

LETTING OF PROPERTIES

Instructions for Owners and Agents

Regent Square is a residential garden square of 84 privately owned flats. Flat owners also own the freehold of the square through a 'not for profit' company, Eastways Management Limited (EML).

The square is still managed through EML's board of directors who are flat owners, elected to serve for up to 3 years. Other flat owners help with accounting, minute taking, maintenance, gardening or other tasks as needed.

Flat owners have long-term leases from EML. They cannot let their flat without consent from EML. Consent will be given as long as flat owners comply with their obligations under the lease/guidelines issued and ensure their tenants/anyone occupying complies.

If you are an agent engaged by an owner as their agent, you are equally obligated to ensure that the requirements of the lease are met.

Introduction

Under §4 (xxiv)(d)/(xxv(d) of the lease, no advertising boards or other advertising materials may be placed in, around or outside Regent Square. If they are, they will be removed.

Under §4 (xvii)/(xviii) of the lease, owners are not allowed to let their flat unless they have EML's consent; consent will only be granted/continue provided owners comply with their obligations under the lease/guidelines issued including the requirements below and ensure their tenants/anyone occupying complies.

Under §4 (xix)/(xx) owners must notify EML of the name(s) of anyone they let to.

Under §4 (xxiv) (a)/(xxv) (a) Your property can only be used as a private residence for a single household

Also, your flat is regulated by Tower Hamlets additional licensing scheme, and you must register with them before letting to 'flat shares' with 3 or more people who are not all living as one household.

Further information about occupiers of flats is required by building insurers.

Your obligations to EML

The owner or their agent, MUST:

- Obtain consent to let in advance as set out below.
- give tenants all relevant information, e.g., the number of the garage or parking space belonging to the property.
- give tenants all the relevant keys – including the "zapper" for the vehicle entrance gate, visitor parking permits, etc.
- deal with any tenant-related issues which may arise.

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- advise tenants of the obligations under your lease and guidelines which they must comply with while living in the Square.
- comply promptly with any requests from EML.

What you need to do

- **First time lets.** When an owner wishes to let their property for the first time, they must first complete Form A and return this together with forms B and D to EML. Either by post or email to: eml.eastways.org. The accountant will then issue an invoice in respect of the fees which must be paid before consent is granted
- **Subsequent Lets.** Owners must complete Form C together with Form D. Form D must be signed by the owner of the property and all the tenants who occupy the property. The accountant will then issue an invoice in respect of the fees.

The forms are illustrated below and can also be downloaded.

If owners do not fulfil their duties to ensure compliance by their tenants and consequently EML must sort out any problems, the extra administration involved will be charged to owners and consent to let withdrawn/not given in the future.

EML monitors properties and if the breaches, etc. are not rectified after notice has been given about them, legal action may be taken.

Checklist – what you must return to EML for incoming tenants.

- **First time lets Form A B and D**
- **Subsequent lets. Forms C & D**
- **Fee £75**

Security Issues

Security is an ongoing concern and is constantly under review. Various measures have been taken over the years to increase security.

Each property has been issued with the relevant keys for the gates (2 pedestrian gate keys and the "zapper" for the vehicle entrance gate), and 2 visitors parking permits.

These items belong to the individual property so please ensure that tenants do not take them away when they leave the Square. They must be passed on to the next tenants or returned to the current owner or agent whenever the tenancy changes or to EML.

Preserving a pleasant environment

Regent Square is a pleasant residential community to live in. To ensure this continues, requires the cooperation of not only the residents who live in the properties but also of letting agents and owners who place tenants. Owners need to ensure compliance with the lease and guidelines issued under it.

EML is obliged to oversee the running of the Square. This includes ensuring that all residents, including tenants, comply with the obligations under the terms of the lease and guidelines. The Directors regularly monitor the Square and are often informed by other residents of anti-social behaviour, e.g., noise, parking infringements.

**Registered Office: Origin Two 106 High Street Crawley West Sussex
RH10 1BF**

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All residents, including tenants, are given a Welcome Pack when they arrive in the Square. It contains a summary of the guidelines of Regent Square as well as other useful information so there is no excuse for them not to be aware.

Where tenants are in breach, notice will be given to owners to rectify the breach and if this is not done in a reasonable time, legal action may ensue, and the lease forfeited.

Charges for excess administration of tenanted properties

At the Annual General Meeting of owners held on 25 October 2004 owners agreed that where EML spends more time than can be reasonably expected in dealing with issues contravening the lease, this time will be charged out to owners on a regular basis at the commercial rate.

The frequent problems which arise are:

1. failure to return the relevant forms to EML (either Forms A B & D for the initial Application or Forms C & D upon the subsequent changes of tenancy)
2. failure to pay the appropriate fees.
3. failure to comply promptly with requests from EML to deal with tenants' issues or matters affecting the property.
4. where tenants are anti-social and persistently disregard the guidelines of the Square and agents or owners fail to deal effectively with these issues as they should under the terms of the tenancy agreement and the lease.
5. tenants' failure to comply with the guidelines pertaining to parking of vehicles in the Square.
6. lack of consultation with the Directors of EML before undertaking the replacement of windows, doors, or structural alterations.
7. where proper arrangements are not made, e.g., with Tower Hamlets, to dispose of household items following changes of tenants.

Please cooperate with EML and deal promptly with all matters concerning the properties to avoid incurring these charges.

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