

# RESIDENTS' HANDBOOK

## CLIFFORD'S INN

Fetter Lane, London



Revised: April 2024

## CONTENTS

LIVING IN CLIFFORD'S INN .....	1
MANAGEMENT OF THE BUILDING .....	1
ACCESS .....	1
ENJOYING CLIFFORD'S INN - CONSIDERATION FOR NEIGHBOURS.....	1
POST AND PARCEL DELIVERIES .....	2
OTHER DELIVERIES .....	2
TELEVISION.....	2
INTERNET/WIFI .....	2
REFUSE, RECYCLING AND UNWANTED ITEMS .....	3
ROOF .....	3
SAFETY.....	3
LIFTS .....	5
PORTERS.....	5
INSURANCE .....	6
NOTICE BOARDS.....	6
WASHING MACHINE AND DRYER.....	6
BIKE STORAGE.....	6
DISCLAIMER.....	6

## LIVING IN CLIFFORD'S INN

The purpose of this document is to help you, the residents, enjoy living in Clifford's Inn by giving a brief description of the services provided, together with other information that may be useful.

## MANAGEMENT OF THE BUILDING

Clifford's Inn Management Company (CIMC) is the body responsible for the building. CIMC has appointed Smith Waters as Managing Agents of Clifford's Inn and Chloe Lukes manages the building on their behalf. Please contact Chloe if you have any problems that cannot be resolved by the Porters - her email address is [cliffordsinn@smithwaters.com](mailto:cliffordsinn@smithwaters.com) and her phone number is 020 7839 3950.

## ACCESS

The front door is opened by fob keys which are issued to leaseholders. Should any resident experience any problem with their fob key, please consult with the Porter on duty in the first instance.

Access can be gained through the back door that leads onto Fleet Street through Clifford's Inn Passage or Chancery Lane. There is a buzzer and CCTV system and if the Porter is available and recognises you as a resident you will be given access.

## ENJOYING CLIFFORD'S INN - CONSIDERATION FOR NEIGHBOURS

Clifford's Inn enjoys the important benefit of having only one facade that fronts on to a road. The other three sides look on to courtyards and on to the gardens behind St. Dunstan's House and the building is therefore very quiet.

It is important that everyone respects the right of their neighbours to the quiet enjoyment of their flats. The lease reinforces this by providing that residents should not cause or permit anything to be done which constitutes a nuisance or which causes annoyance, inconvenience or disturbance to other lessees and residents.

The lease also specifically requires visitors and employees who use the common parts between the hours of 11 pm and 7 am to do so as quietly as possible, especially when closing doors, and to take special care not to disturb or annoy the other residents.

If you are disturbed by noise from inside the block, call the Porter. From outside the block, we have found that the City of London Public Protection Team are very quick to respond.

Please note particularly that:

- Washing and other unsightly items must not be hung in or outside the windows and nothing should ever be thrown out of windows.
- Residents are responsible for ensuring any spillage or marks created by bringing buggies, prams, trolleys, suitcases, etc into the building from outside are cleaned as soon as they are made.

- As a courtesy to other residents, the consumption of food and drink in the lobbies and any of the other common parts, including the lifts, is not allowed.
- Children must not be allowed to play or run about the common parts or use the lifts on their own, and should at all times be accompanied by a responsible adult.
- Any problems within a flat, such as water leakage, must be promptly reported to the porters so that they can take such steps as may be possible to prevent the spread of damage.
- No pets can live in the building.

## POST AND PARCEL DELIVERIES

The postman comes into the building and delivers the post to each flat. Parcels and packages will be kept at the front desk if the resident is not at home to take delivery. The Porters will call residents to let them know that a parcel has arrived so they can come and collect it or residents can track the delivery of parcels through various apps and collect the parcels from reception once delivery has been confirmed.

The posting of unsolicited mail through residents' doors by other residents is strictly prohibited, nor should they permit anyone else to do so.

