

# Chobham Manor Resident Manual

## For Affordable Home Tenants

February 2021

[chobhamlife.co.uk](http://chobhamlife.co.uk)



**L&Q**

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You can download a digital version of this document [here](#).

# Dear Chobham Manor Residents,

This resident guide has been designed to ensure all residents know about every aspect of living on Chobham Manor, how to access and use facilities/services, so that they may enjoy it to its full capacity.

In this residents guide you will find all you need to know regarding how we, L&Q, will manage, how we intend to look after the development, and how we can help to build with you a sustainable community where everyone lives well together.

All residents pay towards the upkeep of Chobham Manor and for that very reason it is imperative that we work together to look after it.

Chobham Manor is the first of the Queen Elizabeth Olympic Park Neighbourhoods and sits a stone's throw away from the Velodrome.

In 2012, Taylor Wimpey, in conjunction with L&Q, won the bid to build the first of the Queen Elizabeth Olympic Park neighbourhoods. Permission was granted by the Park authorities: LLDC (London Legacy Development Corporation) to build Chobham Manor, a mixed tenure development comprised of private and affordable homes as well as commercial units. The vision was to create and maintain a vibrant family community in a green, urban and connected environment. The joint venture company: Taylor Wimpey and L&Q, known as the Chobham Manor LLP, are the landlords and developers of Chobham Manor and they appointed L&Q to manage the development.

Please note, although L&Q have taken care over what is mentioned within this resident guide it has not attempted to give exhaustive statements of law or any opinions on specific legal issues or on any matter dealt with in the resident's guide. This pack does not provide nor offer legal or other professional advice, nor should it be treated as doing so. You should not rely on this resident's manual as legal advice. L&Q do not accept liability for any person who does seek to rely on information given in this pack as legal or other advice. This resident's manual does not take precedence over, limit or waive in any way or form the terms of any long lease, or other legal agreement relating in any way to Chobham Manor. The content of this resident's manual is supplied as correct and up to date at the time of publication, but some of the information may be subject to change which in turn will be reflected on our dedicated Chobham Manor website – [chobhamlife.co.uk](http://chobhamlife.co.uk)

# Welcome to your new home



If you call us from a mobile phone, you may find it cheaper  
Call: 0300 456 9998



Alternatively, log your issue on  
The L&Q website  
[lqgroup.org.uk](http://lqgroup.org.uk)



Contact your dedicated Property Manager  
Monday – Friday, 9am – 5pm

*Up to date information of your Property Manager can be found  
within your communal noticeboard or on [chobhamlife.co.uk](http://chobhamlife.co.uk)*

Dear Customer,

At L&Q we take pride in managing the Chobham Manor development and we can be proud of and are delighted to continue to manage the development.

The information contained within this manual is intended to help you to make the most of your new home.

Please take the time to familiarise yourself with the contents of this resident's manual. It contains a lot of helpful and useful information which will enhance your enjoyment of your new home and the surrounding areas.

For detailed guidance on operating equipment (such as heating controls) refer to operating instructions of this manual.

# Frequently Asked Questions

- ***How do I get a breakdown of my service charges?***

You can request this by contacting [scharges@lqgroup.org.uk](mailto:scharges@lqgroup.org.uk)

- ***Can I rent a parking space?***

Unfortunately, you won't be able to rent a parking space from L&Q. Chobham Manor consists of all private parking bays and loading bays. We would advise reaching out to your community to see whether someone is renting their privately-owned bay. Should you find one, L&Q will not be involved in the process. However, please inform PCM.

- ***Can I get a parking permit to park on Chobham Manor, including a temporary permit?***

You will receive a permit from PCM if you have been allocated a parking space with your property. Temporary permits can be obtained by contacting your Property Managers at [ChobhamManor1@lqgroup.org.uk](mailto:ChobhamManor1@lqgroup.org.uk)

- ***What does 'Park Charge' refer to on my service charge statement?***

This is a charge payable to the London Legacy Development Corporation. It refers to the charge everyone on Chobham Manor pays towards the cost of maintaining the Queen Elizabeth Park. For a breakdown of what it includes, please visit the [chobhamlife.co.uk](http://chobhamlife.co.uk).

- ***What happens if I lose my letterbox key?***

Please contact L&Q directly on 0300 456 9998

- ***How do I replace my front door keys?***

Please contact L&Q directly on 0300 456 9998

- ***How do I order a new key fob?***

Contact your Property Manager who will order this for you. Please read fob section for more details before contacting.

- ***Who is my Property Manager?***

Contact [ChobhamManor1@lqgroup.org.uk](mailto:ChobhamManor1@lqgroup.org.uk), if you live within a block, please visit the noticeboard, else head over to [chobhamlife.co.uk](http://chobhamlife.co.uk) for the most up to date information.

- ***How do I challenge a parking ticket I have received on Chobham Manor?***

You will need to do this directly with PCM who issued the ticket. You can contact them on 0300 777 999 or [appealPCN@pcm.co.uk](mailto:appealPCN@pcm.co.uk).

- ***Who do I report crime to I have witnessed, on Chobham Manor?***

You will need to contact the police directly, by calling 101 or 999. We advise that you also inform your Property Management Team of the details and crime reference number.

- ***Who do I report nuisance and anti-social behaviour to?***

First you must report it to the local authorities – Newham Council Environmental Noise Team. We advise informing your Property Management Team also.

- ***Where can I find my building insurance documents?***

You will need to request this via the L&Q insurance team [Insurance@lqgroup.org.uk](mailto:Insurance@lqgroup.org.uk)

- ***How do I report an emergency repair?***

You can do this by calling 0300 456 9996 our out of hours emergency number.

- ***What if I notice my smoke vent (within my block), flashing amber?***

You must report this to your Property Manager. If they are not available, please contact 0300 456 9996.

- ***How do I know the status of repairs within my block/area?***

If you live within a block, you can scan the barcode on your noticeboard or contact your Property Manager who can email this.

- ***How do I provide feedback on services I have received by L&Q?***

You can email [ChobhamManor1@lqgroup.org.uk](mailto:ChobhamManor1@lqgroup.org.uk). There is also a quarterly survey which is sent out.

