

FREQUENTLY ASKED QUESTIONS



About your Parking Space? (if applicable)	Apartments – Limited allocated Right to Park spaces are available at an additional cost. Houses – spaces are located within the demise and/or allocated. 1 space for 3 bedroom houses and 2 spaces for 4 bedroom houses.
Car Club/Car Share	ZipCar - There will be a minimum of 10 spaces across the whole development.
What types of vehicles may be kept at the property?	Any vehicle that would be used for social, domestic and pleasure and/or commuting uses providing it fits in parking spaces and does not obstruct access if you have an allocated parking space. No commercial vehicles.
Is there visitor parking?	Yes. Charging may apply re pay & display and or introduction of Controlled Parking Zone. Note, purchasers will not be able to apply for parking permits from London Borough of Havering for inside or outside our site.
Can I keep Pets at the property?	With written consent from the landlord.
I have queries regarding my service charges / ground rents / additional costs	Please refer to the 'Important Information' document.
How often will the communal areas be cleaned or maintained?	Internal and external communal areas will be cleaned and maintained on a weekly basis
Can residents purchase the freehold of the apartment building?	Reversion can be purchased to residents of private blocks and this will be offered to them in line with Countryside's standard policy.
Shared Access or Rights Of Way	There are no rights of way. Shared access only applies to the Block K podium/ communal garden.
Can I fit my own satellite dish or TV aerial?	Houses only. Please refer to plot transfer for standard restrictions.
Where do I store Rubbish/Bicycle?	Apartments – refuse and cycle storage is located within each block. Houses – refuse is within the demise (external). No formal cycle storage in houses. Visitor cycle storage located throughout the development.
Who is responsible for the apartment building after completion?	London & Quadrant Housing Trust as Managing Agent
May I alter my property?	Only non-structural internal alterations with written consent of the landlord (for apartments). Houses would be subject to both written consent from the landlord and planning permission
Will I require my own insurance?	Apartments – Building insurance is included within the service charge. Houses - buildings insurance will be required as part of a mortgage. Contents insurance is recommended for all property types.
May I store possessions in the communal areas or on my balcony?	No items to be stored in the communal areas. Outdoor furniture is permitted on the balcony.
May we use a barbeque on our balcony?	No – This would be a fire and health and safety issue
What is an Energy Centre?	The energy centre, operated by L & Q Energy, works in a similar way to a traditional boiler; however, it serves all of the apartments. Houses have their own boiler.

Information provided in this Frequently Asked Questions Document is intended as guidance only. It does not constitute or form any part of a contract of sale. Purchasers are asked to verify exact details of their new home with the Sales Consultant and / or their Solicitor.