## OTHER DELIVERIES

Food deliveries need to be collected by residents at the front door. Instructions should be given to the delivery person to call you when they have arrived with your food order.

Grocery deliveries are sent straight up to the flats once the Porter has checked the resident is at home.

## TELEVISION

The building is provided with a communal digital terrestrial television system. CIMC is responsible for the aerial. The wiring or socket within a flat is the responsibility of the lessee.

If there is a problem with television reception, please speak to the Porter.

Individual satellite dishes are not permitted and any that are found secured to the external walls of the building will be removed at the expense of the lessee concerned.

## INTERNET/WIFI

The building is wired for broadband by Hyperoptic, with wiring extending to immediately outside of each flat. Residents can choose whether to use this provider or another (Clifford's Inn is also wired for BT phone and internet) and are individually responsible for arranging for the broadband service to be connected to their property.

## REFUSE, RECYCLING AND UNWANTED ITEMS

All residents are responsible for sorting their refuse into one of the two types of bags provided in the service room (a white bag for general rubbish and a clear one for recycling). These bags must be placed in the service rooms located on each floor as CIMC's staff collect the bags daily and remove them to the outside of the building for collection by the Corporation of London.

The Corporation of London will not remove any rubbish that is not placed in one or other of the two types of bags provided.

Please ensure that kitchen rubbish is in secure and well-sealed plastic bags tightly tied inside the white bag so that no smell or liquids escape.

See-through bags are provided in the service room for mixed recycling or can be requested from the Porters. Articles do not need to be separated and a list of recyclable items can be found on the wall of the service room. Residents are asked to take care in ensuring the correct items are included in the recycling bags that the recycling of waste is not spoiled.

Small household bags can be placed in the dustbins provided but they must be sealed and they must not overflow the top of the bin. Loose refuse **must not** be placed in these bins.

Wherever possible, please ask delivery companies to take away packaging from appliances and large items. Many delivery companies will do this on request. Otherwise, items must be cut into pieces which will fit into the relevant bags.

If any unwanted items could be used by someone else rather than being discarded, residents are urged to consider donating these to charity or recycling in another way – details can be easily found online.

For larger items many charities provide a pickup service which is free of charge as opposed to the Corporation of London which levies a charge to dispose of items.

Where items are not in a suitable state for donation residents should telephone the Corporation of London collection service and make arrangements for collection.

## ROOF

The roof is strictly out of bounds to anyone except to the freeholder and CIMC's authorised contractors and the access doors to the roof are kept locked.

## SAFETY

### (1) FIRE AND OTHER EMERGENCY EVENTS

Cliffords Inn complies with current fire regulations and currently enjoys a low fire hazard rating. The fire alarm is tested every week at 11 am on Thursdays.

### **Emergency evacuation**

There are two exit routes from the building in the event of an emergency evacuation. These are the **front door**, via the corridors, the front stairs and the front lobby and the **back door** via the corridors, the back stairs and the back lobby.

It is essential that these areas are kept clear of anything which could block or trip people trying to escape in an emergency. The Porters have strict instructions to remove any personal property found in the corridors and other public areas, such as shoes, door mats, bicycles, children's toys, prams and buggies.

In the event of an emergency evacuation, the **lifts must not be used**. There is **no emergency exit or escape route via the roof**.

Smoking is prohibited in the public parts of the building by law, and this prohibition is strictly enforced by CIMC and Smith Waters.

### **(2) INTRUDERS**

The building is served by internal and external CCTV surveillance backed up by a recording system.

The security systems put in place by CIMC and Smith Waters, will, however, only work with the full and active co-operation of all the lessees and residents.

Please do not allow anyone into the building whose identity is unknown - if someone asks to be let in, refer them to the Porter on duty. If any person is seen acting suspiciously or an unauthorised entry appears to have taken place, report it immediately to the Porter on duty and if appropriate dial 999.

Additional security measures include not permitting anyone to enter the building wearing a full face helmet and requiring visitors to register with the front desk on arrival.