- ***I live in a block, where do I store my bike?***

There are cycle stores on the ground floor area of your block, some may be situated outside. If you are unsure, please contact your estate Management Team at [ChobhamManor1@lqgroup.org.uk](mailto:ChobhamManor1@lqgroup.org.uk)

- ***Can I get access to CCTV footage?***

No, unless a request is made by the police to investigate a crime. This will then be provided to them by your Property Manager.

- ***What if I notice doors/car park gates not working correctly?***

Please report this by calling 0300 456 9996 or contact your Property Manager. More information about vehicle gates can be found below in the repairs section. Under no circumstances should you attempt to tamper with the gates as you may cause further complications.

- ***Who collects my rubbish?***

Newham Council (please refer to the waste collection page on Newham Council's website)

- ***What if my wheelie bin is lost/stolen?***

You can request a new one via [www.newham.gov.uk](http://www.newham.gov.uk). Please note, the first replacement is free, thereafter it is chargeable.

- ***How do I dispose of my bulky household items?***

This service can be requested via Newham Council. Fees and procedures are subject to change. Under no circumstances should you dump your bulk waste items in the bin stores, until the day of removal by Newham Council.

- ***How do I dispose of any clinical waste?***

You will need to have yellow clinical waste bags which can be provided by Newham Council. You will also need to arrange regular collections with them. A clinical waste bin will be located in the bin store. Please ensure these are properly secured after disposal of waste.

- ***Can I have a pet?***

You will need to request permission if you live in a block. Please contact your Property Manager via [chobhammanor1@lqgroup.org.uk](mailto:chobhammanor1@lqgroup.org.uk). Please check your tenancy agreement for more details. If you live within a building, you will not be able to house a dog of any sort. This is a direct breach of your tenancy agreement.

- ***How to I become a member of the Chobham Manor Resident's Association?***

You can contact the Resident's Association directly via email [residents@cm20.com](mailto:residents@cm20.com).

- ***Is there a website where I can find information about Chobham Manor?***

Yes, please visit [chobhamlife.co.uk](http://chobhamlife.co.uk)

## L&Q

L&Q is one of the partners behind the Chobham Manor LLP. We're a charitable housing association, and a major residential and mixed-use developer.

We believe passionately that people's health, security and happiness depend on where they live. We create better places to live by delivering high quality homes, neighbourhoods and housing services.

At Chobham Manor, we manage shared ownership and other affordable homes for our residents. We also act as the management company for the whole estate. This is a fantastic, vibrant place to live, and it's our mission to maintain that for you.

We do this in several ways. We employ a Property Manager, based on site, who oversees the whole development. If you have any questions or feedback, you can contact them at [ChobhamManor1@lqgroup.org.uk](mailto:ChobhamManor1@lqgroup.org.uk). We also provide a caretaking service, to ensure that all the communal areas and grounds are maintained.

If you want to find out more about what's going on at Chobham Manor, including our team, please visit the following link [chobhamlife.co.uk](http://chobhamlife.co.uk)

# L&Q Estate Services for Residents

L&Q Estate Services are committed to delivering a high standard of service to ensure the development is maintained for the residents of Chobham Manor.

You can provide feedback on the services provided by emailing [ChobhamManor1@lqgroup.org.uk](mailto:ChobhamManor1@lqgroup.org.uk)

## Caretaking Services

Your block has an allocated caretaker who will be carrying out a variation of tasks within the communal areas to ensure the standard of living is kept to that which is expected.

Below are some of the services the caretaking team carry out at least once a week but not limited to:

- Vacuuming of internal communal areas
- Cleaning of handrails, glass and door handles
- Removing marks from walls
- Sweep and mop all lobby hard surface areas and walkways
- Cleaning of all bin areas (caretakers do not clean the actual bins)
- Re-arranging excess recycle waste
- Carrying out minor repairs where identified. (minor repairs reference can be found in the glossary of terms)
- Grounds Maintenance (see page 9 for more details)

More information on these services can be found at [www.chobhamlife.co.uk/estate-management](http://www.chobhamlife.co.uk/estate-management) or on the noticeboard.

Caretaking supervisor, Property Manager and caretakers work collaboratively to ensure the development is of a high standard.

## Building assessments

In conjunction with the cleaning, the caretakers will also be thoroughly checking for faults, security risks and/or health and safety risks by checking the following assets. Caretakers are also vigilant in reporting complex/severe issues to management to action.

- Front entrance door is locking and unlocking as intended
- Emergency push plates are not activated (more information can be found in FAQ section)

- Door handles secure and not broken
- Stair treads have not become loose
- Handrails are firmly attached to the frame
- Cleaning external tank rooms and bike stores

The Management Team will then assess the severity and take the necessary actions. For example, if there was a leak, this would be considered an emergency and attendance of a capable contractor will be within 4 hours of reporting the issue.

## Caretaker Minor Repairs

Caretakers have an array of equipment to allow them to carry out day to day repairs where identified. Below are some of the repairs you can expect them to complete (subject to approval by supervisor in line with health and safety).

- Light fittings
- Light casing
- Loose stair tread
- Door closure adjustments
- Tightening of screws on doors
- Filling in holes in walls using recommended filler
- Replacement of broken door stops

## Grounds Maintenance

The development is a large and therefore needs detailed and consistent daily maintenance. The caretaking team carry out the following tasks:

- Litter picking
- Weed spraying
- Pet foul disposal
- Estate bin bag replenishment
- Cleaning of playground areas
- Leaf blowing

- Prune shrubs and trim hedges
- Maintenance of Chobham Manor floral and greenery

A full list of their daily and seasonal tasks can be found at [chobhamlife.co.uk](http://chobhamlife.co.uk)

## On-site Property Managers

Site Office Address: 3 Peloton Avenue, Chobham Manor E20 1HB

Chobham Manor is housed with an on-site management office (address stated above) and 2 Property Managers whose main aim is to maintain the integrity of the development by building a relationship with all residents and ensuring swift actions are undertaken at all times. Your Property Managers are there to help and carry out the following array of tasks to reinforce assurances in health and safety and security for the residents of Chobham Manor.

