



CASTLE HILL COURT INFORMATION PACK

WELCOME

Welcome to Castle Hill Court. This pack is designed to help new residents settle in to their apartment at Castle Hill Court. Hopefully, it will answer most of the questions new residents may have. It is a guide only and not a legally binding document. The relevant legal documents are; the Lease, the Company Articles of Association and the Registered Title(s): part transfer document (TP1). Owners should receive the legal documents when they purchase a property.

If there are any other day to day issues, and or questions which we haven't covered, and you feel they would be useful to add, please feel free to raise them with a member of the Board.

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In order to reduce costs, Company papers and reports are made available on the password-protected area of the site. If hard copies of documents are required, these can be downloaded or printed straight from the website.

COMPANY MATTERS

Ownership

Castle Hill Court (Prestbury) Ltd is the Freeholder of the apartments and adjoining land (as shown on the plan in appendix 3) and is owned by the residents. Each apartment holds one share in the company and as such is an equal shareholder (20 issued shares being 100% of the capital).

Lease

The lease is a legally binding document which sets out the use or occupation of the apartments and grounds of Castle Hill Court (Prestbury) Ltd.

Articles of Association

The constitution and regulations of a registered company, Castle Hill Court (Prestbury Ltd) as required by the British Companies Acts. Each owner should have a copy. The Articles of Association filed at Companies House on the 14th October 2010 was a model/standard document applicable for the formation of a property management company. In 2014, when CHC (P) Ltd became active, the AoA document was amended to reflect the business operations of the new Company. Several contributors were involved in the process of amending the document which resulted in thirty amendments. The final version was approved by the Board on the 9th December 2014. The AoA was filed at Companies House on the 2nd June 2015.

Registered Title(s): part transfer document (TP1)

The document sets out the legal requirements, liabilities and responsibilities when the Freehold was purchased in 2013 from P E Jones (Contractors) Ltd.

Land – Plan of the Estate (Appendix C)

The ownership of the total estate is complex. CHC (Prestbury) Ltd owns the freehold for the land outlined in red on the plan. The land outlined in green is the 'retained land', land which was not purchased as part of the Freehold. This land is owned by P E Jones (Construction) Ltd and is managed, under terms of the TP1 by CHC (P) Ltd. The retained land is subject to a number of covenants which are described in the TP1 document. The estate plan also shows a triangle of land which is owned personally by Mr P Jones and Mrs A Jones. The Company has no obligation to manage this part of the estate.

Share Holders

Each flat holds one share in Castle Hill Court (Prestbury) Ltd and this entitles ~~you~~ the owner to one vote at the annual general meeting or whenever required.

Cringlewood Court Management Ltd

All residents who are shareholders of Castle Hill Court (Prestbury) Ltd also hold a share in Cringlewood Court Management Ltd, which is a dormant company and is no longer trading. When an owner purchases a share in CHC (P) Ltd they also purchased a share in CCM Ltd. -A decision was taken by the previous Board that the company had a residual lease function from 1970's and would therefore not be wound up. The current Board will review this position from time to time.

The Board

The Board is a group of residents who are nominated, as directors, to run Castle Hill Court (Prestbury) Ltd on behalf of the shareholders. They are accountable for their actions to the shareholders and have to report to shareholders once a year at the annual general meeting. The Board usually meets quarterly and minutes of the meetings are sent to all shareholders and posted on the Company website.

Membership of the Board

All shareholders are eligible and can offer themselves as a member of the Board whenever a vacancy arises. At the end of each Director's rotational tenure, the potential vacancy will be notified to residents in advance of the AGM, and applications will be invited whether or not the retiring member is willing to continue in office. Selection will be made by blind ballot of one representative from each household.

Service Charge

The Service Charge is an agreed sum of money, paid monthly on or about the 1st of the month, which covers the cost of all communal services, buildings insurance and provides for reasonable future anticipated expenditure. The Board determine the amount based on the annual expenditure and shareholders discuss the recommended amount at the annual general meeting. The Board also reserve the right to adjust the Service Charge at any time it considers the circumstances require such action. The current Service Charge is £235 per month (2023).

