

SECTION 4: Useful contact details

Lots of information on local services, clubs and amenities can be found on the Waterways website - www.thewaterways.co.uk

Waterways Management Company

- See FirstPort for routine enquiries/faults/complaints
- chair.wmc@ooglegmail.com
- feedback.wmc@googlegmail.com
- www.thewaterways.co.uk

FirstPort Property Services

- The.Waterways@firstport.co.uk
- 0333 321 4080 (Mon-Fri 8am-6pm)
- www.FirstPort.co.uk

Waterways Residents Association

- www.thewaterways.co.uk
- wrachair@gmail.com

GreenSquare

- 0800 980 9272 or 01249 465465
- 244 Barns Rd, Oxford, OX4 3RW
- www.greensquaregroup.com
- enquiries@greensquaregroup.com

Oxford City Council

- 01865 249811
- customerservices@oxford.gov.uk
- www.oxford.gov.uk

Noise Complaints

- Oxford City Council 01865 249811

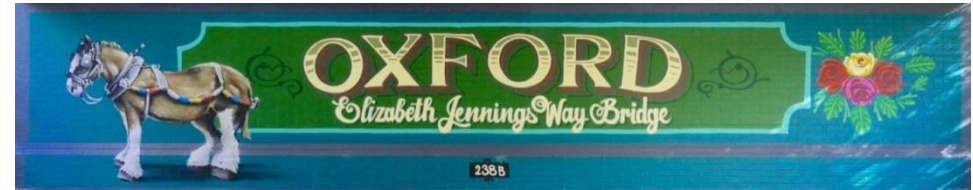
Domestic Bulky Refuse Collection

- Oxford City Council 01865 249811

Thames Valley Police

- 999 (emergencies),
- 101 (non-emergency crime), 01865 841148

Welcome to The Waterways community



Dear Neighbour

You may have just bought or rented your new home and expect to be here for many years or you may be a tenant who intends to stay just a shorter time. Whatever your situation, we hope you will enjoy your time here and will share our pride in helping to keep The Waterways an attractive and pleasant place in which to live. And you are in good company because you are one of more than a thousand people who have made their home here in one of 531 Waterways houses and apartments. Of these, 401 are privately owned and managed by the Waterways Management Company (WMC) and 130 are social housing managed by the housing association GreenSquare. Each has separate management arrangements and regulations.

Another organisation you may hear about is the Waterways Residents Association (WRA) which organises events and facilities for everyone living on the estate.

There is a map in the centre showing where everything is and who is responsible for each area.

If you are a landlord please pass a copy of this document on to each new tenant. There are rarely problems on this estate but where they arise between neighbours it's usually because someone hasn't been told what they can and can't do here.

We hope you enjoy living on The Waterways.

Adrian Olsen, Chair of the Waterways Management Company
April 2017



This guide aims to help you or your tenant to get the most from living on The Waterways.

Please take the time to read it and then keep it somewhere accessible.

Section 1 The Good Neighbour Guide Tells you what can and can't do on the estate.

Section 2 Explains some legal and other issues for WMC freehold houses and leasehold apartments only

Section 3 Who's Who Tells you who all the different organisations are on The Waterways.

Section 4 Gives useful contact details

SECTION 1: The Good Neighbour Guide - for all residents of The Waterways

The Waterways was built by Berkeley Homes between 2000 and 2004 on a former industrial site in North Oxford between the Hook Meadow to the north, the Trap Grounds to the south, the Woodstock Road to the east and the railway lines to the west. The lake near the top of Elizabeth Jennings Way is a former clay pit used by the brick works which occupied the site in Victorian times. The reason for the stone "spark-plug" sculpture near the lake is that for 82 years Osberton Radiators made parts here for Morris Oxford cars and also, during the Second World War, the factory diversified to make radiators and other parts for the Spitfire and other aircraft. It subsequently became a Unipart factory which closed just before the estate was built.

Since 2002 The Waterways has become one of the most sought-after new estates in Oxford. During that time the Waterways Management Committee has worked closely with its managing agents and with the housing association GreenSquare to establish high standards in appearance, cleanliness and maintenance across the estate, and to make sure that The Waterways remains a harmonious place where we can all enjoy living.