## Inspections

Your Property Managers carry out monthly inspections and as the Management Team is on-site, they also regularly visit all areas of the development at least once a day. Their checks consist of the following array of tasks, which are logged and actioned with your health and safety in mind and ensuring it is cost efficient:

- Assessing each block internally / externally (cleaning, noticeboards, lift, lights, doors, windows, walls)
- Assessing the entire development (internally and perimeters – paving slabs, streetlights, hedges, seating areas)
- Ensuring parking bays are not being abused (PCM are the contracted company to monitor and police the parking bays across Chobham Manor)

## Health and Safety and Fire Risk actions

Your Property Managers, whilst on their inspections will be recording any health and safety risks and actioning them with urgency, as well as fire risk actions which have been cascaded down to the Management Team from L&Q's fire risk team as mandatory. The fire risk team carry out ad-hoc inspections of all buildings. The above consists of checking the following:

- Front entrance door is opening / closing as without any issues
- Fire communal doors are not damaged and locking
- All riser cupboards are completely clear
- Automatic smoke vents are opening / closing by testing on a weekly basis
- Communal area is clear of items which may obstruct exiting entering the building
- General trip / slip hazards such as protruding carpet, loose stair treads
- Lift is operating correctly and functioning on all floors
- Emergency lights are working
- Relevant and up to date fire evacuation signage is erected in appropriate places.

## Raising repairs

Your Property Managers are responsible for logging, reporting and following through all repairs; be it daily repairs or more complex repairs such as mechanical faults. Please ensure, if you are raising a repair through L&Q customer service, you are as descriptive as you can be. However, we ask to contact your Property Managers on the first instance. They have ample knowledge of the development and can, often times assist immediately. See types of repairs listed below:

- Fire or anti-social behaviour should be immediately called through to 999
- Emergency repair (gas, electric, door not locking / opening, lift not working) will be completed in 24 hours
- General repairs (non-emergency – no risk to life or evacuation) to be carried out in 20 working days. However, the department responsible for the repair will do its best to allocate the earliest time slot.
- Should your property be in warranty with Taylor Wimpey (TW), you can speak with your Property Managers (L&Q)

## Action Plans – Scan and view the actions of your block

Your Property Managers have erected, on each noticeboard, an action plan. You must scan the QR code with your phone camera (iPhone users can use their factory installed camera; Android users should download a compatible app). After doing so, you will be redirected to the action plan for this block. The

action plan allows residents to see when, who, how and the progress of a repair to your block. It is our way to ensure your questions are answered without you having to wait for an email response. For more information on how to use it, contact your Property Managers (see useful contacts). Please note, the actions plan implemented in the buildings and their noticeboards are subject to change. The initial action plan implementation was a pilot and will be reviewed.

## Keeping residents updated

Your Property Managers believe in transparency and creating a sense of reassurance that residents of Chobham Manor are not alone. Some of the items we will keep you updated about are as follows, but not limited to:

- Text messages with the most up-to-date information on but not limited to (if you don't receive any text messages, please let your Management Team know)
  - Repairs (as seen in section repairs) – Keeping residents abreast of the progress
  - Road closures
  - Maintenance of lifts and automatic smoke vents
  - Events
  - Changes to times on services i.e. Newham bin collection (normally Tuesday)
  - Chobham Life website (a place where all things Chobham Manor are posted) – If you want to stay informed via the website please head over to [chobhamlife.co.uk](http://chobhamlife.co.uk) and register with your email address.
- Website posts on [chobhamlife.co.uk](http://chobhamlife.co.uk). We will normally send you a text message redirecting you to the website via a hyperlink where more information has been appended. The website post will contain more information on the topic. The website also contains a through compilation of information in relation to various aspects of Chobham Manor such as the team, estate services and more.
- Quarterly surveys for residents are sent out via a website post (displayed as a pop-up) and an SMS with the link to the survey itself. The survey will ask specific questions, open and closed to allow residents to feedback on services they believe were unrivalled or could be improved. Feedback provided is always actioned.
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## L&Q's partnership with other stakeholders

Chobham Manor was built with L&Q, London Legacy Development Corporation (LLDC) and Taylor Wimpey (TW) as primary stakeholders. L&Q work very closely with both stakeholders to ensure any possible service you may require can be executed in the swiftest of manner, and if not, you will receive a comprehensive response from one of the stakeholders. Find out more about your stakeholders on page 20.

## Making Payments / Queries

When making payments to L&Q, be it service charges or rent, it is recommended to set up a direct debit by calling 0300 456 9998 or visiting [www.lqgroup.org.uk](http://www.lqgroup.org.uk). If you have any queries about your rent please also call 0300 456 9998 or email [CustomerServices@lqgroup.org.uk](mailto:CustomerServices@lqgroup.org.uk). Service charge enquiries, please contact the service charge team on [scharges@lqgroup.org.uk](mailto:scharges@lqgroup.org.uk)

## Enquiries about your tenancy agreement

Your agreement is a contract between you and L&Q. You must ensure you familiarise yourself with it. If you are unsure or have any questions regarding your agreement, please contact your Property Manager by emailing [ChobhamManor1@lqgroup.org.uk](mailto:ChobhamManor1@lqgroup.org.uk) or visiting the Management Office.

If you need to obtain your tenancy agreement, or If you are unclear of any covenants stipulated within your agreement, please contact your Management Team at [ChobhamManor1@lqgroup.org.uk](mailto:ChobhamManor1@lqgroup.org.uk)

## Starter Tenancy agreement

Lasts for a duration of 12 months and is in place to ensure you adhere to the terms and conditions of your tenancy which you have agreed to. The probationary period is a trial period and may be extended by up to six months. During this period, we may monitor your tenancy through agreed visits or office-based file reviews.

## Assured Tenancy Agreement

The second and final stage of your tenancy lifecycle. Before you are moved over to this tenancy agreement and sign, you will have a meeting with a tenancy officer who will go through any historic incidents or complaints in the last year, and how you generally feel you are settling in the development.

The assured tenancy has the same terms and conditions as the starter tenancy, however, holds more context into the specifics of your right and ours.

## Requesting additional documentation from the service charge team

Should you need to request service charge documentation, additional to your yearly estimates and finals, please contact [scharges@lqgroup.org.uk](mailto:scharges@lqgroup.org.uk).

