



THE PRYORS HANDBOOK
AUGUST 2019



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EMERGENCY AND USEFUL NUMBERS- August 2019

UK emergency number	Ambulance, police, fire brigade	Dial 999	
Police non-emergency number	Eg a robbery has taken place but the robber has fled	Dial 101	
NHS non emergency number	Medical help is needed fast but it is not a 999 emergency	Dial 111	
Caretaker's Lodge	South side of Block B	020 7431 6970 thepryorslodge@gmail.com	
Caretaker	Lee Mullan	07591 954303	
Assistant Caretaker	Matthew Taylor	07591 953938	
Managing Agent	DNGBM Patricia Barham- Director Georgia Solaja Senior Property Manager BeeHa- cient accountant office hours 0900-17.30 Monday to Friday	0207 932 8500 0207 932 8503 pbarham@dngbm.co.uk 0207 932 8507 gsolaja@dngbm.co.uk 0207 932 8518 bha@dngbm.co.uk	
Managing Agent out of office hours	Emergency out of office hours	0203 370 9425	
Electricity power cut in area	UK Power Networks	Dial 105 or 0800 31 63 105	
Gas leaks	National Gas Emergency Service	0800 111 999	
Lifts	Langham Lifts	020 8920 0808	https://www.langham-lifts.co.uk
Water	Thames Water	0800 316 9800	https://www.thameswater.co.uk
Nearest hospital	Royal-Free-Emergency	0207 794 0500	
Website		www.the-pryors.co.uk	

THE PRYORS HANDBOOK

August 2019

INTRODUCTION

This is the seventh edition of the Handbook which first appeared in 1998. Much remains the same but some changes in the way things are done make a new edition necessary. This handbook along with the Pryors website is aimed at making information readily available to all.

As the introduction to a previous edition states: "We have the pleasure of living in Hampstead, which speaks for itself. We enjoy a tree-lined garden surrounded by perhaps the world's greatest City park both fiercely guarded from further building or encroachment. Many of us believe it's both a pleasure and a privilege to share this address."

People who live here include young families, working people and retirees from a wide range of occupations and nationalities. In addressing issues that affect living at The Pryors, the Board tries to balance the needs of the eclectic community and ensure that any rules or regulations are fairly and consistently applied.

For easy reference, topics are set out in alphabetical order and a contents page provided. Important information about alterations within flats, rules for people coming to do building and decorating work at The Pryors, car park regulations and usage of storerooms can be found in the appendices at the end.

We trust that you will find it useful.

THE PRYORS BOARD

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Alterations and Licences to Alter

The interior of your flat is yours to redecorate as you may wish but alterations have to be approved. In general terms, the lease requires that lessees must have the WRITTEN CONSENT of The Pryors before making alterations. This is a reasonable, common sense provision as alterations may damage the structure which The Pryors owns, affect your neighbours' property and inconvenience your neighbours. Contact the Managing Agent well in advance and they will send you a Works and Facilities Enquiry Form. The purpose of which is to streamline the application process and to inform The Pryors of your proposals in order that they can make a decision on whether consent is required for your works.

For the sake of clarity, all of the following constitute alterations (but the list is not exclusive so if in doubt ASK):

1. Any kind of structural work involving moving plumbing fixtures, altering electrical wiring in the walls, or removal of any part of any wall.
2. Significant refurbishment or work that requires drilling into concrete floors or ceilings or that requires rubbish removal above and beyond normal domestic use.
3. The creation of any new apertures in walls or making any alteration that is visible from outside the flat.
4. Any replacement or alterations to windows or floors.

If you act without written consent, you may be in breach of the lease and standard mortgage conditions, invalidate your own or The Pryors' insurance and have difficulty selling your flat. You must not begin work requiring consent until The Pryors has given you the written go-ahead. The Pryors will immediately halt work started without consent and will, if necessary, seek a court injunction. You may have to remove anything done without permission at your own expense. Even if the work is eventually permitted, there will inevitably be delays when you sell your flat while a License is processed.

In summary, contact the Managing Agent if there is any possibility that any proposed work may constitute an alteration and well before you're thinking of starting any alterations. They'll tell you what needs to be done. The full procedure for dealing with alterations is set out in our 'Guide to Alterations' in the Handbook Appendix I and II

Architecture of The Pryors

Block A (the upper one) was built in 1904 and Block B in 1910. The architect was Paul Waterhouse of the well-known firm of Hart & Waterhouse. He was the son of the famous Victorian architect, Alfred Waterhouse, who built the Law Courts in The Strand and the Natural History Museum. Interestingly, Alfred is known to have built a new billiard room in 1869 for the original eighteenth century house, also called The Pryors and owned by the Pryors family, which was demolished to make way for our blocks. Paul Waterhouse, like his father Alfred, became President of the Royal Institute of British Architects, as indeed did Paul's son, Michael. The buildings are typical Edwardian mansion blocks which still have many of their original features.

Our Conservation policy aims to retain and restore those in the public areas and outside parts. As Hampstead is a conservation area, we cannot make any changes that affect the appearance of the blocks or the grounds without getting permission from the local authority.

Arrears

Invoices for service charges and ground rent are issued twice a year, in early March and early September. They must be paid by the traditional English quarter days of Lady Day (25th March) and Michaelmas (29th September). The Managing Agent sends out the invoices. We charge interest on late payments (as stated in the lease) as they cost the community money. They also cause extra work and expense for the Board and the Managing Agent. We will instruct solicitors to begin legal action if people are more than a month late and the late-payer will have to pay their costs and court fees.

If you think you may have a problem paying on time, discuss it (in confidence) with the Managing Agent before the payment is due. The Pryors can take a sympathetic view where appropriate but that has to be balanced against the financial position of all the members.

Articles of The Pryors Ltd

The Articles are The Pryors Ltd.'s internal constitution. You should receive a copy when you become a shareholder of the Company or a share is transferred to you. Ask the Managing Agent if you want a copy or download a copy from The Pryors Website www.the-pryors.co.uk. (see *Useful Resources*). The main rules are:

- there must normally be a general meeting at least every 15 months at which the quorum is 10 members; at least 3 from each block
- every member gets one vote (flats in joint names get only one vote between them)
- people can only vote if they are up to date on service charges and other sums owed to the Company
- in addition to any other provisions made for the calling of meetings, an Extraordinary General meeting may be requisitioned by not less than 10 Block A shareholders or by not less than 10 Block B shareholders.
- any 10 shareholders from either block can require any resolution to be approved by a majority of shareholders from that block, this prevents either block overriding the interests of the other
- votes at general meetings are generally by simple (50%) majority with the chairman having a casting vote if there is a tie
- you can send proxies to general meetings
- there are three Directors elected by each block. The Directors elect a chair person
- Directors have to be voted in to office at a general meeting (though the Board can co-opt Directors between meetings)
- at general meetings Directors can be asked to stand down.
- the Articles can only be changed at a general meeting, and if 75% of those voting agree.

Auditor / Accountant

The accounts are currently audited. The auditor is reappointed at the AGM and is answerable to the shareholders. Questions about the accounts may be raised at the AGM.

Back doors

These have the same keys as the front door in each block. Please do not prop the back doors open when you are in the garden; people tend to assume someone else will shut them, and sometimes no one does.

Basements

There is a large basement corridor in Block A. You may use the wells off this corridor, with the Caretaker's permission, for storing non-motorised bikes. The areas are not very secure, and no liability is accepted for thefts and damage. Bikes should have ownership markings, be removable at short notice and must be kept in the wells and not along the basement corridor. It is planned to introduce numbered bike racks when the current major work cycle is completed.

These areas are not communal junkyards. Leaving old furniture etc. in the basement corridor constitutes a fire hazard and is unsightly. We regularly clear things away and throw them out. If you need to store something in the basements for a day or so, ask the Caretaker.

Bicycles

Please do not leave bikes (including children's) in the corridors at any time. If you bring them inside to store in your flat, please make sure that muddy wheels don't dirty the corridor carpets. With permission of the Caretaker, you can store bikes in the basement of Block A. All stored bikes must be labeled with your name and flat number. It is planned to introduce numbered bike racks as soon as the present work in the basement is completed. (See Basements).

Blocks A and B

Block A is the up-hill block and Block B the downhill. Block A postcode (Flats 1-32) is NW3 1BS;
Block B postcode (Flats 34-58) is NW3 1BP.

Board of Directors

The Pryors Ltd, like any other company, is run by its Directors, the Board. The Board may appoint sub-committees to deal with specific issues. Directors have to be elected (and can be asked to stand down) at general meetings of The Pryors Ltd at which shareholders are entitled to attend and vote. There are up to three Directors from each block. The Board holds regular meetings every four months which the Managing Agent sets up and attends. Directors are not paid.

