



Table of contents

	page
PART ONE INTRODUCTION	
Canary Riverside The Developer The Landlord	1
PART TWO CANARY RIVERSIDE ESTATE TEAM	
2.1 Introduction to the Managing Agents, JSSPinnacle Duties of the Managing Agent	4
2.2 The Team at Canary Riverside The Estate Management Office The Canary Riverside Estate Management Team On-site Estate Staff	6
PART THREE YOUR GUIDE TO LIVING AT CANARY RIVERSIDE	
3.1 Vehicular, Pedestrian and Bicycle Access Vehicular Access Pedestrian Access Bicycle Access	10
3.2 Deliveries and Apartment Moves Car park Loading bay Use of goods lifts	13
3.3 Security Apartment Locking Video Entry Phone System Lighting of Communal Areas Access Control - Proximity Cards Security Cameras On-site Team	15
3.4 Refuse & Recycling	17
3.5 Cleaning & Window Cleaning	19
3.6 Lifts	20
3.7 Central Plant	21
3.8 The Service Charge	22
3.9 Insurance	25
3.10 Utilities Electricity Water Gas	26
3.11 Lease Covenants & Restrictions	27
3.12 Amenities & Facilities Four Seasons Hotel Canary Wharf Holmes Place Health Club Canary Riverside Circus Apartments	29



Table of contents

	page
Restaurants	30
Extra Services	
Tennis Court	
Gardens	
Post	
Council Tax	
PART FOUR YOUR APARTMENT	
4.1 Operation & Maintenance of Electrical Appliances	32
Electrical Appliances	
Domestic Hot Water	
Heating & Cooling System	
Adjustable Controls	
Electrical Installation	
Towel Rail	
Warmed Floors	
Intercom	
Terrestrial, Satellite, Cable & Digital Television	
Telephone	
Lighting	
Maintenance of Safety Equipment	
Kitchen Appliances	
Plumbing	
4.2 Maintenance of Internal Fixtures & Fittings	37
Hanging Fixtures from walls, ceilings & facing brickwork	
Front Doors	
Carpets	
Oak Plank Flooring	
Balcony	
Glazing	
Shower	
Marble Walls & Floors	
Granite Surfaces	
4.3 National House-Building Council (NHBC)	42
PART FIVE EMERGENCY INFORMATION	
5.1 Emergency Procedures & Equipment	43
Fire Safety	
Bomb Safety	
Flood	
Power Failure	
Gas Leak	
Lift Failure	
PART SIX PERSONAL	
6.1 Canary Wharf Map	46
Canary Riverside Map	
Disclaimer	
Note paper	



Introduction

Description

Canary Riverside, Phase I, is a mixed development of 322 apartments, most with either a balcony or terrace and water views. The development also comprises a luxury hotel, restaurants, a health club, spa and indoor swimming pool with uninterrupted views of the Thames, tennis court and beautifully landscaped gardens overlooking the Thames.

The Apartments

322 apartments have been created which are well appointed and spacious. Natural, high quality materials, wooden floors, marble bathrooms, ample storage space, quality kitchens and bathrooms, controllable lighting and air cooling are all combined to create the perfect blend of luxury and modernity. The four apartment buildings have been named after famous London squares - Eaton House, Belgrave Court, Berkeley Tower and Hanover House. Three of the apartment buildings have duplex penthouses featuring floor-to-ceiling windows and timber floored terraces which maximise views of the surrounding sky line.

All the apartment buildings have 24 hour security which combines electronic, audio visual and building entry controls. See Part 3.3 for further details.

Four Seasons Hotel Canary Wharf

Four Seasons Hotels and Resorts, the world's leading operator of luxury hotels, are managing the five star hotel at Canary Riverside. The hotel has 139 rooms/suites, a restaurant and bar, meeting rooms, ballroom and fitness centre. Further details can be found in Part 3.12.

Restaurants

There is a wide range of cuisine available at Canary Riverside.



Introduction

Health Club

The 36,500 sq ft Holmes Place Health Club and Spa is the perfect place to relax at the end of a busy day. The 20m infinity pool has floor to ceiling glass walls with views overlooking the River Thames on one side and beautifully landscaped gardens on the other. Full details can be found in Part 3.12.

Gardens

The landscaped gardens have been planted with a range of trees, flowering plants and shrubs to create all year round interest and colour. A grand lawn and a square provide high standards in landscaping design and quality.

Car Parking

Car parking spaces for residents and visitors are provided on two levels beneath the gardens. These are staffed 24 hours a day with one security controlled access entrance. For further details please turn to Part 3.1.



The Developer

Canary Riverside Development Pte Limited is a joint venture project between Pidemco Land Limited who have a 50% stake, Hotel Properties Limited (HPL) (30%), who are responsible for the project, and Canary Wharf Group plc (Canary Wharf) (20%).

Pidemco Land Limited is a leading Singapore property developer, investor and manager. The company has other property interests in the UK and Asia. Its property portfolio includes premium offices, retail centres, hotels, serviced apartments and residential properties.

Hotel Properties Limited (HPL) is an investment holding company listed on the Singapore Stock exchange since 1982 and the HPL Group of companies are involved in hotel, property and leisure businesses. The HPL Group has hotel interests in Singapore, Malaysia, Bali, Maldives, Myanmar, Sri Lanka, Australia and Vanuatu, including four existing Four Seasons hotels and resorts.

Canary Wharf Limited (Canary Wharf) sold the land to the joint venture and has retained a residual interest in the project. Canary Wharf Group plc is the developer of Canary Wharf with 5.7 million sq ft of office and retail space, now fully let, with a current working population of approximately 26,000.

A further 2.5 million sq ft of development is currently under construction, and is predominantly pre-let. The population will rise to over 43,000 in 2002 when the HSBC Group, Citigroup and others complete their moves to Canary Wharf and up to 90,000 when the development is fully built.

The Landlord

Canary Riverside Estate Management Ltd (CREM) is the company formed by the freeholder, Canary Riverside Estate Pte Ltd (CRE) and the developer, Canary Riverside Development Pte Ltd (CRD), to act on their behalf for Canary Riverside Phase 1.

Within new developments there are always minor problems which the landlord, CREM, will strive to resolve to your satisfaction in conjunction with the trade contractors and the estate managers JSSPinnacle Ltd. We request your co-operation and patience during the period whilst some construction is still on going and rectification works are being arranged and carried out.



2.1 Introduction to the Managing Agents

JSSPinnacle Ltd

The landlord, Canary Riverside Estate Management Ltd (CREM) is pleased to have instructed JSSPinnacle Ltd as the Managing Agent for Canary Riverside. This follows a two year period in which both companies worked together to ensure that the management and operations of Canary Riverside were set up to run to the standard required.

JSSPinnacle Ltd

JSSPinnacle Ltd (JSSP) is a professional property management and surveying company with a well deserved reputation for managing exclusive developments. JSSP is owned by First Pacific Davies (53%), Savills plc (24%) and the senior management team (23%). They manage thousands of properties throughout the country and are independent of any developer or landlord. Resident management companies, property investment companies, property developers, private individuals and local authorities use their services.

Appointment of the Managing Agent

JSSP manages Canary Riverside in accordance with the terms of the lease and good practice. They report to the landlord, CREM, within the terms of the management agreement which is reviewed on an annual basis.

As the agent, they are responsible to the landlord for all management matters at Canary Riverside. Some management issues may be outsourced to other companies but in all events the agent is responsible and reports to the landlord.

Statutes designed to protect owners and residents govern the management activities and related accounting procedures. The statutes are: The Code of Practice laid down by the Association of Residential Managing Agents (ARMA) and The Code of Conduct laid down by the Royal Institute of Chartered Surveyors (RICS).

Independent auditors certify annually to the RICS that they have audited JSSP's clients' accounts and that full compliance with the Client Account Regulations has been met. Annually, JSSP also provides both professional bodies with evidence that sufficient professional indemnity insurance is in place to cover all JSSP's activities at Canary Riverside, safeguarding all service charges against fraud or theft.



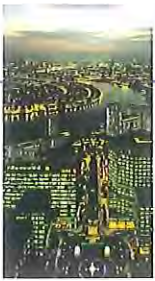
2.1

Duties of the Managing Agent

JSSP's duties involve specific reporting, such as income, expenditure, arrears and contract issues, as well as the administration of the service charge required to run the common services.