Ground Rent

Shareholders are not required to pay ground rent.

Insurance

Castle Hill Court (Prestbury) Ltd takes out building insurance on behalf of all shareholders. Please notify the Chairman if you intend to leave your property unattended for more than 60 days at a time, as this could affect any insurance claims if you cannot provide evidence that the accommodation is being inspected regularly. If you have a potential claim please contact the Finance Director and or the Premises Director – see flow chart. Contents insurance is not covered by the communal insurance policy.

Commissioning Work in Communal Areas

Owners are politely reminded that **the contracting body for all work carried out in the communal areas, the estate buildings and in the grounds is the Company, Castle Hill Court (Prestbury) Ltd.**

No individual has the authority to authorise, or alter, or commission any works in communal areas other than the Directors of the company. This is particularly relevant in the case of premises and gardens. Consequently the Board will not authorise payment of any work/services which the Company has not commissioned.

Proof of Ownership

Each Shareholder should hold a share certificate and a copy of the lease.

Involvement in the Purchase Process

The Company Secretary, John Nicol (01625 578030) responds on behalf of the Board to solicitors' enquiries relating to the purchase of a property at Castle Hill Court. The Chairman will respond, on an 'ad hoc' basis, to any day to day questions prospective purchasers may raise.

Improvement Projects in Communal Areas

There are a number of options for funding large capital/improvement projects for example loans, sinking funds or a levy. The Board will present a numbers of options and will undertake a consultation process with all shareholders before any final decisions are made.

Website

The website has been created to provide residents with easy access to information about Castle Hill Court. Some of information is available to the public, **About Us**, and some is password protected, **Company Business**, and is only available to shareholders. You can access the website by typing the following address into the browser <https://www.chcprestburyltd.co.uk>. When a property is purchased the Communications Director will provide the shareholder with a password to enable them to access 'Company Business' the password protected part of the site.

General Data Protection Regulation

The Company requests the following personal information from residents: email addresses, phone numbers. The data is collected for internal communication and to share Company reports. None of the information is shared with a third party.

FREQUENTLY ASKED QUESTIONS

The questions below have been raised by owners. It is recommended that all Shareholders familiarise themselves with the Lease.

Who is responsible for insurance?

The Company is responsible for buildings insurance and the owner is responsible for the contents of the building. **SEE INSURANCE SECTION**

What do I do if I have a maintenance problem?

If the maintenance problem is in the communal area please contact the Premises Director premises@chcprestburyltd.co.uk The Premises Director publishes a quarterly Premises Report which is available on the website. If the maintenance issue is likely to result in a claim against the Company Insurance owners **MUST** contact the Premises Director as soon as possible. **See Appendix A**

What is the Council Tax band for the apartments?

The current Council Tax Band is F and the current annual charge is £3012.58 (2023/24).

Who is responsible for the resident's garage door locks and fobs?

The garage doors are the responsibility of the individual owner.

Where can I buy a replacement remote control unit for my garage door?

Replacement fobs for garage doors can be obtained from SteveN@chamberlaindoors.co.uk at an approximate cost of £50+ VAT. Labour costs are not included. If residents require help/servicing of the electrical mechanisms and fobs they can use the company which installed them, Garage Door Medic in Bolton, tel 01204 307113 or 07841 260767, or as an alternative, Ace Garage Doors at 117 Chestergate, Macclesfield 01625 800122.

Where do visitors park?

Visitors can only park in the designated areas at the left of the main lawn as you come up the drive or round the back of blocks D/E.

Where can I park my car?

Each garage has a hard standing area in front of the owner's garage door which is **STRICTLY** for the use of the garage owner(s) only. Six garages, coloured yellow on the plan, appendix D, are owned, under our Lease, by CHC (P) Ltd. We sub-lease these back to Deanbank Investments Ltd., and residents should not park any type of vehicle in front of these garages.

