminded that they are responsible for the behaviour of their contractors about working hours, noise, and mess. Contractors working in residents' flats must use the service lifts by the back stairs and not the passenger lifts.

Mechanical exercise treadmills are not permitted in flats as they create vibration and noise; they cause a disturbance for all residents in their vicinity.

Smoking is not permitted on the back landings, stairs, or basements.

London has a widespread problem with Moths, Rivermead Court treats the shared stores and common parts to prevent Moth damage. Residents are responsible for treatments to prevent Moths within their flats.

There are local providers who can be contacted to deliver newspapers, milk, laundry, and dry-cleaning services. The Porters can provide further information.

Hammersmith and Fulham Council are launching a scheme to control traffic and pollution further information can be found on the Hammersmith and Fulham Council website <https://bit.ly/sftcprs>.