The Managing Agent should be in the best position to deal directly with questions about policy and the running of The Pryors. However, if your concerns persist do feel free to raise matters of real importance or general policy with a Director. In the first instance, most routine queries, complaints and suggestions should be raised with the Caretaker or the Managing Agent.

Buildings insurance

The structure of the buildings (including your flat) and the grounds are insured by The Pryors Ltd, with premiums coming from the service charges. The main contingencies covered at present are:

- damage to the buildings caused by fire, explosions, lightning, flood etc.
- subsidence, heave or landslip
- effects of water escape from pipes but note that where the pipes exclusively serve your flat you may still be personally responsible
- damage to pipes caused by frost
- damage to or caused by aerials
- damage to common parts or theft of or damage to their contents
- public liability of The Pryors Ltd to residents or others on the premises
- terrorist damage

The amount covered is extensive and covers rebuilding costs. The Managing Agent can let you have a copy of the policy if you want to see it. The details of the policy may vary somewhat from year to year. See insurance claims for what to do if you have a claim.

Though the general structure is covered on this policy, you personally may be liable for (and prudently should have insurance cover for) things like: water leakage from inside your flat, damage to the walls, floors or windows of your flat, or damage that you (or your workmen or tenants) do to the common parts.

Burglar alarms

Burglar alarms may be installed on the INTERIOR of your flat only. There must not be any alarm boxes or other apparatus on the common parts such as the exterior of the blocks or in

the corridors. Alarms and installers must comply with NACOSS standards which require that there must be a system in place to access your flat to deal with false alarms. A list of key holders must be given to the Caretaker and the Managing Agent.

Cable TV

Cable TV gives very good TV reception on the main national channels and numerous other UK and foreign ones. One can also get radio, telephone and ordinary and broadband internet connections through the cable system. The contractor is now Virgin Media (08454541111 or 150 from a Virgin phone), who can arrange to connect you from main cables that are already positioned in the wells of both blocks. However, you must obtain the permission of the Managing Agent before any work is carried out in the wells. They will have to do some installation work and internal cabling in your flat. You do not need permission for that. But beware, we have had reports of very careless and shoddy work (See also Satellite Dishes).

Car Park

The car park regulations have been comprehensively redrafted. They can be found in full in Appendix III. The rule that every parked car must display a valid permit will be vigorously enforced. The Caretaker has standing instructions to apply heavy-duty stickers to the windscreens of all vehicles not carrying a valid permit and will make regular inspections. The Caretaker has sole day-to-day charge of the car park and acts with the authority and backing of the Board. If any matter about parking is unclear to you, please ask the Caretaker or the Managing Agent and follow their directions.

Car Park Barrier

The car park barrier is worked by electronic radio entry keys. The keys cost approximately £45.00 each from the Caretaker. Please do not lend your keys to tradesmen etc.; it is a security risk and it also means we cannot control who is using the car park. The Caretaker will let tradesmen into the car park. The keys remain the property of The Pryors Ltd and must be returned at the end of a tenancy.

Carpets on floors and installing wooden floors

The lease requires that all floors, with the sole exception of bathroom and kitchen floors, must be carpeted. The Board reserves the right to enforce this requirement. However, the Board is prepared to consider allowing timber/hard floors subject to certain conditions which include meeting good standards of sound proofing as laid down by the Board's surveyor. If you are considering installing such flooring, please consult the Managing Agent who will advise about the application for a licence. The lessee will be responsible for all costs and surveyor's fees. However, even the installation of the most soundproof flooring does NOT relieve the lessee of their obligations under the lease. We warn that, in the event of a noise complaint, the Board would enforce the lease and require the lessee to lay carpet.

Please note that alterations to flooring (like other alterations) must not be started until a licence for the alteration has been issued and signed by both parties.

Car Wash

There is a tap and hosepipe in the car park, on the wall outside Block A. Please do not confuse this with the garden watering hose which is connected to a timing device and should not be disconnected.

Caretaker

The Pryors employ a non-resident Caretaker and an Assistant Caretaker who work Monday to Friday. Emergency cover out of hours and at the weekend is provided by the Managing

Agent (see under ‘Emergencies & Useful Numbers’ for contact number). The Caretaker’s Lodge is located on the south side of Block B. Contact details are:

- The Caretaker’s lodge: 0207 431 6970
- The Caretaker’s mobile : 07591 954303
- The Assistant Caretaker’s mobile :07951 953938
- Email: thepryorslodge@gmail.com

You should contact the Caretakers to help sort out any day-to-day problems: if you have workmen coming, in an emergency or generally if you need assistance.

The Caretakers’ (including the Assistant Caretaker) duties are set out in a manual available to residents in the lodge. They include:

- Maintaining security and smooth running of The Pryors and generally helping residents
- Cleaning and tidying the common parts
- Collecting rubbish sacks once daily (except on Saturdays, Sundays and holidays) by about 0700. There is an additional collection at 1700 on Fridays. (See Recycling and Rubbish for more information)
- Keeping a log of workmen on site
- Taking in deliveries if residents are not around
- Supervising the car park
- Dealing with emergencies

Residents should not ask the Caretakers to do things that are not part of their normal job which keeps them quite busy enough. We suggest you raise any comments about the Caretakers with the Managing Agent. We engage a temporary Caretaker for holiday cover. We discourage tips to the Caretakers if all they are doing is their proper job. However, a gratuity at Christmas is normal and will be welcomed.

CCTV

Closed circuit television currently records people entering each block (front and back doors) and much of the car park. Coverage has been extended. Though we do not routinely monitor the recordings, they are available to the police if required. The Pryors Ltd is registered with the Information Commissioner’s Office under the terms of the Data Protection Act.

Common Parts

Do please note that your lease does *not* extend to the common parts, such as the corridors and external stone windowsills. You must not alter anything in these areas, like the outside appearance of your front door (including knockers, letter boxes and bell pushes) or put anything permanently in them (e.g. cables, flower pots or boiler flues) without permission. Burglar alarm boxes are not permitted You must not store building materials or waste from building works in the corridors and you must not clutter the corridors with private possessions such as pushchairs prams and plants (these have also damaged the hall carpets). The corridors are vital fire exits and must be left clear. Please try not to spread mud and dirt over the carpets; wipe muddy shoes, dog paws and pram wheels and carry bicycles.

Conservation Policy

One of the pleasures for most of us of living at The Pryors is the splendid Edwardian architecture that surrounds us. We want to conserve and enhance this. We try to ensure that external or internal works are in sympathy with this heritage. That applies both to any major works, and to minor details like the type of knocker on your front door. As the Pryors is in a designated conservation area, certain constraints apply in any case.

Deliveries

Small packages can be left at your own risk with the Caretaker during the day and you can then collect them later.

Disabled Access

Ramps for the front door steps are available from the Caretaker. The lifts will accommodate most wheelchairs.

E-mail and Communications

The Board and Managing Agent increasingly use email to communicate with lessees and residents. If you have not already done so, or have just moved in, please let the Managing Agent have your contact details including phone numbers and email addresses. We wish, in so far as is possible, to conduct all written communication between the Board, Managing Agent, lessees and residents by email – at a saving of time, paper and money. Also, the Caretakers use email which they access daily during the week. In addition, there is a Pryors website (www.the-pryors.co.uk) which contains documents including copies of this Handbook and other useful information.

Emergency & Useful Numbers

See list at the front of the Handbook

Emergency Out of Hours Service: Tel 0203 370 9425

Through the Managing Agent, The Pryors Ltd employs a service to respond to out of hours emergencies (from 1730–0900 Monday to Thursday and 1730 Friday to 0900 Monday, 365 days a year and all public holidays). This service should only be used in a genuine emergency, something of concern to The Pryors which cannot wait until the Managing Agent is available (for example, a leak, dangerous electrical faults, problems gaining access to the building etc.). The call handler will request details of the emergency and you will be asked for your name, address and telephone number. If the incident does not fall within the emergency boundaries, a contractor may be sent but the cost will be personally incurred and will not be the responsibility of the Pryors Ltd. This is intended as a deterrent to inappropriate use of the service. Calls are recorded to keep a record and if the number is called regarding a routine matter the Managing Agent will be informed by email.

Entry phone

A buzzer sounds in your flat when someone presses your entry phone bell downstairs and you'll be able to see him or her on the entry phone screen. To talk to the person, lift your handset and press the button on the side of the handset. To let them in, press the top button next to the screen. Never let people in if you do not know them or if they claim to be wanting to visit another flat. Always tell them to go and see the Caretaker, who will make checks. This is important; letting strangers in is a real security risk. Similarly, don't let people come in with you when you enter the block downstairs (even if this seems a little rude). Remember that thieves are clever at talking themselves into premises, and then possibly breaking into a flat.