Can I hang washing out?

No – this would contravene the lease.

Can I install electrical appliances in the garage?

Yes – but residents are expected to pay a separate charge for running large domestic appliances (e.g. dryers, freezers, fridges, washing machines etc.) in the garage because the cost of the electricity, in most cases, is charged to the communal electricity supply. Electricity consumption for domestic appliances is monitored by each resident via a meter supplied by the Company **unless** owners have ensured their electrical usage is supplied via their own meter. The Finance Director collects the information and bills for usage. The cost of lighting and general electric usage (e.g. garage doors, power tools, vacuum cleaners etc.) is covered by the communal supply and does not incur a cost for each resident.

Please ask a member of the Board for further information should you require it.

What facilities are there for charging electric/hybrid vehicle?

The installation of an electric car charging point at our garages is a little more complicated than usual due to the electricity supply constraints on each apartment. The most common type of car charger used in the UK at present is a 7KW system which provides adequate charging rates for almost all electric cars and plug-in hybrids. However, the electricity supply to these apartments is insufficient to allow the simultaneous use of the under-floor heating, immersion heaters, sockets and an electrical car charger. A Load Management System needs to be incorporated into the electrical cabling to prevent the electrical supply tripping out.

We have been working with Prolek Electrical, who are based in Burnley and have extensive experience in the car charging business. They have designed a system which is mounted on the garage front via an electricity supply which is wired into the individual apartment's fuse box in the bin store. This supply is protected by its own 32A fuse and also incorporates the Load Management System. The routing of the cable has been designed to be as unobtrusive as possible. Prolek have also been liaising with our Local Electricity Area Distributor to ensure that the local electricity infrastructure is sufficient for the potential uptake of electric car charging at Castle Hill Court.

The current cost of the system, fully installed and inclusive of VAT, is around £2,000 depending on the position of the garage in relation to the bin store. Alternative systems from other suppliers can be installed. However, we should try to keep the external appearance of the apartments as uniform as possible, and would therefore ask that only chargers similar in appearance to the Prolek pod be installed.

Alternatively, it is also possible to install a 3.3KW system which is slower to charge the car battery but may be sufficient for some owners. This installation is much simpler and can be run from a standard 13A plug and is obviously much cheaper at typically under £200.

*As you can see from the foregoing, we need to advise our Local Electricity Network Distributor about our current total electricity usage at Castle Hill Court. **Accordingly, can you please supply your Meter Point Administration Number (s) to Graeme so that he can collate and forward the information to Prolek. The MPAN has thirteen digits and is typically 161 001 161 9999. This number is located on your electricity bill and you should have two of them.***

How does the underfloor heating work

Because of changes which may have been made by earlier owners, each apartment may be slightly different and it is worth contacting a qualified electrician to establish how the system in your flat works. The temperature of the under floor heating is controlled by individual thermostats in each room. If you do not want the under floor heating on, switch the thermostats to a low temperature i.e. less than 19 degree or switch the thermostats off, or switch off the underfloor heating on your electrical circuit board.

Can I plant flowers/shrubs/bulbs in the garden?

Shareholders contribute approximately £13 per week to the overall cost of the gardening contract. The cost covers the service level agreement outlined in the Gardening Service Agreement which can be found on the Castle Hill Court website. The agreement also contains a schedule of work which priorities work each month.

Residents may plant flowers, bulbs and add additional topsoil or manure in the flower beds but they do so at their own cost. Residents may also plant containers but they are requested to place the containers on a hard surface to protect the grass.

It is generally accepted that the ground floor residents are responsible for the flower beds at the front of the building, and the upstairs residents are responsible for the beds at the back. Individual arrangements can be agreed by the residents in each building. If none of the residents wish to manage the flower beds the gardeners will keep the beds tidy but they will not restock or plant additional plants unless the residents pay for them.

