

Living at Hebble Wharf



Useful information for anyone owning or renting an apartment at Hebble Wharf

**Online edition –
check back for
updates**

Hebble Wharf Residents & Owners Association
February 2025



- Reporting a problem
- What should I do?
- Who's responsible?
- Who do I contact?
- How to contact them

www.hebblewharfresidents.org



Living at Hebble Wharf






Introduction

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This booklet contains information that everyone living at Hebble Wharf needs to know. It is written primarily for tenants (and owner occupiers) and provides guidance on who to contact if problems arise in your apartment or in a communal area of the building.

For apartment owners, this complements the Leaseholders' guide to 'Preparing for the Unexpected' now being prepared by Praxis Block Management.

For ease of reference, this booklet is divided into sections, each with a different colour sidebar, as follows:

| <i>Colour</i> | <i>Contents</i> | <i>Pages</i> |
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Who's responsible for Hebble Wharf and the surrounding area?



Each of the apartments and car park spaces within Hebble Wharf is privately owned, with 49 of the 58 apartments having an allocated car park space within the garage. There is no parking provision for the remaining 9 apartments.

The Headlease and Freehold on the block are held by G&O Real Estate Ltd and the block is managed on their behalf by Praxis Block Management. The commercial unit on the ground floor of Hebble Wharf has a separate leaseholder and is currently let to Rainbow Playrooms as a daytime play centre and café.

44 of the 58 apartments were originally sold with 250-year leases from 2008, and the primary lease on the remaining 14 is held by the Grey GR Limited Partnership who subsequently sold Sub-Leases to individual owners. Arrangements for payment of service charges and ground rents are different for these 14 apartments, but management responsibility for the building rests wholly with Praxis.

The land surrounding Hebble Wharf forms part of the Waterfront Wakefield Estate, owned by Waterfront Wakefield Management Ltd, a subsidiary of Spectrum Community Health CUC. Spectrum oversee the management of the Estate, including the roadways, parking, lighting and security. All of the parking spaces outside of Hebble Wharf are under the control of Spectrum and leased to businesses on the Estate. There is no visitor parking on-site for residents. Visitors should park in the neighbouring Waterfront Car Park.

The canal and river frontage is owned by the Canal & River Trust.

Who lives at Hebble Wharf?

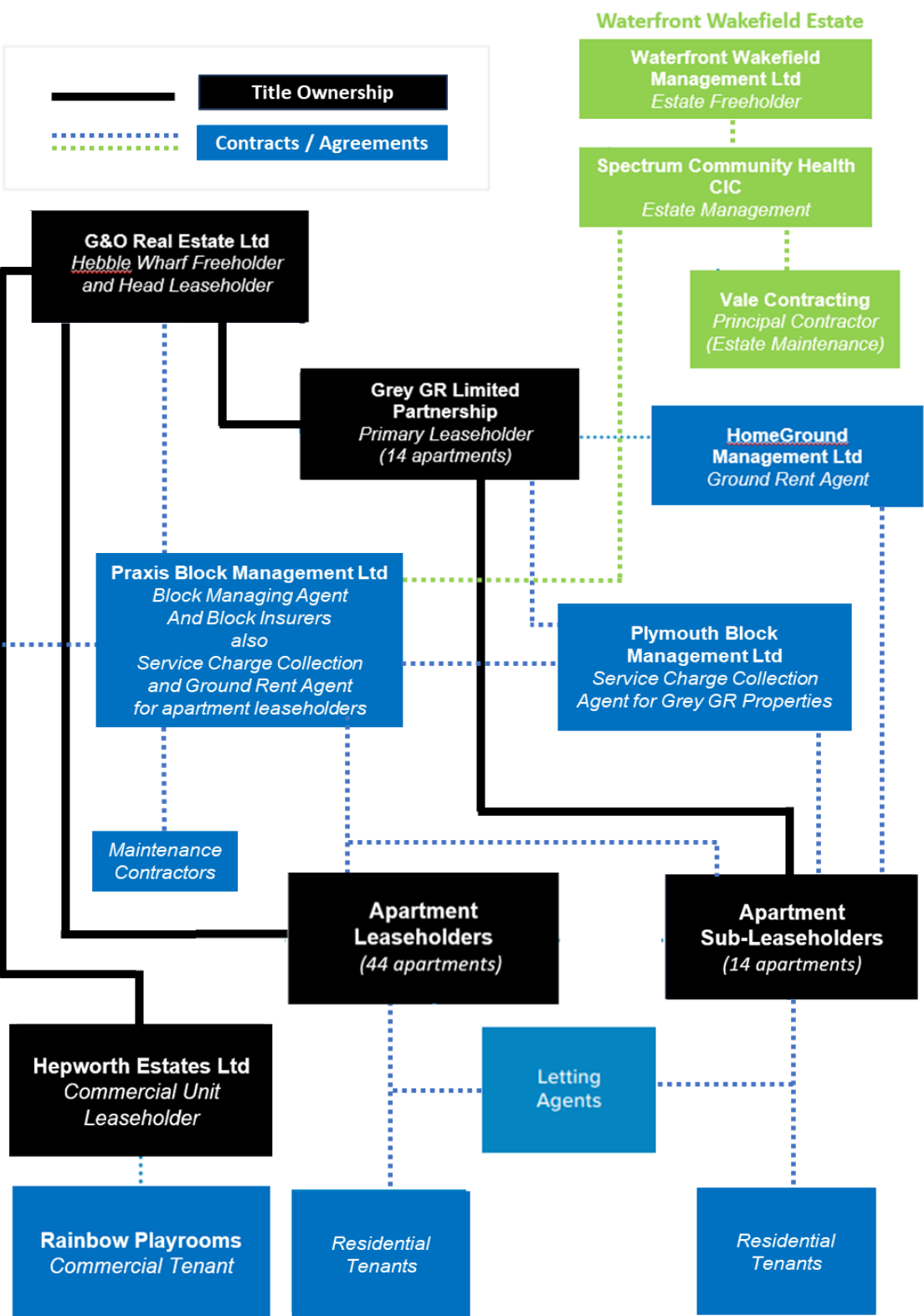
Currently about 20% of the apartments are owner-occupied, with the remainder let to tenants either through a letting agent or directly by the apartment owner, who will normally be the first point of contact for tenants.