JSSP aim to ensure that Canary Riverside is managed in accordance with the wishes of the majority of residents; to a high standard, at a reasonable cost and that all the services structured within the terms of the leases are provided. JSSP will strive to provide the highest quality of service and ensure the satisfaction of residents.

CREM and JSSP hope that the resident's handbook provides you with useful information in understanding your new home. If you have any queries, please do not hesitate to contact the Estate Management team, who will be happy to help you.



2.2 The Team at Canary Riverside

Introduction

This part details the estate management team and the on-site staff responsible for the provision of services at Canary Riverside, as well as a brief description of their duties.

For repairs related to the estate and common parts, complaints and general enquiries, please contact Helen Cavanagh, the Estate Manager or Andrew Stewart, the Contracts Manager.

The Estate Management Office

- The estate management office is situated on the ground floor of Eaton House with access directly off the plaza.
- Office hours: Monday to Friday: 8:00 - 18:00
 - Tuesday: 8:00 - 19:30
 - Saturday: 9:00 - 12:00
 - Sunday: Closed
 - Bank Holidays: Closed
- Point of contact outside office hours: Security Office
- Address: Canary Riverside Estate Management Office
 - 40 Westferry Circus
 - Canary Wharf
 - London
 - E14 8RT
- Telephone: 020 7987 6987
- Fax: 020 7512 9271
- E-mail: emo@canaryriverside-jss.co.uk

The Canary Riverside Estate Management Team

The Contracts and Estate Managers will liaise on the day to day running of Canary Riverside, reporting to the Director of Property Management at JSSP and the landlord, CREM.



2.2

On-site Management

Estate Manager: **Helen Cavanagh** - 020 7987 6987

Duties include:

- Dealing with queries and complaints from residents and commercial tenants.
- Producing service charge estimates and annual accounts; and calculating, demanding and collecting service charges.
- Dealing with all insurance matters relating to Canary Riverside.
- Liaising closely with residents to discuss the management of the estate and any improvements to the services offered.
- Conducting surveys of residents' views on proposals affecting the estate.

Contracts Manager: **Andrew Stewart** - 020 7987 6987

Duties include:

- Supervision and management of the on-site team.
- Dealing with repairs, work orders and contractors to ensure maintenance of the estate.
- Preparing, tendering and supervising contracts for routine servicing.
- Maintaining a regular inspection programme for Canary Riverside, checking that everything is in working order, all safety measures are in check and that the condition of the building and its facilities continue to meet a high standard.

Off-site Management

Director of Property Management: **Sean Willis** - 020 7447 1400

Duties include:

- Overseeing of the estate management team and all on-site services.



2.2

On-site Estate Staff

Doormen

Doormen hours: Monday to Sunday 7:00am to 7:00pm.

Doormen are employed to cover the reception desks in the four residential entrance lobbies providing the first point of contact for residents, visitors and residential deliveries. Their duties are described below:

- Security in the residential buildings.
- Receiving parcels on behalf of residents.
- Supervising contractors.
- Answering residents' and visitors' queries.
- Monitoring repair requirements for common parts.
- Receiving groceries on behalf of residents. Fridges situated behind the doormen's desks provide limited provision for storage of cold foods on a first come, first serve basis. There is no provision for the storage of frozen foods.
- Receiving dry cleaning on behalf of residents. Rails situated behind the doormen's desks will be used to hang dry cleaning.
- The doormen are available either via the video answerphones or, if calling from outside, on the numbers listed below. Doormen can receive all internal and external incoming calls and make internal calls. There is no provision for doormen to make external calls.
- Doormen telephone numbers:
 - Berkeley Tower:** 020 7987 6962
 - Hanover House:** 020 7987 6963
 - Eaton House:** 020 7987 6964
 - Belgrave Court:** 020 7987 6965
- During the day, the doorman will take two short breaks and one lunch break. Breaks will be taken at different times enabling the Hanover House doorman to cover the appropriate desk during the break. When the Hanover House doorman is covering another desk, the point of contact for Hanover House is the Berkeley Tower doorman, situated opposite.



2.2

Security Officers

Security officers are on duty 24 hours a day, 365 days a year. Each shift consists of four officers including one senior officer. Whilst on duty the team rotates around the various positions which include permanently manned positions in the security office, situated at the main entrance to Canary Riverside, and the car park booth, situated at the main vehicular entrance to Canary Riverside, while two security officers provide mobile security throughout the estate and support where required.

In the absence of both the Estate and Contracts Managers, usually between 6:00pm - 8:00am, the senior security officer on duty is the first point of contact. The security officer will call either the Estate Manager or the Contracts Manager if necessary.

The security team operates from the security office from which the CCTV, access control and security is carefully monitored 24 hours/day, 365 days/year.

Security Office: 020 7987 6968

Estate Cleaners

The estate cleaners are responsible for the collection and transfer of the rubbish and recycling from all residents and commercial tenants at Canary Riverside to the loading bay for subsequent removal. They are also responsible for cleaning the estate areas, carrying out minor maintenance works and any ad hoc duties as necessary.

In the event of a spillage in an estate area, contact the estate management office who will arrange for an estate cleaner to rectify the situation.

Window cleaning and the cleaning of communal areas within the residential buildings is carried out by contract cleaners. See Part 3.5 for more information.

Accident Reporting Procedure

All accidents taking place in the common parts of Canary Riverside must be reported to the estate management office. This ensures they are logged appropriately and any action necessary to avoid further accidents can be taken.

Complaints

Should you have any comments or complaints regarding the quality of service, please contact the estate management office, who will log the comment and ensure that necessary action is undertaken.

If you are subsequently not satisfied please inform:

Sean Willis, Director of Property Management at JSSP. Tel: 020 7447 1400



3.1 Vehicular, Pedestrian and Bicycle Access

This part has been split up into vehicular, pedestrian and bicycle access so that clear instructions are available to all residents and can be passed on to others who may be visiting or delivering goods.

The Canary Riverside car park has approximately 500 spaces all situated on the underground levels P2 and P1, of which the majority are privately owned by Canary Riverside residents. There is provision for Four Seasons Hotel valet parking and the remaining spaces, all situated on level P2 of the car park, are available for public use.

P2 - Lower level of car park

P1 - Upper level of car park - Private parking only

1. Vehicular Access

The main vehicular access to Canary Riverside is via the lower level of Westferry Circus, called Westferry Road, into the Canary Riverside car park. The maximum height of a vehicle that can enter the car park is 3.275 metres which applies to the van route and delivery bays situated on level P2. Delivery vehicles exceeding this height must use the loading bay, see Part 3.2. The general clearance height for the car park is 2.275 metres, however there are areas with a maximum clearance height of 2.025 metres.

Car Park Entry and Exit System

- The car park has 2 entry lanes and 1 exit lane. Entry is controlled by a barrier system that functions by either passing a valid proximity card in front of the reader or by taking a ticket. Exiting the car park is again either with a valid proximity card or by inserting a paid ticket. Payment is carried out at one of the two pay on foot (POF) machines, prior to returning to the vehicle. Proximity cards are valid for the car park if a private car park space is owned.
- Proximity cards record both entry and exit into the car park and only work if the process is carried out in the correct order. A card must exit the system before re-entering is allowed. Access will be denied if the proximity card is not programmed to activate the barrier. All barriers are fitted with a 2-way communication so the car park security officer can help if required.
- In the case of a forgotten or misplaced proximity card the car park security officer will confirm the validity of the person by using the access control system. In the case of uncertainty the person will have to take a ticket and proceed in the same way as a public user.
- In the case of a lost car park ticket the person will be charged for a full day's parking at the car park booth.



3.1

Residents & Guests of the Circus Apartments with Private Parking Spaces

- On entering the car park, waving the proximity card at the barrier reader enables the barrier to be lifted and the resident can proceed to their allotted space.
- If the space is situated on P1 the proximity card will permit access through the barrier situated at the bottom of the ramp leading up to P1, enabling the resident to drive up the ramp to their parking space.
- If the space is situated on P2 the resident will drive round to the relevant area. There are 2 residential parking areas on P2, both of which are accessed by proximity cards, protecting these spaces from use by the general public. A valid proximity card enables the appropriate barrier to be raised.
- The Circus Apartments have designated parking spaces on P1 only. The spaces are clearly marked and access to the spaces is by proximity card at the barrier at the bottom of the ramp, as for all spaces on P1.
- Access will be denied if the proximity card is not valid for the barrier. All barriers are fitted with a 2-way communication so the car park security officer can help if required.
- Once parked the proximity card will allow access into the residents' lift lobby in the car park. The lift can then be taken straight up to the resident's floor.