## Living on Chobham Manor – Your obligations and responsibilities

We want to make you aware of some of the ways you can make your lives and your neighbours easier. Below you will find some information on things such as keys, fobs, advice, when your management are not in the office past 5pm and general advice.

### **Fobs (NACD)**

Please note: The Estate Management team on site will assess whether your request is valid by considering historic cases and incidents.

We will also take into account the current volume of fobs you possess at the time of your request, to make an informative decision when requesting extra fobs. We are as cautious with supplying fobs as possible, as unaccounted fobs can lead to a security risk for your blocks and the development itself.

Below is some of the reasons as to why you may need to request additional / replacement fobs:

- Lost / misplaced your fob
- Fob has stopped working
- Fob is physically damaged
- Extra fob(s) for services such as property cleaning, nurses / carers and more

### **Bike store keys**

Bike store keys are supplied at a maximum volume of 2 per household. There is no negotiation in relation to this. Children under the age of 16 cannot possess a key for security reasons. When using the bike store, you must ensure of the following:

- Close and lock the door after each use with your key (see sign on bike store doors)
- You lock your bike securely to the metal frames
- You do not leave the bike store door open or unlocked
- Respect your neighbours' belongings

## Drying clothes

You are not permitted to dry your clothes on your balcony. Although it is tempting during warm weather, your internal properties have been designed to ensure your clothes will dry appropriately.

This is a breach of your tenancy agreement and where you are found to be doing so, it will be evidenced, and a first warning letter will be sent to you. Further breaches will lead to legal action as per your tenancy agreement.

Drying clothes on the balcony is a fire risk. Neighbours, or your residents smoking nearby can cause shards of ash to attach to the materials and set alight. Drying inside your property is a form of containment and ensures the development maintains its unique aesthetic, as well not being an eye sore to your neighbours who may be on looking onto your property.

### **Please ensure you do not:**

- Dry your clothes on a drying rack on your balcony.
- Drape your clothes over the balcony
- Do not erect a washing line

### **Please ensure you:**

- Keep your balconies clear of flammable items (see more on fire safety on page 11)
- Only store decking chairs, a table and or plants which are fireproof (check with your Property Manager for more details at [ChobhamManor1@lqgroup.org.uk](mailto:ChobhamManor1@lqgroup.org.uk))
- Read through your lease agreement in section 7.3.2 where it states the specifics regarding balconies.

## Anti-social behaviour

L&Q take anti-social behaviour very seriously. We consider the following to be anti-social behaviour but does not limit to. You must ensure that you or your visitors are not causing any of the below or are partaking within.

- Noise nuisance
- Criminal damage (to your property and communal areas)
- Harassment towards neighbours or members of staff (including contractors)
- Substance abuse
- Smoking is strictly prohibited in communal areas
- Any form of discrimination
- Loitering in communal areas or within the development
- Running a business from your property is strictly prohibited
- Breach of COVID guidelines e.g. gathering, parties

More information can be found by downloading the following document via <http://chobhamlife.co.uk/reporting-of-crime-and-asb/>

## **AirBnB – Short term rentals**

Due to planning arrangements, **subletting is strictly prohibited** at Chobham Manor for all affordable home tenants. This is also a direct breach of your tenancy agreement.

Any application to sublet made to L&Q will therefore be turned down. Any tenants found to be subletting may be subject to legal action being taken against them.

## **Fire safety**

The safety of our residents is the most important thing we care about on the development. Residents play a big part in ensuring we minimise all risks when it comes to fire risks.

There are lots of things you can do to help keep your home and building fire safe.

Here are our top tips for keeping safe:

- Allow access to our staff and contractors who need to service or maintain fire equipment, such as smoke detectors

- Do not keep any items in communal areas, we want you to be able to leave your building easily and for the emergency services to do their work without tripping over
- If you smoke, regardless where, make sure cigarettes are put right out and disposed of properly
- Never use a barbeque (BBQ) on a balcony
- Do not use your balcony for storage
- Do not block any vents in your home
- Tell us if you think your front door is damaged or is not closing properly
- If you live in a flat, make sure your front door has a self-closing device and that the door closes correctly
- Do not leave any open flames such as candles unattended
- Do not cover heaters and keep them well away from other items
- Keep all electrical appliances clean and in good working order
- Do not tamper with the electrical or gas supply to your home
- Make sure your family know what to do in the event of fire

Please visit <https://www.lqgroup.org.uk/building-and-fire-safety/how-to-keep-your-home-and-building-fire-safe> for more information

## Moving in / out of your home

When moving in or out of your home, it is imperative that we keep you, your loved ones and everyone else safe and make the task as seamless as possible. If you need a temporary day permit, you may contact the Estate Management team, who will be more than happy to assist.

We have listed down things you should not do when moving in / out. The list is not limited to:

- You must only use loading bays to unload / load your household items (permit required from estate Management Team)
- You must not use a private bay or an electric bay
- You must ensure your temporary PCM permit is displayed clearly on your dash. Virtual permits are also available. The Estate Management team will supply the most convenient.
- Do not load the lift with any items until you have requested lift protection to be installed. We advise informing the Estate Management team at [ChobhamManor1@lqgroup.org.uk](mailto:ChobhamManor1@lqgroup.org.uk) before your moving out date. Information stickers have been erected in all lifts to ensure everyone is aware.

# Visitors Parking

Should you have family and friends visiting Chobham Manor, visitor parking is available on Abercrombie Road (subject to terms and conditions and time restrictions). For more details please visit <http://chobhamlife.co.uk/visitor-parking-abercrombie-road-only/> . Visitors are not authorised to park on numbered bays. All numbers bays are privately owned by residents, so please respect your neighbours'. Should you need to use a loading bay due to the time restrictions on Abercrombie Road or a contractor is visiting your property, please contact the Property Management team via email at least 24 hours before to ensure that this can be set up and coordinated on the day.

# London Legacy Development Corporation (LLDC)

The LLDC (London Legacy Development Corporation) purpose is to use the once-in-a-lifetime opportunity of the London 2012 games and the creation of Queen Elizabeth Olympic Park to develop a dynamic new heart for east London, creating opportunities and growth in London and the UK.

One of the ways that the LLDC demonstrate this, is working alongside developers Taylor Wimpey and L&Q to deliver a world class and thriving community.