Filming at the Pryors

Film crews occasionally want to use The Pryors, or individual flats, because of their character and location. They may not do so without permission. In principle, we have no objection but it is vital for us to have a proper agreement with them or we will find (and have found) the car park and the corridors totally blocked by equipment and people. (This is in addition to any agreement you may have with them for the use of your own flat.) We will charge the film company and this is a useful windfall for communal funds. The film company should apply to the Managing Agent for permission at least 4 weeks before filming is due to begin.

Some scenes from the cult horror film, *An American Werewolf in London*, were shot at The Pryors and show views of Block A and the interior of one of the flats. Most exciting of all, the werewolf attacks a

couple just outside our garden gate on to the Heath. Smiley's People (John le Carre, Alec Guinness) was filmed partially from Flat 56 and many scenes show the Heath behind us, as well as South End Green (when a cinema stood where Marks and Spencer now is)

Fire Safety

The Fire Department approved recent changes that improved fire safety at The Pryors. All exterior flat doors in Block A have been upgraded to meet fire safety standards and additional fire doors have been added to the corridors in Block A. Exterior flat doors in Block B have been inspected and improved to meet standards. Fire barriers were installed in the roof space of Block A in 2016 and fire barriers will be installed in Block B's roof by the end of 2019.

DO NOT USE THE LIFTS IF THERE IS A FIRE IN THE BUILDING. EACH BUILDING HAS FRONT AND REAR EXITS. IN BLOCK A THERE ARE ADDITIONAL BACK STAIRS THAT LEAD INTO THE GARDEN AND EXITS FROM THE BASEMENT CORRIDOR. IN BLOCK B THERE ARE SIGN POSTED FIRE EXITS ON ALL UPPER FLOORS THAT LEAD INTO A LIGHTWELL AND THEN TO THE EXTERIOR.

If the fire alarm goes off in Block A residents are advised to STAY PUT because the fire alarm system is not operational. (It is due for replacement when the interior work to Block A is undertaken 2021.) This is the advice given by Fire Safety Officials.

If the fire alarm goes off in Block B residents should EVACUATE and gather near the entrance to Block A (without obstructing the fire brigade). This is the assembly point.

You are requested to notify the fire brigade outside if you know of people in the Block that are elderly have young children, are infirm or deaf, have pets, and so on in order that they can be helped to safety.

If you or people in your flat may need special help could you please advise the Managing Agent and Caretaker or let a neighbour know so that someone can check on your safety.

Do be aware of fire precautions generally.

- Do not use the lifts if there is a fire in the building.
- Do not leave the corridor doors or doors into the fire exits (Block B) open. If shut, they will delay fires spreading. .
- Do not store items in the corridors as they can make a fire worse, as well as obstructing escape.
- You should fit your own smoke/heat alarms and test them regularly.
- Most fires start in the kitchen. Take care. Be sure to fit an alarm there (and near bedrooms). Fire blankets and domestic fire extinguishers are also advised.
- Make sure wiring and electrical equipment in your flat is safe. Don't overload circuits or put cables where they can get frayed (e.g. under mats – but beware of tripping on them if they're exposed).
- Overheating, unusual smells, short-circuits or sparks are all warning signs that equipment or appliances need to be turned off, then replaced or repaired.
- The lease restricts storage of flammable substances (e.g. petrol cans or gas cylinders) in the flats and storage sheds.
- Take care with candles and do not let children use them or matches unsupervised.
- There is a legal requirement for gas appliances in rented flats to be checked annually by a contractor on the Gas Safe Register. This is good practice for all flats.
- Workmen – it is your responsibility to make sure people you get to do work in your flat are competent, follow fire safety rules and know our evacuation procedures.

As well as observing the procedures above, do remember that you are responsible for your own flat.

Fire doors and exits

There are fire doors (refitted in 2016) along the corridors. It is a legal requirement that they should not be kept open and this also makes sense on safety grounds. A closed fire door will delay the spread of flames and smoke for many minutes and may save someone's life. Also the doors into the fire exits (stairwells) of Block B must be kept shut. Each building has front and rear exits. In Block A there are additional back stairs that lead into the garden and exits from the basement corridor. In Block B there are sign posted fire exits on all upper floors that lead into a lightwell and then to the exterior.

Fire extinguishers

On advice from our fire safety consultant these have now been removed.

Flooring

See: Carpets on floors and installing wooden floors

Freeholder

Your freeholder is The Pryors Ltd, which may also be described as the lessor or landlord.

Front Doors

The front doors of the blocks are our first line of defence against intruders. Do not leave them open, and ensure that your workmen or delivery people do not. They do not always shut automatically, so please pull them shut. Also see Entry Phone. Realistically, however, people will and do get in. So the real barrier has to be your own front door. See 'Security'.

The front doors of the flats are the property of the lessee apart from the external surface. The paint colour has to be the same as everyone else's and we strongly encourage you to use the original knockers letterboxes or bell pushes or to find replicas. In this way we can protect the aesthetics of these special buildings.

Garden

The garden is managed by the Garden Group which is a subcommittee of the Board. If you are interested in joining or have suggestions, skills or interest which could enhance our gardens please let the Board know.

The garden is a very popular amenity and we thought it useful to provide some information about the garden and some reminders about its use. Owners are responsible for ensuring that your tenants know about this guidance.

General

- There are a number of light weight chairs, located inside the cellar of Block A and outside Block B. Please give priority to those who, because of age or health problems, have difficulty carrying chairs from their flats. Please return these chairs after use.
- No portable radios etc. please (other than ones with ear phones).
- Please shut the gates to the garden, including the small gate at the south end of the garden, and the two car-park gates. Leaving them open is a hazard for small children, who may wander out, and also a security risk.
- There is a single key to open both the back gate on to the Heath and the rose garden to the north of Block A. The Caretaker can supply keys. Always shut and lock the gate.
- It can get very muddy on the Heath and in the garden. There are boot scrapers outside each garden entrance to the Pryors. Please use them and the doormats - and get your children to do so - to protect our corridor carpets.
- There are herb pots next to Block A on the corner furthest from the car park. Please feel free to help yourself to herbs, leaving some for others.
- Any problems in the garden are best sorted out there and then but if they persist please speak to the Caretaker or the Managing Agent.

Children

- Other than for toddlers, ball games etc. should be played on the Heath and not in the garden.
- You are responsible for looking after your children in the garden – for ensuring they are safe and that they behave considerately to others (child and adult). Please ensure that they are supervised at all times. Do not leave paddling pools unattended.
- Please ensure that children do not play in the flowerbeds or damage plants and trees.
- Take toys, your garden furniture and paddling pools etc. in with you at night.

Parties

- Feel free to use the garden for summer parties, but if there are more than 12 people present you have to ask the Board for permission.
- Use of the limited number of benches and chairs is a problem. The general feeling is that it is unfriendly to reserve them more than an hour ahead or to use too many of them at a time. If you have collected some together for a party, please put them back round the garden as others may find them very heavy to shift.
- Be considerate with barbecues; the smoke and smell may be a nuisance for others in the garden or nearby flats. Ensure that somebody is present while the barbecue is hot. Gas barbecues are not allowed.
- Take all your litter back with you.

Wildlife

- Foxes and rodents leave droppings on the grass. They may represent a health risk from parasites for all of us, but particularly for young children.
- Rodent boxes, containing poison, have been placed at various locations in the garden. Please do not touch them and take care your children do not do so.

Dogs

- Please refer to the Section in this Handbook on Pets - page 14

General meetings

The Pryors Ltd holds a statutory Annual General Meeting each year. This reviews the company's own accounts and the service charge account, as well as transacting formal business like reappointing the auditors and electing Directors. There is also a general discussion about Pryors issues. An agenda and formal notice of meeting is circulated (with the accounts and proxy voting forms) in advance.

The Directors may also summon general meetings at other times to discuss and get approval for important new issues. Additionally, under the articles, shareholders may call a general meeting. You may only vote at general meetings if you are a shareholder and are up to date with all service charge and other payments due.

Ground Rent

Your six monthly payment includes half the annual ground rent as specified in the lease (total £70 pa). The income covers some of the day-to-day running costs of The Pryors Ltd and is shown in its annual accounts.

Heath & Hampstead Society

This is the local (and influential) civic amenities lobby group. It seeks to keep an eye on developments in Hampstead village and Hampstead Heath. The Pryors Ltd is a member but you are encouraged to join individually.

History of the Pryors

The Pryors was originally a farm house (owned by the Pryors family) on the edge of the Heath. You can spot it (probably) on some of Constable's paintings of the area, and on old

prints. If you look at the plan of the block on the registered land or charge certificate for your flat, you will see the outline of the old buildings is shown.