If any change to the structure of the flower beds, or any additional work, is required in the garden, please contact the Service Director who will liaise with the gardener on your behalf. If the work is outside the scope of the gardener's service level agreement, there will be an additional charge to the person making the request.

Most of the trees on the estate are under a tree preservation order and cannot be removed, or pruned significantly, without Local Authority approval and the approval of the owner of the retained land, P E Jones (Constructors) Ltd. The Board is responsible for ensuring that the trees are well maintained and safe and that they, continue to be an asset to the property and provide a home for the wildlife they attract.

Residents are not allowed to plant trees without the prior consent of the Board.

If you have gardening issues please contact the Services Director service@chcprestburyltd.co.uk who produces a quarterly Gardening Report, available on the website, which logs gardening issues.

What can I put in the gardens and internal communal areas?

*Not everybody shares the same taste in pictures, plants, garden furnishings and or furniture. **The residents in each building must all agree unanimously before anything is hung on the walls, placed in communal areas or placed in the garden area adjacent to each building. Upholstered furniture must be properly sanitised and pest-free.***

It also important to ensure that internal communal areas remain as clear of furniture as possible to reduce risk in the event of fire and allow emergency services into the building in the event of an accident.

Can I change the colour of the paintwork in the communal areas?

No – this would contravene the lease.

Can I keep pets?

No – this would contravene the lease.

Can I put garden furniture on the lawns in the summer months?

Yes – with the agreement of other residents. Please remove them in the winter.

Can I hold a party on the communal area?

Yes – with the agreement of the Board.

Can I use my washing machine/dishwasher/hover etc. at any time of the day or night?

In principle, yes – but please consider the impact of running your appliances on those living above, below and next door to you. Appliances running after 22.00 hrs are likely to cause disturbance to neighbours.

Can I replace the windows with any style I like?

No – this would contravene the lease.

Can I put up bird feeders?

Yes - within reason

Can I put in an external tap?

Yes – but usage is paid for by the resident. Please contact the Premises Director

Can I put in an external socket for garden/Christmas lights?

Yes – but usage is paid by the resident. (See electrical wiring below)

Can I put Christmas decorations up in the communal area?

Yes – but please agree this with the other residents in your building.

Can I access Superfast Broadband?

The current Connecting Cheshire map suggests that Castle Hill residents can access faster broadband. Up to date information, about faster broadband in Cheshire East, including maps, can be obtained by clicking this link [Connecting Cheshire](#)

Can I access SKY television?

All the apartments are fitted with a SKY aerial and as a result all residents have shared access to SKY TV if they wish to use it. At the moment the current SKY aerial is not compatible with SKYQ and therefore, residents cannot access SkyQ. To access SkyQ the dish would need upgrading, which could benefit all residents in a particular building, but it would have to be paid for by the individuals in that building. To upgrade to SKYQ involves an additional cost to residents who wish to install it.

Any external adaptations to aerials must be approved by the Premises Director and contractors must ensure that cabling is routed through the cavity walls.

How often are the communal areas decorated?

The communal areas, both internal and exterior, are decorated on a cycle which is determined by the terms of the lease. External areas are decorated every 3 years; internal communal areas every 5 years. The internal areas were decorated in 2019 and the exterior in 2023.

What do I do if I have 'noisy' neighbours'?

In the interests of harmonious relations, please resolve any differences of opinion directly with your neighbour, having consideration for their feelings as well as your own.

How is refuse dealt with?

Each building has black bins for rubbish which can't be recycled under Macclesfield Council's re-cycling scheme. In addition, there are communal silver bins for re-cycling and a green bins for garden and food waste. The bins are emptied on Thursday mornings at the present time. If residents need additional bins or replacements please contact the Company Chair.