Residents' Guests

- Guests of residents should park in the public parking area of the car park collecting a ticket on entry and paying at the POF machines on leaving.
Car park tariffs will be clearly displayed within the car park. Visitor passes are not available.
- To access the relevant apartment the guest must call the apartment number from the electronic key pad located outside the relevant lift lobby on P2. The lift lobbies will all be clearly marked in the car park. Residents can allow visitors entry via their video intercom. If the resident is not available visitors can call the doorman who will advise and permit access to the ground floor lobby if necessary. Between 7pm & 7am assistance is from the security room via the doormen buttons. During these times if guests are visiting residents who are not available, access to the residential lobbies will be restricted unless prior arrangements are made. This ensures that in the absence of the doormen security is not compromised.

Four Seasons Hotel Guests

- Valet parking is available for Four Seasons Hotel guests from the Plaza. Hotel valet parking utilises the specific area on P2, sectioned off by the barrier system. If a hotel guest chooses not to use the valet service but to park their own car they have to pay at the POF machine.

Deliveries

- Please see Part 3.2.



3.1

Motorbikes

- There is minimal provision for motorbike parking within the public parking.

Clamping and Towing

- Canary Riverside will enforce a clamping and towing policy if any vehicle is parked incorrectly or appears to be abandoned. This includes residents with private parking who park in the wrong space.
- If a vehicle must be towed away the vehicle owner must pay the towing fee and a £50 administration fee in order to recover the vehicle.
- In the case of clamped vehicles, unclamping will be at a cost of £75 to the owner.

Traffic lights and other access information

- Traffic lights positioned at the plaza entrance allow entry and exit to and from the plaza. The lights permanently show green for entry onto the plaza unless a vehicle is trying to exit whereupon they will change, and exit will be granted. The lights are necessary as there is only space for one vehicle at the narrowest point of the access road to the plaza.
- The main gate into the gardens, situated between Hanover House and Berkeley Tower, is for emergency and estate vehicles only.

2. Pedestrian Access

- The main residential pedestrian access to the apartments is via the gate between Hanover House and Berkeley Tower off Westferry Circus. All residential blocks can then be accessed via the gardens. Entry to the estate from the direction of the Limehouse link and Westferry DLR is via steps from Westferry Road up to the Plaza and through the garden gate off the plaza. Entering the estate from the River Walk is via steps adjacent to the pool and through the garden gate. All gates require proximity cards for access.

3. Bicycle Access

- Residents arriving by bicycle should use the car park entrance. There are two secure bicycle rack areas on P1, one located between Berkeley Tower and Hanover House and the other located near the lift lobby of Eaton House.
- The bicycle areas are secured with mechanical combination locks. The code will be given by the estate management office on presentation of a valid proximity card. Residents are strongly advised to secure their bicycles within these areas. Canary Riverside Estate Management Ltd accept no responsibility for bicycles left in these areas.



3.2 Deliveries and Apartment Moves

Facilities for loading, deliveries and moving in are provided for in both the car park and the loading bay. These facilities are available for all residents and commercial tenants.

There are 4 van bays located on level P2 of the car park that should be used for all delivery vehicles not exceeding 3.275 metres in height. The van bays are accessed via the main entrance to the car park on the lower level of the roundabout on Westferry Road.

The Canary Riverside loading bay entrance is situated on Westferry Road and provides loading and delivery access for all vehicles higher than 3.275 metres, up to a maximum height of 4.4 metres. Access to the residential apartments from the loading bay is via the loading bay lift and car park level P1. A plan located outside the loading bay lift on P1 shows the building layout.

Operational Information

Car Park

- The Canary Riverside car park is open 24 hours, 7 days per week. Please keep any large deliveries/loadings to between the hours of 6:00am - 9:00pm to minimise disturbance to other residents.
- Use of the van bays is free for a maximum of 20 minutes. If a delivery is expected to last more than 20 minutes, a public parking space must be used and the full price paid. If a delivery inadvertently lasts more than 20 minutes but a van bay is used, the full price for the parking must be paid. In order to claim the free time, a ticket must be taken on entry but instead of payment being made at one of the POF machines, the driver must present the ticket to the car park security officer.

Loading Bay

- Opening Times: 6:00am - 9:00pm, 7 days per week.
- The loading bay has 6 individual loading docks, one of which is reserved exclusively for deliveries to the Four Seasons Hotel. The remaining docks are available for use by all at Canary Riverside.
- All deliveries should be booked into the loading bay, through the estate management office, at least 24 hours in advance of deliveries in order to avoid congestion.
- Delivery times in the loading bay should be kept to a minimum, in order to minimise congestion.
- All goods and materials must be removed to their destination immediately following unloading.
- Access into the estate is via the loading bay lift, providing access to both P2 and P1.
- Please leave area tidy after use.



3.2

Assistance

If assistance is required, please use the intercom provided. This allows liaison with the security office who can then advise you or send a security officer down to the bay if direct assistance is required. Canary Riverside cannot provide staff to load or unload goods.

Use of Goods Lifts

The doorman of the respective building should be informed of any intention to use the goods lift, so the protective drapes can be put in place. It is the resident's responsibility to ensure the weight limit of the lift is not exceeded whilst transporting goods within the lifts.

Apartment Moves and Large Deliveries

- It is the resident's responsibility to ensure there is an appropriate person on hand to supervise any large deliveries to apartments. Estate staff will not undertake this responsibility.
- It is the resident's responsibility to ensure all packaging etc, is appropriately disposed of.
- All contractors must sign in with the doorman and receive a temporary work permit for that day. To ensure the estate security is not compromised, it is imperative that this procedure is followed. Any contractor found on the estate without a work permit will be escorted off the estate.
- Compensation will be payable by the tenant if any damage is caused to the development by deliveries.



3.3 Security

Security has been designed to a high level at Canary Riverside and the systems installed are highly effective, yet largely unobtrusive. 24 hour security is designed to protect all the occupiers of the residential and commercial units throughout the development, as well as ensuring that the whole site is run efficiently. Security personnel are not present in the residential apartment blocks as the doormen fulfil this role.

Numerous levels of security are provided to ensure that the site is secure at all times. However in order to ensure this, all residents need to abide by the regulations so that the system is not compromised. The extent of these security measures are described as follows:

Apartment Front Door Lock

The apartment entrance doors have a rollerbolt rim deadlock. This satisfies the security aspect and facilitates escape in the case of a fire due to the single simple manual operation not requiring the use of a key. This type of lock also ensures that an occupier can not be locked out inadvertently as the key has to be turned on the outside to lock it.

The fitting of additional locks may form a fire risk if they do not have an internal thumbturn. In order to retain the high quality design of the residential blocks, please ensure that any additional locks are in line with the original design of the exterior of the door.

Video Entry Phone System

Each apartment is equipped with a video entry phone system. The system is connected to the doorman and panels outside the main entrances of that block. The panels are situated on both levels of the car park and the ground floor level. When alerted, the panel will display an image of the person calling and the resident can permit or deny access. Only people who are known to the occupier should be permitted access. The panels are also connected to the doorman's desk in the entrance hall on the ground floor of each block. From 7.00pm to 7.00am these connect directly to the central security office.

Lighting of Communal Areas

All fire escapes and lift lobbies are permanently lit. The lighting on the communal corridors, leading from the lift lobbies, operates on timers. Switches at convenient locations next to the lift lobbies and apartments activate this lighting. Once activated, the area will remain lit for a short period of time. In the case of a power failure, emergency lighting operates. See Part 5.1.



3.3

Access Control - Proximity Cards

Access control to Canary Riverside is overseen by security, stationed in the security office, and any re-programming or replacement of proximity cards takes place through this office. For example, residents will have proximity cards that are programmed to permit them access to their residential block through all three entrance lobbies, access to the main entrance and permitted barriers within the car park and all external gates into the development. Proximity cards will not permit access into other residential blocks.

Due to the cost of the proximity cards, if extra cards are required or replacement cards are needed, residents must pay £10 per card. If proximity cards are lost, please inform the security office as soon as possible so the card can be cancelled from the system to avoid security being breached. Cancelled cards can be re-programmed if found later.

Visitors to Canary Riverside will only gain access to the apartment buildings either by residents permitting entry via the electronic panel system or by the doormen allowing entry into the ground floor lobby. The doorman on duty at the reception desk will only allow residents direct access to the lifts; all other persons entering the entrance lobby will only be allowed to visit an apartment with the resident's permission.

