



GREENLAND PASSAGE

RESIDENTS MANUAL

MANAGING AGENT

Rendall and Rittner Limited
Portsoken House, 155-157 Minories, London, EC3N 1LJ
Tel: 020 7702 0701
Fax: 020 7480 7999

CARETAKER

Tony Sell
Tel: 07974 825146

Please keep this resident's manual in a safe place and hand it on to any new owners/residents in the future.

www.greenlandpassage.co.uk

WELCOME TO GREENLAND PASSAGE

The following guidelines and items of interest are designed to give basic information to lessees and residents of Greenland Passage. The Board of Greenland Passage (1996) Limited would like to emphasise that, while they have no desire to be excessively bureaucratic or intrusive, adherence to basic 'House Rules' will improve the environment for all who live in Greenland Passage.

The original manual was provided by Islef UK Ltd. and was intended to be a source for all basic information you may need to maintain your home in good order. The manual was revised in 2004 and thereafter by Greenland Passage (1996) Ltd. in order to bring the information contained within up to date.

Greenland Passage was constructed in 1987 by Danish developers Islef and the apartments were sold on long leases. The freeholder is now London & Suburban Property Company Limited, which collects the ground rent. Management of the development is carried out by Greenland Passage (1996) Limited, a management company owned by the leaseholders. Day to day management is carried out by the appointed Managing Agent, currently Rendall & Rittner Limited.

Greenland Passage is situated within easy reach of the City, Canary Wharf, close to numerous places of interest and tourist attractions such as Tower Bridge and the Tower of London, and is only a short tube journey from the West End. On the Thames side of Princes Court is Greenland Pier from which runs a commuter river boat service to Canary Wharf, Bankside and the Savoy Pier (near Charing Cross tube station).

Greenland Dock was originally called Howland Great Dock, founded in 1693 and opened in 1699. This was the second dock to be built in London (the first being at Blackwall) and originally served as a safe harbour for 'Men-of-War' (fighting ships). By 1763, when the dock was renamed Greenland Dock after its association with the whaling trade, it was the largest commercial dock in the western world - able to handle 120 merchant ships. It was the major whaling base in London until this trade died in the 1840s; it was then mainly used for the importation of timber.

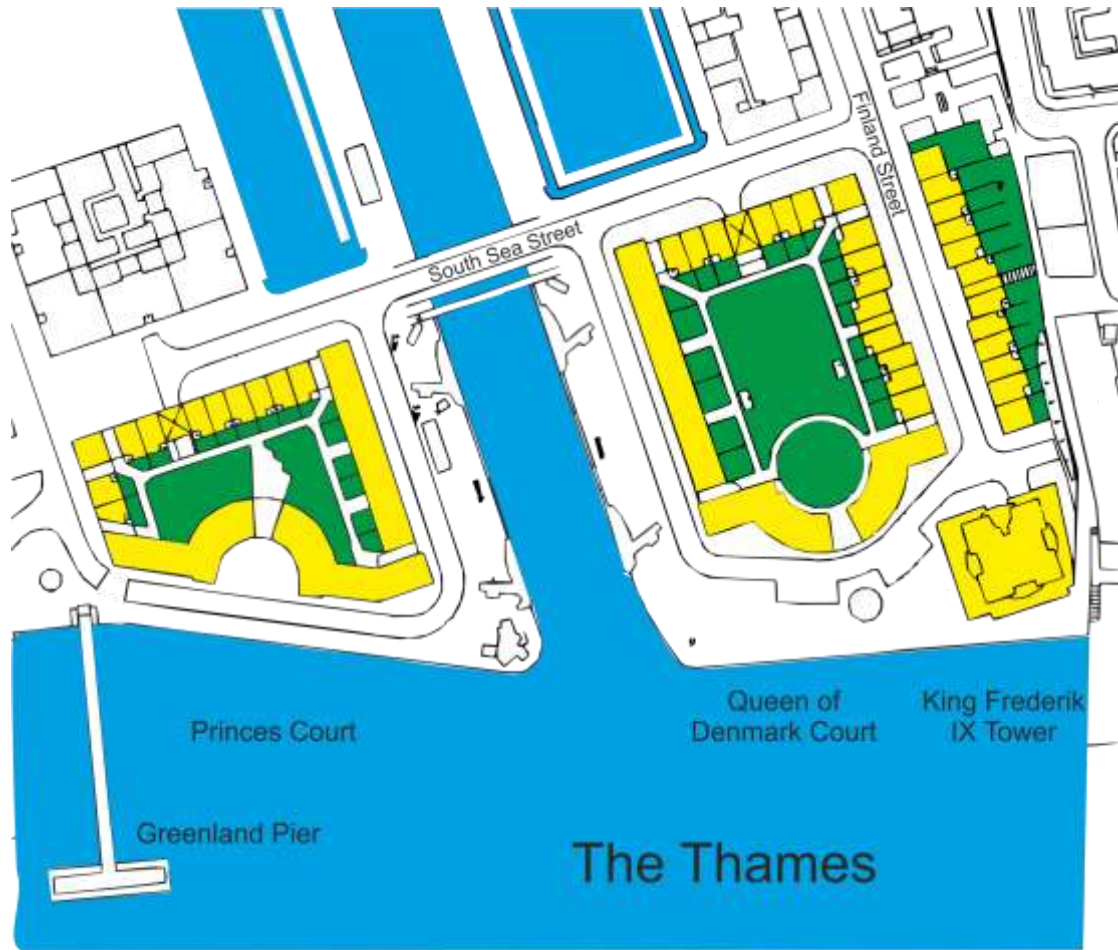
The freeholder is London & Suburban Property Co. Limited

Euro House
131-133 Ballards Lane
London N3 1GR
Tel: 020 8349 5510 Fax: 020 8349 5548.

The Board of Greenland Passage (1996) Ltd. May be contacted by email to gpboard@greenlandpassage.co.uk

Thanks go to Brian Walling, John O'Kelly and Bob Muid who contributed to the writing of this manual. Greenland Passage (1996) Ltd., © 2004-2011

*This document does not supersede or override any responsibilities within any lease.
Full responsibilities are outlined in the lease particulars for each apartment.
(Please note that all units on Greenland Passage, including the 'houses', are apartments).*



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HOUSE RULES

This guidance is provided to assist owners and occupiers within the development to comply with conditions of the lease, promote the smooth and safe operation of the property and maintain its standards.