Please note that persons seeking entry to a flat in the absence of a lawful resident may be admitted only if advance written notice has been received from that resident (or the leaseholder for workmen, estate agents, etc). The Porters have instructions to request the identification of anyone wishing to enter the block who is unknown to them.

### **(3) WATER AND ELECTRICITY**

In the event of a leak from your flat you need to switch off the stopcock to turn off the water. Flats should have a stopcock inside the flat and some also have a stopcock located outside the flat in the ceiling near the front door. You are advised to become familiar with where the stopcock(s) for your flat is in case of an emergency – if you are unsure, ask your landlord or letting agent.

If you experience a leak from another flat, please try and contact the person who is resident in the flat from where you think the leak may be coming. If the person is not in residence, please contact the Porter.

It is advised that you are aware of the location of the electrical consumer unit (fuse box) within your flat so that you are able to switch off the electricity in the event of an emergency.

## LIFTS

If a lift stops between floors or the doors will not open, please use the handset inside the lift to seek help. There are three numbers, (front desk, lift company and 999). The call will automatically divert to the next number in sequence if the first number does not respond.

## PORTERS

The Porters in Cliffords Inn have an important role in maintaining the safety of the residents of the building and should be treated with respect and courtesy.

The Head Porter is Metin Cirak who is supported by three other permanent members of staff.

The telephone for Clifford's Inn reception is 020 7405 4715

There may be times when the front desk is unattended – in this case the Porters can be contacted on the following mobile phone number: 07821 577 751.

The general duties of the Porters are as follows:

- To carry out routine patrols of the building to check for fire, intruders and any other matter impacting on security.
- To ensure that the security of Clifford's Inn is maintained at all times and to deal promptly and effectively with any breach.
- To ensure that Clifford's Inn is maintained to a high standard and that all works/services in the communal areas are carried out properly.
- To ensure that any contractors engaged by or on behalf of lessees to carry out work inside flats have completed the necessary paperwork before commencing work.
- To deal with inquiries and to help residents and their guests wherever reasonably possible.
- To deal with any complaints, problems or defects as appropriate.
- To remove rubbish from the service rooms for collection by the Corporation of London.

If a resident has any queries or problems these should be referred to the duty Porter in the first instance. There is a complaints/suggestions book at the front desk in which residents can record matters that they wish to bring to the attention of Smith Waters.

There is a secure cabinet behind the front desk for anyone who wishes to leave a set of keys to their flat so the Porters can gain access to the flat in the event of an emergency. You are urged to do this so that Porters can check flats (for leaks etc.) if you are not home before serious damage is caused.

## INSURANCE

CIMC is not responsible for insuring the interiors or belongings in any individual flats.

## NOTICE BOARDS

There are two notice boards in the reception area.

The notice board between the two lifts is for the use of CIMC and Smith Waters. Please check this board regularly for advice on matters that affect residents and leaseholders.

The notice board by reception is for the use of residents and can be used to inform people of matters that may be of interest to them. It can also be used to advertise things such as items to be given away/for sale. If you want to put a notice on the residents' notice board, you need to liaise with the Head Porter and ensure your name and flat number are clearly displayed.

## WASHING MACHINE AND DRYER

There is a washing machine and dryer for use by residents. The machines are in the basement and tokens can be purchased from reception.

People using the washing machine are asked to be considerate of other users and ensure that washing is removed as soon as is practically possible from machines so other residents can use them.

## BIKE STORAGE

There is no bike storage available in Clifford's Inn and residents are required to use publicly available bike racks in the streets around Fetter Lane and Chancery Lane.

## DISCLAIMER

The information in this Residents' Handbook is provided for the collective benefit of all residents for the purpose of creating a harmonious atmosphere and maintaining the character, reputation, and high standards which residents are entitled to expect at Clifford's Inn.

Nothing in this Handbook affects or releases lessees and their tenants from the covenants contained in the lease.