This section of the Welcome guide highlights certain key things everyone, owners and tenants alike, may and may not - do. Most of these points boil down to being considerate towards others but we thought it was a good idea to clarify them. If you sub-let a house or apartment it is important that you make your tenants aware of the conditions of the Lease or Transfer document and any regulations that the Waterways Management Company has made or may make from time to time.

whole day). Any person or organisation can hire the room (email wrraroom51@gmail.com), and there is a reduced rate for Waterways residents.

The WRA also publishes and distributes the Waterways World newsletter, manages the website, and organises social events such as barbecues and the Christmas Hog Roast on the green by the canal. It is also willing to discuss matters of general concern to residents and to raise these with the appropriate authorities, although matters relating to particular properties should be raised with FirstPort/WMC or GreenSquare.

How to join the WRA

There is no need to join. Everyone on the development is automatically a member (membership is free), and is welcome to attend the AGM and get involved in running the WRA as a Director or helper. If you would like to help or to raise an issue please contact the Chair or Secretary at wrrachair@gmail.com.

GreenSquare (Housing Association)

There are 531 houses and apartments on The Waterways, 130 of which are owned and managed by the housing association GreenSquare. GreenSquare has total responsibility for these houses and apartment blocks, and the landscaped gardens and parking areas associated with them. You can see where they are on the map in this booklet.

Opening

The GreenSquare offices are at 244 Barns Road, Oxford OX4 3RW. You can phone the customer service centre (see below) from 8:30am to 6pm, Monday to Friday (not including bank holidays). When the office is closed, there is an out-of-hours emergency repairs service and a non-urgent message service, which you can use by calling the numbers below.

Contact

If you have any queries or complaints, please call GreenSquare free on 0800 980 9272 (calls from your mobile may be charged, please check with your service provider) or on 01249 465465. You can talk to the Customer Service Team about all your housing queries, including rent arrears and repairs. You can also email GreenSquare at enquiries@greensquaregroup.com or write to: GreenSquare Group, 244 Barns Road, Oxford OX4 3RW. A Duty Officer can be seen at the office but you must make an appointment.

Online

Visit the website at www.greensquaregroup.com to access a range of forms, including:

- Report a repair
- Report antisocial behaviour
- Make a complaint or suggestion
- Express your interest in resident involvement

You can also get in touch or find out what's happening through our Facebook page [fb.com/GreenSquareIsisArea](https://www.facebook.com/GreenSquareIsisArea).

The Waterways is a great place to live - let's keep it that way!

The service charge is payable in advance on two half yearly dates 1st May and 1st November as set out in your lease or transfer.

Payment Options

Online secure payments, bank transfers, credit and debit card payments and direct debit are acceptable methods of payment.

- To contact FirstPort you can call 0333 321 4080
- email: The.Waterways@firstport.co.uk
- or post to:

FirstPort Property Services, Marlborough House, Wigmore Place
Wigmore Lane, Luton, Bedfordshire, LU2 9EX

Information for Members of the WMC can be found on the WMC section of The Waterways website (www.thewaterways.co.uk), the information board for the Waterways Community (under the big archway to Complins Close, opposite the post box by the green, by the canal), and in The Waterways World newsletter (which is produced several times a year and is delivered free to all houses and flats, including GreenSquare properties). Members of the WMC also receive correspondence by direct mailing from FirstPort.

FirstPort Property Services also has a site specific website (Your Property Online) which is a very useful tool to keep updated on your account. This features online development information and payment facilities.

Your Property Online has been designed so that you can access important information about your property, 24 hours a day and 7 days a week. Safe, simple and secure, Your Property Online provides a range of development specific management information, including:

- Access development specific information
- View your statement of account
- View your service charge estimate
- View year end accounts
- View insurance policy information
- Pay your service charges and ground rent
- Receive text and email maintenance alerts

For more information or to register please visit <http://www.firstport.co.uk/>

Waterways Residents Association (WRACIC)

The Waterways Residents Association is a Community Interest Company (CIC) that acts for everyone who lives on the Waterways development (owners, tenants and residents of both private properties and GreenSquare properties). Like the WMC, it has an Annual General Meeting and a body of elected Directors.