Chobham Manor is the first of the 5 neighbourhoods on the Park. LLDC witnessed the lifecycle of phase 1 and 2 consisting of intimate streets, a green and spacious surround area and one of which that contains a lot of history.

At the time of writing this, Phase 3 is currently going through its final stages of the build cycle – with one of its more iconic buildings being a community centre, a nursery and 16 apartments. The community centre will play a significant part in joining the community together.

A stone's throw away, phase 4 is currently within its first stages of development and Taylor Wimpey anticipate completion to be the early party of 2022. Consisting of beautifully built apartments and internally connecting roads facing the entrance to the Queen Elizabeth Olympic Park and Timber Lodge café.

# Fixed Estate Charges

Following on from the success of the London 2012 Olympic and Paralympic Games, London Legacy Development Corporation was given an opportunity to develop a new metropolitan heart for East London where people choose to live, work and play.

The Fixed Estate Charge was developed to contribute towards the cost of maintaining Queen Elizabeth Olympic Park's parklands and its facilities, as an Estate for the enjoyment of all those living on, working in or visiting the Park.

It is a fixed charge, dependent on the nature of the use, index linked and paid to London Legacy Development Corporation, which may be utilised to upkeep and maintain the Park and its Venues and applies to all types of occupier on Queen Elizabeth Olympic Park (QEOP).

### ***What is the Fixed Estate Charge and who pays it?***

- The Fixed Estate Charge contributes to the development and on-going maintenance costs of Queen Elizabeth Olympic Park. The charge applies to commercial and residential occupiers on the Park, as outlined by the LLDC boundary. This appears on your service charge statement as 'Park charge'.

### ***How has the charge been calculated?***

- The Fixed Estate Charge is a contribution and not directly linked to the cost of estate services. The structure of the charge will vary according to the contractual arrangements in place across different zones of the Park. The value of the charge will vary in accordance with permitted use for each property (i.e. commercial, community or residential). The Fixed Estate Charge rates are set out in the legal paperwork linked to each property. In order to understand the basis of each charge you will need to contact the organisation that invoices you e.g. Chobham Manor LLP.

### ***What is the Fixed Estate Charge spent on?***

- The Fixed Estate Charge contributes towards the management of the parklands, footpaths, cycle ways, bridges and waterways that make up Queen Elizabeth Olympic Park.
  - Maintenance of hard and soft landscaping and planting in the Park
  - Provision and maintenance of safety equipment
  - Provision and maintenance of lights, street furniture and other amenities
  - Provision of security and CCTV
  - Provision of pest control services

### ***What is the difference between the Fixed Estate Charge and Council Tax?***

- In 2016, the Mayor of London delegated responsibility to LLDC for the maintenance and upkeep of the Park to a standard that would secure its regeneration and development. The Fixed Estate Charge is the levy charged by the London Legacy Development Corporation to pay for that

maintenance. Council Tax on the other hand is a tax charged by local authorities in Britain, based on the estimated value of a property and the number of people living in it. The Council Tax is collected directly by the local authority and is used to fund the cost of services like refuse collection, highway maintenance and schools.

***Why are residents and non-residents treated the same in terms of discounts for venues even though residents pay the FEC?***

- The Fixed Estate Charge is not linked to any residential discount schemes. The Mayor directed LLDC to make the charge in recognition of our obligation to maintain the Park and Venues to an appropriate standard.

***What are the official borders of the Park for the FEC?***

- [Please refer to this map](#) showing the Fixed Estate Charge boundaries on the Park.

***Why aren't East Village and Glasshouse Gardens residents in the zone, yet Chobham Manor residents are?***

- East Village & Glasshouse Gardens fall outside of the Park boundary and LLDC ownership. [Please refer to this boundary map](#)

***If Chobham Manor residents pay the Fixed Estate Charge towards the upkeep and maintenance of the Park, why are standards completely different between Chobham Manor and the rest of the Park?***

- While the Fixed Estate Charge is payable by all businesses and residents on the Park certain areas are managed differently. Each of the new neighbourhoods, including Chobham Manor, are managed by the developer who takes responsibility for grass cutting, litter picking etc. The FEC payments go towards the cost of maintaining the other areas of the Park.

***How much would residents have to pay if they were interested in buying the freehold of the property?***

- LLDC does not wish or intend to dispose of the freehold. However, residents wishing to buy the freehold should seek independent legal advice.