Security Cameras

Security cameras are positioned around the Canary Riverside estate including the car park and lift lobbies at lower levels. The cameras feed back to monitors in the security office and are manned twenty-four hours a day, seven days a week. All information is recorded on VCR's and kept for one month. Certain cameras move on a panoramic and tilt basis and other cameras are fixed.

On-site Team

Canary Riverside security is enhanced by the constant presence of the on-site team including the security officers, doormen and estate management team.

At all times of the day and night, please contact the security office if you have a problem relating to security, whether it is regarding the loss of a proximity card or to report the presence of a suspect person.



3.4 Refuse and Recycling

This part details the procedure in relation to the collection and disposal of residential waste and recycling.

Disposal of Waste

- Each residential block is equipped with a rubbish chute, which is accessed from the rubbish chute rooms on every floor. Residents are required to place their rubbish in appropriately sized bags and place these bags in the chutes via the hopper heads located in the rubbish rooms. Due to the size of the chute it is imperative that nothing bigger than 15 litre bin liners (the size of apartment kitchen bins) is placed into the chute.
- In the case of larger items that need disposing or recycling the estate management office should be contacted to arrange removal. Larger items may include, for example, Christmas trees, packaging etc. Should any additional external costs be incurred for specific arrangements, the requesting resident will be charged accordingly.
- The rubbish chute rooms will be cleaned regularly by the estate cleaners.
- The cost of rubbish removal is contained within the residential service charge. However, extra costs incurred during the removal of large pieces of rubbish will be charged to the appropriate resident or tenant.

Recycling

- All residents of Canary Riverside are requested to help protect the environment and reduce waste by using the glass and paper recycling bins provided in the rubbish chute rooms. London Borough of Tower Hamlets and Canary Riverside are working in partnership to reduce and recycle as much waste as possible.
- The recycling bins will be emptied on a regular basis and the contents transferred by the cleaning staff to the recycling receptacles in the loading bay. The recycling bins will be cleaned regularly by the cleaning staff.

Paper Recycling

- Please place all newspaper, magazines, junk mail, circulars etc. in the recycling bin. Please do not recycle cardboard, envelopes with plastic windows and dyed paper such as Yellow Pages.



3.4

Glass Recycling

- Please place all types of glass into the glass recycling bin.

IMPORTANT

Please ensure that only the correct type of waste is placed in the recycling containers, as failure to do so will affect the success of the service. If in doubt, place in the rubbish chutes or ask your doorman for clarification.



3.5 Cleaning and Window Cleaning

This part includes details on the cleaning of residential and communal areas and the external window cleaning, all covered within the service charge.

Communal Area Cleaning

- A team of contract cleaners is employed to clean the common parts of the four residential buildings from Monday to Saturday ensuring all areas are clean at all times.
- Vacuum cleaning will be carried out after 9.00am so there is minimal disturbance to residents.
- All internal windows situated in common areas of the residential blocks will be cleaned regularly.

External Window Cleaning

- External window cleaning of all residential buildings is carried out from the cradle systems situated on each building. The external window cleaning includes all windows and glazing which can be accessed from the cradles, this includes the exterior glass of the balustrades.
- Notice of window cleaning will be posted in all lobbies for the information of residents.
- For safety reasons, window cleaners will not step out of the cradles at any time to clean balcony doors and interiors of balustrades. These areas of glazing are the responsibility of the resident and must be cleaned regularly.
- Please note that the cleaning of all internal apartment glazing is the resident's responsibility. The residential lease states that internal windows should be cleaned once a month in order to maintain the overall external appearance.

Canary Riverside demands a high level of cleanliness at all times, a standard achieved and maintained with the dedicated contract cleaning teams and the Canary Riverside estate cleaners.



3.6 Lifts

Lifts are situated in all buildings to serve all floors. Each building has at least one goods lift and one passenger lift. Where there are two passenger lifts, the goods lift is situated opposite the passenger lifts. Where there is one passenger lift, the goods lift is situated on the left.

Use of Lifts

All lifts are available for use as passenger lifts. For the movement of goods, only the goods lifts should be used. The doorman should be informed of any intention to use the goods lift, so the protective drapes can be put in place. It is the resident's responsibility to ensure the weight limit of the lift is not exceeded whilst transporting goods within the lifts.

Lift Breakdown

If the lift breaks down while you are in it, please press the remote elevator monitoring system, whereupon you will be immediately connected to the security office who will raise the alarm with the lift maintenance contractor and ensure that you are released from the lift as soon as possible.



3.7 Central Plant

Central plant is all located within the basement of Canary Riverside and provides water and heating to the whole development as detailed below.

- Central plant includes boilers and chillers that provide both cold and hot water to the apartments. The heating and cooling within the apartments is also provided by the central plant and boosted by the elements within the individual fan coil units. Skirting heating is individual to each apartment and independent of the central plant.
- Hot water is centrally softened, however cold water is drinkable.
- The estate management office monitors all equipment common to the building. The maintenance contract for servicing and repairs is included in the service charge.
- The individual controls for hot and cold water and heating and cooling within your flat are detailed in Part 4.1, which should be referred to for any information concerning this area.
- If any problems occur to the common systems you will be notified immediately and the services will be reinstated as soon as possible.



3.8 The Service Charge

This part covers the calculation and payment of the service charge. The service charge is the payment made as a contribution towards the services provided at Canary Riverside for the benefit of all residents. The contribution each apartment makes is calculated on the total floor area of that apartment as a percentage of the total service charge, which is included within the lease.

The Service Charge

The service charge year runs from 1st April to the 31st March. Prior to the beginning of the new service charge year, an estimate is prepared detailing the amounts necessary for the provision of services to the residential areas of the estate. The lease requires the managing agent to estimate, at the beginning of each financial year, the total likely expenditure to be incurred during the year. The estimate includes expenditure against each of the main items of expense - lifts, staff costs, cleaning, insurance etc. Details regarding the audited account and an explanation of how it is constructed are set out below.

The Year End Service Charge Account

The year end account documents the total service charge expenditure in any one financial period. The accounts are audited, finalised and issued to all lessees. The account is a format required within Landlord & Tenant law and provides financial information in a broadly similar format to the budget. The owner of each apartment will receive one copy, although further copies can be obtained for a small charge.

Apartments' Service Charge Percentage

The service charge percentage, contained within the lease, is calculated based upon the square footage of each apartment. Initially the charge will commence from the day of each apartment's individual completion, and not the date of occupation. When an apartment is bought from an existing leaseholder the charge is continuous and any adjustments must be dealt with by your solicitor, within the sale contract, at completion.

Service Charge Surpluses

All reserve funds and service charge monies collected that are not spent are invested in a separate deposit client account. Any net interest earned is added to the service charge or reserve fund. Details of this are shown on your annual service charge account.



3.8

Service Charge Adjustments

Within six months of the year end an account of what has actually been spent is produced and independently audited. This account is sent to residents with an adjusting invoice. If the account shows that expenditure has been greater than estimated, a further payment is due upon receipt of the invoice. If the final account shows that expenditure is less than previously estimated, the invoice will show the credit that has been placed upon your account or into the reserve fund, if applicable.

Reserve Fund

The objective of a reserve fund is to offset the costs of non-annual major works such as decorating. Therefore in a year when this work is carried out, there is not a large demand to meet these costs as money has been collected and reserved for this work. It is therefore important to estimate the costs of future works over a ten year period to ensure funding is available.

The existence of the reserve fund is important when selling your property as it helps to allay any fears that prospective purchasers may have about substantial increases in service charges, particularly if the building is due for decoration.

Service Charge Payment

Residents are invoiced biannually in advance for the service charge for the six month periods from 1st April and 1st October. Payment is due within 14 days from the date of invoice. If payment is not received within 14 days, a reminder will be issued. There is no final demand. If payment is not received, legal action to recover outstanding amounts will commence without further warning. The lease provides that the owner of the apartment concerned meets the legal costs incurred.

Payment Installments

In circumstances where problems arise with payment of the service charge your mortgage lender should immediately be contacted. They have an interest in your property as it acts as security for their loan to you. In normal circumstances they will usually assist you with the payment.



3.8

Assignment of Apartment

Where an assignment has occurred and your solicitor has not registered the assignment with the landlord or JSSP, as required by the lease, you may receive a demand in the previous owner's name. In this instance you should contact your solicitor immediately to ensure that the position is regularised. Until registration has taken place, the agents will be unable to amend the record relating to your apartment. However, as the owner, you are responsible for the charges and should pay these even though you may be resolving matters with your solicitor.