The WRA manages the Waterways Community Room (Room 51), which is situated behind Elizabeth Jennings Way with an entrance at the back of the Bright Horizons nursery. The room accommodates up to 30 people, has lift access, a small kitchen and disabled facilities, and can be hired for small meetings, groups, and parties. Hiring rates are displayed by the entrance and on the WRA website: thewaterways.co.uk (currently £11 per hour or £68 for a

1 Parking and road safety

- Access for emergency vehicles at all times is of primary concern. However, inconsiderate and unsafe parking of vehicles can block or restrict access. Please ensure you are parked considerately at all times. The police are sometimes called to tow away badly parked vehicles.
- Parking spaces are at a premium. Because many garages have been turned into living rooms there are now fewer places to park than in 2002.

Residents are permitted to park only fully taxed and licensed private vehicles (and no other type of vehicle or equipment) within the space(s) allocated to their property. The public roads within the estate are also available for parking, where permitted. The allocated parking bay(s) will be shown in your Lease or Transfer and should have been confirmed by your solicitor or letting agent as part of their service.

Owners: please ensure your tenants are aware of their allocated parking space(s).

- Please also ensure you park safely - not on yellow lines, roundabouts, close to corners or entrances, or where access or passage for other vehicles, pedestrians or cyclists would be blocked.
- Encourage visitors to park safely too, in an appropriate space.
- **The speed limit on the estate is 20mph.** This is especially important given the number of children on the estate. Please respect this limit.
- Please go around all roundabouts, especially the one at the bottom of Elizabeth Jennings Way. Cars cutting corners have been responsible for several near accidents here.
- The main roads and bridges on the estate are the responsibility of Oxfordshire County Council. Other service roads, parking areas and landscaped grounds are the responsibility of either the WMC or GreenSquare.

2 Refuse, litter and use of bin stores

- There is a regular schedule for refuse collection as advised by Oxford City Council. The current collection day is Friday but this can vary over public holidays. Sign up for notification of any changes to the collection schedule at <https://www.oxford.gov.uk/mybinday>
 - Apartment block residents should use the bin stores provided; these are for the sole use of apartment block residents. Please do not store refuse in the store itself outside your bins.
 - For the benefit of all residents - and the environment - please use the bins correctly as failure to do so will result in notices being served by the local authority. Instructions on what to put in each bin are shown on signs installed in each refuse area. Failure to recycle appropriately will result in fines being issued to property occupiers.
 - To avoid unnecessary overfilling of the recycling containers, please ensure that boxes and packaging materials are flattened and compressed as much as possible.
 - If you are disposing of food or sanitary waste please double-bag the refuse as this will prevent strong odours building up in the bin stores, which is not pleasant for other users!
 - The small food waste bins have a locking handle. Please use this as foxes are very good at getting them open.
- Section 18, Restrictive Covenants no 10, states that wheelie bins should be stored at the rear of houses, in gardens or garages and should not be left at the front of houses, in porches or parking spaces. Bins that are visible are unsightly and have been shown to have a negative impact on the value of properties. The WMC enforces this condition.

- House owners with individual wheelie bins should avoid putting rubbish out earlier than the evening before collection, as the risk of vermin is substantially increased the longer it is left out. Bins should be taken back out of sight promptly after the rubbish collection. If you are going to be away please arrange for a neighbour to remove your bin after collection.
- Please dispose of litter in the bins provided by the lake and on the green by the canal or take it home with you.
- If you smoke outside your apartment block please dispose of your cigarette butts at home and not immediately outside the apartment.
- If disposing of bulky items please call the council to collect - they will make two free collections a year (up to 3 items per visit). Tel no 01865 249811. Please don't just leave items in the bin store for others to deal with!
- If you have any further questions, please visit the Oxford City Council recycling and waste website which is available via www.oxford.gov.uk

3 Communal Areas

The passageways between houses on the estate should not be used for storage as this may block access.

4 Barbecues and other social events

The Waterways is a sociable estate but this does not extend to permitting barbecues, candles or other naked flames in any apartment areas, especially on balconies as they clearly constitute a serious fire risk to you and your neighbours.

Barbecues and other social gatherings can however take place in the communal areas on the estate, particularly on the main communal area by the canal, known as the Green and on the grass by the lake. Permission needs to be sought from the WMC via FirstPort if you are planning the use of any installations such as loudspeakers and bouncy castles in these areas which may affect the peace and quiet of neighbours.