1. EMERGENCIES

In the event of a problem arising with the services to Greenland Passage, please contact the caretaker, or the Managing Agent. In the event of emergencies out of normal business hours please call Rendall & Rittner on 020 7702 0701.

- **Caretaker** Tony Sell 07974 825146
- **Managing Agent** Rendall and Rittner Ltd 020 7702 0701

- **Out of hours emergency callouts** **020 7702 0701**

2. SECURITY

- Do not grant admittance through communal front doors to visitors claiming to be visiting other properties in the stairwell.
- Deliveries of take-away food, parcels or other items should be received in person, and the deliveryman should then be escorted from the premises. Under no circumstances are people making deliveries allowed to wander around inside the building. Unknown delivery staff have proven to be a security hazard in the past and all tenants are asked to strictly adhere to this measure in the interest of their own and other residents' security.
- Do not admit visitors claiming to be gas or electricity meter readers, or similar, unless you have checked their ID at the door.
- Do not give the keypad access codes to visitors or non-residents.
- The inner courtyard of the block is private property and residents may ask any non-authorized people to leave.
- Do not wedge open communal doors to the premises, or leave notes for visitors or contractors with the door entry codes written on them.
- Major deliveries or removals requiring the external doors to remain open for periods of time should be notified to the Managing Agent, for the security of the building to be preserved. In such cases, the door must not be left unattended at any time – otherwise the lessee/resident may be responsible and liable for loss claims arising from a lapse of security.
- For added security, the underground car parks are protected by alarmed doors.

3. CAR PARKING

- Car parking spaces at Greenland Passage are designated only for the use of the specified lessees.
- Unauthorised parking is strictly monitored and a ticketing company is engaged by Greenland Passage (1996) Limited to enforce the parking regulations.
- The continuation of Finland Street around the property is a private road and subject to the estate's parking restrictions.
- Vehicles not displaying a valid Greenland Passage permit **with all details clearly visible through the windscreen** may be issued with a parking ticket.
- If you do not have a permit, please contact the Managing Agent.
- Residents should ensure that their visitors' vehicles display a Greenland Passage visitor permit or else park away from the property on South Sea Street or Rope Street.

- Contractors' or tradesmen's vehicles parked in the street for any length of time should also display a visitor's sticker or a notice clearly indicating that they are working at a specific residence in the property.

4. SOUTHWARK COUNCIL PARKING TICKETS

- Should you get a parking ticket whilst parked on the private roads around Greenland Passage (the top part of Finland Street from the start of Royal Court around the top of Queen of Denmark Court and back to South Sea Street and the road which runs from South Sea Street around Princes Court to Greenland Pier) then please phone Southwark Council and then fax them the parking ticket.
- Southwark Council phone: 020 7525 2056 fax: 020 7525 2164

5. UNDERGROUND GARAGE

- The car parking spaces are for roadworthy vehicles only and are not to be used for storage purposes.
- Parking bays or other areas may not be used for storage of household or other articles.
- Combustible materials (packing materials, used containers for grease, oil, petrol, cleaning products etc) must not be left in the garage.
- Users should ensure that vehicle and pedestrian access doors are securely closed when they exit the garage, and that unauthorised persons do not gain entry when the doors are open.
- Call the Police (999) if any suspicious activity is observed

6. BICYCLES

- Bicycles should not be stored on communal landings, balconies or in the courtyards.

7. REFUSE COLLECTION

- Rubbish should be placed only in the holding bin designated for each residence and not left in the open outside front doors. Collection for Princes Court and Queen of Denmark Court is currently twice weekly, early on Tuesday and Friday mornings. Collection for Royal Court is currently weekly, early on Tuesday morning.
- Please use only strong black plastic bags for domestic refuse. Please ensure that these bags are securely tied and do not use boxes, plastic carrier bags or similar. Southwark Council's refuse collectors will not currently take any rubbish that is not in a black bin liner nor will they take away any bag that is seemingly heavy enough to pose a threat of back strain whilst lifting. Divide the weighty contents into separate bags.
- We are currently experiencing a river rat problem so we would ask that you comply with these recommendations about refuse disposal.
- Do not leave old furniture or other unwanted items outside, or on landings, etc. Keep them in your property and arrange for proper free disposal with Southwark Council.
- Bulky items are collected free by arrangement with Southwark Council (tel: Special Collections, 020 7525 2457). The caretaker (07974 825146) or Managing Agent may assist you with this, in case of difficulty.

8. RECYCLING

- Southwark Council operate a recycling scheme for the houses on the development with a blue bag for paper and cardboard, blue boxes for cans, glass and recyclable plastics and bags for garden refuse. See

<http://voivw.southwark.gov.uk/YourServices/Environment/RecyclingPages/> for details, telephone 020 7525 2000 or email recycling@southwark.gov.uk

- Find out your blue box and bag collection day by text message. Text 'RECYCLE' plus your full postcode to 63131. Texts cost 10p plus your normal network text charge.
- There are large recycling bins by King Frederik IX Tower and the corner of Princes Court for paper and cans/plasticware for the residents on the development.

9. COMMUNAL GARDEN

- The garden is intended for the benefit and relaxation of all residents in the block.
- No dogs are allowed on the grass.
- No ball games or similar sports may be played on the grass, to minimise disturbance to other residents and to assist in maintaining the condition of the garden and its plantings.
- Private parties and barbecues may not be held in the communal garden area.

10. PRIVATE GARDENS

- Back gardens should be kept in tidy condition in order to assist in maintaining the overall appearance of the property.
- It is recommended that back gates be locked when not in use.
- Gates should be unlocked when the window cleaners are on site to allow them access to the rear of the properties.

11. EXTERIORS

- Satellite discs, TV and wireless aerials may not be attached to the outside of the property; similarly any blinds, awnings or other attachments.
- No clothes, bedding or other articles may be hung or exposed outside the property, including on balconies or in private gardens.
- No carpets or mats may be beaten or shaken from any of the windows of the property or in the property's passages or approaches.

12. COMMUNAL HALLS, STAIRCASES, LANDINGS

- These must be kept clear and may not be used for storage by residents at any time.
- Designated fire doors must be kept closed at all times.
- Care must be exercised when moving furniture in or out in order to avoid damage to the decoration. Owners will be charged for any damage caused by themselves, their tenants or contractors working for them.
- Furniture and other bulky items may not be brought in or out of the property after dark and before 8.00 am.