"RECYCLABLE RUBBISH MUST BE PUT LOOSE IN THE SILVER BIN. THE BINMEN CAN REFUSE TO EMPTY THE SILVER BINS IF RESIDENTS PLACE RECYCLABLE RUBBISH IN BINBAGS OR ANY KIND OF PLASTIC BAG."

See the Cheshire East Website for more information: CEC Recycling Information.

TABLE OF RESPONSIBILITIES – WHO IS RESPONSIBLE FOR WHAT?

This section is referenced to The Lease which is available on the website.

Resident	Common Area – funded through the Service Charge
All internal decoration of the apartment and garage	Decoration of common areas internally and externally – hall, lobby, stairwells, external doors, bin store, external garage doors and fascia
All internal electrical use in the apartment and domestic appliances and electric tools in the garage, including car battery charging points*	Hall and lobby lighting, exterior lighting, intercom systems
All internal cleaning of apartment	Cleaning of common areas, porches, bin store
Personal water consumption in the apartment and garage	None
Maintenance of flower beds if desired	Grass cutting, leaf clearance, tree surgery, maintenance of trees and shrubs, cleaning of paths, steps and roads
Internet connections, telephone connections and any additional TV sockets and relevant wiring	Communal TV aerial and SKY dish with cabling to ONE TV socket.
Contents Insurance	Insurance for buildings including the roof and foundations
No individual responsibility for paths or roads	Road repairs, repairs to steps and paths
Internal burglar alarm systems	None
All internal drains to the main drains	Main drains outside of the building footprint
Garage door motors and locks See question 4 and 5	None
Electrical wiring inside apartment – residents must ensure that wherever possible additional wiring is taken through the roof space and or cavity walls and or internal walls	Electrical wiring – the Board must ensure that wherever possible any additional wiring is taken through the roof space and or cavity walls and or internal walls
Damage caused by residents/builders drilling into external walls MUST be made good using appropriate coloured materials – this includes the use of electrical wire. If the wire has to be put on an external wall it must match the brick work colour	Damage caused by builders commissioned by The Board MUST be made good using appropriate coloured materials
Spare door keys	Entry and intercom system
Certificates for electrical work – copy to the Board	Certificates for communal electrical work

Resident	Common Area – funded through the Service Charge
Cost of domestic water supply in the flat, the garage and the garden	None
In the event of fire refer to the Fire Risk Assessment	Fire risk assessment
Asbestos in the flat	Asbestos in communal areas – report available on request
Replacement Bins via <u>CE</u>	None
Each owner is responsible for damage to internal walls and ceilings. The contents of the garages are the owners' responsibility.	The Company is responsible for damage caused to external walls
Painting internal walls of the garage	None
Unblocking all internal pipes to ground level	Unblocking external drains
Burglar Alarms	None
Good health safety practices inside individual apartment	Health & Safety Assessment and Compliance of Public Areas

BUILDING WORK PERMISSIONS

Any proposed building work on any apartment by the owner/leaseholder must be agreed in writing by the Board before the work starts. This is in accordance with the lease.

The alterations may only be approved for non-load bearing walls and only with the prior written approval of the Board.

INSURANCE

Castle Hill Court (Prestbury) Limited has commercial property owners insurance on behalf of all flat owners (leaseholders). Our current policy with Covèa insurance is **All Risks** cover which provides cover for loss of or damage to the insured property resulting from the operation of an insured peril.

The policy covers: Permanent fixtures & fittings / Fitted Kitchens / Fitted Bathroom Suite / fitted carpets / Central Heating / Electrical System, if damage is caused to them as a result of an insured peril.

The policy does not cover contents within the individual flats for example white goods (which are not fitted) / furniture / TV's etc. and insurance cover for this should be taken out separately by each owner.

If you have a potential claim please contact the Finance Director and or the Premises Director – see flow chart.

The insurance policy does not cover the first £350 of any claim which each owner may be responsible for. An excess of £1500 is payable for claims resulting from water damage. A copy of the current insurance policy is available on the [Insurance Documents](#).