Please be sensible when using these areas. Take your rubbish away with you and under no circumstances damage the grass. Do not use other communal areas as your personal space or for social events.

5 Noise

Owners and tenants are required to take all reasonable precautions to avoid noise nuisance. Leases usually require that noise outside and within any dwelling must be kept to a minimum between the hours of 11:00pm and 08:00am. This especially relates to the use of power tools, televisions and music. Please avoid letting doors slam between these hours.

When entertaining, please consider your neighbours and ensure that your guests enter and leave the building with the minimum disturbance and that they park appropriately.

WMC Leases and Transfers and GreenSquare tenancy agreements contain clauses requiring the owner to be responsible for the conduct of all persons occupying their property, especially with regard to noise during unsociable hours.

responsible for the maintenance of the communal parts of the private apartment blocks, including roofs, and the balconies of apartments.

What the WMC is not responsible for:

The WMC is not responsible for the two equipped play areas or the actual roads around the Waterways, Frenchay Road, Elizabeth Jennings Way, and most of Stone Meadow and Lark Hill, which are looked after by the County Council. Nor is WMC responsible for those areas associated with properties that are looked after by GreenSquare or the building occupied by Bright Horizons Nursery on Elizabeth Jennings Way.

More information, including the minutes of the meetings of the WMC and the AGMs, can be found on The Waterways website: www.thewaterways.co.uk (click on the WMC link). Details of the accounts are circulated to all Members each year and held by Companies House.

FirstPort Property Services

The Waterways Management Company (WMC) has appointed FirstPort Property Services as their agents to manage the day-to-day running of the estate and to ensure that the terms and obligations of the transfer agreements and leasehold apartment leases are adhered to. FirstPort is responsible for the care and management of the common parts of the estate - i.e. anything used or shared by two or more properties within the estate but nothing that serves any single property exclusively. It takes management responsibility for the structural and internal common parts of buildings containing leasehold apartments and the communal external estate areas but is not responsible for any internal parts of individual properties which are naturally the responsibility of the owner.

Examples of day-to-day issues include maintenance and decoration, cleaning and upkeep of common areas such as apartment block halls, carpets, stairs and landings, landscaping, refuse and bike stores, communal parking areas where properties have allocated parking bays and lifts in apartment blocks. Some freehold houses are responsible for their own parking areas.

All reports of maintenance and other estate problems, enquiries and requests from owners on any issues relating to the above should be directed to FirstPort in the first instance via their dedicated email address for the Waterways (see section 4). Where necessary FirstPort will liaise with the Management Committee of the WMC or with individual Directors, as appropriate.

Complaints about the service received from FirstPort should be pursued through their complaints procedure via their Waterways email address (see section 4), but if owners are dissatisfied with the response then they can always report their concerns to Directors via feedback.wmc@gmail.com. Other issues can be raised by writing to the Chair of the WMC at chair.wmc@gmail.com. Directors should not be approached directly.

Each WMC property is allocated a unique 11 digit account reference number. The number, which can be found on all company correspondence and invoices, should be quoted when contacting FirstPort Property Services. Each reference number will begin with 33445 - our development number.

Service Charge Payment

FirstPort is also responsible for issuing bills, for service charges, collecting payment and chasing debt on behalf of the WMC.

Vendors' Solicitors should contact the FirstPort Property Services Transfer department should they have any queries regarding this matter (help@FirstPort.co.uk).

In terms of lettings, the minimum period is 6 months. Also the Transfer stipulates that houses should not be used for any other purpose other than as a private dwellinghouse in the occupation of one household only. Therefore short-term lets of whole houses such as via airbnb or the letting of rooms to separate individuals which constitutes a home in multiple occupation (HMO) are not allowed. Where terms of a Transfer are judged to be broken, the WMC will consider appropriate action to enforce the terms of the Transfer and may re-charge owners for any costs involved.

Owners of freehold houses who sub-let should regularly check that their tenants are not breaking the terms of the Transfer in any way, particularly through sub-letting.

SECTION 3: Who's who on The Waterways?

In the following section we explain a little bit about the organisations which have a special role in the life of The Waterways.