13. BALCONIES

- Balconies may not be modified by any construction or conversion, including blinds and awnings.
- No laundry or bedding or other articles may be hung out or exposed on balconies.
- Balconies may not be used for storage of items such as storage-containers, bicycles etc.
- Nothing should be thrown or discarded from windows or balconies: it is anti-social, dirty, and potentially dangerous.

14. NOISE

- Noise from renovation, repair or alteration work, eg drilling, inside or outside the property must be confined to the hours of 9.00 am to 5.00 pm Mondays to Fridays and 9.00 am to 1.00 pm on Saturdays. Please also refrain from noisy works on Bank Holidays. Please advise the Managing Agent in advance of any such work, as they may have to answer queries or complaints from other residents, and it will help them to explain.
- Residents and visitors must at all times refrain from loud and unruly noise in the communal areas, including the communal garden, out of courtesy to other residents in the block.
- No radios, sound devices or musical instruments may be played in the communal areas including the communal garden.
- Private parties held within individual residences or their private gardens should be managed in such a way that noise levels do not disturb other residents in the block, particularly after dark. Holders of parties must be responsive to requests from other residents for noise levels to be reduced.
- Greenland Passage (1996) Limited will take action against unruly or anti-social noise levels at any time where noise levels are such as to interfere with other lessees quiet enjoyment of their property.
- Residents who are unsuccessful in securing diminution of noise levels from parties inside (or outside) the property may call **Southwark Council Noise Control Service** on 020 7525 5777 (24 hrs), which will intervene promptly and serve restraining orders as necessary. They also may be contacted by email on noise@southwark.gov.uk. You should also inform the Managing Agent, in writing, to ensure that action can be taken under the terms of the lease.

15. FIRE

- Residents should be vigilant for fire risks at all times.
- Doors to common areas must be kept closed to protect the fire lobbies.
- Please report any problems (e.g. malfunctioning door closers) promptly to the Managing Agent.

16. NO SMOKING

- Do not smoke in the common parts within the buildings, or in the car parks. Please ensure that you and all your visitors and contractors comply with this.
- Please be aware that smoking and barbecuing in gardens and on balconies may be a nuisance to your downwind neighbours.

16. ADVERTISEMENTS

- No advertisements of any type may be displayed outside the properties. This includes advertisements placed inside windows and visible from outside.
- This applies specifically to estate agents' billboards and stickers.

18. PETS

- No pet may be kept in the property that causes annoyance to any other resident.

19. UTILITIES

Water:

- Residents should ensure that they know where the main water stop valve for their individual property is located (locations vary), should you to shut off the supply in an emergency. In case of uncertainty please contact the Managing Agents or the Caretaker for assistance in identifying the valve location.
- Owners must ensure that their water systems are in good, up-to-date condition. In case of water damage to the building or fittings caused by failure of any part of a water system, there is an “excess” sum that is not covered by the estate’s insurance and that will be recovered from the owner of the property where the failure has originated
- Water leaks and problems with sewers should be reported to Leakline on 0845 9200 800 (24 hours). Blocked roadside rainwater gullies should be reported to Southwark Council on 020 7525 2000 (24 hours) except where they are on our private roads, in which case contact Rendall & Rittner on 020 7702 0701.

Gas:

- Owners are advised to have their gas boilers serviced by an approved contractor every 12 months. If you suspect a gas leak phone 0800 111 999 (24 hours).

20. CLEANING AND WINDOW CLEANING

- The courtyards, car parks and all common parts are to be cleaned by agents of the Managing Company on a weekly basis.
- The outsides of the windows to the apartments are cleaned every three months.
- The insides are the responsibility of the residents, and should also be cleaned regularly.

21. RISER CUPBOARDS

- All riser cupboards and service areas are Restricted Access areas.
- Residents have no automatic right of access to these areas, but should contact the Managing Agent.

22. MAINTENANCE ITEMS

- Please advise Rendall & Rittner of any items relating to the property that need attention. (tel: 020 7702 0701, email: matt.kirk@rendallandrittner.co.uk)
- Plumbing at Greenland Passage needs to be regularly checked and maintained for leaks to be avoided. This is particularly true of the overflows that can frequently cause problems, both inside and outside the building. Residents/Lesseees must check their plumbing and central heating systems regularly to avoid unnecessary leaks and damage to the building, and/or to your own or other apartments. The Managing Agent can recommend contractors to carry out these checks.
- Please note that the grouting of tiles and mastic seals in the showers and around baths can fail and these must be checked regularly and properly maintained.
- Due to the high number of water-related claims in the past, the buildings insurance policy for Greenland Passage has an ‘excess’ and in the event that a water damage claim is made, due to leaks, the lessee responsible for the leak will be liable for the ‘excess’ charge (in addition to the cost of repairing the initial problem).

23. CONTRACTORS AND BUILDING WORKS

- Contractors should not work outside normal working hours (9-5 Monday to Friday, 9-1 Saturday). If essential or emergency work absolutely must take place outside these hours, the Managing Agent must be notified – at least 24 hours prior notification, or in emergencies immediately, by telephone.
- Contractors must not use the lifts other than under the guidance and supervision of the caretaker.
- The Managing Agent must be notified in all cases where access to, or interruption of, common services is involved.
- Strict hours of work will apply – see the Noise section.
- The common areas (landings, pavements, etc) are not to be used for preparing work or for any storage.
- Any mess in the common areas (internal or external) caused or left by the contractors, must be removed immediately.
- Bin areas, and the KFT 'paladins' must not be used for disposal of contractors' waste – which must be taken off site by the contractor, and disposed of appropriately.

Any work, external or internal, may need to have consent. Any or all of: landlord's consent, development regulation, planning permission, building control approval – may be needed. Please keep the Managing Agent informed of any/all proposed work, in any case.

Renovations

Simple renovations of existing arrangements are not likely to need formal consent, but check with the Managing Agent.

Alterations

In the case of alterations to walls, doors, boiler flues, etc. - full plans must first be submitted to the Building Control section at London Borough of Southwark, to ensure that the proposals comply with Building Regulations. This will ensure that work is not carried out that would breach the fire compartments, etc. Once approved by Building Control, the plans should be submitted to the Managing Agent, with notice of expected duration of the work and any anticipated disruption to neighbours, in case formal consent is needed.

