

Cambridge Riverside

Midsummer Common



Welcome
Pack



Welcome home

Welcome to Cambridge Riverside. We are delighted to have you as part of our community. This Welcome Pack, put together by fellow residents, offers useful information and tips to help you make the most of life in our wonderful neighbourhood. It is also worth arranging an induction with the concierge, who has some essential forms for you to complete.

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01 Contacts

Concierge	Telephone 07720 594 288 Email cambridgeriverside@encoregroup.co.uk Office In the entrance lobby of Newton Court Mon-Fri 7 am-10 pm, Sat-Sun 8 am-2 pm
Encore (Managing Agent)	Telephone 01223 866 980 Email kerry.poulter@encoregroup.co.uk Website www.encoreestates.co.uk
Security (Hyline)	Telephone 01223 833 993 Weekdays 10 pm-7 am, weekends 2 pm-8 am
Emergency services	Police/fire/ambulance emergency 999 Police non-emergency 111

02 Who does what?



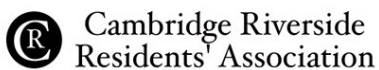
Cambridge Riverside was built by Berkeley Group. They own the freehold of the apartment blocks and remain responsible for some aspects of the site.



Cambridge Riverside Management Company (CRMC) oversees the estate. Homeowners become members of the CRMC when they buy their property. Members volunteer to be directors of our CRMC Board, which supervises the Managing Agent and oversees the strategic direction of the estate. The costs of maintaining the common parts and providing services to the estate are covered by the service charge, paid by each owner.

ENCORE

The Board appoints a Managing Agent for day-to-day operation of the estate. This is Encore Estate Management. They manage the building superstructure, the grounds and parking, internal common areas (e.g., corridors), communal facilities (e.g., bin stores) and fire safety. The concierge team are also part of the Encore group, and Encore manage subcontractors for site maintenance and services, such as out-of-hours security.



Cambridge Riverside Residents' Association (CRRA) helps foster a strong sense of community across our estate by organising social events and working with the wider neighbourhood, including local councillors. It also provides communication channels for owners' issues and represents residents' perspectives to the Board.

03 HOW TO REPORT AN ISSUE

A step-by-step guide



1

Who is affected?

Issues in communal areas are handled by Encore. Issues inside your property are your responsibility. If you have questions, use the Encore app/portal to submit these (see 07 Communications).

2

Is it urgent?

Issues such as leaks, lift problems or even a lack of hot water can affect a lot of residents. Report it as quickly as possible, preferably to the concierge team, otherwise by calling Encore. Encore's line is manned 24/7. If it goes to voicemail, leave your name and number and summarise the issue.



Call the concierge 07720 594 288

Office hours are:
Weekdays 7 am to 10 pm
Weekends 8 am to 2 pm
Bank holidays 10 am to 4 pm



Call Encore 01223 866 980

Outside office hours, calls transfer to an out-of-hours service.

3



If it's not time-sensitive

Tell the concierge team or report it to Encore via the Places app. From the home screen, go to "Requests", select "Maintenance" and fill in the form.

4

Nighttime security

If you are worried about something that happens on the development at night, call Hyline, our security company. And if a crime is being committed, call the police.



Call Hyline 01223 833 993

Police emergencies 999
Police non-emergencies 111

04 Services and amenities

Concierge

The concierge team are here to help with day-to-day matters such as reporting maintenance issues, receiving parcels if you're out and managing visitor parking. They also keep our estate clean and tidy. New arrivals have an induction meeting with the Head Porter. You can authorise the concierge to hold a key for you and receive parcels in your absence. They also hold FB2 keys for when you need to access water/electricity meters.

Parcel delivery

The concierge can receive small parcels for you during office hours. A message card will be left in your mailbox when a package arrives. Please collect promptly, ideally during the following times to avoid calling the team away from their other duties:

Weekdays: 12.30 pm to 2 pm, 5 pm to 7.30 pm

Weekends: 8 am to 2 pm

They can also hold items for courier pickup. Large parcels and perishable goods (except flowers) cannot be accepted. When ordering from Amazon, it is worth remembering that the concierge office is closed at 2 pm at the weekends so deliveries cannot be received then.

Key holding

Once you register, the concierge will securely hold a set of keys on your behalf for trusted people to collect. All residents are encouraged to do this as it can also enable access in an emergency, for instance if a leak occurs.