USEFUL NUMBERS/CONTACT DETAILS

Name	Service	Contact Details
Cheshire East Council	Council Tax	CEC Council Tax Information
Cheshire East Council	Refuse Collection	CEC Recycling Information
Cheshire East Council	Replacement Bins	Replacement Bin Form CEC
Garage Doors	Fobs and Keys	Chamberlain Doors SteveN@chamberlaindoors.co.uk Garage Door Medic Ltd in Bolton, Tel 01204 307113 or 07841260767 Ace Garage Doors at 117 Chestergate, Macclesfield, 01625 800122
Connect Cheshire Company Secretary	Superfast Broadband John Nicol & Co	Superfast Broadband 01625 511182

SECURITY

SECURE YOUR HOME GOOD PRACTICE

Cheshire Police Crime Prevention has suggested the following **Security Check List**:

Here is a list of some of the things you can do to improve the security around your home:

- If you are replacing or fitting new doors and windows, get ones that are certified to British Standard BS7950 (windows) or PAS 24-1 (doors)
- Fit mortise locks (Kite marked BS3621) to all front and back doors and locks to all downstairs windows or windows which are easy to reach
- Keep your house and car keys safe and away from doors and windows
- Fit a burglar alarm, but make sure it is installed properly and works
- Keep your garage and garden shed locked with proper security locks, and keep any tools secure and out of sight
- Trim back any plants or hedges that a burglar could hide behind
- Make sure you have up-to-date home insurance.

When you're away

- Do not leave your curtains closed during the daytime
- Use timer switches to turn on some lights when it gets dark
- Cancel any milk or newspaper deliveries
- Ask a neighbour or family member to look after your home.
- Make arrangements for access in case of emergency, i.e. flooding from or to your property

Alarms

Apartment owners, under the terms of the lease, are entitled to install a burglar alarm system in their own apartment. It is helpful if the Company has the name and contact number of a key holder to call if the owner's alarm goes off in their absence.

Cheshire Police Alert

Cheshire Police Alert is the community messaging system brought to you by Cheshire Constabulary and servicing the whole of Cheshire.

By registering with Cheshire Police Alert, you receive news and appeals, local crime information and crime prevention advice - direct to you as an e-mail, mobile text or voice message.

Registering with this site is completely free, and not only allows you to receive messages about your local area, but also allows you to feedback information to your local policing teams to help them better police your neighbourhood.

Click here for more information [Cheshire Police Alert](#)