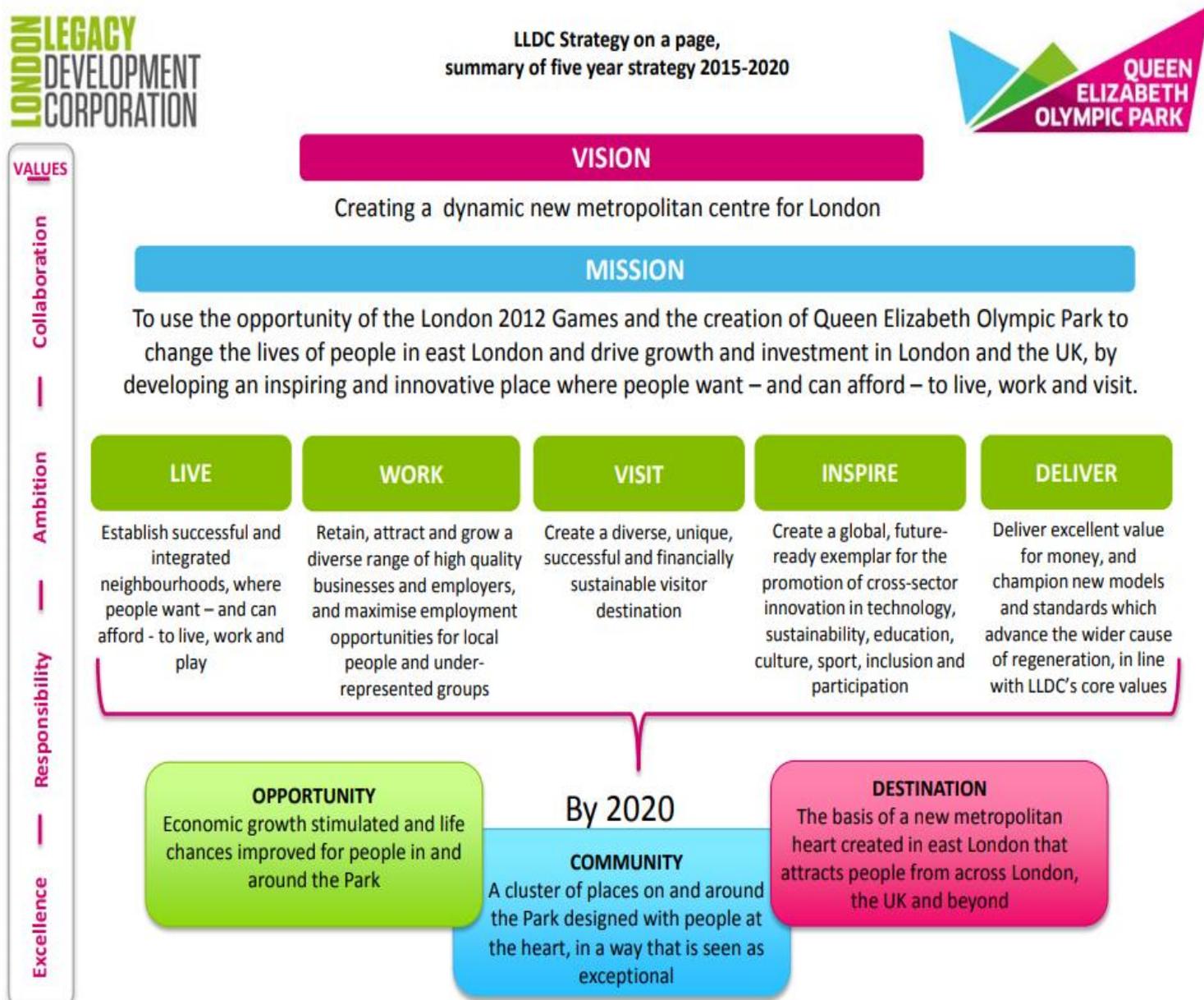
**Where can I find the Fixed Estate Charge shown in your Annual Report and Accounts?**

- Fixed Estate Charge income is shown in the Financing and Investment Income in Note 7 of the 2018/19 Annual Report and Accounts. It is also referenced in the Annual Governance Statement.

Follow [this link](#) to our audited accounts that are available online for the current financial year.

The FEC is not a service charge but a fixed payment. The FEC is shown in the accounts as income and it is not referable or linked to the cost of the estate services.

There is more information on the Fixed Estate Charge on the [GLA website](#).



# Chobham Manor Residents Association (CMRA)

The Chobham Manor Residents Association (CMRA) are committed to creating a vibrant community here in our little patch of East London. Formed in 2017, the Chobham Manor Residents Association are actively involved with your exceptional neighbourhood. They help foster a real sense of community and give residents a say in the decisions about facilities that affect them.

Having a large and diverse membership base covering many different blocks and property types allows us to best represent all residents. This helps us when taking up concerns with the various stakeholders on a variety of matters including estate management, events etc.

The committee meets monthly and we have four Open Meetings per year for all residents and stakeholders. These normally take place at the Timber Lodge inside the Queen Elizabeth Olympic Park and we will notify you of the dates.

We have a very successful Events Sub-committee and also CROP (Chobham Residents Orchard Project). CROP have organised a number of seasonal events, including and Apple Day in 2019 and Wassail in 2020, to celebrate and care for the fruit trees growing in the Rain Garden.

To find out more, meet your neighbours and get involved, please email Chobham Manor Residents Association at [residents@cme20.com](mailto:residents@cme20.com).

New members are always welcome, as are volunteers to take up roles on the committee which is elected annually.

To become a member of the CMRA costs just £5 for the year, which we have tried to set as low as possible to make it accessible to all. Membership is open to all residents of Chobham Manor regardless of whether you own or rent your property and it takes just a few minutes to sign-up.

New Members: If you have not previously signed up to become a member in previous years and would like to do so, please follow the link below and you can sign-up online, you can also download a copy of the CMRA Constitution which sets out our objectives.

**[Follow this link to sign up.](#)**

# Useful contacts

Please find details that you may require. Please ensure you store them somewhere accessible for future reference.

General enquiries and Emergency contacts	
<b>L&amp;Q Customer Service</b> <ul style="list-style-type: none"> <li>Communal issues, leaks</li> </ul>	<b>0300 456 9996</b> Office: 2 Peloton Avenue, Chobham Manor, E20 1HB Opening hours: 9am -5pm, Monday to Friday Email: <a href="mailto:chobhammanor1@lqgroup.org.uk">chobhammanor1@lqgroup.org.uk</a> Website: <a href="http://lqgroup.org.uk">lqgroup.org.uk</a>
<b>Taylor Wimpey (TW)</b> <ul style="list-style-type: none"> <li>Phase 3 and 4 only</li> </ul>	<b>01277 236 888</b> Email: <a href="mailto:eastlondoncustomerservice@taylorwimpey.co.uk">eastlondoncustomerservice@taylorwimpey.co.uk</a> Website: <a href="http://taylorwimpey.co.uk">taylorwimpey.co.uk</a>
<b>East London Energy</b> <ul style="list-style-type: none"> <li>Electric or heating</li> </ul>	<b>0800 999 3080</b> Email: <a href="mailto:enquiries@eastlondonenergy.co.uk">enquiries@eastlondonenergy.co.uk</a> Website: <a href="http://eastlondonenergy.co.uk">eastlondonenergy.co.uk</a>
<b>Newham Council</b> <ul style="list-style-type: none"> <li>Missed bin collection</li> </ul>	<b>0208 430 2000</b> Email: <a href="mailto:customer.services@newham.gov.uk">customer.services@newham.gov.uk</a> Website: <a href="http://newham.gov.uk">newham.gov.uk</a>
<b>Metropolitan Police</b> <ul style="list-style-type: none"> <li>Anti-social behaviour</li> </ul>	<b>999</b> – Emergency <b>101</b> – General enquiries Email: <a href="mailto:NE-SNTStratford@met.police.uk">NE-SNTStratford@met.police.uk</a> Website: <a href="http://MetPolice.co.uk">MetPolice.co.uk</a>
<b>UK Power Networks</b> <ul style="list-style-type: none"> <li>Power Outage</li> </ul>	<b>150</b> – This will connect you to the network distributor
<b>Thames Water</b> <ul style="list-style-type: none"> <li>Water loss</li> </ul>	<b>0800 316 9800</b> – (Please check with your neighbours to see whether they are experiencing the same problem)
<b>PCM (Parking Control Management UK Ltd)</b> <ul style="list-style-type: none"> <li>Nuisance parking</li> </ul>	<b>01753 512603</b>
Local Amenities	
<b>Chobham Academy</b>	<b>0203 747 6060</b> Address: 40 Cheering Lane, East Village, London E20 1BD
<b>Mossbourne Riverside Primary Academy</b>	<b>0208 173 0650</b> Address: E Bay Lane, Hackney Wick, London E15 2GW
<b>Bobby Moore Academy</b>	<b>0203 146 8000</b> Address: 1 Siding Street, London, E20 2AE