The Waterways Management Company (WMC) - and why you pay a service charge

If you own either the freehold of a house or the leasehold of an apartment then you are automatically a Member of the WMC (one membership per property owned). Members are required to pay an annual service charge, to ensure the Company can meet its financial responsibilities. During the early years of the development the WMC was controlled by the developer of The Waterways, Berkeley Homes. In November 2006 Berkeley Homes handed over control of the WMC to 'the residents', in the form of a Management Committee of Directors, each of whom is a Member of the WMC.

The WMC is a properly constituted company and is registered with Companies House (the Company Number is 3968441). It is a company limited by guarantee and not having a share capital. The WMC has to follow certain rules, some of which are laid down in government legislation and some are laid down in a document called the Memorandum and Articles of Association (M&A). The M&A are specific to the WMC but share much in common with those for other, similar resident management companies.

The business of the WMC is overseen and directed by Members of the Company who have been appointed as Directors of the WMC and who sit on the Waterways Management Committee. Members can be co-opted on to the Committee during the year (i.e. between each Annual General Meeting) or can be elected at the AGM; any Member co-opted during the year is subject to election at the next available general meeting. Directors are required to be re-elected at an AGM every two years. The Management Committee can have up to fourteen Directors and is always interested to hear from Members who may be thinking about becoming Directors. Members are entitled to attend and vote at Annual or Special General Meetings (one vote per property owned).

WMC is responsible for most of the communal areas around the Waterways, the communal parking areas (but not the parking areas of some semi-detached houses), the gardens and trees, the lake and watercourses, and some short road sections, such as Clearwater Place, Cox's Ground, Complins Close and parts of Stone Meadow and Lark Hill. The Company is also

The most effective way to deal with anti-social behaviour relating to noise or other disturbance should be initially to raise the issue with the neighbour in a reasonable manner to try to solve the problem amicably. If you are unable to solve the problem through direct intervention in this way you may contact the Noise Complaints Department at the Council (01865 249811).

6 Children

People are of course happy to see children playing around the estate provided they behave reasonably. Please make sure:

- Children are sensible about traffic.
- They don't play ball games where likely to cause annoyance (e.g. close to cars, windows and planted areas).
- They don't damage any of the planted sections.
- They keep well away from the lake and the water courses that run through the estate, as these can be dangerous. Children should always be supervised in these areas.
- Do consider taking or sending your children to the Play Areas in Stone Meadow and Ryder Close. These are maintained by the City Council and so available for all of us to use.

7 Wildlife on The Waterways

For a modern estate The Waterways is surprisingly rich in wildlife. We have Port Meadow and the nature reserve of Burgess Field to our west. Furthermore the railway lines on the west side of the estate provide a permanent corridor for wildlife.

Linking Hook Meadow in the north to the Trap Grounds in the south is our own wildlife corridor between Frenchay Road and Stone Meadow. There is a small stream running through it which drains the surface water from the whole estate on both sides of the canal, as well as from parts of the Woodstock and Banbury Roads, into the Trap Grounds, as part of a Sustainable Urban Drainage System. Also the Oxford Canal runs through the middle of the estate and provides a haven for wildlife, as well as a pleasant walk along the tow path, north to Wolvercote and beyond and south to the city centre.

A variety of animals can be seen on and around the estate including badgers, water voles, otters, foxes, muntjac deer and hedgehogs.

Many birds visit and some nest here now the planting is more dense and mature. Herons have been spotted over the lake and the canal and tawny owls and cuckoos are occasionally heard calling just to the northern end of the estate by Hook Meadow. The rare water rail bird is occasionally seen pottering by our stream, and reed warblers warble in the reeds there in summer. Kingfishers are regularly seen as a blue flash above the stream in the wildlife corridor.

We discourage the feeding of wildlife on the estate as there is plenty of food in the natural habitats. Certainly, do not leave food on the ground for ducks or other birds. This spoils the grass areas and attracts vermin including rats!

The wildlife corridor is deliberately not lit at night to preserve the integrity of the habitat. Therefore after dark (and in icy weather) cyclists and pedestrians should not use the bridges and paths in this area as a short cut but use the main roads instead.

8 Water hazards on The Waterways

The various water features are an important part of the character and attractiveness of The Waterways. We have the lake off Elizabeth Jennings Way, the Oxford Canal, the watercourse that runs from the lake towards the canal behind Clearwater Place and Ryder Close, and the stream in the wildlife corridor down to the Trap Grounds.