Hebble Wharf Residents and Owners Association is also there to provide advice and support to tenants and we encourage everyone to visit our website and register to receive news updates.



Who's Who at Hebble Wharf?

Ownership and Management Structure



Hebble Wharf Residents & Owners Association



How the Association supports residents

Hebble Wharf Residents and Owners Association was formed in 2017 with the dual objectives of representing the interests of apartment owners and offering support to residents of the block.

Although currently only about 20% of the 58 apartments at Hebble Wharf are owner occupied, every apartment is privately owned, with the majority owned by individual leaseholders – some of whom let their property through a Letting Agent, while others arrange rentals directly with their tenants.

The Association is run on a voluntary basis by a small group of apartment owners (some of whom are also residents) and, with more than two-thirds of apartment owners in membership, we have the status of a Recognised Tenant Association under the terms of the Landlord and Tenant Act 1987, which brings with it the ability to influence the way in our homes are managed and how our service charges are used.

While the Association is not responsible for the management of the block, we do work closely with the Managing Agent to try and ensure the best possible outcomes for our members.

The Association offers advice and support to residents (both apartment owners and tenants) and can assist with certain aspects of day-to-day life at Hebble Wharf, such as offering advice to new tenants, and alerting others in the building if planned or emergency maintenance is likely to affect them.

We encourage all leaseholders to become members of the Association and to register their contact details with us, so that we can alert them quickly should there appear to be a problem affecting their apartment.

The Association can arrange meter readings on request. To obtain an electric or water meter reading for your apartment, email hebblewharf@gmail.com or visit our website at <https://hebblewharfresidents.org/meter-readings/>. Please allow a few days as we normally read meters twice a week

The Association provides advice and support to residents through its website at www.hebblewharfresidents.org

Alternatively, email us at hebblewharfresidents@gmail.com

Introduction



Block Management at Hebble Wharf

The role of the Managing Agent

The block managing agent is appointed by the Head Leaseholder to undertake the financial and day-to-day management of the block and the collection of service charges from leaseholders. The managing agent responsible for Hebble Wharf is Praxis Block Management Ltd. Their responsibilities include:

- Regular cleaning of the communal areas
- Repairs to communal areas, including roofing, walls, doors and floors
- Maintaining the lighting in all communal areas
- Maintaining fire alarm systems in communal areas
- Ensuring the security of the building.

The majority of the costs incurred by the managing agent are recharged to apartment owners (leaseholders) through their annual service charge. The managing agent cannot approve expenditure on repairs that are the responsibility of an individual leaseholder (for example, repairs within an apartment) and will consult the Residents & Owners Association before major costs are incurred.

The managing agent cannot normally commit to expenditure solely at the request of a tenant, so tenants are encouraged to report any concerns affecting security, maintenance or cleaning of the communal areas to the Residents and Owners Association who will then recommend the appropriate course of action to the managing agent.