It is thought that the Pryors family themselves redeveloped their land at the turn of the century by pulling down the farm buildings and building these two blocks of flats. The well-known Victorian architect Alfred Waterhouse had done some work previously in the family's old house. After his death, the firm was continued by his son, Paul Waterhouse (under the name Hart and Waterhouse), and presumably the father's connection with the Pryors family got them the contract to design the two new blocks. Block A (the upper one) was built first, in 1904. Block B followed in 1910.

Hospital

The nearest hospital with an accident and emergency centre is the Royal Free Hospital (020 7794 0500).

Insurance claims

If you think you may have a claim on The Pryors' buildings insurance policy, please discuss this with the Managing Agent as soon as possible. They may arrange to inspect the damage, and will let you have claim forms and other details if the claim is covered. As our premiums (and so the service charges) will increase if our claims record is poor, we will not normally permit claims to be made on our block policy if the contingency is one that is covered on your own individual policy.

Keys - Emergency Key System

The Pryors has two safes (one for Block A and one for Block B) located in the Caretaker's Lodge. These contain flat door keys so that flats can be accessed in case of emergency. The keys are coded so if the safe is accessed the keys cannot be identified by flat number and the codes are kept separately.

It is useful if you get accidentally locked out of your flat, have lost your keys, there is a water leak in your absence, or another emergency. The key safe is entirely a voluntary system. If you want to participate, you will need to sign the Key Waiver form. Please ask the Managing Agent or the Caretaker for the form.

Whether you leave your keys in the key safe or not, we recommend that you leave extra keys with a neighbour, friend or relative. Please let us know your arrangements in case of an emergency otherwise The Pryors' will have to resort to calling out the emergency services. Please ensure that you keep the emergency contacts information up to date and send this information to the Managing Agent and the Caretaker

Keys -for doors and gates

One key works the front and back doors of Block A, and a different one the doors of Block B. There is also a key that opens the two gates into the garden from the car park, the back gate on to the Heath and the gate into the north rose garden. The Caretaker will let you have what you reasonably require at a cost of £15 for each key. The Block keys are security coded and cannot be copied by locksmiths without our permission.

Though we should never regard the front and back doors as a very secure barrier (see Security), we do all have a responsibility to take proper care of these keys. Be careful if you lend them to people (e.g. workmen for access); keep a record, and ensure you get them back.

As a precaution, we normally replace these door locks if residents lose keys or they are stolen. As well as being expensive (we need hundreds of keys each time), this is very inconvenient for everyone. So please regard keys as valuable. If you do lose one, please report it promptly to the Caretaker or the Managing Agent.

Landlord

Your landlord is The Pryors Ltd, which may also be described as the lessor or freeholder.

Lease

The lease is the legal contract between you and The Pryors Ltd which owns the freehold of the land, the blocks and of your flat. This contract gives you, in accordance with its terms, the right to use the flat, and sell that right to others, until the lease comes to an end. Most leases are for 149 years from 1975. When they expire in 2124 (unless they have been further extended) your flat would become the property of the freeholder. Of course, the freeholder is always in a position to extend the leases of its shareholders/lessees.

The main provisions in the standard lease are these:

- You must pay ground rent (currently £70 but with planned increments up to ultimately £270) or your flat may be repossessed.
- You must pay your percentage of the service charge – this varies with flat size.
- You must pay interest on arrears and legal costs if The Pryors Ltd has to sue you for non-payment of your rent or service charges.
- You should redecorate your flat inside every seven years, keep it clean and preserve all internal service pipes and wires.
- Window frames are your responsibility though any change must be approved by The Pryors Ltd (and may also need planning permission from the local authority). Replacement windows must be exact wooden replicas of the originals. You may not install replacement windows in aluminium or PVC. You must consult the Managing Agent and obtain permission in writing if you are planning to replace your windows. This rule is important and you will be required to remove any unauthorised windows installed without permission.
- You must let the landlord inspect your flat by reasonable appointment and have access to carry out essential works.
- You must not render the insurance policy void (by things like storing combustible material) or, if there is a fire, you may be liable for the damage.
- You must not assign (i.e. sell), transfer or sub-let your flat without the written consent of the freeholder. Sub-letting must not be for less than 90 days or more than two years and not to diplomats or in principle to companies outside UK jurisdiction (but this is usually possible with appropriate guarantees).
- You must not make any alterations without first getting written permission from the freeholder.
- You must not make any alterations to the common parts at any time (such as putting up extra lighting).
- You must not store petrol or similar combustibles on the premises.
- You must not engage the Caretaker to do any private work (except by previous written permission of The Pryors Ltd).
- You may only use the flats for residential purposes (i.e. not for business).
- You must not cause any nuisance to your neighbours.
- Strictly the lease requires that you should not play music, instruments or use equipment (even TVs) between 2300 and 0700. In any event you must not cause disturbance to your neighbours at any time.
- You may not place business nameplates outside your door, nor hang washing in the common parts or out of windows.
- You may only keep a pet if it causes no nuisance to your neighbours.
- You may not put rubbish sacks outside your door before 2100 at night, and not at weekends.
- You may not put any aerial on any part of the building.
- Children playing in the garden must be accompanied by a responsible adult.

- You may not store items in corridors or basements without permission.
- You may not occupy or encroach into any common parts (such as corridors, light wells or roof areas) without permission.
- All floors except bathrooms and kitchens must be carpeted (see Carpets on floors and installing wooden floors).
- In its turn, the freeholder must insure the property, clean and maintain the premises, remove the rubbish and enforce the above rules of the lease.

These provisions are in the interest of all the residents at The Pryors. The Managing Agent or the Board will bring the rules to your attention if you fail to stick to them. Ultimately The Pryors Ltd may have to take residents to court to get them to obey the lease, to obtain compensation, and as a last resort to forfeit the lease: that is, to terminate it early. If that were ever to happen, your flat could become the property of The Pryors Ltd again without compensation to you, and it could be sold to someone else.

Obviously we use common sense when deciding whether to enforce a particular part of the lease. Normally, we will try to let you do what you want in your flat as long as it does not affect other residents or the character and value of the blocks.

You need permission from The Pryors Ltd to sell your flat ('a licence to assign the lease') or to sub-let it. That is normally granted, but there are restrictions in the lease on selling to foreign companies without a UK resident individual guarantor or to persons or bodies holding diplomatic immunity. This is because it can be difficult to take such persons to court. So we will not normally give permission in these cases without special safeguards to protect our position. You (or your solicitor) should contact the Managing Agent in good time if you want to sell or sub-let your flat.

Lessor

Your lessor is The Pryors Ltd, which may also be described as the landlord or freeholder.

Licences

You may have a licence from The Pryors Ltd for storage or car parking spaces. You should get a Licence for Alterations if carrying out renovations in your flat. You also require a licence if you wish to sub-let your flat. There is more information about licences in the Appendices.

Lifts

The lift structure is still the original Edwardian one, which we want to preserve as long as we can. In fact, the mechanics and electronics are up to date and the lifts generally work well.

Do remember (and ask guests, tradesmen and workmen) to ensure both inner and outer doors to the lifts are closed after use. Do not open the doors until the lift has fully stopped. Do not slam them. These are by far the main causes of lift problems. Generally these are not due to the age of the lift but to the impatience of the user! Report any problem to the Caretaker.

Children must not use the lift unsupervised. Do remember to keep them at the back of the lift car where there is no risk of hands getting through the gates whilst the lift is moving. Protective wall coverings are available from the Caretaker for workmen or removal people carrying things that might cause damage. Do ensure they are used; you will be responsible for any damage caused.

The lift cars are fitted with an emergency telephone to the service company, Langham Lifts. However, if you are unfortunate enough to become stuck between floors press the alarm bell inside and HOLLER for help, and get someone to send for the Caretaker who knows how to release the lift doors, as do some of the Directors.

Local Authority

Our local authority is the London Borough of Camden (www.camden.gov.uk ; telephone: 020 7974 4444). They are responsible for many local services.

Local transport

It is a short and pleasant walk to Hampstead village where you can catch the tube (Northern Line) at Hampstead station and also 46 and 268 buses. At South End Green, at the bottom of the hill, there is Hampstead Heath Railway station (trains eastwards to docklands and westwards to Richmond and Kew) and 24, 46, 168 and C11 buses. The Transport-for-London website (www.tfl.gov.uk) is excellent for maps, timetables and planning journeys.

Major works

We routinely need to renovate and redecorate the exterior of the blocks (including roof areas) and redecorate the common internal parts. We normally plan to do these major works on a regular six year cycle.

The major works are carefully planned and the Board consults extensively, including at the AGM and special meetings. Works above £10,000 also require notification under Section 20 of the Landlord and Tenant Act 1985. This means that every lessee has the right to see specifications and tenders and to comment and to propose a company to tender. We are required to obtain at least two quotes for all major work.

Managing Agent

The Managing Agent is responsible for supervising the day-to-day running of The Pryors, and service charge collection, co-ordination of work at The Pryors, and general advice to the Board.