In cases where a service charge invoice is received whilst an apartment is being sold, the owner of the apartment at the time of invoice is liable for the full payment. A receipt should be requested when payment is made as your solicitor will require this to obtain any refund from your purchaser for the days they have ownership of the apartment.

If you are completing a sale prior to the beginning of the invoice period it is advisable to pass the invoice to your solicitor who should then see that the purchaser is aware of it.



3.9 Insurance

Buildings Insurance

Under the terms of the lease the landlord is required to insure the envelope of the building and all contents in communal areas. Where a bank or building society requires insurance through them, residents should obtain a copy of the insurance summary details and current schedule from the managing agent for the bank or building society so there is no unnecessary dual cover.

Insurance Claims

Residents should contact the estate management office when a building insurance claim needs to be made. Details concerning the incident will be required and a claim form for completion will be issued. Subject to the type of claim, estimates may need to be provided by the resident and accounts to support the claim, which will then be processed through to the insurance company.

In the event of a substantial claim, a loss adjuster is usually appointed and verbal authority is usually given to proceed with essential works without the need for an estimate for that part of the works.

In the unlikely event that damage to the apartment renders it uninhabitable, the policy provides cover for alternative accommodation. The insurer must approve the alternative accommodation prior to moving in. The alternative accommodation will be of a similar quality to Canary Riverside.

Where there is a claim affecting communal areas, the structure or several apartments within the building, the managing agent will oversee both the claim and the works required.

Emergency Works

Where works are of an emergency nature the duty of the resident is to secure the property or to prevent further damage. The insurance company will not object to works being carried out without their prior consent however residents must ensure that the claim is logged with the estate management office as soon as possible and the claim form is completed in the usual manner.

Contents Insurance

It is recommended that residents insure the contents of their apartments as all contents are the responsibility of the residents and hence not covered in the service charge.



3.10 Utilities

Electricity

Electricity is supplied in high voltage form to Canary Riverside Estate Management Ltd (CREM) by London Electricity. The high voltage electricity is then stepped down to the standard residential voltage of 240 volts, and distributed to the residents and commercial tenants of Canary Riverside. All users are metered and hence charged for their individual usage.

Each apartment has at least one meter, whilst larger apartments have two. Each meter feeds back to a specialised computer system in the estate management office that records electricity consumption. On moving into Canary Riverside a deposit of £100 will be demanded by the estate management team, fully refunded when the resident moves out of the apartment subject to all electricity bills being paid in full. Bills are issued on a quarterly basis and payment is due within 10 working days.

Residents may require a bill prior to the quarterly bill being issued if, for example, the apartment is being vacated through sale or underletting. The estate management office can issue a bill upon request.

Water

All residential water charges are included within the service charges therefore residents will not receive a separate bill for water.

Gas

All residential gas charges are included within the service charges therefore residents will not receive a separate bill for gas. Residents are prohibited from adding extra gas connections to their apartments.



3.11 Lease Covenants and Restrictions

The covenants within the lease determine the obligations of both the landlord and tenant in relation to the occupation of an apartment at Canary Riverside. We respectfully suggest that all residents should therefore read their lease carefully, so that they are aware of their obligations and also those of the landlord, in relation to the apartment and the management and operation of Canary Riverside.

The most relevant day to day aspects of the lease that may concern residents are listed below, please see the lease for further details:

- Alterations to the apartment (Clause 8 of the lease)
- Subletting (Clause 11 of the lease, referred to as underletting)
- Assignment (Clause 11 of the lease)

For the benefit of residents, the restrictions as set out in the third schedule of the lease are listed below and we kindly ask residents to familiarise themselves with the contents therein.

1. Not to do anything in the premises or the parking space which is not consistent with the use of the block as a block of high-class apartments nor to allow anyone else to do so.

This includes although it is not limited to:

- 1.1 Not allowing a television, radio set equipment for reproducing recorded sound or musical instruments to be heard outside the premises or parking space.
- 1.2 Not holding any political, religious, fund raising or charitable meeting attended by more than five people in the premises or parking space.
- 1.3 Not hanging or displaying clothes, linen or furnishings outside the premises, on the balcony or terrace, or in the parking space.
- 1.4 Not keeping any animal, insect, arachnid, reptile or bird in the premises or parking space unless the landlord has agreed. That agreement may be withdrawn at any time without a reason being given.
- 1.5 Not allowing the premises or parking space to be used for any illegal or immoral purposes.
- 1.6 Not inviting the public generally or any specified section of it to either come to the premises or parking space or use it for a purpose that attracts casual callers.
- 1.7 Not leaving on the balconies or terraces any article or thing of any kind that in the opinion of the landlord is unsightly or dangerous to other tenants, the landlord's property licenses, invitees of the landlord or any person passing underneath such balconies.
- 1.8 Not permitting any noisy works of repair to the premises to be carried out except between the hours of 9am and 1pm and 2pm and 5pm Monday to Friday inclusive and 9am and 12pm on Saturdays.
- 1.9 Not permitting any act to the nuisance, annoyance or damage of the landlord or which may prejudicially affect or depreciate the amenities to the building, common parts, the landlord's property or the head landlord's property.



3.11

2. When using any other parts of the estate (including the common parts and car park) neither the tenant nor any member of the tenant's household may:
 - 2.1 Make any unnecessary noise.
 - 2.2 Leave any litter except in a receptacle provided for it.
 - 2.3 Neither leave any furniture, package, pram, bicycle, toy or other article there, nor allow any to be left.
 - 2.4 Use the lift in contravention of any regulation displayed.
 - 2.5 Play any games.

3. In using any other parts of the estate (including the common parts and the car park) neither the tenant nor any member of the tenant's household are to:
 - 3.1 Contravene any reasonable parking or traffic regulation arrangement displayed on notices there.
 - 3.2 Allow any vehicle to make unnecessary noise.
 - 3.3 Cut or damage any shrubs or trees or pick any flowers.

4. The tenant shall not display any signs outside the premises or parking space or which are visible from outside the premises or parking space. Nor display or hang any window boxes, washing, aerials, satellite dishes or any similar telecommunication transmission or reception apparatus from the premises or parking space.

5. The tenant shall not carry out any works of repair or maintenance to any private motor vehicle parked in the parking space or drain oil therefrom or allow oil or other fluids to escape in any material quantities.

6. The tenant shall not allow any caravan trailer or boat to be brought into the car park or onto the parking space or permit any private motor vehicle to be left in the car park other than in the parking space.

7. The tenant shall not store or handle petrol or other inflammable substances in the premises or parking space other than in the tank of any private motor vehicle parked on the parking space.

8. The tenant shall, on a monthly basis, clean the inside of the window glass of the premises in respect of the windows visible from the exterior of the block.

Smoking Restrictions

In the interests of health and safety and the comfort of all residents, smoking is not permitted in any common parts except the gardens. In particular, smoking is prohibited in lifts and car parks, where it can be dangerous.



3.12 Amenities and Facilities

This part details the on-site facilities available to the residents of Canary Riverside.

Four Seasons Hotel Canary Wharf

This five star hotel is the first to arrive in the eastern quadrant of London, and offers luxury accommodation and services. Four Seasons has a reputation for excellence on a global scale and in the words of their mission statement they offer only "experiences of exceptional quality". Four Seasons Hotel Canary Wharf is an integral part of Canary Riverside.

For details of tariffs, or to make room or restaurant reservations call: 020 7510 9099

Holmes Place at Canary Riverside Health Club and Spa

Holmes Place plc are the operators of the Canary Riverside Health Club and Spa. Owners of Canary Riverside apartments are granted free membership. The general public will be given the opportunity to join for a fee and take advantage of the flexible individual or family memberships provided. All members, including Canary Riverside residents, will pay a monthly subscription.

The Health Club and Spa forms an integral part of the lifestyle at Canary Riverside. The Club is 36,500 sq ft, air-conditioned with a fully equipped gym, exercise studio, spa area incorporating two mineral hydrotherapy pools and a heated 20 metre swimming pool situated in a glass building. The design of the club is such that the visual connection with the River Thames is reinforced enhancing the water theme.

The free memberships are available to all owners of the apartments; the number available per apartment determined by the number of bedrooms and at the discretion of Holmes Place. Generally one and two bedroom apartments have two memberships, increasing for three bedroom apartments etc.

The memberships are for owners of apartments and in the cases of rented apartments it is up to the discretion of the owner as to whether the membership is passed onto the tenant.