All these water features, from the very deep to the very shallow, can present safety hazards, especially for children and the unwary. No one should ever enter any of the water features and if there is an incident in which someone (or their pet) has entered the water and gets into difficulty then the emergency services should be called immediately. Next to the lake and the canal there are life belts at intervals, set back away from the water's edge. It is important that children are warned of the dangers of these water features and are supervised when playing in these areas.

You are strongly advised to keep away from the edge of the water features. The lake, in particular, is very deep and not designed to provide safe places to stand or sit at the water's edge. The lake and its shores should be treated as potentially very hazardous.

As signs make clear, fishing is not allowed and taking fish from the lake is considered to be poaching, which is a criminal offence (Section 32 Theft Act).

9 Dogs

Please clean up after your dogs and keep them on a lead within the development. If you do not clean up you may be fined by the Oxford City Council dog warden.

10 Cycles and cycle stores

Bike racks and locked stores are provided across the estate and should be used to park bikes. Do not leave bikes in apartment hallways, communal areas or locked to railings. Bike stores are not meant for motor bike storage but can be used temporarily if there is sufficient space and other residents do not object.

If you are moving or going away for an extended period, please do not abandon your bikes but take them with you or dispose of them responsibly. The WMC undertakes regular "culls" of abandoned bikes in its area of responsibility and, after adequate warning, removes and disposes of those considered to be no longer in use.

11 Extensions and other changes to properties on The Waterways

If you are living in your own property and considering extending it or changing its outward appearance you should contact Oxford City Council Planning Department to check whether or not you need planning permission.

Freehold house owners are entitled to undertake works within their own curtilages, subject to the appropriate regulations. However, the WMC has produced guidelines for potential

2.5 Sale and sub-letting of apartments (including airbnb)

With regard to leasehold properties on the Development, Clauses (6.20) (6.21) (6.22) (6.26) of the Lease set out the requirements governing sales. Failure to comply with these covenants is a breach of the Lease and will inevitably delay final completion of sale or tenancy.

Leasehold apartment owners wishing to sell their properties should make written application to the WMC's managing agent, FirstPort Property Services' Luton office (contact details in section 3). The Lease provides that consent cannot be unreasonably withheld and you will be informed of any objections. An administrative charge is made for the appropriate consents.

The WMC has decided that there should be a minimum period for sub-letting of 6 months.

Shorter-term lettings of apartments, including via letting agents or organisations such as **airbnb**, are not allowed. Such short-term lettings would also breach clause 6.10 of the Lease which does not allow an apartment to be used for running a trade or business and stipulates that it should be used and occupied as a private residential flat in the occupation of one family only. These lettings could also invalidate the block's insurance. They would also be considered to be in breach of clause 6.11 of the Lease which does not allow an apartment to be used in any way that may cause annoyance, damage, nuisance or inconvenience to others in the block or on the estate.

The same conditions apply to the letting of rooms within an apartment to a number of separate individuals which constitutes a home in multiple occupation (HMO) and this is not allowed.

Where terms of a Lease are judged to be broken, the WMC will consider appropriate action to enforce the terms of the Lease and may re-charge leaseholders for any costs involved. **Owners of leasehold apartments who sub-let should regularly check that their tenants are not breaking the terms of the lease in any way, particularly through sub-letting.**

2.6 Buildings Insurance

If you are the owner of a leasehold apartment and need to make a claim on your buildings insurance please contact FirstPort's Luton office (contact details in section 3) and they will be pleased to advise you further.

Freehold houses

2.7 Sale and lettings of WMC freehold houses

With regard to the freehold properties on the estate, the Transfer by which you have purchased your property sets out any restrictions governing the sale of your property.

Failure to comply with these covenants is a breach of the Transfer and may delay final completion of any subsequent sale. The service charge liability remains with the last registered owner until proper notice is received. Please note that consent will not be issued if any outstanding payments are due.

SECTION 2: Legal and other issues for WMC leasehold apartments and freehold houses

Leasehold apartments

As you will know, there are certain legal obligations in the Lease you signed up to when you bought your leasehold property on The Waterways. Some of these are as follows:

2.1 Communal areas

The stairs and hallways of the apartment blocks should NOT be used for the storage of any items, including bikes and buggies, however temporarily. Such storage can cause inconvenience to other residents and impede access for the emergency services. In the unfortunate event of a fire the building's insurance may be invalidated if items were found to be stored in communal areas.