- Anything that affects the structure or the outside of the property will need the Landlord's consent (via the Managing Agent) and may also need planning permission. The lessee must pay the reasonable costs of any Solicitor and Surveyor employed by the Freeholder to advise on the application for consent.

24. MOVING IN AND OUT

- Please inform the Caretaker (Tel: 07974 825146) or the Managing Agent (Tel: 020 7702 0701) when apartment removals are to be undertaken.
- Extra vigilance is needed at these times to preserve the security of both property and possessions.
- The lifts should only be used for removals under the direction of the caretaker, so that damage to them is avoided.

25. SELLING YOUR PROPERTY – SOLICITORS ENQUIRIES

Solicitors enquires should be addressed to the Managing Agent. The freeholder is London & Suburban Property Company Limited, Euro House, 131-133 Ballards Lane, London N3 1GR; Tel: 020 8349 5510 Fax: 020 8349 5548.

The Management Company is Greenland Passage (1996) Limited, and its Registered Office is at the offices of the Managing Agent. Charges are made for dealing with all the queries that

arise during the course of a sale/purchase and further details of this may be obtained from the Managing Agent.

26. SUB-LETTING

Your tenants are bound by the terms and conditions of your lease, in addition to their own, and by all rules and regulations. You should therefore ensure that they are fully familiar with these details.

The leases specify that you must register a copy of the sub-lease, and this should be submitted to the Managing Agent (along with a fee of £10/£11.25).

27. ABANDONED TROLRIES, VEHICLES AND GRAFFITI

Abandoned TESCO Trolleys

- Abandoned TESCO trolleys should be reported to them on 0800 505555 or reported to Southwark Council on 020 7525 2000. The Council collects them and charges the supermarket.

Abandoned Vehicles

- Abandoned vehicles parked on the public highways should be reported to Southwark Council on 020 7525 2000.

Graffiti

- If you see graffiti anywhere on the development please report it promptly to our caretaker (Tel: 07974 825146).
- Graffiti in public areas should be reported to Southwark Council on 020 7525 2000.
- If you know who is doing the graffiti please report it to our home beat police officer on 020 7232 6836; you do not have to give your name or any other details about yourself.

Greenland Passage – Specification

The Greenland Passage project was a joint venture between two Danish companies: Islef International and Christiani & Nielsen who formed a joint company - Islef UK Ltd. The "Islef Group" was a large, well known Danish company and the Greenland Passage development constituted the first UK residential project for themselves and for Christiani & Nielsen.

The development was designed by the Danish architects, Kjaer & Richter, in conjunction with the British architects - MacIntosh, Haines & Kennedy, who provided technical assistance and advice. Structural engineering and mechanical engineering design was carried out by the British engineers Andrews, Kent & Stone.

The Greenland Passage development comprised 152 new homes constructed on two sites either side of the original Greenland Passage entrance for ships to Greenland Dock.

Every flat, duplex apartment or 3-storey townhouse was structured to look and feel a little different from the next.

Greenland Passage is a very tranquil development and, although very solidly built, noise disturbance thresholds are consequently very low. The leases specifically prohibit doing anything that causes annoyance and/or disturbance to other residents. All owners and residents are therefore under a contractual obligation not to cause, or to invite, nuisance. Owners are responsible for the actions of their tenants, guests, contractors, etc.

The solid wooden floors and stairs, and the echoey marble staircases, transmit noise directly through the solid structure of the buildings. Residents are therefore requested to take particular care to be quiet and considerate of neighbours at all times. The leases place the responsibility for ensuring peace and quiet with the causer of the nuisance.

The information contained in this manual relates mainly to your own house, flat or apartment. Matters, which are of joint concern with other owners, are likely to be the responsibility of the management company: Greenland Passage (1996) Ltd.

The management company has responsibility to maintain and repair as necessary certain common facilities including:

- Lifts
- Paved Areas
- Roadways
- Planting
- Lighting to Common Areas
- Drainage
- Main Services for Gas, Electricity, Water & Telephone
- Lightning Conductors
- Underground Car Parks
- Security
- TV Aerial System
- External Window Cleaning
- Cleaning Common Areas

All queries concerning these matters should be addressed directly to the management company through their agents: Rendall and Rittner Limited, Portsoken House, 155-157 Minories, London, EC3N 1LJ

BUILDING STRUCTURE

All buildings are constructed with in-situ concrete frames with load bearing walls on concrete ground beams and piled foundations. External walls are of Danish, yellow bricks divided by light yellow concrete bands and large areas of elevations are clad with Portland stone facing.

Inner skins of cavity walls are constructed of concrete blocks or in-situ concrete and insulated to a high standard with Rockwool. All roofs are pitched roofs based on timber trusses and clad with grey finished aluminium.

Windows

All windows and external doors were purpose made in Denmark and are of a high quality. All windows are double-glazed including the two storey high bay windows which are made in thermally broken acrylic finished aluminium frames. All windows were fitted with Venetian blinds.

If a repair to the double-glazed units is required (e.g. to remove damp penetrating between the two glass panes) Lee Green Glass has done some good work on the development. They will come to measure, return to fit, and charge from around £60. Lee Green Glass 24Hr emergency glazing - 0800 838074.

Window Locks

Many home contents insurance policies now require that all accessible windows must have locking handles. The manufacturers of our windows have UK agents who will supply the correct fittings. They are DG Supplyline and details can be found on their website at www.dgsupplyline.co.uk. The fittings for the windows are as follows: London Series Key Locking TBT Tilt & Turn Window Handle 50mm Spindle White Finish at under £30 each.

Interior Walls and Drilling Holes

Party walls are in-situ reinforced concrete.

All partitions are made in solid storey-high lightweight panels and are plastered and painted to full coverage.

Because of the construction it is very difficult to drill the external and party walls in order to put up pictures, curtain rails etc. You will need a hammer drill fitted with a tungsten carbide masonry drill bit in order to drill even small holes. Experience has shown that drill bits only last for about two or three holes before the coating on the end is burnt away. Be aware that the drill bits will get very hot. Please also be aware that the noise from drilling will be extremely loud and can cause annoyance to your neighbours.