The memberships belong with the apartment and as such when an apartment is sold the membership is transferred to the new owner.

Please contact Holmes Place direct for more information. Tel: 020 7513 2999

Circus Apartments

Circus Apartments, managed by The Metropolitan Hotel Group, comprises 45 one and two bedroom contemporary apartments and presents the modern traveller with a new experience amid the urban rush. The apartments are available for anything from one night to one year or more, with free membership of the Holmes Place Canary Riverside Health Club and Spa granted to all residents during their stay.



3.12

Restaurants

Canary Riverside has seven restaurants, offering a diverse mixture of cooking along with a variety of entertainment and atmospheres. The restaurants are situated along the river walk in Belgrave Court, Hanover House and adjacent to the Canary Wharf pier as well as at the entrance to Canary Riverside off Westferry Circus.

Extra Services

Minit will provide extra services directly to subscribers. Extra services include dry cleaning, laundry, shoe repairs, watch repairs, locksmith services, photoprocessing etc. All such residential extra services are a contract between the individual resident and Minit and are not the responsibility or liability of any Canary Riverside company or JSSPinnacle Ltd.

For more information please contact: 020 7538 8617 or Jo Stephens on: 07775 817 521.

Tennis Court

There is one all-weather, lit, full sized tennis court situated in the northern corner of Canary Riverside, next to Eaton House. It is approached via a staircase between Eaton House and Belgrave Court from the gardens, or via P2 of the car park.

Holmes Place operates the tennis court and a booking system is in place. All residents may use the tennis court, subject to the booking availability and Holmes Place rules and regulations. This applies to all residents and is not dependent on being a member of the health club.

Gardens

The gardens are for the exclusive use of residents and their guests and guests of the hotel. The gardens have been designed to create an Arcadian retreat with open lawns and sunny corners offering informal areas for relaxation and recreation with benches situated around the garden. Bar-B-Qs are not allowed in the garden.

Gravel footpaths with stone edging link the garden spaces and encourage residents and their visitors to stroll to the river's edge to enjoy the views.



3.12

Post

Post is delivered by Royal Mail to each residential apartment via the individual post boxes situated in the residential lobbies. Residents access their post boxes with a key. Items too large for the boxes can be delivered to the doorman.

Council Tax

Council Tax is a charge levied by the government on all properties to help pay for the services provided to the local area. This includes the emergency services, maintenance of the roads etc. Properties will be allocated a council tax band by the local government based on the value of that property.

For information: London Borough of Tower Hamlets Council Tax Department, Tel: 020 7364 5000



4.1 Apartment Operation and Maintenance Guide

This part provides information on maintaining your apartment. Everything within the apartment demesne is the responsibility of the leaseholder and as such the following information should be referred to on a regular basis to ensure the correct operation and maintenance of the apartment.

Electrical Appliances

The Electrical Distribution Board is the starting point for all apartment electrical devices. It has a number of circuit breakers within it and as such should be checked first in the event that the electrical power is faulty. The Electrical Distribution Board is located in the hall cupboard.

• Domestic Hot Water

Domestic hot water is generated in central water-heaters located in the basement plantrooms. The hot water is dispersed from these heaters to each apartment via pipework. The water temperature is maintained throughout the pipework by insulated electrical heating-tape, which is wound around the piping.

Should it take an unusually long time for hot water to come out of the hot water tap, then an initial check should be made to see that the circuit breaker labelled 'trace heating' on the electrical distribution board has not tripped into the OFF position. Should the circuit breaker be ON and there is still no hot water, then please check with the estate management office that there are no temporary problems with the main hot water heaters.

There are no moving parts or thermostats associated with the hot water in the apartment, therefore a qualified electrician may be required to check that the heating tape is functioning correctly. Residents are responsible for the condition of the pipes within their apartment. If unsure whether any problem is actually located within the apartment, residents should contact the estate management office. If it is found that the fault is within the apartment, the contractor's fee will be passed onto that resident, otherwise the invoice will be paid from the service charge account.

• Heating and Cooling System

The apartments are primarily air heated by fan coil units located within the ceiling voids. There is also a perimeter skirting heat-emitter provided under all external doors and most windows in the apartment, which works automatically when the wall mounted controller is ON (see below). This provides background heating.

It is the resident's responsibility to clean the fan coil unit filter on a regular basis. This can be accessed through the access panels situated in the walls within the apartment and should be cleaned using a vacuum nozzle. It is imperative that this filter is cleaned regularly, at least on a quarterly basis, to ensure



4.1

the smooth running of the unit and to ensure that the life span of the unit is not jeopardised. Regular and correct maintenance of the unit is important to ensure the one year warranty is valid. It is recommended that a heating engineer carries out regular checks.

(i) Adjustable controls

There are two types of control device that need to be set and reset according to personal preference and/or time of year:

(a) Timer

The timer is located within the electrical distribution board and gives ON and OFF times for the heating and/or cooling. The timer can be set to either one or two periods per day for each day of the week. A typical setting may be:

Example:

	Heating/Cooling On	Heating/Cooling Off
Mon - Fri	06:00	08:30
	17:00	23:00
Sat - Sun	06:00	23:00

An override facility for on/off is also provided.

(b) Baxi wall mounted temperature and fan speed controllers

The 'Baxi air control unit' controls the heating and cooling levels in the apartments. All apartments have one unit located in the living area, and apartments with 2 or more bedrooms have a second unit located in the master bedroom. The living and sleeping areas can be set to different conditions if the apartment has two control units. If required, the secondary control unit can be relocated to another bedroom where alternative cabling is installed. A qualified electrician should be contacted to carry out the disconnection and the reconnection of this controller at the resident's own cost.

(ii) Operation of the adjustable controls

1. Set the timer to suit your requirements.
2. Slide the controller switch on the 'Baxi air control unit' to the ON position. The fan coil unit will circulate air when ON, even if it is not heating or cooling.
3. Set the speed on the controller. Low and medium speeds should be used to maintain a constant temperature throughout the year. The medium speed is the normal speed; low speed can be used at night or when a particularly quiet operation is required. High speed provides a boost facility when



4.1

required, for example when entering the apartment on a particularly hot or cold day. When the unit is set to high speed, the noise created is audible.

4. Set the temperature control dial. When it is in a vertical control position the temperature is maintained at 20 - 21°C.

The system will now operate automatically. If the temperature requires adjustment the control dial should be turned to the left for a decrease in temperature and to the right for an increase in temperature. The skirting heating maintains a temperature of around 20°C.

- **Electrical Installation**

All the cable and wiring within the apartments are of the low smoke/low fume 'twin and earth type', and installed and tested to UK practice (BS 7671). A qualified electrician should undertake any modifications or remedial works to the electrical installation. Electrical circuits within the apartment are protected by suitably rated miniature circuit breakers. Should a circuit breaker trip, and the reason for this is not immediately identifiable, it is advisable that a qualified electrician is contacted to identify and rectify the problem.

- **Towel Rail**

The towel rail is electrically heated and can be switched on and off by the fused switch spur located either inside the wall cupboard or the vanity unit in the bathroom. Please note that the towel rails are not designed for use as handrails.

- **Warmed Floors**

The floors in the master bathrooms are warmed by electrical tape that is embedded within the bathroom floor. This can be controlled or isolated by the integral thermostat and switch mounted at low level either next to the WC or adjacent to the bathroom entrance.

- **Video Entry Phone System**

The intercom panel mounted on the wall in the hall of the apartments allows both viewing and conversing with the caller prior to allowing them access to the building. The integral sounder will alert their presence. The button marked with a key unlocks the main door to the building allowing visitor entry. Each apartment has a doorbell provided with the added security of a 'spyhole' in the front door. In the interest of security the visitor must be visually identified prior to allowing them access into the building.



4.1

• Terrestrial, Satellite, Cable and Digital Television

All apartments are served with terrestrial television aerial sockets, situated in the living room and all bedrooms. The aerial sockets are fully connected so can be plugged into and used immediately. Please ensure a valid television license is in place. Television licenses are available from post offices.

Wiring for satellite, cable and digital television is in place for all apartments, with outlets situated next to all terrestrial aerial sockets in the living room and bedrooms.

A 'patch panel' has been installed within the hall cupboard to allow outlets to be served in a number of ways. It is possible to change the nature of the outlet from for example, a terrestrial television to a telephone socket by switching the patch panel and changing the connection points at the other end. Should changes be required within this panel then a telecom technician should be contacted.