Keys

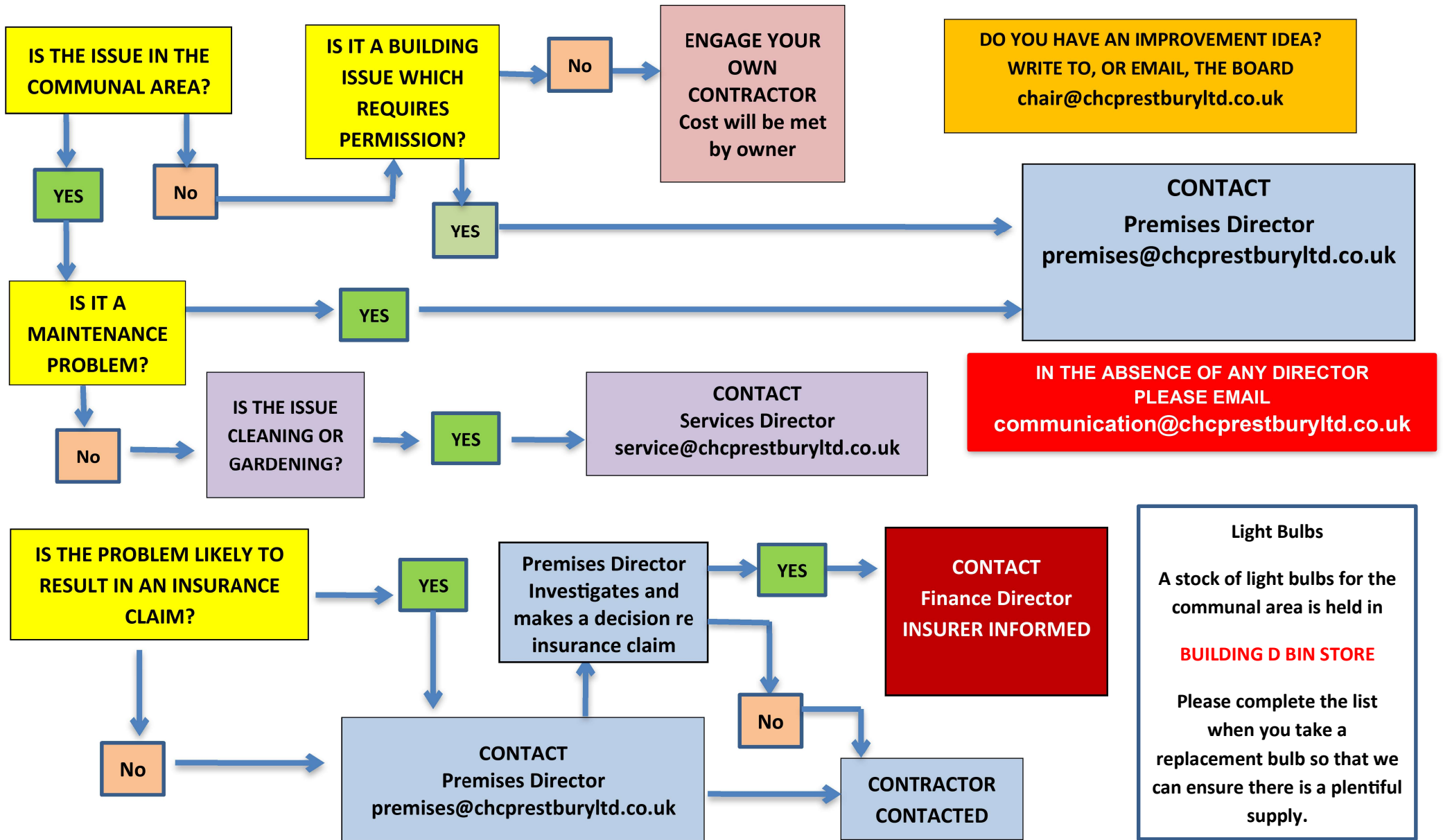
Each apartment owner has been provided with a set of keys for the front and back communal entrance doors. In addition owners have their own set of front door keys to their own apartment.

It is up to each owner to consider whether they wish to provide a set of keys to a trusted individual in case they forget their keys or are locked out of their apartment. Some owners install a lock safe for spare keys.

In order to carry out their role the Premises and Service Director hold a key for each building. This ensures that he/she can access communal areas to ensure regular maintenance, repairs and improvement work can be carried out efficiently. In his or her absence the keys are passed to another Director.

The cleaning contractor also holds a key for each building.