Ceilings

Ceilings are either plastered concrete or two layers of plasterboard painted to full coverage.

Flooring

All floors, except for bedrooms, were finished with a raised, Danish pre-varnished, hard wood ash flooring. All bedrooms were carpeted. Bathrooms and shower rooms are marble tiled.

Internal Doors

Precision made, pre-finished, white solid-wood Danish doors from 'Jutlandia' fitted with brass furniture.

Kitchens

Kitchens were fully fitted with Danish 'Danica' timber kitchen units finished in white and provided with a white sink and taps and marble tiling above the worktop. Kitchens were originally provided with Zanussi appliances: extractor hood, separate hob and oven, refrigerator/freezer, washer/dryer and dishwasher.

Building Structure Summary			
Structure	Construction	Finish	Maintenance
Party walls	In-situ reinforced concrete		
Internal partitions	Pre-cast Durox concrete panels	Thin coat plaster and emulsion paint	Redecorate every 5 years or as necessary
Windows	Aluminium frames or Softwood frames	White acrylic finish Painted white	Wash regularly Redecorate every 5 years or as necessary
Gutters and downpipes	Aluminium	Painted black	Clear all debris from gutters every autumn
External terraces	Pre-cast or in-situ concrete	Concrete tiles	Brush with fungicidal wash to prevent algae growth
Internal floors	Raised Durabella flooring system with services void below	Ash strip flooring to living rooms, kitchens, halls etc.	Re-seal with polyurethane sealer
	Raised Durabella flooring as above	Carpeting on flooring grade chipboard to bedrooms	
Bathroom/Toilet floors	Concrete floor	Marble tiles	Wash as necessary
Bathroom/Toilet walls	Concrete blocks or Durox panels	Marble tiles	Wash as necessary
Doors	Ply-faced solid core (Jutlandia)	Painted	Redecorate as necessary
Internal stairs	Timber pitch pine	Sealed	Re-seal with polyurethane sealer
Ceilings	In-situ concrete to lower floors	Thin coat plaster	Redecorate every 5 years or as necessary
	Plasterboard on timber	Painted joists to upper floors	Redecorate every 5 years or as necessary
Bathroom ventilation	Time delay extract fan operated by light switch		Replacement units by Airflow, Roomvent T07 (originally Aidelle Loovent)
Kitchen ventilation	Cooker hood ducted direct to external air		

Wardrobes

All bedrooms were provided with white 'Danica' units.

Ifö Bathroom and toilet parts, spares and replacements

All of the original bathroom and toilet parts on the development were manufactured by Ifö. They produce plumbing fixtures of an extremely high standard and all of the products are engineered, designed, and manufactured in Sweden. Ifö is perhaps most well known for their low-flow, dual-flush toilets with improved technology for reducing water usage.

In the UK, Ifö toilets, sinks, baths and toilet seats are distributed by The Green Building Store because of the 'green' credentials of the Ifö range.

Contact details are:

Green Building Store

Heath House Mill, Heath House Lane, Golcar, Huddersfield HD7 4JW

Tel: 01484 461705 Fax: 01484 653765

Email: info@greenbuildingstore.co.uk

Web: www.greenbuildingstore.co.uk

The Ifö website can be found here:

<http://www.ifosanitar.com/>

Bathrooms

The floors and walls of all bathrooms and shower rooms were fully tiled with marble and provided with white suites (from Ifö) and high quality fittings including gold finished mixer taps to bath and basin.

If you need to replace the marble tiles you can purchase them from London Tile Warehouse, 251 Rye Lane, Peckham SE15; the phone number is 020 7320 0872.

Marble tile cleaner

You can clean your marble floor and walls tiles without damaging the surface by using the following solution though it may take several applications where lime scale has built up. It appears to work by softening the lime scale which, immediately after rinsing, can be wiped off with a cream cleaner. The company also does marble tile protector solution.

HG marble cement & lime film remover

One litre (enough for area of 40 to 50 m²) £12.45 including VAT and delivery

Five litres £41.95 including VAT and delivery

They are not sent through the postal system but are delivered by private carrier so, if ordering, please ensure HG Hagesan Ltd are guaranteed to find a recipient at the delivery address. Also, you can pay them over the phone (01206 795200) using a Visa card.

HG Hagesan UK

Unit 11 Grange Way Park Business Park

Whitehall Road Industrial Estate

Colchester Essex CO2 8HF

tel: 01206 795200 fax: 01206 795201

Website address:

http://www.hginternational.com/module02/site_engels/he0203.0000.html

Electrics

There is a full range of double sockets in all rooms. All kitchen and bathrooms are provided with light fittings. All switches and sockets are fitted with brass switch plates.

Television Reception and Tuning

TV and FM sockets are placed in living rooms and master bedrooms. All apartments are connected to a new IRS Digital communal aerial system. This provides nine channels as standard and, with the addition of your own adapter/decoder (set top box) or digital TV, will provide the advertised Freeview channels. (New TV points/sockets may be needed).

- SKY TV is also available, but only via the IRS system contractor, SCC International Ltd, which can be contacted on 01992 789 658.
- Please note that the installation of private satellite dishes is absolutely prohibited under the terms of the leases. Any person ignoring this regulation will be responsible for the (expensive) costs of having the dish and wiring removed.

The television system is comprised of a digital satellite dish and aerial sited on the top of King Frederik IX Tower. Both digital and analog signals are sent down the wires to your residence.

The analog signals allow the reception of BBC1, BBC2, ITV1, C4, C5, BBC3, BBC4, ITV2 and BBC News24. These analog signals are decoded from the digital signals received by the satellite dishes. There will also be the 'original' analog terrestrial channels on a different frequency but these signals will be of poor quality due to the proximity of Canary Wharf and will give images with 'ghosting'.

In order to obtain good reception of all these channels on your television sets they should be tuned to the channels below. You should not rely on auto-tuning on any set since the five terrestrial channels will appear twice during an auto-tune, one signal will have 'ghosting' and the other signal will give better reception.

Programme	Channel number
BBC1	C52
BBC2	C42
ITV1	C44
C4	C46
C5	C50
ITV2	C59
BBC News 24	C48
BBC3	C35
BBC4	C54

In the event of a fault arising with your reception, you should contact SCC International Ltd by e-mail or telephone **01992 789 658**. Email: sccservice@scci.co.uk

When reporting a fault, please copy your e-mail to us at matt.kirk@rendallandrittner.co.uk, marked "Greenland Passage TV" in the heading. We will then be able to monitor faults and ensure you receive the service you are entitled to.