## 1.1.1 How to report a repair

Please ensure you follow the correct process from the list below. If you have had your home for less than a year, then you will need to contact your developer Taylor Wimpey (see useful contact details above).

Emergency communal repairs	
<b>Emergency repairs</b> <ul style="list-style-type: none"><li>• Fire risk and / or health and safety issues (leaks, no heating, water loss etc)</li></ul>	<b>L&amp;Q Customer Service</b> 0300 456 9996

Affordable Home Tenants	
If you have had your home for less than a year, please contact:	<b>After Care</b> <b>Tel:</b> 0300 456 9996  <b>Email:</b> <a href="mailto:lqaftercareeast@lqgroup.org.uk">lqaftercareeast@lqgroup.org.uk</a>

**Once your warranty expires, please contact L&Q on 0300 456 9998 to discuss your repairs. Please note, some repairs are to be carried out by tenants. This will be made clear when contacting the L&Q customer service team.**

## Newham Waste Collection

### Refuse

Newham Council are responsible for collecting your household waste and recycling. Household waste is collected on a weekly basis

If you live in a house on street level with your own front garden, you will probably have your own wheelie bin for rubbish.

Residents who are living within a block and share a communal bin area are responsible for ensuring that all rubbish is placed into black bags and into the bins provided.

### Recycling

If you live in a house you will be provided with a separate wheelie bin with an orange lid, which is for your recyclable rubbish.

Most recycling collections are every fortnight. Newham council generally collect your recycling on the same day as your rubbish, but only every two weeks. For more information on recycling with Newham please visit - <https://www.newham.gov.uk/homepage/181/what-can-i-recycle>

## **Bulky waste items**

Newham will collect your bulky waste items with a charge of £20.00. To see what they can / can't collect, please visit - <https://www.newham.gov.uk/rubbish-recycling-waste/bulky-household-waste-collections/4>

### **Important**

If you fail to follow the recommended procedure of removing bulk waste below, you will be reminded by the Management Team. If you still have not removed the items via Newham, you will be charged for the removal. All charges will reflect on your rent statement.

[A full list of items can be found here on the Newham Council website.](#)

### **How to book a collection:**

You may book a collection via the [Newham Council website](#) or call them on 0208 430 2000.

Please ensure you note down your booking reference number.

If you live in a house with its own front garden, you will need to have these items ready for collection with the reference number visible.

If you live within a block/flat you will need to place the bulky items in your communal bin store, with the reference number visible.

All residents will need to inform your Property Management team of the items you're disposing of and the reference number by emailing [chobhammanor1@lqgroup.org.uk](mailto:chobhammanor1@lqgroup.org.uk)

If this process is not followed, we may arrange to remove via our service, which will result in unnecessary charges.

# Parking

Chobham Manor consist of private bays only. If you have not received a parking space when moving into your home, you will unfortunately not be able to park on the development. Alternative parking can be found in either the Velodrome car park or on Abercrombie Road (see details on [chobhamlife.co.uk](http://chobhamlife.co.uk) Terms and Conditions and restrictions apply). You must not allow visitors to park on anyone else bays. PCM regularly report to us on an increase of issues and will inform L&Q. Thereafter, we may permanently revoke your parking space.

## Parking on roads in Chobham Manor

Please ensure you follow the instructions which are visible across the development in the form of street signs.

The roads in and around Chobham Manor (excluding Honour Lea Avenue) consist of private bays legally forming part of resident's property / land, loading bays and electric charging point bays. You are not permitted to park anywhere on the development, unless you have an allocated bay or own an electric car, which L&Q will need to be aware of, in order for you to make use of electric bays for a limited amount of time (you cannot park in an electric bay if it is not charging). You will be issued a penalty notice.

Similarly, loading bays are only to be used for the following reasons and time constraints:

- To unload / load large or numerous items (max stay 30 minutes) – you must activate your hazard lights for the total duration.
- For emergency services i.e. Ambulance and / or fire services.
- You are not to park in loading bays unless you are loading / unloading in accordance to point 'a' above. Failure to do so will result in a penalty notice from PCM who regularly patrol the area.

Parking on private bays is considered a direct breach of your tenancy agreement. Be mindful, as these parking spaces are privately purchased by residents of Chobham Manor.

## Pest control

L&Q recognise that pests can impact on quality of life and health. For example, rats can cause disease and can damage electrical cables, gas and water pipes by gnawing on them. This has been known to cause fires or floods.

Many common allergic reactions, notably asthma and eczema in children, may start because of exposure to pests such as cockroaches and house dust mites.

Where possible, homeowners should be encouraged to deal with minor causes of pest problems independently or with the assistance of the local authority. Some Local Authorities provide free pest control services.

L&Q is responsible for the following items within all units and communal areas:

- Pharaoh ants
- Squirrels
- Cockroaches
- Rat infestations

L&Q will also deal with pests under the following circumstances:

- Where you have made serious and evident efforts to tackle the issue yourself

Tenants have a responsibility to keep their properties clean and tidy shared areas such as stairways, corridors and landings clean and clear of rubbish. They must not encourage pests by leaving food out, feeding pests or throwing out scraps for them to eat. Should the Estate Management team record any instances of negligent behaviour towards the upkeep of the communal areas or your home, this will be addressed by way of contacting you. Further instances will be escalated to our case Management Team.