We recommend that HMA who installed all necessary wiring for the television systems are contacted for details of packages and subscriptions available for the non terrestrial television. HMA installed all necessary wiring for the television systems.

Please contact Carmel Doherty on: 020 7689 5868 or e-mail: carmel.doherty@hma.co.uk

• Telephone

Each apartment has two sets of two incoming lines. The wiring is present throughout the flat for a variety of different telecom set ups including an internal telephone system. The 'patch panel' installed within the hall cupboard allows the outlets to be served in a number of ways as stated above.

CREM has arranged with British Telecom (BT) that a specific BT representative is available for all residents at Canary Riverside. Instead of dialling the general 150 number, please contact Mrs Sam Morris of the Authorised Representative Department on: 020 7555 9238

Available Mon to Fri: 9.00am - 5.00pm Sat: 9.00am - 1.00pm

• Lighting

There are 13 amp power points in all rooms and a switched 5 amp circuit in the living rooms and bedrooms for low level lighting.

All living rooms have dimmer switches.

Switched and concealed halogen architectural lighting fittings are provided in the entrance halls, kitchens, bathrooms and most bedroom lobbies.



4.1

Maintenance of Safety Equipment

- **Smoke Detector Alarms**

Smoke detectors, complete with integral sounders, have been installed in the apartments both within the ceiling voids and on the master bedroom and hall ceilings. These are mains powered and have battery backup. If the battery is not charged or charging, an intermittent bleep will indicate this to you. In this case the battery should be replaced, however the alarm will continue to function normally. It is important to replace the battery in case of power failure whereupon the alarm relies on battery power.

- **Protected Escape Route**

The apartment halls have half hour fire rated walls and ceilings to protect the route from the door of a habitable room to the apartment entrance door. The fire rated doors must be kept shut by means of the concealed 'chain' door-closers provided which, for safety, must not be removed.

The internal apartment doors and the apartment lobby are all fire rated. To ensure the apartment fire protection they should not be removed.

- **Apartments Entrance Fire Door and Protected Lift Lobby**

The fire rated apartment entrance doors protect the apartments and the route from the apartment entrance doors to the common stairs door through the lobby. They have concealed overhead door-closers and smoke seals. These should not be removed as they form part of the fire protection to the building.

All doors off the lift lobby, including refuse chute room doors, form part of the fire protection for the building and as such should not be left open.

- **Kitchen Appliances**

All kitchen appliances are supplied by Snaidero.

- **Plumbing**

Generally there are isolating valves to each bathroom/WC located within the ceiling void above the door to the bathroom/WC. These should be used when it is intended to amend any of the plumbing within the bathroom/WC. In an emergency always use the valves located at the front door position. See Part 5.

Some apartments contain wall mounted access panels used to access rodding eyes of communal discharge pipes. JSSPinnacle or persons authorised by them will only access the pipes in the event of a blockage in the pipes and access will always be by prior arrangement.



4.2 Maintenance and Installation of Internal Fixtures and Fittings

Information on maintaining the apartments and the installation of fixtures and fittings is detailed below.

Hanging Fixtures from Walls, Ceilings and Facing Brickwork

- Hanging Fixtures from Walls

The apartment walls are drylined consisting of dense plasterboard on a steel stud frame. This means that care has to be taken when attaching items to apartment walls. The information given below should be consulted and used when attaching items to walls to avoid damaging the drylining. It is recommended that this information be passed onto any contractor who might be carrying out works involving the walls.

Drywall anchors should be used to fix lightweight items onto party walls. These will secure fittings up to a maximum load of 20Kg. For items heavier than 20Kg it is imperative that expert advice is sought for further information to avoid damaging the interior of the apartments. In the case of internal walls, made entirely of 12.5mm drylining and without any brickwork, the load limit is less than 20Kg.

Please see table below for more information on fixing light loads to both the internal walls and plasterboard lined brick walls.

The information below shows the different types of fixings that should be used when different items are fixed onto the walls.

Light fixtures e.g. small pictures	Steel pin and hook
Medium to light fixtures e.g. wall mirrors	Molly nut cavity fixing, Diamond drywall anchor
Medium fixtures e.g. floor cupboards & light fittings	Fischer NA 8 x 40 rivet anchor (single boarded), Fischer NA 10 x 55 rivet anchor (double boarded), Fischer fixing type FU, Fischer fixing type HM, Rawlnut 5250 (single boarded), Rawlnut 5380 (double boarded), Molly nut cavity fixing, Diamond drywall anchor

The hanging of heavier items onto the walls is not recommended. If it is absolutely necessary, expert advice must be sought.



4.2

- **Hanging Fixtures from Internal Ceilings**

It is not recommended to hang fixtures from the ceiling finish. The ceilings are fire rated to 30 minutes in the halls. Puncturing the ceiling in the halls invalidates the fire rating. The area between the ceiling finish and the concrete slab above is highly serviced, again making puncturing the ceiling highly inadvisable in the halls. For the living rooms and bedrooms please follow the information below.

The concrete slab is 90mm above the ceiling finish in the living rooms and bedrooms and the slab is a minimum of 275mm thick hence fixings can be made into the underside of the concrete slab. The area for the fixing must first be tested with a pilot hole through the plasterboard to check for services above. It is recommended that fixtures are not hung from the ceiling in any other areas of the apartments due to these areas being highly serviced. The ceiling finish in these areas is also substantially lower than the concrete slab above.

Hanging fixtures from external balcony ceilings is not allowed as puncturing the external finish will allow air and moisture into the building fabric.

- **Hanging Fixtures from Balcony Walls**

Care should be taken when hanging fixtures to external walls facing onto balconies. Fixings to take the weight of, for example, hanging baskets, flowerpots and wall sculptures should be of the resin fixing type. This involves securing the fixing into a carefully drilled hole with resin cement. The expanding fixing type, whereby a fixing is made into a carefully drilled hole and secured by expansion when screwed in, should not be used. This is due to the facing bricks having hollow cavities that will collapse under the loads applied by expanding fixings.

Front Doors

The pre-finished oak veneered doors can be conditioned by the use of wax furniture polish.

Carpets

Carpets are a high quality wool mix pile (80% wool) carpet, laid onto an underlay. Carpet care is as for any other carpet including regular vacuum cleaning, minimising soiling with mats, avoiding dirty shoes and ensuring the rapid removal of spills in order to maximise the life of the wool pile carpets.



4.2

Oak Plank Flooring

The Larodan parquet flooring has a hardwearing finish, designed to wear over time. The frequency of refinishing depends on the use and treatment of the floor.

In order to maintain the floor and ensure its lifespan the following guidelines are provided:

- A temperature of between 60°F and 75°F or 15°C to 24°C must be maintained.
- The Humidity level must be kept within 45% to 65%.
- Where practical, rooms with a wooden floor should have a window open for a short period every day.
- As a natural product, new wood flooring can take up to twelve months to settle into its surroundings. As the seasons change, the boards will react by expanding and contracting slightly; the fitter will have taken this into account.

If the precautionary measures detailed above are observed any extremes of movements will be avoided and thus will ensure that your floor performs correctly.

The following instructions are intended as a guide to assist in the care of, and to prolong the life of, your hardwood floor.

- A good quality entrance mat is recommended both inside and out, to reduce the amount of grit, dirt and water that can be walked onto the floor. Cleaning products containing an abrasive or ammonia should not be used. Regular sweeping, vacuum cleaning and wiping the floor with a damp cloth or mop, with as little moisture as possible, should minimise the wear of the floor. Floors should be buffed with a dry cloth. Spillages should be mopped up immediately.
- If after a period of time the surface becomes dull, a proprietary wood floor polish should be used occasionally. This will assist in the cleaning and leave a protective film on the surface, however polish must be applied sparingly as too many coats can make the floor slippery. The flooring contractors recommend the use of products from the 'Eukula' range, which have a non-slip finish.
- It is advisable to use adhesive felt pads under chair and table legs.

When re-finishing is necessary, a hardwood-flooring specialist should be employed to sand the old finish. Water-based odourless varnishes are recommended.



4.2

Dents and deep scratches can result from dropping or dragging objects.

Individual boards can be removed and replaced by your hardwood-flooring specialist, however this is not advised as the original floor finish is generally never regained once boards are replaced due to the natural properties of the wood and the nature of the fitting.