If you want to receive SKY television you should also contact Spectrum on the number above.

Telephone

British Telecom sockets are provided in all living rooms and master bedrooms.

Heating and Hot Water

All dwellings were provided with full gas fired central heating from individual boilers that also served to provide all necessary domestic hot water. See Heating System – Harcopak, later in this manual.

Lifts

All flats are served by lifts.

Internal Common Areas

All flights of stairs and landings in common areas are marble tiled.

Car Parking

A covered and secure car parking space, 1 per dwelling, is included for all dwellings without a private garage.

Security

All entrance doors are provided with a deadlock and door viewer. All entrances to common hallways are protected by means of an entry phone system complete with video cameras. Automatic gates and doors to the car park are secured.

If you have problems with the entryphone system please contact Tony Sell, the caretaker, on 07974 825146.

Mechanical and Electrical Installations

Your dwelling is heated by a central gas fired boiler that also provides a constant supply of domestic hot water. See Heating System - Harcopak in this manual.

The central heating system comprises a pressurised sealed system with pumped domestic hot water heating through small bore copper piping run in the void below the floor to radiators in each room.

Individual room temperature is adjustable by radiator thermostat as desired.

A reputable engineer should service the central heating and hot water system every year and the necessary technical information for servicing, provided by the supplier/installer should be attached to this booklet.

Radiators may require occasional venting to release air trapped in the system.

Internal bathrooms have time-delay extract fans (Airflow Roomvent 07 [Aidelle]) operated by the light switch.

Kitchen hoods over hob units are ducted direct to the exterior. The grease filter in the hood should be cleaned regularly.

Blank plates are fitted for wall/ceiling lights at high level in most rooms, these may be used for connections to fittings as desired and any such lighting installations should be carried out by a suitably qualified electrician.

Heating System - Harcopak Pressurised System Modules

The Harcopak pressurised system modules are prefabricated water and heating services units. They are designed and built to overcome the problems associated with supplying good flow rates for all hot and cold-water outlets and central heating services in modern high quality dwellings.

With the majority of modern quality brassware, problems can be experienced in obtaining good water flow rates with all water storage being contained within the ceiling height of the dwelling. To overcome this problem the complete water supply circuit must be pressurised to counter the inherent resistance to water flow.

Operation - Pressure System

Cold water is stored in the upper section of the unit in a black polyethylene cistern. This is fed by gravity to a booster pump set. The water is then pressurised to a pre-set level throughout the complete hot and cold water supply system within the dwelling.

When any water (hot or cold) is used the pressure within the system drops and if sufficient water is used to cause the pressure to fall below another preset level, the booster-pump will automatically be switched on. The pump will run whilst water is being used and will continue to run-on after the usage has stopped, until it has re-pressurised the system to the original level.

Electrical Starter and Trip

The booster pump and all other electrical controls and components are supplied from a single direct-on-line starter. The starter is located at the rear of the Harcopak unit. On the front of the starter there are two buttons one red, the other green. When the green button is depressed the starter is switched ON. For your added protection the starter is fitted with an overload relay. Should the system fail to operate on any occasion it is possible that the overload relay has tripped out. The system may be re-started by depressing the green button. Should this occur frequently then expert assistance should be sought to investigate the cause.

Adjustment

The pressurising system requires no adjustment or setting by the user as it operates fully automatically. Should the pressurising system fail to operate satisfactorily, then any adjustment must be made by a qualified engineer.

Replacing the pump/pressurizing system

You have a number of possibilities:

- Replace the system with a combination boiler. This type of system is suitable for a flat but not so suitable for a town house with a bathroom and two shower rooms.

- Replace your old pump and pressure cylinder with a new one. The assembly comprises of: a Grundfos CH2-30 pump (the black unit which sits on top of the blue cylinder), a blue Grundfos pressure vessel and a pressure switch (the bit with the wires attached). The original size Grundfos pressure vessels are no longer manufactured but Lowara (Italy) make an 18litre vessel which has similar dimensions to the original (as seen on the right) and works just as well.



Grundfos recommend that the pressure vessel should be pre-charged to 0.9bar and the pressure switch set to 1 bar cut-in and 2 bar cut-out.

Cougar Industries: They fitted the unit shown above and know the problems involved with our systems. Make sure you get a quote as they are based in Hertfordshire and charge travelling time. Full contact details below.

1 River Park Industrial Estate, Billet Lane, Berkhamstead, Hertfordshire HP4 1HL
Tel: 01442 860000

- Replace your old pump and pressure cylinder with a new electronically controlled one. Instead of the pump just cutting in and out, an electronic control varies the speed of the pump so that the pressure is kept constant rather than going up and down as vigorously as the current systems do. In theory this should stop the 'bang' when the pump stops. I say in theory since nobody yet has had such a system fitted. Cougar have offered such a system for £732 + VAT and fitting (likely to be a few hundred pounds for fitting). Details are: Pump type CEAM 70-5, Inverter drive type HV1.1, 8 litre pressure vessel, 1" non-return valve, 5-way Tee, 1" hex nipple, 450mm braided hose, 0-6 bar pressure gauge c/w socket. Contact: Cougar Industries - Tony Sheppard 01442 860000
- Replace the entire system. One member of the board has had their system completely replaced, more than a year ago, by Mick Pimm (07973 512 195) and they are very satisfied. It is a direct pressure system which allows mains water directly to the tank and outlets and provides an excellent power shower. Disadvantages are that if there are any likely leak sources the high water pressure finds them out - places to watch out for are the refill valves in the toilet systems. Also the joints of the flexible pipes at baths and sinks are subject to leakage if they are weak. In a house with a bathroom and 2 other shower rooms we are unsure how much water is output if all three are run simultaneously.

Water Heating

It is intended that under normal conditions the water in the storage cylinder should be heated by the gas fired boiler. The boiler is either mounted within the Harcopak unit or separately on kitchen wall depending on your flat arrangement.