On discovering pests in your home, where appropriate, you are expected to try to deal with the problem using remedies that can be bought from local DIY/hardware stores e.g. insect sprays, flea and ant powders, mice traps etc. This must be evidenced.

## Heating and hot water

You've probably already noticed that your home doesn't have a boiler of its own. Instead, heating and hot water are provided by what's known as a district heating scheme, run by East London Energy.

If you have any questions or in the event of an emergency, please contact East London Energy directly:

### **East London Energy**

The Kings Yard Visitors Centre  
1 Waterden Road  
Queen Elizabeth Olympic Park  
London E15 2GP  
Tel: 0800 520 2002

Email: [enquiries@eastlondonenergy.co.uk](mailto:enquiries@eastlondonenergy.co.uk)

Opening hours: Monday to Friday, 8am to 6pm, Saturdays, 8am to 1pm

## Water Rates

Thames Water is the supplier and set the charges for your water rates. You can contact them directly:

- Customer service: 0800 316 9800
- Billing support: 0800 980 8800

When you first move into your property, they may ask you for a meter reading. This may also be the case if you have a query after receiving charges.

If you reside within a block your water meter is normally located on your floor, in a riser cupboard. You will need to contact your Property Manager who can assist you with this. If your water meter is not located in a communal area this may be located outside your block. Once again, please contact your Property Managers to assist with this.

It will have your meter number and be marked with your plot number for your property. The digits in the middle is the meter reading numbers, you will need to provide these to Thames Water for any billing related issues you may have.

## How to guide

Below you will find useful tips on how to manage minor issues / repairs yourself.

### Intercom

- Has your intercom receiver stopped working?

Try and replace the battery with a CR2032 battery. Receivers very rarely encounter extensive faults. If the above does not work, please contact your Property Management team at

[ChobhamManor1@lqgroup.org.uk](mailto:ChobhamManor1@lqgroup.org.uk)

### Meters

- Need to reset your hot water?

Please follow this link: [chobhamlife.co.uk/metermanual](http://chobhamlife.co.uk/metermanual)

### Fobs / keys

- Lost or misplaced your door entry fob / car park fob?

Contact your Property Manager at [chobhammanor1@lqgroup.org.uk](mailto:chobhammanor1@lqgroup.org.uk). You must ensure that you provide your previous fob serial number before we can supply you with a new one. This ensures that all fobs are accounted for.

- Do you require extra fobs?

Please note – one household can only have a maximum of 3 fobs. Any more, will require permission from the managing agent. This is to ensure the fobs are accounted for and not misused.

- Lost or misplaced your bike store key?

Please contact your Estate Management team at [chobhammanor1@lqgroup.org.uk](mailto:chobhammanor1@lqgroup.org.uk) and we will supply you with a new key. Please read the guidelines and best practice of the letter that is accompanied with the key via post.

## Car park gates

- The under-croft car park gates are not closing – what do I do?

Please contact your Property Manager in the first instance who will arrange for the gates to be reset. If they are not available, say over the weekend, please call 0300 456 9998 directly and report it to our customer services team.

## Front entrance door

- My front entrance door is not locking by itself – what do I do?

Please ensure you check the break glass panel on the wall (green). If a yellow trim is showing on the horizon of the base, this means that it has been activated and will need to be reset manually. If so, please contact your Estate Management team on [chobhammanor1@lqgroup.org.uk](mailto:chobhammanor1@lqgroup.org.uk). If they are not available at the time, please call 0300 456 9998 and report it to our customer services team.

## Lift

- The lift in my building has stopped working and is showing an error sign on the lift indicator – what do I do?

Most common lift issues stem from residents holding the doors open. This causes the lift to go into an error state. You must ensure you do not hold the lift doors open. Lifts hardly ever malfunction and come to a stop. However, if they do, the best way to ensure we have it resolved in a swift manner, is for you to contact your Property Management team and advise them of the issue and a photo of the error sign. Thereafter, we can take the necessary actions to have the lift up and running again.

## Stop Valve

When travelling away from your home for more than a week or so, it's advised that you stop the water at the mains of your property. This is crucial to ensure that you do not come back to any leaks. Stop valves can be found in the airing cupboard of your property and should be turned horizontally to stop the water. If facing vertically, the water supply is active.

## **Water Loss**

Water loss can happen. However, the good news is, it doesn't happen often. The Estate Management team have a plan of all tank rooms across the development, so that should tank rooms stop pumping water due to an air lock, it will be easily accessible and resolved.

## **Rain Garden / The Green**

Chobham Manor will house three large areas of greenery by the end of the development. Phase 1 landscape is known as the 'Rain Garden'. Phase 2 landscape is known as 'The Green'.

Here are some things you can do to help keep the areas maintained:

- Pick up litter
- Ensure children are supervised when playing in the designated play areas
- Please don't play ball games on the green areas. Trees, plants and the foundation will get damaged

# Glossary of terms

Term	Definition
Affordable Homes	Refers to Nolan Mansions
Anti-social Behaviour	Behaviour which causes nuisance to anyone in the community e.g. loitering, littering
Automatic Smoke Vents	A ventilation system, found in the communal areas of the building that allow for smoke, in the event of a fire to escape e.g. top floor roof hatch
Communal area	Areas within buildings and external areas where residents share e.g. stairways, bin stores, rain garden
Development	Refers to the entirety of Chobham Manor
Fixed Estate Charge	A charge which is payable to LLDC
Freeholder	Someone who owns the property outright and the land its built on (see title plan for your property, for exact details)
Grounds Maintenance	The upkeep of the communal grounds e.g. rain garden, walkways, trees and other greenery
Joint Venture	2 or more stakeholders involved in the development and management of the development e.g. Taylor Wimpey and L&Q
Leaseholder	The property which the resident resides in, is owned by them. The land it is built on is owned by the landlord.
Property Manager	L&Q staff who oversees the overall management of all communal areas, communicating with residents and more.
Service Charge	A cost that is paid towards the upkeep and maintenance of the development
Shared Owner	A resident who owns a part of the property in conjunction with L&Q.
Stakeholders	A party that is involved directly with the development and plays an integral part towards the services.