Fobs

If you need additional fobs, these can be requested via the Encore 'Places' app or portal. Please note only property owners and authorised letting agents can request these.

Entry system

The entry phone system allows you to admit visitors remotely via your landline or mobile. To reprogramme it with your details, call Telguard on 01306 710 120.

Security

If you have any security concerns, speak to the concierge team during office hours or call Hyline's call-out service (01223 833 993) outside those hours. Security patrols are carried out overnight and we have CCTV cameras that provide enhanced security across common areas.

Bicycle storage

Each block has a bicycle store, and your fob is programmed to provide access to your assigned one. Bicycles must be stored in the designated areas, not on a balcony/terrace. Don't take bikes through internal hallways as this can mark the floors and damage communal areas. Bikes are left at your risk so keep yours securely chained and attain relevant contents insurance. Abandoned bikes are removed annually; look out for notices to ensure yours isn't mistakenly removed.

Parking

If you have a parking space allocated to your apartment, you will have been given the number for your parking bay; you must only use that bay. For security reasons, don't leave your key fob in your car. If you don't have a vehicle yourself, you may let visitors park in your space or rent your space to another resident, but please don't rent it to someone outside the development. Commercial vehicles, trailers, caravans and boats are not permitted. For motorbikes, specific parking bays are available for an annual fee; contact Encore for details. Do not carry out vehicle maintenance on the estate.

Visitor parking

Our visitor parking bays are available on a first-come, first-served basis. Permits are issued by the concierge and must be displayed on the dashboard. Visitors are limited to 48 hours in any seven-day period, except in exceptional cases. Abuse of this system may result in 'flash stickering' of the car or issuance of a fine of up to £100, so it is important to obtain a permit for your visitor.

Gym

All residents have access to the gym next to the concierge office in Newton Court (open daily from 5 am to 10 pm). Before use, residents must either complete an induction or sign a disclaimer. Misuse of the facility may result in access being withdrawn. Please review the rules posted inside the gym. A limited number of 'quiet time' sessions are available Monday to Friday, during which a resident may book exclusive use of the gym for 40 minutes. To reserve one of these slots, speak to the concierge team. Your trainer is welcome to train you in the gym but please be considerate of other users.

05 Utilities

Heating	Cambridge Riverside has a communal heating and hot water system so there is no gas supply in each flat. Heat is supplied by a set of centrally located gas-fired boilers, backed up by a gas-fired Combined Heat and Power (CHP) generator, which also supply communal heating and hot water and most of the electricity for the communal areas. The system is designed to be efficient and cost-effective. The central gas bill is apportioned among property owners twice a year based on their property's metered heating usage. It is not possible to bill a tenant directly for their heating consumption; private arrangements must be made between the owner and tenant.
Electricity	You may choose your electricity supplier. The occupier of the property will need to select a supplier and pay them directly.
Water	Your water is supplied by Cambridge Water. The occupier of the property will need to contact Cambridge Water to establish an account and pay them directly. Contact them by telephone on 01223 70 60 50 or at www.cambridge-water.co.uk .
Phone/internet	Cambridge Riverside is pre-wired for telecom services. Contact your preferred provider to arrange connection.
Satellite/cable TV	Cambridge Riverside is pre-wired with Sky and Virgin TV feeds. Contact your preferred supplier if you wish to connect this service. Your provider will only need to install the box in your apartment.
Council tax	Your local council is Cambridge City Council. Residents will need to register with the council to pay their Council Tax. Visit www.cambridge.gov.uk

06 Good neighbour guidance

Our neighbourly guidance is based on the 'House Rules' that are part of the lease and our experience of living on the development. To kick off, we've also highlighted a few important aspects that help us all to be good neighbours.



Bins

There are bin areas for each block for general rubbish and recycling. In Keynes, Marlowe and Darwin, the bin rooms are in the garage; in Newton and Brooke, they are in the corridors off the lobby entrance. Please keep these clean and tidy. Posters show what to recycle. Flatten cardboard boxes to maximise space. It is essential that you take large household items to recycling centres or arrange for them to be removed appropriately; do not leave them in the bin rooms. There is also a shared green bin for food waste; ask the concierge for details.