Please contact the Managing Agent with any day-to-day problems or issues that the Caretaker is unlikely to be able to fix. They also provide an out of hours emergency service if the Caretaker is unavailable. Contact details for the managing agent are given under useful numbers at the beginning of the handbook.

Maps

The Pryors is the only London private residence, apart from Buckingham Palace, to be named in the *London A to Z Atlas* and in the internet maps such as Google which derive from this publication; which makes us easy to find! There is an interesting historic reason; the redoubtable Phyllis Pearsall, who in the nineteen thirties traipsed the streets of London compiling her first edition (1936) of the *A to Z*, had a friend who lived in The Pryors. So, after weary hours walking the streets of north London, she would adjourn to The Pryors for refreshing cups of tea. She showed her gratitude by commemorating the name of our building in her Atlas!

Noise

Noise travels surprisingly easily between flats - to those above and below you, much more than sideways. So please do be considerate to your fellow residents. On the other hand, we all need to be tolerant, particularly of unavoidable (but still possibly infuriating) noise, like babies crying at night.

The lease restricts all noise (e.g. radio or TV) between 11 at night and 7 in the morning, and at any time of the day if it causes unreasonable annoyance to neighbours. The Board will, if necessary, take action to enforce those provisions.

We suggest you try and sort out any noise problem yourself as it happens. A knock on the door from a neighbour may be effective than formal letters from the Board or the Managing Agent. Normally people just don't realise how loud they are being, and will do something immediately when it is pointed out. If it persists or recurs often, do however feel free to raise it with the Managing Agent who will write to the person concerned. Note that building work is not permitted at weekends.

Parking on the street

You can get resident's parking permits from the local authority, Camden Council. These permit you to park designated cars in marked parking bays. You and your guests and people working in your flat can also use public parking, including the East Heath Road car park lower down the hill and also on the streets in the evenings. Otherwise one has to pay at meters.

As a resident you can buy parking permits for visitors from the local authority. These can only be used in resident's bays, not in 'pay and display' only bays. Note that the authorities are quick to clamp and/or tow-away if you or your visitors infringe the complex rules. See Car Parking for details of how you and your visitors should use the spaces at The Pryors.

Pets

The lease states you may not keep pets if they become a nuisance to your neighbours. If you do keep a pet, please be considerate to others - particularly when it comes to noise. Dogs should be kept on a leash in the corridors and in the garden. Do not allow your dog to defecate or urinate in the garden. Please wipe the muddy feet of dogs (as well as your own feet) before walking along the corridor carpets. We also require all pets to have current vaccination against common parasites, including worms and fleas.

Police

Hampstead Town Safer Neighbourhoods team : In October 2016 the Metropolitan Police Service increased the number of officers working in Hampstead under a Safer Neighbourhoods scheme. There is a dedicated Ward Officer and Police Community Support Officer. More information can be found on www.met.police.uk/saferneighbourhoods. Officers work flexibly across a larger neighbourhood area in support of the dedicated team, all led by a sergeant and an inspector. They aim to respond to every message directed to them within 24 hours. However, they are not a 24-hour response team, so if it is an emergency please call 999. Team Details for Hampstead Town are telephone 0208 721 2779, email HampsteadTown.SNT@met.police.uk

Post codes

The post code of the upper Block (A) is NW3 1BS, and of the lower Block (B) is NW3 1BP.

Pryors Limited

The Pryors Ltd is the name of the limited company that owns the freehold of The Pryors and that gives leases, licences and other consents. It is Registered in England Company Number is 01745996 and the registered office is 4th Floor 192-198 Vauxhall Bridge Road London SW1V 1DX. All lessees (flat owners) are shareholders and eligible to vote at meetings etc. See Board of Directors and General Meetings for other relevant topics.

Recycling and rubbish disposal

Strong black plastic bags for ordinary rubbish and green plastic bags for recycling are provided by The Pryors and are delivered to each flat weekly (usually Friday) by the Caretaker. The Caretaker collects rubbish and recycling bags from outside your flat at 0800 Monday to Friday and at 1700 on Fridays. If you wish to dispose of recycling or rubbish at

other times you can take the bags to the cellar where there are wheelie bins (black for rubbish and green and some specifically labeled black bins for recycling). Similarly, if you have rubbish to dispose of on the weekend or a holiday, please take it to the rubbish storage area in the basements. Do not leave it on the street, or elsewhere, as it can be a fire hazard and general nuisance.

You can leave rubbish and recycling bags outside your front door Monday to Thursday between 2100 in the evening and about 0700 in the morning and Friday just before 1500 when the Caretaker will collect it. If you have a cleaner for your flat during the day, please ensure he or she either takes the rubbish down to the rubbish storage area or leaves it inside your flat to be put out at night. Please do not put out rubbish outside these hours: it is unsightly and can be smelly.

Ordinary household refuse should be put in the strong black plastic bags provided by The Pryors. Larger boxes should be broken down for recycling. Please check that the bag is not damaged or leaking; particularly liquid or oily waste should first be put into a secure bag or container. Bags do leak and can stain the corridor carpet permanently. Please do not place broken glass in your black plastic bags unless it is first securely wrapped or within a container.

You can recycle the following: plastic packaging, cartons (please collapse them), mixed paper and card, food tins and drink cans, aerosols, foil, mixed glass (bottles and jars) and plastic bags. The following can NOT be recycled in the green bags: nappies, cooking oil, paint tins, light bulbs, electrical items, broken glass, black sacks, polystyrene, tupperware, card with padding or bubble wrap, plastic toys or furniture, coffee cups, foil lined packets.

Other than normal day-to-day rubbish and recycling, disposal of other items is the resident's own responsibility. *Do not leave large items you wish to discard in the cellar.* There is a large recycling depot in Kentish town (Regis Road NW5 3EW) that takes most items. They recycle everything, including car batteries, fridges, computer equipment and other 'difficult' items. You should take larger items for recycling there yourself. Alternatively, charities are often happy to collect some items for use or resale. A Google search will come up with many firms doing collections for one off disposals.

Please do not dump your rubbish or debris in The Pryors' or someone else's skip (that is without permission) in the car park during building works. Someone is paying to have it there, but only for their own waste! Skips are generally not permitted on site.

Rented flats

Renting at The Pryors is popular and around one third of our flats are rented. If you wish to rent out your flat please contact the Managing Agent and they will explain the process of obtaining a Licence to Underlet. You cannot rent out your flat without a Licence to Underlet.

Removals

Removals must be notified to the Managing Agent before they happen. The Caretaker must also be advised and will do a walk-round with the leaseholder before the move takes place to check any existing damage to the common parts (as one does with a hire car).

The removers must NOT leave the front doors, or the lift doors, open and unattended. The lift (and if necessary corridors) should be protected with dustsheets. Damage resulting from failure to do so will have to be paid for, and may be taken from your sub-letting deposit - see Short Term Lets. On completion of the move there will be a further walk-round to check if damage has occurred.

There may be major problems in parking large vans outside Block A because of the zebra crossing. Consult the local council about reserving the right to park all day. Parking inside the car park **must** be pre-booked with the Caretaker. Only one large van will be permitted on site at any one time. Vans blocking residents' cars must be prepared to move immediately when asked. All boxes, rubbish and other removing materials must be taken away by the removers (not left for the Caretaker).

Rodent Control

We have a contract with an outside firm for dealing with mice and other rodents in the common parts. The green boxes in the garden along the sides of the flats contain poison for rodent control. Contact the Managing Agent if you have a problem in your flat.

Rubbish disposal

See Recycling and Rubbish disposal

Satellite dish

Dishes for the Astra systems are installed on the roofs of each block. Phone Ward Aerials Ltd on 020 8368 0077 if you want to be connected. You may not erect a satellite dish of your own.

Security

The main thing to remember is that the doors and windows of your flat are the only effective security barrier to protect you and your family, your flat and its contents. You are responsible for making these as secure as you want. You should take sensible precautions like not leaving windows open (criminals can climb drain pipes and even lightning conductors) and not leaving things visible in your car.

Of course we do what we can to prevent unauthorised access to the common areas inside and outside the blocks. The Caretakers keep an eye on what is going on during the day. We have installed CCTV. At night, there are security lights in the car park and around the perimeters of the buildings. Internal access is limited by the entry phone and non-copyable front door keys. Everyone is encouraged to ask the identity of people wandering around the premises or grounds. Particular risk periods to bear in mind are:

- when we erect scaffolding for major works we do normally increase security, but it cannot be entirely effective. You should also remember to inform your insurer when there is scaffolding which may assist unauthorised access. The Managing Agent will give you advance warning, except in emergencies.
- when there is a fair on Hampstead Heath (most bank holiday weekends).

The police are happy to advise residents about security.

