



Park View Residents Company (Hoddesdon) Ltd Eversley Lodge Information

We remind current Landlords, and those considering sub-letting, that it is their responsibility to provide tenants with a copy of this document.

Additional copies may be obtained from the Secretary.

1 Useful Contacts & Emergency Numbers

Fire, Police, Ambulance	999 (or 112)
Hoddesdon Police Station	08453 300222
Crimestoppers	0800 555111
National Gas Emergency Service	0800 111999
Emergency Heating Repairs	08450 777111
Water Supply or Drainage Problems	0845 920 0888
Electrical Emergencies & Power Cuts	0800 783 8838
Borough of Broxbourne Helpline	01992 785577
Help the Aged Seniorline	0808 800 6565
Consumer Advice (Consumer Direct)	08454 040506

Please be considerate to your fellow residents at all times, and ensure that you do not cause a noise or other nuisance to those around you!



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2 Security Arrangements

You will have been provided with keys for pedestrian access to the refuse storage area and the underground garage (or your individual garage) and an electronic fob to open the outer door to your block. You should also have a remote-control key to the underground garage. Please keep these securely and do not entrust them to anyone who is not well-known to you.

The visitor's car park is accessed through an electronic gate and is opened by a code which is entered into the key pads on either side of the gate. At the time of writing, this code is **** to open the gate fully for vehicular access or **** for pedestrian access. Either code should be input as required, followed by pressing the "Enter" key. Changes to the codes will be notified to residents and tenants as necessary.

These codes may be given to visitors, **but you should not allow the car park to be used for casual parking by non-residents.** If you have contractors or others working on your apartment who come in a van or truck, you must advise them that the weight limit of the car park is **2.5 tons** and that this must not be exceeded. Parking for vehicles which exceed this weight is usually available in Park View or Park Road.

Please ensure that all doors and gates, especially the shutter to the underground car park, are closed after use.

3 Refuse Disposal

Refuse from all Eversley Lodge apartments is collected from the refuse disposal area by the drying facility. All residents are requested to keep this area tidy and to ensure that all refuse is securely bagged where necessary. Eversley Lodge is now included in the Broxbourne Borough Council "Purple Bag" scheme and the following rules for the disposal of refuse must be observed (for full details, see the posters in the refuse disposal area) :

Category	Disposal
1. General Household Refuse	only in closed purple sacks
2. Glass bottles	loose in the boxes provided (not in bags)
3. Newspapers & magazines	in the marked bin
4. Plastic bottles	in clear plastic sacks
5. Cans	in the marked bin

The Council will not routinely collect anything else, however they will clear unwanted items for a small charge (**call the Helpline on 01992 785577**). Alternatively, cardboard can be disposed of at any local recycling centre, and other items can be taken to the Hoddesdon Household Waste Facility in Pindar Road. The disposable bottle carriers provided by supermarkets can be used (and re-used) to hold empty bottles and to transport them safely to the refuse disposal area.



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4 SECURITY GATES TO CAR PARKS

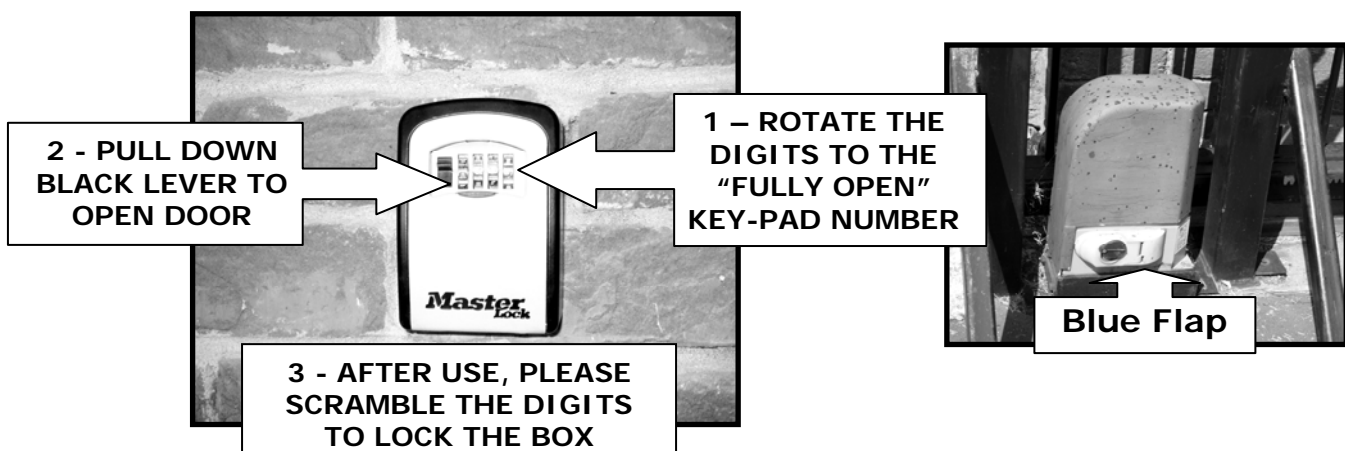
It is inevitable that from time to time the electronically-controlled gate to the Visitors car park or the roller shutter to the underground car-park will fail to function properly. Should this occur during reasonably sociable hours (09.00-20.00), please contact the Secretary, or one of the other committee members. If no committee member is available, or it is at an unsociable time of day, then please take the following action.

4.1 VISITORS' CAR PARK

If the gate fails to open when the correct number has been keyed in, you may override the mechanism as follows:

- Enter the stairwell to the underground car park, where you will find on the right-hand side wall a secure key box.
- Rotate the four digits on the combination lock to match the current "fully open" number for the key-pad on the visitors' car park gate.
- Flick down the black lever, open the box, and remove the key.
- Go to the visitors' car-park gate, open the blue flap (see photo) and insert the key. Turn the key to disable the mechanism and it should then be possible to pull open the gate on its runner.
- If it is reluctant to move, then a moderate shaking of the gate should do the trick.

When you have opened the gate, please return the key to the box, scramble the digits to lock the box and report the failure to a committee member the following day.





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4.2 UNDERGROUND CAR-PARK

If the shutter fails to open, or close, this can be remedied manually, as follows:

- Enter the stairwell to the underground car-park. On the wall to the right at the top of the stairs is a winding key. Taking this with you, approach the underground car-park via the *external* steps.
- Using the step-ladder that you will find beside the shutter, insert the key through the hole in the top casing of the shutter (see photo below) then turn to raise or lower the shutter as required.

Please! – After use, return the steps to the wall by the shutter, the key to the stairwell, and report the failure to a committee member as soon as possible.