- Stain Removal

STAINS CAUSED BY:	SHOULD BE REMOVED IMMEDIATELY WITH:
Fruit, Berries, Milk, Cream, Soft Drinks, Beer, Wine, Tea and Coffee	Water & Eukula Cleaner
Chocolate, Shoe polish, Scuffmarks. Oil, Tar and Asphalt	White Spirit
Urine	Methylated Spirits
Blood	Cold Water

Balcony

- The balcony is constructed from Iroko plank flooring and requires no finish. Cigarette ends and hot embers should be avoided.
- The balustrade is Iroko wood requiring no finish, with stainless steel and clear toughened glazing.
- Both the balustrade and the balcony are designed to weather and hence the wood will change colour over time. Any change in colour is natural and is therefore not covered under any warranty.
- Unfixed items (e.g. lightweight furniture, flower baskets etc.) should not be left out on balconies. There is a danger that these could be blown off in a storm causing danger to those below.

Glazing

External windows are glazed with sealed double glazed units and for safety the inner pane of the double glazed unit is toughened glass. In the event that a double glazed unit has to be replaced, arrangements should be made with the estate management office for use of the cradle if required. The cradles must only be operated by trained operatives. Any cost incurred from the use of the cradle will be passed onto the appropriate resident.

Trickle ventilators are provided in the window frames giving background natural ventilation to satisfy the requirements of the building regulations. 'Weep' holes occur at certain locations in the window frames allowing any trapped moisture to drain to the outside. Trickle ventilators and weep holes should not be blocked.



4.2

'Restrictor stays' have been fitted for safety to all external casement windows to restrict opening. It is advisable not to remove, disable or otherwise interfere with these and to ensure that they are always in working order.

Shower

The showers provided have adequate pressure, however they are not power showers. If a shower is upgraded to a power shower, the shower tray must also be upgraded, as the increased flow rate would exceed the capacity of the shower tray. A shower tray with a threshold of approx. 75mm should be adequate to contain the additional flow. In addition the door should be amended to suit, and in order to avoid run-off of water from the shower compartment door over the threshold, a seal should be added at the bottom of the door.

Marble Walls and Floors

Bathroom walls and floors are fully tiled in marble. The marble should be maintained with periodic washing with clean tap water. Soapless cleaners are preferred because they minimise streaking and filming; however, mild phosphate-free, biodegradable liquid dish-soaps, soapflakes or powders that contain no aromatics are acceptable if rinsing is thorough. Floors should be dried with a soft cloth or cotton-flannel.

Acid and heavy duty cleaning agents should not be used on these floors, as polished marble is highly sensitive to acidic cleaning solutions. Rough edged sponges should not be used unless absolutely necessary as they will scratch the surface of the tiles. Grout can be replaced if due to dirt it becomes dark over time. If this becomes necessary a reputable marble company should be used to carry out the replacement of grout.

Spills of any type should immediately be removed and water-rinsed.

Bleach should not be used on any dark stone as it may lighten the appearance.

Granite Surfaces

The kitchen surfaces are a solid black Impala granite. They should be washed regularly with water and soapless detergent, and occasionally wax polished. Care should be as for marble.



4.3 National House Building Council (NHBC)

The NHBC was established over 60 years ago as the independent regulator and standard setting body for the UK house-building industry. It comprises representatives of the organisations interested in improving the standard of house building including mortgage lenders, professional bodies, consumer groups, house builders and others.

NHBC is a non profit organisation whose mission is to help the house building industry to construct better quality new homes which meet the reasonable expectations of home owners.

The NHBC has been involved with the construction of Canary Riverside, carrying out regular inspections to ensure that all is built according to NHBC guidelines.

The NHBC also covers purchasers against:

- In the first two years following practical completion of the apartment, any physical damage to the home caused by a defect, which results from the builder failing to construct in accordance with NHBC's Standards.
- For the following eight years, the NHBC covers purchasers against the cost of putting right:
 - Major damage caused by defect in the load bearing structure of the home, or by subsidence, settlement or heave affecting the structure.
 - Damage caused by a defect to roof tiles and slates, external wall rendering and tile hanging, floor decking and screeds.
 - Defects in below-ground drainage system.
 - Defective chimneys and flues causing a danger to the health and safety of occupants.



5.1 Emergency Procedures and Equipment

Information is given below regarding procedures and equipment in case of emergencies. Maintenance information regarding emergency equipment is given in Part 4.1.

Fire Safety

- Escape routes are clearly signed throughout the common parts with direction indicators and emergency lighting operating automatically if the main power fails.
- Self-closing fire doors are installed in the common areas wherever necessary.
- Fire doors must not be obstructed or wedged open at any time.
- Alarm call points are located in the escape stair exit.

Fires within Apartments

- Mains operated smoke detectors with battery back up have been installed in appropriate locations within the flat. Smoke detectors are not connected to the main alarm system.
- In the event that the smoke detectors are triggered, the integral sounder will activate within the apartment.
- If the fire is out of control it is advisable to evacuate the apartment via the emergency stairway and activate the alarm call point located at the escape stair exit. Direction indicators show the escape route.
- Never use the lift for evacuating the building. It is important that all residents familiarise themselves with the escape routes from their apartment as soon as they move into Canary Riverside.
- To minimise the spread of the fire, ensure all doors are closed behind as the building is exited.
- When activated, the alarm call point goes through to the security office and necessary action is taken.
- On exiting the building, contact the doorman, or the security office giving details of the location of the fire. Only re-enter the building when authorised to do so.
- The Fire Brigade will assess the situation and issue instructions as necessary.

Fires in Communal and Estate Areas

- In the event of a fire in the communal areas, fire doors situated within the lift lobbies will activate on every floor in order to contain the fire and provide protection. If a fire door activates within your lift lobby it is advisable to remain inside the apartment until the fire brigade has arrived to evacuate if necessary. Apartments have been designed with adequate fire rating should this eventuality arise.



5.1

Fire Evacuation Meeting Point

- The final exit for fire escape is the garden level, however there is one escape staircase in Belgrave Court that exits to the North Walk.
- Upon exiting the building proceed to a safe area within the gardens and wait for further instructions from the Fire Brigade or estate staff.

Fire Phones

Fire phones are for the sole use of the Fire Brigade. They are situated on floors next to every fire escape in the lift lobby areas and simply provide a means of communication between floors. The fire phones are not linked to any internal or external telephone system and cannot be used for contacting the Fire Brigade in emergencies.

In the event of fire, the Fire Brigade is in charge of evacuating the building.

The Fire Precaution System has been designed by the Architects, Fire Officers and the District Surveyor to provide the most effective system for life safety and property protection in Canary Riverside. The system also minimises, as far as possible, the chance of false alarms.

Bomb Safety

- To avoid a bomb scare, packaging, bags etc should not be left in common areas.
- If a suspicious package is seen, your doorman or the security office should be contacted immediately. Do not attempt to move the package.
- Security will co-ordinate the initial checks and if necessary notify the relevant authorities to ensure that the matter is dealt with.
- If it is necessary to evacuate the building, the police or estate staff will direct you to the chosen meeting point.

Flood

- In the case of a major leak within the apartment the main isolating valves (stopcocks) should be closed.
- The stopcocks are located above the front door on the communal landings side (to enable the apartment to be isolated in a resident's absence). Each water service is clearly identified.
- Valves are closed when the appropriate handle is at 90 degrees to the pipe.



5.1

Power Failure

- The estate has duplicated high voltage electrical supplies that provides back up for the life-saving equipment. Lift lobbies, identified escape routes and staircases are lit by emergency lighting with integral batteries rated for a period of 3 hours on power failure.
- There are no emergency lights installed within the apartments.
- The main telephone system has battery back up.

Gas Leak

- The isolating valve to the apartment is positioned either inside the kitchen unit or in an adjacent cupboard.
- If a gas leak is suspected: shut isolating valve, open windows, turn off main circuit breaker on the electrical distribution board (hall cupboard) and evacuate the apartment. Do not trigger any other electrical switches. Contact the doorman or security staff immediately.

Lift Failure

- If a lift fails whilst inside, the lift intercom situated inside the lift should be used. This connects to the security office, manned 24 hours a day, who will assist. In times of emergency there is an audible alarm provided.
- If a lift is out of order, the doorman should be contacted, or if out of hours the security office should be contacted. In either case, lift maintenance will be called.



Canary Riverside Map

- Residential Apartments Entrance
- Restaurant Entrances
- Hotel and Serviced Apartment Entrances
- Health Club and Restaurant Entrance
- Retail Unit Entrance
- ⊙ Estate Management Office
- Garden Path