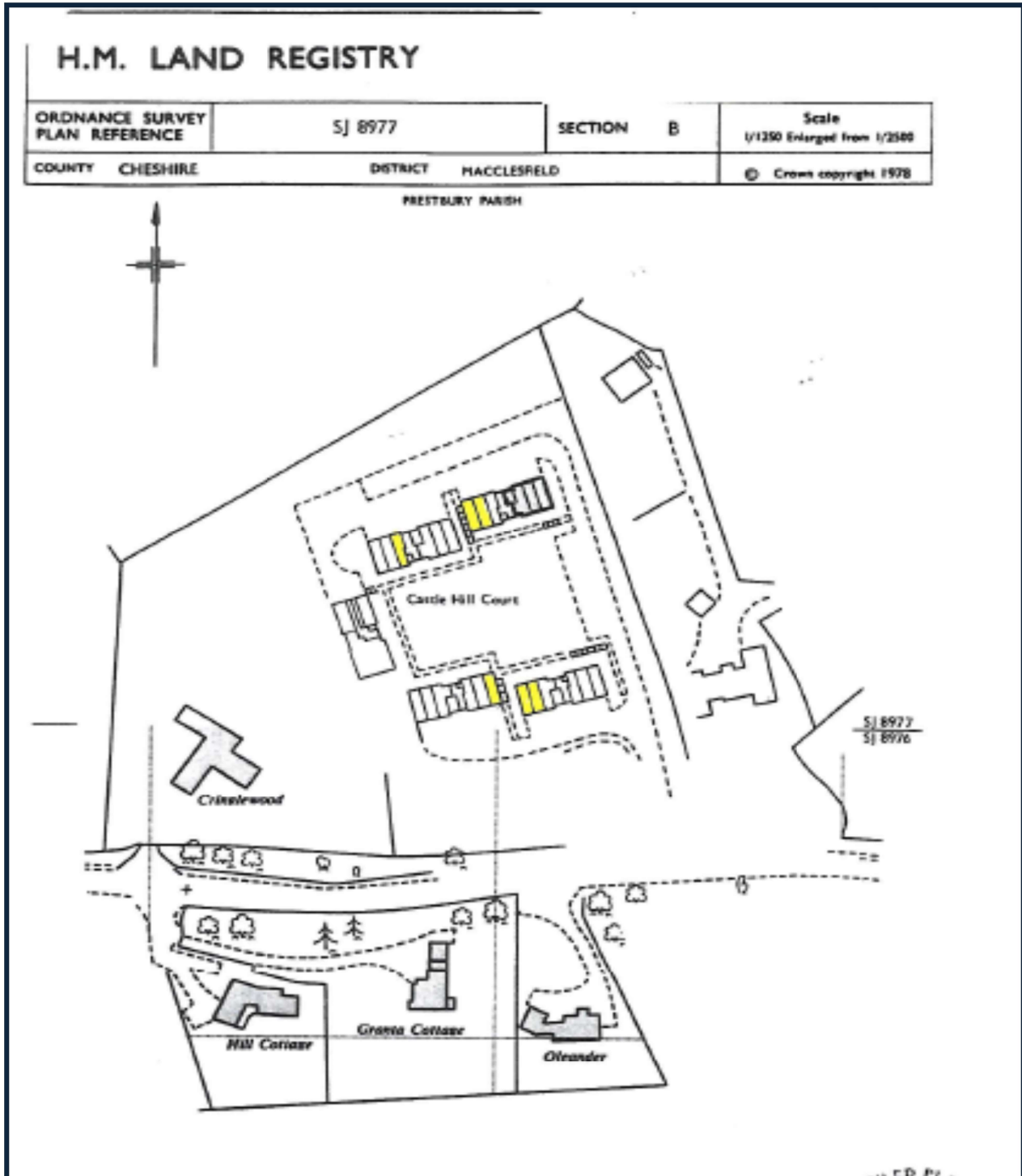
Appendix B

Plan of Castle Hill Court – land owned by shareholders outlined



Appendix C

Plan of the garages Castle Hill Court – see FAQ 3 above



**Castle Hill Court (Prestbury) Ltd
EMERGENCY PLAN IN THE EVENT OF A FIRE**

ON HEARING THE SMOKE ALARM

OR

DISCOVERING A FIRE IN YOUR BUILDING

1. Fire exits are the doors at the front and rear of the building
2. Alert your neighbours
3. If required assist them to exit the building via the safest exit
4. Ensure everyone is evacuated to the safest point on the estate well away from the fire
5. One person to take responsibility for calling the Fire Brigade and greet them on arrival
6. Do not attempt to fight the fire yourself - leave it to the professionals
7. Do not re-enter the building until the all clear is given by the Fire Brigade