The boiler is controlled by the digital clock control within the Harcopak and by the controls on the boiler fascia panel. To understand the use of these controls correctly see your separate programmer operating instructions and boiler user's instructions. These will give information on how to switch the hot water on and off, how to set the clock so that the hot water can be controlled automatically and how to adjust the boiler thermostat and re-light the pilot if necessary.

The temperature of the hot water when controlled by the programmer can be adjusted by means of the cylinder thermostat. This thermostat is mounted on the hot water storage cylinder within the Harcopak. It is located approximately 250-300 mm from the bottom of the cylinder on the front face and is held in position by a metal strap (or spring band) around the cylinder.



An average setting would be between 55°C and 60°C but can be adjusted to individual requirements. To avoid excessively hot water the cylinder thermostat should not be set above 65°C.

In the event that any fault should develop with the gas-fired heating system, an alternative electric immersion heater is incorporated within the unit.

The Immersion Heater can be switched on and off as required to provide hot water. The switch for the Immersion Heater is located at the rear of the Harcopak. When in use, a neon light will glow next to the switch as a reminder that the heater is in use. The Immersion Heater is fitted with an integral preset control thermostat. This thermostat should only be adjusted by a qualified person.

Space Heating – Radiators

The same gas-fired boiler that heats the hot water heats the radiator circuit. The control for the heating is incorporated within the digital clock control previously mentioned. To set the clock for heating see separate programmer operating instructions.

The room temperature in each room is controlled by thermostatic radiator valves fitted to each radiator. The thermostats may be adjusted to suit individual requirements.



If when you turn on your heating for the first time in several months you find that some of your radiators aren't working you can rectify the problem of cold radiators without calling out a plumber.

The job will take up to 30 minutes and you will need:

- A screwdriver
- A pair of pliers
- A can of WD40 spray: available from Tesco (both store and garage), Halfords or B&Q

- Turn on the heating.
- Check that the pipes from the boiler are very hot to the touch. If not you'll have to call in a plumber to service the system.
- Each radiator has a thermostatic valve on the inflow. Set the valve to maximum temperature on all the radiators. If the radiators stay cool after a few minutes you need to do the following:



Each thermostatic radiator valve has a single screw at the lowest point, close to where the plastic meets the metal. Unscrew the screw completely until it is loose.



Grasping the thermostatic valve firmly, pull it straight off (try not to bend anything as you are pulling).



You will see a small brass pin sticking out of the pipe to the radiator. Give it a squirt of WD40 and clean off any material from the pin especially at the point where the pin enters the valve.



Give it another squirt of WD40 and then push the pin in. It should move. It's on a spring so will return when you stop pressing.



Carefully grasp the pin with the pliers and gently pull the pin outwards. (If you pull it out completely you can easily push it back home).



Clean the pin with a bit more WD40 and a piece of tissue. The radiator should now be getting hot.

Push the pin in a few times until it moves freely and returns to the point where you pulled it with the pliers.

Give it one more squirt of WD40 (don't wipe off) and push the thermostatic valve assembly back onto the pipe. Do up the screw at the bottom of the valve assembly.

Set to your required temperature. Do this to all the radiators.

Job done.

If the radiators stay cold at the top but very hot at the bottom you will need to bleed the radiators of air (unscrew the tiny valve at the top of the radiator, air hisses out, until water comes out, then screw shut).

Safety Devices – Introduction

The Harcopak modules are fitted with a number of safety devices for your added protection in the unlikely event of any component failure. You should acquaint yourself with any overflow or warning discharge pipes inside or external to your particular flat, as these will give the earliest possible warning of any component malfunction.

Discharge pipes within the flat may terminate over a tun-dish, a funnel-like arrangement which collects any discharge. Discharge pipes external to the flat will be lengths of pipe protruding from the face of the building.

Water Storage - Safety Devices

A grey or white plastic pipe exits from near the top of the cold-water storage cistern. Any discharge from this pipe would indicate that the ball-valve controlling the water level in the cistern requires adjustment or replacement.

The hot water cylinder is fitted with a very sophisticated safety valve. This valve senses temperature, pressure and vacuum conditions within the cylinder. The valve is located on the wall of the cylinder ' near the top dome and has a length of copper pipe connected to it. This arrangement should be inspected periodically. If there is any discharge from the copper pipe or it appears that there has been since the last inspection, the complete heating system (hot water and central heating) should be switched off and a qualified heating engineer called in immediately to determine and rectify the cause of the discharge.



Please note that it could be very dangerous to continue using the heating system once a discharge has been found.

Central Heating - Safety Devices

Your Harcopak may be fitted with either a sealed or open-vented primary (i.e. boiler/radiator) system. If your unit has a sealed-primary system, then there will be a primary expansion vessel fitted within the Harcopak. The expansion vessel is a large red circular device, approximately 387 mm in diameter and 120 mm in depth. If no expansion vessel is fitted, your Harcopak is of the open-vented type.

Sealed System

As the heating system is of the sealed primary type, there is a safety valve connected to the system close to the gas-fired boiler. The valve can be identified by the circular pressure gauge connected to it.

If any discharge appears from the valve or any pipe connected to it, expert assistance should be sought.

If the pressure gauge reading drops to almost zero, it may mean that the system requires re-pressurising, and again assistance is required.

Open-Vented Primary System

Incorporated within the black polyethylene storage cistern is a smaller cistern which supplies water to top-up the primary circuit - this is called the feed and expansion tank. Over the top of this tank a section of pipework is arranged to allow any expansion of the water in the primary circuit to discharge into it. During operation of the system it is quite normal for a small discharge to occur at certain times. If the discharge should appear continuous or excessive, then a heating engineer should be asked to investigate the cause.

Additional Devices

High-limit thermostats are fitted to both the gas-fired boiler and immersion heater. These are not accessible to the user and would require inspection and/or replacement by a qualified engineer.

Important

It is vital to the heating system to ensure that any possible future replacement of boiler is fitted with high-limit thermostats.

If your system includes the original Ideal Elan Boiler and you are continually having to re-light the pilot, it may be caused by the high-limit thermostat shutting the boiler down. If this occurs an engineer should be called to attend to the fault.

If the Immersion Heater is in use but the water fails to heat up as expected, it is possible that the high limit thermostat has cut out. This will require resetting by a qualified engineer.

Inspection

Where any of the safety device discharge points are accessible to the user they should be inspected periodically, approximately once a month would be ideal. Any discharge should result in an immediate visit by a qualified engineer.

