

# BILTON TOWERS

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### Appearance of the building

The cooperation of all lessees and tenants residing at Bilton Towers will be appreciated in observing a few simple rules which contribute towards preserving the quality of our everyday surroundings, and in particular not to litter any of the communal areas, hallways, lifts, lobby, entrance steps and surrounding areas.

Please note that the Lease prohibits hanging clothes, laundry or other such items on the balconies or external areas of the building. Likewise, the landings, balconies and fire-escapes must not be used to store furniture, household waste or any other large items as this contravenes the terms of the Lease and can constitute a health and safety hazard, particularly in the case of an emergency evacuation.

## Communal areas

The seating area located in the entrance lobby is designed as a waiting area for use exclusively by the residents and their guests. Please abstain from consuming any food or drinks in the communal areas. The building's no-smoking policy is to be observed in all communal areas of the building, including the lifts, lower ground floor and basement floors.

## Deliveries / heavy goods

The building's steps are made of Portman Stone, which can chip if impacted by a hard heavy object. Heavy goods (such as large suitcases on wheels) and bulky deliveries should enter Bilton Towers **through the side door** to prevent objects from scraping the front steps. The side steps are fitted with anti-skid strips and are protected from the rain by the canopy: this provides **added safety** to people carrying very heavy or bulky items. To prevent any damage and abrasion to the white marble floor in the entrance and lobby, very large items such as furniture or large appliances should enter the building **through the back entrance** leading to the lower ground floor; the porters will arrange on demand for that back door to be opened to allow access into the building.

## Disposal of bulky items (Westminster Council rules and tariff)

Westminster City Council no longer offer a free pick-up service for the disposal of bulky household items. This applies to all household refuse that cannot fit into normal bin-liner bags and do not qualify for recycling in the special blue plastic recycling bags. Examples of such items would be :

- Large electrical appliances (fridges, washing machines, dishwashers, cookers, large TV sets etc)
- Bulky furniture (bed frames, mattresses, sofas, tables, wardrobes)
- Floor coverings : large carpets or wall-to-wall carpeting
- Bulky building materials

Westminster City Council will collect of up to 10 items per flat, for a fee of £ 20 payable by debit or credit card only.

Residents wishing to dispose of such large items should :

- Contact the Superintendent to agree on a date for the disposal of these items
- Contact the Westminster Environmental Action Line on 020 7641 2000 to schedule the removal and communicate their card details for the payment of the £ 20 fee

***We ask for your cooperation in not leaving any of the above items or building materials in the corridors, lift landings or outside the rubbish bin room, as this can be a health and safety hazard in addition to being unsightly.***

## Domestic waste disposal (garbage collection)

Domestic waste is collected during the course of the morning daily (except Sundays and bank holidays). Items for collection should be deposited inside the cupboards located beside each apartment's door, in closed plastic bags.

**Recyclable items** should be placed in a **separate "Recycling" plastic bag** for the purpose of recycling. Westminster Council processes them accordingly. Free supplies of recycling bags may be obtained from the reception desk. For further details, see the recycling instructions section below.

Large items, as well as bags that cannot fit inside the cupboards, should be dropped off in the containers located on the Lower Ground Floor. For the sake of hygiene and good order, residents are kindly requested not to leave any refuse bags on their landing.

Electrical items, discarded furniture, and other bulky items are not collected as part of Westminster Council's regular domestic waste (See the section above on "Disposal of bulky items").

## Door opening hours

For security reasons, the building's front and side entrance doors are **locked between 11 PM and 6 AM approximately**, as well as when the porter is momentarily absent from the reception desk. Between 11 PM and 6 AM, residents and authorised visitors need to enter the building **through the side entrance automatic doors** which will be activated by the porter or can be opened using the FOB electronic key.

The front doors are kept locked during the night to prevent passers-by from entering the building behind a resident or authorised visitor.

The intercom systems located outside the front and side entrance doors are connected to the mobile phone which the porter on duty carries on him when he is not at his desk, so that he can be made aware that residents or visitors are waiting to be let into the building.

Please do not let unknown people into the hallway. In the temporary absence of a porter, such people should be asked to wait a few minutes for the return of the porter so that they can identify themselves as visitors or residents and be let in by the reception staff.

## Fire drill

The building's fire alarm system is tested weekly on Fridays at 12 noon. There is no need for residents to take any action during these tests unless the alarm on a particular floor appears to be faulty – this should then be reported to the Superintendent. Occasionally, the fire alarm system may need to be tested more extensively, causing the alarm to ring repeatedly during the tests; residents will be advised in advance when such maintenance work is taking place.