Selling flats

It is often helpful to let the Caretaker and Managing Agent know if you want to sell your flat; similarly, if you know of someone who wants to buy a flat here. The Agent and Caretaker usually know which flats may be for sale and prospective buyers often get in touch with them.

Service charges

The six monthly service charges that you pay cover the running expenses of The Pryors. There are separate bills for ground rent. The amount payable varies with the size of your flat from about 2.5% (for an extra-sized flat) to about 0.5% (for a small sub-divided flat) of the

total. These percentages are built into your leases and are based on the old rateable values of each flat.

Share certificates

All shareholders in The Pryors Ltd should have a share certificate which will be needed to transfer membership in the company when you sell the flat. Let the secretary know if you need a replacement.

Shareholders

The shareholders of The Pryors Ltd own the company and have ultimate power to decide what it does. Each lessee is a shareholder and a single share is allocated to each flat.

Storage

Storage lockers/storerooms are located in the basements of each block. Some flats have access under their leases or by licence. Articles are stored at residents' own risk; the lockers were originally intended to store coal and are prone to damp.

The storage of flammable substances and the operational use of fridges, freezers, washing machines and dryers in these storage lockers is strictly prohibited. In the light of the risks made clear by the Grenfell Tower tragedy in June 2017, this is extremely important for the safety of everyone.

Surveyors

We retain surveyors who regularly inspect the blocks, advise on works to be done, inspect alterations to flats and advise us generally. You should consult them (at your cost) about planned work to your flat at an early stage, as they are very familiar with the blocks. In the first instance contact our Managing Agent for advice. Please contact our Managing Agent if you wish to know the names of our surveyors.

Solicitors

We retain a firm of solicitors. Please contact our Managing Agent if you wish to know the name of our solicitors.

Trees

All the trees in the car park and garden are protected, and we need local authority permission to remove or trim them. They do sometimes need removing as they become old or diseased, but they are replaced. We arrange regular inspections and pruning by an arborist and his annual report is posted on The Pryors' website.

Underletting

The lease permits underletting, with The Pryors Ltd's permission, for minimum periods of at least 90 days and a maximum of two years. The rent must at least equal the service charges etc. You are not permitted to under-let to people with diplomatic immunity nor to companies or individuals normally resident outside the UK. This is because it can be difficult to take legal action against such persons. However, it may be possible to take guarantees or other assurances that cover the potential problem.

You must apply to The Pryors Ltd for a Licence to Underlet and this must be agreed and signed by all parties before the tenancy can start and the tenants move in. You must also leave a returnable deposit (the amount is variable and depends on the circumstances) with the Managing Agent against any damage caused to the common parts by moving your tenants in and out of the property, or other nuisance. This is because we have unfortunately experienced numerous problems with some tenants, who sometimes do not behave considerately, and who put us all to expense.

You remain responsible for your tenant's compliance with all the obligations in your lease. Your liability is of course not limited to the deposit. It is thus very much in your own interest (and everyone else's) to ensure you take great care in choosing tenants and having proper legal agreements with them.

Water Authority

This is Thames Water. The phone number is 0800 980 8800.

Water leaks

You are responsible for water tanks, pipes and drains within the walls of your flat and may be liable for any leaks that they cause. These can easily soak through to flats below and cause great damage (and also to your own flat). You should ensure that your pipes are properly inspected and maintained and that you are insured for damage they might cause.

Water Supply

Over the past few years, and at considerable expense, we have replaced all the original lead mains supply. All water to the buildings now flows through new piping from the mains.

Website

There is a Pryors website www.the-pryors.co.uk which displays information about The Pryors as well as a copy of this Handbook and other useful information. There is a member's only section that is password protected. It contains annual reports, financial statements and minutes of Board meetings. The password can be obtained from the Managing Agent.

Window frames

Window frames are part of the structure of The Pryors. You must not replace them without permission. Permission will only be given for wooden frames, in keeping with the character of the blocks. Indeed, any other type of frame breaches local planning laws in this conservation area. Painting the frames is part of the major exterior building work that we do every seven years or so. Your lease makes you otherwise responsible in all other ways for their condition.

Workmen

You are responsible for the workmen that you employ. Ensure they have obtained permission for alterations, that they keep to the car parking rules, do not damage the common parts, co-operate with the Caretaker, and generally behave properly. You will have to repair any damage they do. Make sure they do not play radios that are audible outside the flat whilst they work. If they do not stick to the 'rules' The Pryors Ltd can withdraw its permission for them to be on the premises, and you will have to find someone else. Obviously, we only do this in extreme circumstances.

APPENDIX I: Alterations within Flats

This note gives guidance to follow if you want to make alterations to your flat. In general your flat is yours to improve as you wish. But as this may damage the structure which The Pryors Limited owns, affect your neighbours' property, and inconvenience the community, we have the right under the lease to vet alterations and set conditions before we approve them. We felt it would be helpful to explain how we approach this, to set out the process you need to follow, and our policy in dealing with applications.

Legal Background

The standard lease says flat owners are “*not to make any alterations in or additions to the flat or any part thereof, or to cut, maim, alter or injure any of the walls, timbers or girders thereof, or alter the Lessor's fixtures therein without the Lessor's prior written consent*”. That makes it clear that **all** alterations and additions need prior written consent.

The form of consent is a formal licence prepared by solicitors. The licence is a legal document that bindingly commits you to its terms. The Pryors can take legal action – even extending to forfeiting your lease – if you do not adhere to it.

If you fail to ask for or get consent, you'll be in breach of the lease and of standard mortgage conditions, you may invalidate your or The Pryors' insurance, you may have difficulty selling your flat, you may even be required to return the flat to its unaltered state or we may be able to forfeit your lease.

You must not begin work requiring consent until we have given you the written go-ahead. We will stop work in progress for which there is no consent. You may have to remove anything done without permission, at your expense. If you actually manage to do work without consent (because no-one outside notices it) you will still have difficulty selling your flat because purchaser's solicitors will ask The Pryors for confirmation that we have consented to alterations.

What type of work needs consent from The Pryors Limited?

Relevant works include, for example:

- moving or breaking through any walls (load bearing or not)
- installing new flooring - although anyone wishing to do so should be aware that the Lease requires most floors to be carpeted and that any licence will not permanently waive this requirement
- moving kitchens or bathrooms to other areas of the flat
- channelling through the concrete flooring or between the floor / ceiling area
- repositioning of plumbing fixtures or installing electric cabling to be embedded within walls or alterations to gas piping
- alterations to windows
- altering or doing anything that affects the external appearance of the building, including within the internal wells
- altering or doing anything that affects the appearance of the common areas, such as the corridors

This list is not exhaustive. In the first instance the Managing Agent should be approached for guidance. They in turn will consult with our surveyor and the Board.

What type of work does not need consent?

General decoration and (sometimes) minor refurbishment does not need consent. That may include as well as internal redecoration, refurbishment of bathrooms and kitchens without moving their location or installing new gas or water piping, installing fitted furniture, and changing internal doors or woodwork.

How do I get consent from the Pryors Limited?

1. whether consent is needed, and if it will be by a formal legal licence.

2. If no licence is needed, the Managing Agent may be able to give The Pryors' go ahead immediately. They will confirm what has been agreed in writing and discuss arrangements (e.g. for parking or removal of rubbish) with you.
3. If a formal licence is needed, the Managing Agent will tell you what they and the surveyors need to see, for example: drawings of the flat as it is now and of the proposed alterations; a specification of the works and materials to be used; details of changes to plumbing, electrics, windows or flooring types; anticipated start and end dates; approximate cost; contact details of your architect or builder.
4. There is a licence application fee (which the Managing Agent will confirm) which is not returnable even if the works do not proceed or if permission is refused. In addition the flat owner will be responsible for extra costs where the proposal reasonably requires the Board to obtain more detailed advice (e.g. from its structural engineers, surveyors, lawyers or Managing Agent). They will give an estimate of these extra fees upon request, and the proposal will not be finalised until they have been paid.
5. The Managing Agent will normally send details of your proposals to The Pryors' surveyors. They are very familiar with the history and structure of the blocks. If they have queries or concerns about your plans they will contact you or (if you prefer) your architect or builder direct and will hopefully be able to resolve them. The surveyors will report back to The Pryors when they are able to advise that the proposed works are acceptable.
6. The Managing Agent may also notify your neighbours (those whose flats adjoin yours in the corridor, those above and below you, those across the corridor from you) to tell them that works are proposed. Neighbours can contact you to obtain more details, if you wish to give them, and discuss any concerns with you.
7. All applications will then be reviewed by the Board who will consider the advice of The Pryors' surveyors, any comments from neighbours, and review the proposal in the light of the Board's current policy (see below). Where your works require local authority permission, we will not grant the licence until you send us a copy showing it has been granted.
8. The Board will ask the Managing Agent to contact the flat owner if it is unable to approve the works. It will give reasons for its decision, and normally will try to suggest modifications that would make the proposed works acceptable. Where proposals are being revised, the Board will decide which parts of the above process need to be repeated. In some cases, it may mean starting again from scratch. In most cases however, a faster and less formal process should be possible.
9. The licence will specify what work is permitted, and set out conditions that apply to it. It is a formal legal document that you have to sign and that is binding on you. We can take action if you do not stick to the agreed work or conditions. If your agreed work changes or is added to, you must get consent and we will then change the licence or add a rider to it.
10. We require a returnable deposit. This is to cover payment for damage caused to the common parts, or to other residents' property, and any expenses occurred by the company such as professional fees. These losses do occur and in the past we have sometimes had problems recovering compensation from flat owners. We stress that it is they, not their builders, who are responsible for any damage. It is up to flat owners to recover the cost of any damage from their workmen. Note that your liability is not just limited to the amount of the deposit if your workmen cause more damage. Deposits are returnable within a month of the works being completed. We will give details and reasons if any part of the deposit is not returned.
11. The licences will set out the agreed timetable for the works. If they have changed from those originally notified, you should let the Managing Agent know. You should ensure that the work is completed within the agreed timetable. A small degree of slippage is common. You should however let the Managing Agent know if completion is more