Due to the number of safety devices and the complexity of the system, the complete installation should be inspected and serviced annually by a qualified engineer to ensure reliable and safe operation.

Isolation of Mains Services and Shut-Down Procedure

Should the dwelling be vacated for any protracted period, the Harcopak unit should be shut down. Also if any fault develops the unit should be shut down to ensure complete safety.

Switch the Programmer to OFF for both heating and hot water.

If ON switch the Immersion Heater OFF.

Turn OFF the gas supply to the boiler.

There are two gas-cocks on the supply to the boiler. One is located at the bottom of the boiler inside the casing. The other is located close to the boiler; its exact position will depend on the arrangement of your flat. You should acquaint yourself with its position.

Press the red button on the starter, this will isolate all electrical components.

Turn the water supply to the Harcopak storage cistern OFF. A stop-cock is located on the pipe work leading to the top of the cistern. To shut-off the feed to the booster pump-set, turn off the large gate valve between the storage cistern and the pump, this is located towards the rear of the Harcopak, just below the storage cistern.

Leaks (sources and solutions)

The first sign of a problem with the plumbing is a leak from one of the overflow pipes from your property.

The town houses have overflow pipes which discharge onto the first floor balcony and into the downstairs shower room. Flats have overflow pipes which discharge straight out of pipes over the rear gardens.

The first thing to determine is the source of the discharge.

If you have hot water in your property and the discharge is warm or hot then you have a problem with the safety valve fitted to your hot water cylinder. The safety valve activates under certain conditions:
over-pressure, vacuum and over temperature (see next page).

A slight dripping from the discharge pipe may be caused by running so much water from the hot water cylinder that the cold supply cannot keep up and a slight vacuum is created, activating the safety valve. When the hot water cylinder fills up with water the valve should close and the dripping should stop. If it persists in dripping you may have some limescale trapped in the valve. This may be dislodged by flushing it out - pull the shiny metal lever on the end of the valve for about 2 seconds. Water will flow out of the valve possibly taking the limescale with it. If this fails to cure the leak (give it 10 minutes for all the water in the pipe to drain out) then the washer inside the valve may need replacing. Generally it's only the washer that needs replacing not the entire valve (a difference of more than £100 pounds). Employ a reputable plumber to do this. You will need to drain the hot water cylinder when the plumber comes before they can dismantle the valve.



If you have a continuous warm/hot discharge then it indicates a problem with either the pressure or the temperature in the hot water cylinder. The temperature is regulated by a thermostat fitted against the metal of the hot water cylinder usually in a cut-out of the cylinder jacket (see right). You should not set the temperature on the dial above about 65 degrees. If the water does not heat up enough and the thermostat is set high it indicates that your thermostat needs replacing.



If the temperature of your water is OK but the safety valve is still leaking look at the pressure gauge on your pump. If this is under 1 bar or over 2.5 bar then your pump/pressure vessel needs servicing or replacement. The pressure vessels (blue tanks) should last 10-12 years before they need replacing although the internal rubber diaphragm may need to be changed before that. See the page on replacing your pump. The pumps themselves usually have a lifetime of over 20 years.

If the discharge from the pipe is cold then it's probably from the supply cistern (the top black plastic tank) which means that the ballcock on the mains water feed needs replacing. It's the same sort of ballcock assembly found on all household water tanks. Employ a reputable plumber to replace the ballcock.

Shutting off the mains water

Should you need to turn off the mains water in your house or flat there are two mains water stopcocks. One is in the cupboard where your pump/pressure vessel is. You can find it on the copper pipe which leads up to the topmost black water tank. The second can be found in the cupboard under your kitchen sink. It only controls the feed to your kitchen sink, dishwasher and washing machine. It looks like a small chrome block on the pipe (see right). You turn off the water using either an Allen key (small hexagonal bar) in the little hole on the front of the stopcock or a screwdriver in the slot on the front. The use of an Allen key is recommended and plumbers should carry such items.



TELEPHONE NUMBERS

In the event of a problem arising with the services to Greenland Passage, please contact the caretaker, or the Managing Agent. In the event of emergencies out of normal business hours please call the **emergency number for Rendall & Rittner on 07970 699996**. Hold on the line and the call will be forwarded to the out of hours contractors - Spring Grove.

Caretaker	Tony Sell	07974 825146
Managing Agent	Rendall and Rittner Ltd Portsoken House, 155-157 Minories, London, EC3N 1LJ	020 7702 0701 Fax: 020 7480 7999

EMERGENCIES In emergencies telephone: 020 7702 0701

Insurance claims or buildings insurance details:

Hayley Moore or Gurjit Singh (Insurance Claims Dept) on email:
hayley.moore@rendallandrittner.co.uk or gurjit.singh@rendallandrittner.co.uk
Telephone: 020 7481 6790 or 020 7481 6786

Queries in relation to the sale of your property or your remortgage:

Michelle Leah or Jeanette Jones (Legal Team) on email:
michelle.leah@rendallandrittner.co.uk or jeanette.jones@rendallandrittner.co.uk
Telephone: 020 7481 6784 or 020 7481 6765

Queries on your service charge account or payments:

Nicola Russell and Alex Head (Accounts Dept) on email:
nicola.russell@rendallandrittner.co.uk, alex.head@rendallandrittner.co.uk
Telephone: 0203 479 5001 or 0207 481 6996

Queries on your direct debit payments:

Sharon Francis or Ann Piper (Accounts Dept) on email:
sharon.francis@rendallandrittner.co.uk or ann.piper@rendallandrittner.co.uk
Telephone: 020 7481 6770 or 020 7481 6751

For private work inside apartments, the following companies have provided satisfactory service in the past but the Management Company or Managing Agent do not warrant work carried out by them or guarantee it in any way.

Electrical Contractors	Elitenet SM Electrical	020 8514 2422 020 8424 2639
Plumbers	Warren Hynes Chris Smith Mick Pimm	020 7536 0444 01268 411189 020 8303 8355
Painting & Decorating	Oliver Craughwell J & G Building & Decorators	020 8691 2111 020 7731 1671
T.V. Signal and Satellite Installation	SCC International Ltd	01992 789 658
Locksmith (24 hrs)	Market Lock & Safe Co. Surrey Quays Locks	020 7987 5757 020 7237 5352