The fire evacuation procedures are described in the Emergencies section of the [biltontowers.com](http://biltontowers.com) website.

## Fobs (Electronic key to front and side entrance, and doors leading to the lift lobby)

During night time hours, or when the porter is momentarily absent from his desk or from the ground floor lobby, the main and side entrance automatic doors as well as the doors leading from the entrance to the lift lobby are locked. Residents can operate those doors using their electronic key fob, but should not allow access to other people unknown to them (see door opening hours).

Each fob contains a unique identifier number; the porters manage a registry indicating which fob has been issued to which flat. Lessees must sign the appropriate entry in that registry upon receiving their fob(s). Up to two electronic key fobs are supplied per flat. Additional fobs can be ordered from the porters, against a small fee to cover their actual cost.

As the fobs are individually numbered, for security reasons, any lost or stolen fob should be reported to the porters as soon as possible, so that its number can be deleted in the computerised access control system's database; after which a replacement fob will be activated and issued.

Fobs issued to tenant residents will be deactivated at the end of the tenancy agreement, or upon the tenants' departure from Bilton Towers if they leave before the end of the tenancy agreement.

## Heating / cooling system

Bilton Towers was London's first climate controlled residential building. Many parts of the system date back to 1962, although the cooling equipment was replaced in 2004. The entire system is due for a complete overhaul by 2028. The instructions below relate to the "Weathermaster" convector units that are currently in operation.

The efficiency of the Weathermaster heat exchange units can be improved by regular cleaning (twice a year) of the thin radiator panels which otherwise gather dust carried by the air flow. The heating and cooling system is controlled centrally for the whole building, but the amount of heat or cooling generated by each individual Weathermaster unit can be adjusted by turning the valve fitted on top of the unit. (The other two valves are designed to shut off the system for maintenance purposes). Caution should be exercised when operating the valves located on the pipes as some of the pipes tend to be fragile: please verify that no water leaks begin as a result of opening or closing these valves.

If you notice a leak, please shut the entry and exit valves and notify the Security Manager who will arrange for a maintenance technician to resolve the issue.

## Household refuse collection (garbage disposal)

Domestic waste is collected during the course of the morning daily (except Sundays and bank holidays). Items for collection should be deposited inside the cupboards located beside each apartment's door, in closed plastic bags. Recyclable items should be placed in a separate [blue](#) plastic bag for the purpose of [recycling](#). Westminster Council identifies these blue bags as goods for recycling and processes them accordingly. Free supplies of blue recycling bags may be obtained from the reception desk. For further details, see the [recycling](#) instructions below.

Items as well as large bags that cannot fit inside the cupboards should be dropped off in the containers located on the Lower Ground Floor. For the sake of hygiene and good order, residents are kindly requested not to leave any refuse bags on their landing.

Electrical items, discarded furniture and other bulky items are not collected as part of Westminster Council's regular domestic waste. Residents wishing to dispose of such large items need to contact the Westminster Environmental Action Line on 020 7641 2000 to schedule the date of collection and pay the collection fee of £ 20 (by credit or debit card only), and inform our front desk staff of the date of that collection. Bulky items awaiting collection should not be left in the corridors, lift-landings or outside the rubbish room as this contravenes fire regulations and constitutes a potential health and safety hazard.

## Intercom at front and side entrance

During the temporary absence of a porter at the reception desk, the front and side entrance automatic doors can only be operated using the electronic FOB keys, for security reasons. Residents, visitors or delivery staff wishing to enter the building when the reception desk is vacant can contact the porter on duty using the intercom outside of both entrances. This intercom calls the porter's mobile phone, thereby allowing communication with the porter on duty who will return to the lobby to allow access into the building.

## Internet optic fibre cabling

Bilton Towers' optic fibre internet cabling was installed by Hyperoptic Ltd., with a connector socket in each flat. Activation and use of the broadband internet access is subject to a subscription with Hyperoptic.

Hyperoptic offer a variety of "packages" that are consistently priced below those of BT, Virgin and other major providers. The cost depends on the internet speed and can include modules such as VoIP telephony as well as digital TV.

It is also possible to use the Hyperoptic internet connection to subscribe to another TV streaming service (for example SKY) instead of the one offered by Hyperoptic. As a reminder : TV viewing is also possible with the building's communal aerial system that includes terrestrial and satellite programmes, as an alternative to internet streaming, or in combination with the latter by using a separate tuner.

Residents wishing to enquire or subscribe to these Hyperoptic services can find all the relevant details on [www.hyperoptic.com/broadband/home/price-plans](http://www.hyperoptic.com/broadband/home/price-plans).