than two weeks delayed. You should remember that contractors may only use the car park and other common facilities with the Board's permission which it may withdraw if works are unduly prolonged.

12. The Managing Agent will write to flat owners and builders reminding them of The Pryors' rules for contractors on site (attached) and we will include adherence to them as part of the terms of the licence.
13. You must let the Managing Agent and surveyors inspect the work (on reasonable notice) whilst it is being done, and when it is completed. They will check that you are following the approved plans.
14. You must give each of your builder's staff on site a copy of The Pryors' Rules for contractors on site. We will include adherence to them as part of the terms of the licence.
15. The works will be carried out at your risk and you will be responsible for reimbursing us for any additional insurance premium payable by us to our insurers and for complying with the requirements of our insurers. In addition it may be necessary for us to examine (and for our insurer's to approve) the insurance cover held by your contractors.
16. Security is always a concern. Do not leave street or garden door keys with workmen; do not give them your car park key: the Caretaker will let vans in and out. Do not let builders leave street or garden doors open and unattended.

How long does it take to issue a licence before I can begin work?

Please ask the Managing Agent as they will be able to give an estimate of the time it will take depending on the scope and complexity of the work. You should however get your plans in at an early stage. You must not begin works without permission. The Pryors Limited has the right – which it has exercised on several occasions – to stop unapproved works and require builders to leave the premises. That will put you to extra expense, inconvenience and delay. (Unplanned emergency work may of course be accelerated, but may still need approval.)

Other work you must tell us about

Because it affects the common facilities and other parts of the block, you do need to make proper advance arrangements for some types of work even if they do not in themselves need formal consent. This includes :

- Putting up any scaffolding (even in the wells)
- Cutting off water, electricity or gas other than in your own flat (no matter how briefly)
- Having a large vehicle, or more than one builder's van in the car park
- Storing anything in the common parts, including basement corridors and light wells
- Disposal of large amounts of builder's waste
- Accessing the roof
- Accessing any other flat

Contact the Managing Agent to arrange things like this. We need at least a week's notice (except in emergencies). These facilities are often subject to conditions of use and can be withdrawn where your contractor does not adhere to them.

Our Policy when considering consent for alterations

The Board seeks to represent the views of the community, on alterations as on other matters. Those views are its 'policy' which will be fairly and consistently applied when reviewing alterations. The policy can be discussed at general meetings and any changes will be circulated to all.

However, we must all remember that the relationship between The Pryors and a leaseholder wanting to do alterations is governed by the lease, and any policy must fall within that lease

and the case law which over the centuries has interpreted standard words in a lease. Though our leases appear to give The Pryors as freeholder an absolute right to give or refuse consent, the reality is very different. Though flat owners have to obtain consent, there may be legal impediments in refusing it where their property is being improved. The extent to which The Pryors can take lawfully account of the views of neighbours is limited. Nor is the temporary inconvenience that works cause a reason for refusing consent. We have all chosen to live in a block of flats where residents will obviously want to do work which will cause that inconvenience to others.

These are elements of our present policy :

- 1) We will observe and try and enforce the provisions of the lease which give the freeholder powers “for the purpose of maintaining the character and reputation of the Building as a high class block of flats and for the convenience and comfort of the Lessees”.
- 2) We wish to maintain the character of The Pryors as Edwardian mansion blocks surrounded by the tranquillity and beauty of Hampstead Heath. This gives them their very special attractiveness and great financial value. Accordingly, we will :
 - not approve work that alters the external appearance of The Pryors (other than within internal wells), for example new windows or the installation of satellite dishes on the walls
 - not approve work that alters the appearance of the corridors or entrances, such as a new front door to your flat that does not look like the existing ones
 - encourage replacement of items that have been fitted in the past that affect the corridors or external appearance of a flat, for example non-standard door fittings
 - ensure that works visible from the common parts such as the corridors and garden reflect the character of the blocks.
- 3) We will seek to help owners improve their flats as they wish. Whilst there have to be constraints as set out in the lease and in these policies, we recognise that it is up to flat owners to decide how they want to organise their own property.
- 4) We will remember that flats in The Pryors are now in the luxury class and seek to help owners enhance their value.
- 5) We will not permit further sub-divisions of flats as this tends to reduce the value and character of the blocks and increases pressure on common facilities.
- 6) We will not agree to alterations which affect the residential character of flats.
- 7) We will have particular regard for special needs of disabled or elderly members of our community, and may diverge from our normal policies to assist them.
- 8) We will seek the advice of the Pryors’ surveyors on all substantial proposals. We will not permit any work that they advise may adversely affect the structure or facilities of the blocks. We will normally follow their advice in favour of any proposals.
- 9) We will ensure that planning consent and local authority approval is, where required, obtained for plans and the work done.
- 10) We strongly advise flat owners to have substantial plans developed and produced by professional surveyors, architects or structural engineers.
- 11) We will insist that work is done by reputable workmen.
 - Electrical subcontractors should be members of the Electrical Contractors Association and the National Inspection Council for Electrical Installation Contracting (“NICEIC”)
 - Plumbing subcontractors should be members of the Heating and Ventilation Contractors Association
 - Gas subcontractors should be Gas Safe members
 - Contractors must have public liability insurance. We may ask for certificates.
- 12) We will encourage those wanting to do work to involve their neighbours who may be affected by it. We will seek to keep neighbours informed of work that may affect their

flats and, as far as legally appropriate, to take account of their views on proposed alterations.

- 13) We will seek to minimise inconvenience to the community whilst work is being carried out, but accept that noise and other disturbance is inevitable. However we will encourage the circulation of rules of conduct to builders and try and make them abide by them.
- 14) We will try and encourage people to schedule works so that not too many are doing major renovations at the same time, as this puts a great burden on our common facilities.
- 15) We will try to reduce pressure on common facilities, in particular parking space, by enforcing reasonable rules. We will normally only permit one tradesman's vehicle per flat in the car park in accordance with our current parking rules, and only during normal working hours.
- 16) We will encourage timely completion of works by using our powers under the lease and the licence : for example by denying continuing parking access where work is delayed substantially beyond the agreed time.
- 17) We will not permit work to begin before consent has been granted, and will ensure that work is completed in accordance with the agreed specifications. We will where appropriate use our legal powers to enforce this.
- 18) We will obtain compensation from flat owners whose builders damage common parts, and assist residents in making claims if their own property is damaged by workmen.

Guidance applying to all work, whether it needs formal consent or not

You should always let the Caretakers know that people are working in your flat, so they can make arrangements for parking and to protect the lifts and corridors. We normally endeavour to allow only one van per flat in the car park, and only between 8.00 and 17.45 (not entering after 17.00). Work should not be done on weekends or public holidays.

It is considerate to let your neighbours (including those above and below you) know what's going on if they may be affected by noise, dust or workmen carrying equipment past their front door.

Insist that your workmen are polite and considerate: that's not always been the case. Tell them not to play radios audible outside your flat when they work, which has been a problem. We do have a right to ban people from the premises if they do not behave properly.

Your workmen must not put debris in the car park or other common areas : it must either be kept in your flat, or bagged up for collection in accordance with arrangements previously agreed with the Managing Agent or taken away immediately.

Remember that you are responsible for any damage your contractors' do. We will look to you for compensation, whether or not you can get it back from your workmen.

You should give a copy of the detailed rules (Appendix II below) to your workmen and ensure they stick to them.

Appendix II: Rules for People Doing Building and Decorating Work at The Pryors

Please ensure people coming to do work on your flat are aware of these rules. This page can be printed for their information.

