

Golden Lane Estate - Residents Responsibilities

Golden Lane Estate is a high density housing development that requires the co-operation of residents to maintain a good residential environment. To ensure that this is the case individuals living on the estate have a responsibility for the following list which also forms part of the lease and tenancy agreements:

Windows

- Windows of the premises to be kept clean inside and outside where possible
- Residents should report to the Estate Office immediately should they know of any cracked or broken glass and residents should cover the cost of replacing broken windows if responsible
- Curtains to be kept clean and tidy
- Window panes to be free of any decoration
- Strong cooking smells in corridors to be minimised by opening windows and balcony doors on the outside of the building when possible. Doors to corridors should remain closed when cooking to avoid nuisance to neighbours.

Common Areas

- **Floors** to be free of any spillage such as recycling waste or beverages. If this occurs, residents should clean up messes in communal areas
- **Corridors and stairs** to be free from obstruction, and not to be used for storage
- Front doors and frames to be kept in a clean and orderly state
- Notices for post not to be put on corridor walls
- Residents should alert the office of any damage to panels or landings
- No decoration of the exterior of the premises (including interiors of balconies)
- No bikes to be fixed on railings in communal corridors

Balconies and Fire Escapes

- To be free of clutter, abandoned waste or storage; washing or household items not to be draped over railings or in communal areas

- The premises to be kept in a clean and orderly condition and the offender should repay the Corporation the cost of any special cleansing thereof
- Feeding pigeons or other wildlife are not permitted anywhere on the Estate
- Pigeon nuisance, including feeding should be reported to the estate office. Any pigeon deterrents such as spikes or black plastic bags are not permitted without written permission from the Estate Office or Pest Control
- Window boxes to be properly secured and kept properly maintained and cultivated and kept on the inside of the building or inside balconies in line with health and safety
- Beating or shaking mats or carpets on the landings, stairs or corridors in the building of which the premises form part is not permitted
- Satellite dishes are not permitted on the estate. Attachments to the outside of the building are not permitted, including awnings nor lights

Estate grounds

- Bicycles, skateboards and scooters are not permitted to be ridden on **estate grounds**
- Plants should not be removed or flowers picked from gardens
- Vehicles including scooters are not permitted to be parked on the **estate roads** without a proper permit
- Games are restricted to allocated areas
- Private BBQs are not permitted on common estate-wide grounds nor are they allowed on private balconies/gardens. Community BBQs may be allowed provided written permission is first sought from the Area Housing Manager.

Conduct

- Residents are responsible for the orderly conduct of their guests on the estate, and for any nuisance or annoyance they or their guests may cause.
- If a nuisance arises that causes damage to any property of the Corporation, the resident shall repay to the Corporation the cost of making good such damage.
- Residents and their guests should be respectful of neighbours and City of London staff.
- Items should not be discarded from balconies, as these can cause harm to passers-by, and cause unsightly litter.
- Cigarette butts should not be discarded from balconies, as these are a fire hazard if they land in an inappropriate place; they may

land on people which is both disrespectful and a hazard to individuals; they add to litter and general untidiness of the Estate which is disrespectful of our neighbours and the Estate staff

- Adults should be responsible for the conduct of their children and their children's guests and play without causing unnecessary nuisance.

Recycling

- Recycling bags to be kept closed and free of liquids that may drip onto floors
- Recycling bags to be placed outside doors before 9am Monday and Thursday. They are not to be left out on Bank Holidays or overnight.
- Residents to use the bins around the estate if they need to recycle (dry waste) at other times
- Residents to put their food recycling basket back inside after collection and check that floors are clean from any spillage outside the door

Rubbish

- Rubbish should be placed into the chutes or in the bins provided at either ground level or in the underground parking area. Larger items, such as furniture and boxes should be disposed of through the City's free bulk refuse collection service by calling 020 7606 3030 to arrange. **Bulk refuse must not be left for the estate staff to clear.**

Refuse Chutes

- Chutes only to be used between 8am and 9pm;
- All waste to be thrown down within a sealed bag – no loose waste. The maximum size of the bag is equivalent to a standard supermarket carrier bag
- Doors to chutes to be closed quietly and to be kept clear of blockages due to large objects
- Residents misusing the chutes by putting large items in them will be charged for the clearing of the blockage

Access

- Residents are required to provide access to The City's utility authority in the event of an emergency or where health and safety issues are present

Noise

- Noise should not be heard outside the premises including musical instruments, television, radio, telephones, and stereos should be kept to a minimum so as not to cause distress to neighbours at any time of day or night
- Residents to be respectful at all times to their neighbours by keeping noise levels to a minimum and be aware that noise does travel, e.g. noise coming from balconies, noise on hard staircases or hard floors
- social events should not spill out to common areas
- Noise should not cause any disturbance after 10.30pm
- Care should be taken to ensure doors are not slammed upon closing

DIY & Renovations

- Noisy DIY, including drilling, hammering, sanding or banging of any kind should not take place on Sundays and Bank holidays
- DIY hours : Monday- Saturdays 8am – 6pm (this includes the moving of furniture or bulky goods)
- Communal areas to be kept clean during renovation. Mess left by privately hired contractors to be cleaned up after by either the contractors themselves or the residents utilising their services. In the case of City of London Contractors leaving a mess, residents should alert the Estate Office to arrange for clean up. Corridors are not permitted as workshops during renovations.
- When leaseholders renovate, they are responsible for cleaning common parts after each day of any renovation, ensuring common areas are left clean and free from debris
- All renovation needs to be agreed according to the Listed Building status of the Golden Lane Estate

Pets

- No pets are allowed on the estate, nor are they to accompany visitors, other than those specified in the lease and tenancy agreement

Lifts

- Lifts to be kept in good order, free of litter or other soiling, as well as damage including when removals are taking place. Residents fouling or damaging the lifts shall repay to the Corporation the cost of making good such damage.