## Keys

It is advisable to leave a set of keys with the Reception Desk team in case a resident gets locked out, but also to allow access to the premises in the absence of the occupier in case of emergencies without the need of emergency locksmith services which may cause damage to the apartment's front door and result in high costs.

Apartment keys are kept under lock and the Reception Desk team have strict instructions regarding the authorised usage of those keys:

- to allow a locked-out resident back into his/her apartment;
- to allow staff (e.g. a cleaner) or contractors into an apartment, provided that person's name is included in the access authorisation form; in such cases the reception staff will attempt to contact the resident over the intercom system to verify that the flat is unoccupied before giving access to authorised staff or contractors;
- to allow access in case of an emergency such as fire or flooding;
- for inspection purposes when construction work or some form of official or technical inspection is taking place in the building, and only in the presence of the Superintendent or his nominated stand-in. Such instances are not emergencies and are therefore in most cases scheduled events: residents will be informed in advance by the Managing Agents or the Reception Desk team.

## Mail and parcel distribution

Addressed mail is sorted and distributed by the Reception Desk team through the apartment door mail flap every morning (except Sundays and bank holidays). Parcels and registered mail are to be collected at the Reception Desk. It is advisable to sign a proxy form to allow the porters to accept delivery of recorded delivery parcels and registered letters on your behalf.

## Parking facilities / house deliveries

The yellow parking spaces located next to the building's side entrance are to be used exclusively for deliveries. Arrangements to allow short term parking for contractors working in the building should be made with the Reception Desk staff.

The management of the underground car park located under Bilton Towers was transferred in early 2019 by NCP (National Car Parks Ltd.) to Care Park, which operates a network of car parks in the UK using a mobile phone app on which users can locate the closest car park, check the availability of parking spaces and book their slot on-line.

The car park is open 24/7. Further details and tariffs are obtainable on Care Park's website by clicking this link. Care Park offer a 10% discount to residents of Bilton Towers who wish to rent a parking space for an extended duration.

## Pets

In the interest of everyone's peace and comfort, residents wishing to own a pet animal whilst living in Bilton Towers need to request approval from the Board of Directors. Such approval will not be withheld unreasonably: the key criteria that need to be observed relate to hygiene, safety and disturbance (noise or turbulent behaviour).

After receiving approval from the Board of Directors, residents remain responsible for ensuring that their pet animal(s) does not soil any part of the communal areas of the building, does not pose any threat to any child or adult in the building or behave in any intimidating way, and does not cause any disruption such as unnecessary barking.

## Recycling

Westminster Council runs a scheme that makes it easy for everyone to contribute towards the recycling of domestic waste. The dedicated plastic bags provided by Westminster Council for the disposal of recyclable waste can be obtained free of charge from the reception desk team.

Filled bags are to be placed together with bags of normal waste in the disposal cupboards located beside each apartment's front door, from where they are collected daily and set aside for the weekly collection of recycling waste by Westminster Council.

Please do not leave any bags on the landing; filled bags that are too large to fit in the waste cupboard should be deposited in the container room on the lower ground floor.

The following items can be placed in these "Recycling" plastic bags :

- Paper and cardboard
- Glass bottles and jars (but not broken glass or Pyrex)
- Rinsed food cans, drink cans and empty aerosols spray-cans
- Plastic bottles (beverage bottles, as well as household products and detergents, shampoo bottles etc)
- All wax-lined, plastic-lined and foil lined cartons, including milk cartons and Tetra Pak
- Plastic tubs (plastic cups, plastic food trays, butter or margarine tubs, yoghurt tubs, ice-cream tubs etc)

Please rinse and squash items before recycling.

The following items should NOT be placed in the recycling bags : food or drink waste, carrier bags, film or cling-film, crisp packets or sweet wrappers, polystyrene packing, bubble wrap, rigid plastics (toys, CDs, cases), engine oil containers or hazardous chemical containers.

Further information regarding what can or cannot be recycled can be obtained by calling Westminster City Council's Environment Action Line; the telephone number is 020 7641 2000, or you can view a complete alphabetical list with explanations on Westminster City Council's website on [www.westminster.gov.uk/recycling-and-rubbish](http://www.westminster.gov.uk/recycling-and-rubbish).

## Removals / protection of lifts

Residents planning a removal (large items such as furniture being delivered to their apartment or being moved out) should notify the front desk team in advance, so that short term parking facilities can be arranged by the building's side entrance and lateral protections be put in place in the lifts to prevent any deterioration to the lift cars.

Items that are too large to fit in the lifts and be carried in the staircase need to be delivered through the apartment windows. This requires an authorisation from Westminster Council as traffic in the street needs to be restricted or temporarily suspended. Residents requiring such arrangements should contact the head porter well in advance to ensure the administrative process is completed in time for the removal.