The Pryors are people's homes, not a building site. We accept that owners want to renovate their flats and that this inevitably causes disruption for other residents. We try and reduce the inconvenience by having all workmen follow this reasonable guidance. The Pryors Ltd has the right to ban workers who do not follow it.

- Contact the Caretaker when you first arrive to introduce yourselves. See contact details at the front of this handbook. The Caretaker is here to help you but he is also The Pryors' official on the ground. He has our authority to give you instructions whilst you are on our property. We will always back any reasonable instruction he has given.
- You may only work here between 8.00 a.m. and 5.00 p.m. Mondays to Fridays (except in emergencies). You may not stay or sleep overnight.
- You may park one car or van in the car park if there is space. The Caretaker will show you where, and you must obey his instructions. You may only park here between 8 a.m. and 6 p.m. Please ensure your vehicle is out by 6 p.m., as spaces are needed for residents. There is parking on the street for other vehicles and at other times. Note that the car park is supervised by CCTV.
- Skips are prohibited in the car park. All rubbish/debris etc not stored within the flat shall be removed using the exit route approved by the Landlord's Surveyors onto a lorry parked outside The Pryors on a wait and load basis.
- There are often children and old people in the car park, so please be careful.
- If you need to unload a vehicle where it blocks in other cars, be sure to leave a prominent note in the windscreen saying which flat you are unloading to if you are not with the vehicle. You must move it as soon as anyone asks: remember we have doctors and others living here who may need to use their cars in a hurry.
- You are responsible if you cause damage. We take a deposit from the person employing you, and we will deduct any damage (or cleaning up costs) from it. They will in turn make you pay this back.
- You must not leave debris in the corridors, entrances, car park or street. It is unsightly and dangerous. You must take it all away immediately.
- Do not leave equipment in the corridors, entrances, car park or street longer than necessary. It is also unsightly and dangerous.
- We expect you to clean up dust and litter from the carpets and corridors immediately (and not just at the end of the day) and at the end of the day to Hoover the carpets which are adjacent to the Premises as well as to wipe down the letter boxes to adjoining flats. Please remove all boots when exiting the flat until you go outside the Building to avoid dust accumulation on the carpets in the common parts.
- If you need to switch off electricity, gas or water for other residents, or ask people not to flush toilets, you must direct requests via the Managing Agent. They will send notices to those affected.
- Try and limit the noise you make. Building noise is unavoidable. But radios/audio devices which are audible outside the flat are prohibited.

We expect politeness to residents, visitors and the Caretaker. We will not tolerate rudeness swearing, etc.

Appendix III : Storeroom Regulation

In the light of the Grenfell Tower tragedy of June 2017, the Pryors Board has reviewed and considered it necessary to reduce the risk of storage rooms creating a fire hazard. This Regulation pursuant to Clause 3.5 of the standard Locker/Storage room licence prohibits the operational use of fridges, freezers washing machines and dryers in Locker/Storage rooms held under Licence from The Pryors. If your property is let, lessees have an obligation to inform their tenants.

Appendix IV: CAR PARK REGULATIONS

1. Entitlement

Vehicles are entitled to be parked if they are displaying a valid permit. Lessees are only entitled to a full permit if they have a formal written licence from The Pryors Ltd or if their lease expressly provides for this right.

2. Permit types

Full Permits. These permits are issued to the lessees who hold the relevant licence/lease as in point 1 above. These permits are subject to renewal from time to time.

Temporary Day Permits. These are detailed below and expire at 1745 on the date of issue.

3. Types of car parking space/zones

(a) **ALLOCATED:**

(i) Double spaces within the area enclosed by the barrier.

(ii) Single space with lockable post within the area enclosed by the barrier.

(iii) Single spaces outside the barrier (near Block B).

If you are allocated a specific space or spaces you are not permitted to park anywhere else in the car park, even if someone else has incorrectly taken your space.

(b) **NOT ALLOCATED:**

Other single spaces within the area enclosed by the barrier not allocated a specific space.

All lessees with unallocated spaces are entitled to park within the general parking area enclosed by the barrier EXCEPT in any of the double spaces or where there is a lockable post.

4. Full permits

These will be designed to show:

(a) **The flat number** which will be embedded in the serial number for the permit e.g. 31685 will be for Flat 18 (2nd and 4th numbers). Where a permit is transferred to a different flat a new permit will be required and the old permit will automatically expire.

(b) **Date of issue of permit.** Please note that If a permit is lost or destroyed a new permit will be issued and the previous permit will no longer be valid.

(c) **The permissible zone for the vehicle.** (colour coded permit)

5. Temporary day permits

The Caretaker or Managing Agent will use their discretion to allow vehicles (including service vehicles) to park temporarily within the car park subject to the following conditions.

(a) All temporary permit holders must display prominently in their windscreen:-

(i) The number of the flat where the vehicle driver can be immediately contacted

(ii) The driver's (mobile) telephone number where they can be immediately contacted

(iii) The date of issue

If the Caretaker is not available, the driver of the vehicle must still display the above details visibly in the windscreen to identify the flat where the driver can be located and the driver's (mobile) telephone number. An attempt will be made to contact the driver if these details are displayed before any "stickering" of the vehicle or other action is implemented.

(b) The temporary permit will automatically expire at 1745 on the date of issue

(c) The Caretaker or Managing Agent can revoke or refuse a temporary permit at any time at their discretion if, in their opinion, the management of the car park requires it.

(d) Temporary day permits will only be issued to

(i) Contractors, repairmen etc. As long as they are present at The Pryors.

(ii) Visitors (including carers and the like) as long as they are present at the Pryors.

(iii) Additional vehicles owned by lessees but only for the purposes of loading or unloading for under an hour. Otherwise temporary day permits cannot be used for second cars of residents.

6. Who may use the full permits?

Any visitor to your flat (including a service vehicle) whose vehicle is displaying your permit is allowed to park in your permitted space/designated area in substitution of your vehicle. The display of the permit is required no matter how short the visit. The lessee is responsible for ensuring that visitors stick to the rules and for ensuring the return of their permit at the end of the visit. During the visit you must not park your vehicle within the car park.

7. Transfer of full permits

Full permits may, with the prior written consent of The Pryors Ltd, be transferred to another lessee at The Pryors. This will require the issue of a new permit identifying a new flat number and the cancellation of the existing permit. Permits may not be transferred to non lessees.

8. Subletting/sublicensing of spaces

Where a flat is underlet with the prior written consent of The Pryors Ltd any car parking space belonging to that flat may be attached to that underletting until the underlease ends. In this case the permit must be given by the lessee to the underlessee and the lessee's right to use that permit is suspended until the underlease ends. The lessee is responsible for ensuring that their permit is returned by their underlessee.

In addition any lessee may, with the prior written consent of The Pryors Ltd, sublicense the use of their space to another lessee (but not to a non-lessee) at The Pryors. In this case a new permit will be required as the flat number will have changed and the existing permit will be cancelled. A similar change of permit will be required at the end of the sublicense. During any sublease or sublicense the lessee remains responsible for ensuring that the rules are followed by the permit holder.

9. Car parking arrangements outside The Pryors

Residents at The Pryors can obtain low cost permits from the local council either for their own vehicle (which can be renewed annually) or short term permits (for up to a day) either for their own vehicles or for visitors. In addition there are pay and display facilities in the adjoining streets and at the car park lower down East Heath Road (limited hours only). It is advisable when parking to read carefully the signs explaining the conditions attaching to parking outside The Pryors.

10. Other car parking matters

(i) All vehicles using the car park must be insured.

(ii) The Pryors Ltd has a legal right to suspend any parking/permit if required: for example when the car park is resurfaced or when space is needed for the erection of scaffolding in connection with works to The Pryors. This could happen on short notice and you are therefore recommended to obtain permits from the local council to park on the street even if you have a full permit to park at The Pryors.

(iii) The Pryors Ltd has a legal right to reallocate any designated fixed space or spaces to another space or area.

- (iv) Please try and park very quietly after about 10 at night. Please try and park within the marked spaces. The car park has been designed for use by private motorcars and maneuverability is limited.
- (v) There is no right to place a skip in any space although the Managing Agent may from time to time in its discretion allow skips for limited periods in such space as it may from time to time allocate.
- (vi) The Caretaker has authority to waive the above rules for very short periods where common sense and convenience require it. But you must ask first.
- (vii) Exceptions are, of course, made for emergency vehicles. Additionally, if feasible, we try to accommodate the needs of those who are disabled or have special needs.

The Pryors Car Park Plan (2017)

The 'red' free spaces are for **RED** permit holders on a 'first come first served' basis. **BLUE** spaces are 'family' spaces and are allocated to the flats annotated on the plan. **GREEN** spaces are allocated to the flats annotated and should not be used by any other persons.