Deliveries and removals

If you are moving in/out or you're expecting a large delivery, let the concierge know. They will be able to advise on parking arrangements and help protect the foyer, lift and corridors; you will be responsible for the cost of repairing any damage.



Dogs

Please always keep dogs on a lead within the site, and bag and bin any mess. Don't let your dog use the grass as a toilet as children play here. Encourage other dog walkers to keep to our rules.



Security

When you enter your building, check that the doors close and lock behind you. Don't let anyone in if you don't know them and don't let someone follow you in if you don't know them, including in the bike storage areas or car park.



Smoking

Smoking is not allowed in any of the communal areas, including the gardens, and there are 'no smoking' signs across the site pointing this out. Leaseholders can smoke in their apartments if they wish; tenants must comply with the smoking restrictions in their tenancy agreement. Smokers using balconies or patios must ensure this does not affect neighbours via open windows or while they too are using their balconies or patios as the lease has a provision about not causing nuisance to neighbours.

Everyone is entitled to quiet enjoyment

Noise is the number one cause of neighbour disputes in apartment buildings. Be sensitive and let your neighbours know if there will be unusual noise from your apartment. No noise should be audible outside your apartment between 11 pm and 9 am, nor should it cause annoyance to other residents at any time. Adequate carpeting or other sound-deadening floor coverings should be maintained

Tenants need to live by the same rules

Tenants need to follow the same rules as everyone else. If you decide to rent your flat out (sub-let), you need a Licence to Sublet from the Management Company via the Estate Manager (Encore). Landlords must supply the Estate Manager with the Letting Agent's contact details and the name and contact details of your tenant. As a landlord, you are responsible for your tenant's behaviour.

Private residences only

You may not use your flat as a commercial place of work or rent it as a serviced apartment (e.g., Airbnb) — it is for permanent residential use only.

Pay your service charge on time

It costs money to run the buildings and provide the essential services (e.g., insurance, cleaning and maintenance). To be fair to your fellow property owners, it is important that Service Charges are paid on time to maintain the necessary cashflow.

Use the gardens and shared spaces considerably

We are fortunate to have three gardens for residents to enjoy on site. Some organised activities take place in them, but they are also available for the use of all residents. There is a booking procedure for holding a private social event; visit our website to find out more (www.cambridgeriverside.com/the-gardens). We are also pleased to see our youngest residents enjoying the gardens, but they should always be supervised by an adult who is mindful of excessive noise and can be on hand for Health and Safety reasons and to prevent damage to plants.

Seek permission for your pet

A dog, bird, cat or other animal/reptile may be kept in the premises with the prior written consent of the Management Company. Requests should be made via the 'Places' online portal or app.

Seek permission before doing works

Seek permission from the Estate Manager (Encore) prior to undertaking any alternation to your apartment.

Do not leave your property empty for more than 60 days

Do not leave your property continually unoccupied for more than 60 days without isolating the services to your property. This will prevent the possibility of accidental damage to the building or your neighbour.

Be security conscious

Please make sure the main door to the block is locked behind you. Do not let anyone in through a door entry system or a locked communal entry door if you do not know them. Do not let someone follow you in if you don't know them, including in the bike storage areas or car park.

Be fire safe

Do not store petrol, calor gas or paraffin heaters in your flat or on balconies. Do not use communal cupboards for storage as it poses a fire risk. Barbecues are not permitted anywhere on the development. When recharging batteries for electric bikes, do not leave them unattended or plugged in overnight. Fire alarms are tested weekly; refer to notices in the foyer of your building for the relevant times. The Fire Brigade are familiar with the estate and should be contacted on 999 should you note any fire, smoke or sounding fire alarms.

Be conscious about water leaks

Water leaks are the most common cause of damage and insurance claims in apartment blocks. These costs have a direct impact on the service charge, so it is in everyone's interest to prevent them. If you are going away for more than 48 hours, turn off the water at the stopcock. Please ensure Encore know the contact details or an emergency keyholder (if the concierge does not hold a key) in case of a leak.

Protect your balcony or terrace doors

Since completion of the development, there have been insurance claims for replacing warped balcony and terrace door frames. This damage occurs when doors are left open and forced by the wind. The manufacturer has confirmed that these doors are not designed to remain open in windy conditions. To prevent damage, please keep doors closed during windy weather. Alternatively, a drop bolt can be fitted to securely hold the door open when needed.