Similarly bicycles should be stored in the external bike racks or in the cycle sheds provided. Carrying of bicycles into apartment buildings often causes damage to both wall and floor finishes and accelerates the deterioration of the common areas.

2.2 Pets

Please be aware that The Schedule - Regulations no 8 of the Leases for all apartment properties states that pets can only be kept with the consent of WMC and WMC has agreed that *no* animals are allowed unless they are assistance dogs (e.g. a guide or hearing dog).

2.3 Satellite Dishes, washing and balconies

Leasehold property owners should be aware that The Schedule - Regulations no 4 of the Lease prohibits residents from installing an aerial, satellite dish or any other similar reception device on the buildings.

Balconies, including the painting of railings, are the responsibility of the WMC. Residents are not permitted to hang washing on their balconies or window sills. The WMC has given permission for pots, window boxes (hanging inside railings but not outside), tables and chairs, and other appropriate ornaments (but *not* barbecues, candles or other naked flames), to be placed on balconies but not window sills. This is on the understanding that owners/occupiers are responsible for ensuring that all health and safety issues are addressed and that no damage is done to balconies. The WMC reserves the right to refuse permission for anything that it considers inappropriate to be placed on a balcony.

Please be aware that any satellite dish erected in breach of this covenant will be removed and the individual owner charged for the associated costs of removal.

2.4 Floor Coverings

Leasehold apartment owners should be aware that The Schedule - Regulations no 7 of the Lease states that floors MUST be covered with carpet and underlay, or such other effective sound deadening floor covering material as may be approved by the Management Company, to all rooms with the exception of the kitchen and bathroom which should have suitable covering. The installation of wooden floors is not allowed and owners can be asked to remove unauthorised flooring.

developments to indicate the sort of extensions and improvements that it considers suitable in order to maintain the integrity and character of the estate. It has also produced character assessments of the areas within its remit according to the template produced by the City Council, and these assessments are intended to help owners and the City Council's planners to assess planning applications and their possible impact on the nature of the estate.

House owners contemplating improvements and changes are encouraged to look at these documents to gauge what might be acceptable in terms of maintaining the character of the estate. The character assessments and the development guidelines are available via the WMC section on the Waterways Residents Association web site (www.thewaterways.co.uk).

If you are a leasehold property owner you should be aware that in accordance with clause (6.9) of the Lease, First Port Property Management, as Managing Agents for the WMC, should be advised of any proposed alterations to leasehold properties. The Lease requires that consent be obtained from the WMC and the freeholder prior to work being carried out. Such consent is usually issued in the form of a letter licence, although a formal licence may be required depending on the extent of the works. An administration charge is made for the issue of consents and licences.

Property owners are also advised to take out separate insurance for the duration of the works to cover accidental damage caused by their contractor to the common areas or neighbouring flats.

Owners of all properties should have respect for their neighbours when undertaking work themselves or through contractors.

- Skips should be positioned where they cause least disruption.
- Communal carpets should be covered during work and cleaned at completion.
- Work should not be carried out at unreasonable hours (before 8am and after 6.00pm)
- Work should only be carried out at weekends with agreement of neighbours.
- Lifts should not be overloaded with bulky or heavy items.
- Additionally it is a common - and welcome - courtesy to inform neighbours well in advance of future work, particularly of any potentially disruptive or noisy work and to ask if week-end working is acceptable.

12 Complaints Procedure

If you are an owner of a WMC property on The Waterways and you have a complaint about the management of the estate, you can send it to FirstPort Property Services (details in section 3). If your complaint has not been satisfactorily resolved by FirstPort, you can contact the WMC directly, at feedback.wmc@gmail.com.

GreenSquare residents should contact GreenSquare (details in section 3)



The Waterways

KEY:

- Private Housing
- Housing Association
- Adopted roads
- W.M.C. roads & parking
- W.M.C. communal areas
- Private gardens / ownership
- Housing Association parking & gardens
- Playgrounds (Oxford City Council)
- Oxford canal
- Other water features
- Wildlife corridor path & Canal towpath
- The Waterways Green