The costs incurred (authorisation fees, traffic control and equipment hire) must be borne by the resident.

## Security / CCTV

Bilton Towers' privileged location close to shops, restaurants and places of entertainment calls for sensible precautions to safeguard everyone's security in these premises and prevent damage from theft, vandalism or other forms of unsocial behaviour.

CCTV recorded video surveillance is in operation at both the front and side entrance, in the building's lobby, at the fire exit, in the lower ground floor corridor, as well as in front of the emergency exit that leads from the underground car park onto our communal garden.

However, residents must take care not to let any people unknown to them enter the hallway past the doorway in the lobby, as this gives unlimited access to all floors of the building as well as the basement. If the porter on duty is momentarily absent from the reception desk, please ask such people to wait a short while for his return to identify themselves as visitors or residents and be let in by that porter. Most people will understand that this measure is part of the rules of the building which are in place for everyone's security.

The porter on duty can be contacted and called back to the front desk by using the intercom system located outside the front and side entrance doors. This is connected to the porter's mobile phone so that he may be contacted anywhere in the building.

## Tenant Residents

Residents renting accommodation in Bilton Towers are expected to observe the rules that apply to all occupiers of this property as a result of the terms of the Lease, and to ensure their conduct is at all times compatible with the standards of this residential building.

As a reminder, the Lease prohibits hanging clothes and laundry to dry on the balconies, or the use of any exterior parts of the apartments (balconies, landings, fire escapes) to store furniture, domestic waste or any other belongings. A reminder also that lettings of less than 90 (ninety) days are a contravention of the Town and Country Planning Act 1990 and the Greater London Powers Act. The City of Westminster is vigilant about these short lets and they will take enforcement action where a breach is brought to their attention.

Tenants will not be granted access to the building unless the Lessee has obtained consent from the Landlord and duly registered the tenants' details with our Managing Agents.

**Flat lettings at Bilton Towers must have a minimum duration of six months.**

## TV terrestrial & satellite reception

As an alternative to TV streaming over the internet, each flat is also provided with four cables connected to the building's communal antenna and satellite dishes. These carry the signals of terrestrial digital TV, FM and DAB digital radio, as well as the signals from SKY, SKY HD, FREE SAT, HOTBIRD, ARABSAT and NILESAT allowing the viewing of all European and Middle-Eastern satellite broadcasts, the large array of British and North American programmes from Sky, and approximately 100 TV programmes broadcast in "Freeview".

There is no maintenance contract or other recurring charge for use of the communal system by the residents other than the cost of pay-TV packages they may have purchased by the programme providers.

As stipulated in the Lease, residents are not allowed to install private satellite reception dishes that are visible from the exterior of the building.

Residents are responsible for acquiring their own "Skybox" or similar device to view programmes from the above satellites listed above, and are not allowed to make any changes or additions to the communal TV system itself. Extensions of the cables within the residents' flats are made at own cost, by the contractor of their choice. For the sake of simplicity, it is advisable to have such works carried out by the company who installed the communal system as they are familiar with it and offer competitive rates :

SAT UNIVERSE Ltd  
5A Parr Road,  
Stanmore,  
Middlesex, HA7 1NP

## Visitors and staff

Visitors and staff must identify themselves as such at the Reception desk and will only be let into the building in the absence of the resident if their name is included on the Access Authorisation form which can be downloaded from the [biltontowers.com](http://biltontowers.com) website.

Residents' visitors entering the building accompanied by their host will not be asked by the Reception staff to identify themselves, and it is therefore important that people unknown to you should be referred to the Reception desk and not be allowed to join your group for the purposes of entering the building beyond the lobby door giving access to the hallway.

## Who's who : roles and responsibilities in managing Bilton Towers

Several parties are involved in the management of Bilton Towers. Their respective roles and responsibilities are as follows :

**The Portman Estate** – they are the overall freeholder of the building and car park and are responsible for arranging the insurance for the building – both residential and commercial. They inspect the building annually to ensure the adequate maintenance is taking place.

**Lindsay Park Properties** – own the Head Lease of the buildings (residential and car park) from the Portman Estate. Flats with an original lease or who have not extended their lease pay ground rent to them. Permission must be sought from them to substantially alter (i.e. licence for alterations) a flat or to sublet a flat.

**Bilton Towers Residents Company Ltd** – of which each Lessee owns one share, is responsible for maintaining the residential part of the building (employing staff, maintenance, compliance with H&S, forward planning to name but a few). This role is **delegated** to a firm of managing agents – **RMD Properties**.