Your balcony should be clean and presentable

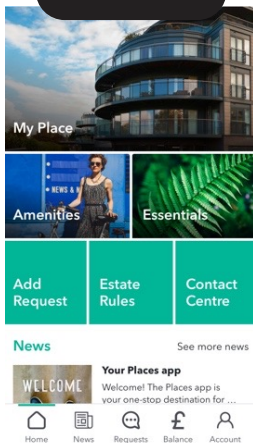
Only good quality garden furniture may be stored on your balcony. You must not hang clothes/washing on your balcony. Trellises, window boxes, sheds, hot tubs and satellite dishes are not permitted. Do not house any article that may impose undue stress to the floor/structure or may become dangerous to the estate/residents. Residents are responsible for regular cleaning of balconies and are encouraged to do this at least twice a year on the weekends when the clocks change.

Keep the corridors clean and empty

Do not block landings, hallways or communal areas with bicycles, prams, toys or rubbish. These are dangerous in case of a fire, obstruct cleaning, present a trip hazard and are unsightly.

07 Communications

There's always a lot going on around Cambridge Riverside, so here's what's available to keep you well informed.



Encore's 'Places' app and web portal

With 'Places', you can find useful operational information, receive news on work being carried out or urgent updates, and let Encore know if maintenance is required in the communal areas.

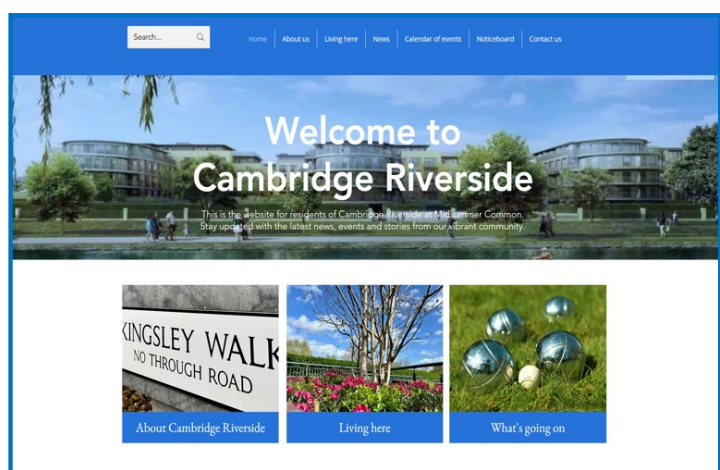
1. Scan the QR code or download the app from the Apple or Android app stores. Search for 'Making Places'
2. Enter this code: **gc31-16e3-1**
3. Set up an account

If you are an owner and register with your *personal* invitation key, you can access your owner profile and see your account history. Your personal invitation key is sent to you directly by Encore.

Our website

www.cambridgeriverside.com, which is produced by residents for residents.

- Stay updated with news and events
- Discover insights and recommendations from our community
- Connect through our noticeboard — post and share messages
- Register for updates



www.cambridgeriverside.com

CRRA meetings and newsletters

Our Residents' Association plays an active role in organising activities for everyone and helping us connect with the wider community. We usually meet three times a year and often invite local councillors, neighbourhood police officers, and other key guests for a Q&A. Sign up on our website to receive updates and our essential CRRA newsletters.

Noticeboards

Each block has a noticeboard in the foyer where you can find useful information about our Management Board and fire safety. You will also see the contact details of neighbours who have kindly volunteered to be first points of contact for your block. Feel free to reach out to them if you would like to get involved or connect with our community.

There is a residents' noticeboard near the concierge desk where you are welcome to put up your own notices, such as events or activities, items for sale or details of tradespeople you trust.

Advice notes

Some of our residents have created advice notes based on their own experiences at Cambridge Riverside, offering practical guidance on topics such as managing summer heat and ensuring carers can access the building when needed. Visit our website: <https://www.cambridgeriverside.com/our-development>

Communications from Encore

If you own your property, you will receive emails from Encore about the service charge, major maintenance work, Annual General Meeting, etc.

If you have bought your property, there can sometimes be a short delay between completion and your solicitor notifying Encore of the sale. Until Encore receive this and add your details to their systems, you won't be able to access the Places app and service charge invoices and other communications may still go to the previous owner. To expedite this, please ask your solicitor/conveyancer to confirm completion by emailing legal@epmgroup.co.uk.