You can report a problem to the Association online at <https://hebblewharfresidents.org/contact/reporting-a-problem/>

Property Managers at Praxis Block Management are able to help with guidance and advice during the working day by calling between 9am and 5pm (Monday to Friday) on 0203 633 4284. If you need to report an emergency out of office hours, then please contact Praxis Block Management on **07746 656465**. (emergencies only)

Your Managing Agent is :

Praxis Block Management Ltd,
Office 25, Southbridge House,
Southbridge Place, Croydon CR0 4HA
Telephone 0203 633 4284
Email info@praxisblockmanagement.co.uk



What to do if you discover smoke or fire



DO NOT attempt to tackle the fire.

Ensure that everyone in the apartment is evacuated. Close doors and windows to contain the fire and activate the nearest **Fire Alarm button** to alert others in the building.

Exit the building by the nearest escape route (either the main stairs or the fire escape) to the assembly point in front of the building, located on the grass area opposite the Navigation Warehouse.

Make sure that you do not block the roadway, in case emergency vehicles need to access the building.

DO NOT use the lift or any balcony as a means of escape.

Check that everyone is safely out of your apartment and **DO NOT** re-enter the building.

Call the Fire Brigade. When you dial 999 the first person you will hear is the Emergency Telephone Operator, who will ask you which service you need. Ask for the Fire Service and you will be connected to the Fire Brigade Operator. The Fire Brigade Operator will ask you a number of questions, including the number you are calling from and the full address where the fire exists. They will also ask about the extent of the fire.

If asked, the “What3Words” location of Hebble Wharf’s main entrance is **///movies.moth.baked**

DON'T PANIC - The operators are highly trained and will guide you calmly through the process.

Remember – the Fire Alarm in the building does not automatically alert the Fire Brigade to a fire. A call to 999 must be made.

Emergencies



If fire breaks out in your apartment

If you are cut off by fire:

Try to remain calm. Dial 999 for the Fire Brigade.

When you dial 999 the first person you will hear is the Emergency Telephone Operator, who will ask you which service you need. Ask for the Fire Service and you will be connected to the Fire Brigade Operator. The Fire Brigade Operator will ask you a number of questions, including the number you are calling from and the full address where the fire exists. They will also ask about the extent of the fire and the number of people who are in the apartment. Remember to tell them which floor you are on, and which side of the building you are.

Close the door nearest to the fire and use towels, sheets or other suitable materials to block any gaps around the door. This will help stop smoke from entering the room. If possible, go to a window and shout for help.

If the room fills with smoke, get down to floor level. It will be easier to breathe as smoke rises to the ceiling.

If you are in immediate danger from fire **and are on the first floor of the building**, it may be possible to drop down to the ground without injury providing you get out of the window or off the balcony **FEET FIRST** and lower yourself to the full extent of your arms before dropping. Soft furnishings dropped first from the window may break your fall and reduce the risk of injury.

DO NOT attempt to get out of the building from a balcony or window if you are on a higher floor. The walls and doors are designed to contain a fire until the Fire Brigade arrives.

What to do if you hear a fire alarm in the building



If a fire alarm sounds in the building

The Fire Detection System at Hebble Wharf will trigger an audible alarm on every floor if excessive heat or smoke is detected anywhere in the communal areas of the building.

The entry door to each apartment is fire resistant and provides a smoke barrier, so the building alarm will only be triggered by smoke from an individual apartment if the smoke reaches the corridor, even if the smoke detector in that apartment has been activated.

A smoke alarm sounding in your apartment will NOT trigger the building's alarm system.

Fire alarms are tested regularly and will sound for about a minute before being silenced. This procedure will close all of the automatic fire doors on each corridor, which should then be left closed until they have been checked.

If the fire alarm outside your apartment goes off and DOES NOT stop in a short time, you should check for smoke, or a smell of burning in the corridor. If there is, call 999 and ask for the Fire Brigade.

If there is evidence of smoke or fire you should leave the building by way of the stairs or fire escape to the assembly point on the grassed area in front of the building.



Emergencies



False Alarms

What to do if a fire alarm sounds and there is no sign of smoke or fire in the building

If there is no obvious smoke or smell of burning, return to your apartment and contact the Managing Agent (Praxis Block Management) to report the alarm sounding.

They can be contacted on **0203 633 4284** during office hours (9am to 5pm Monday to Friday). Outside of office hours, the emergency contact number is **07746 656465**. **This number should only be used for emergencies affecting the safety or security of the building.**

If it is apparent that it is a false alarm (for instance, if the alarm has been triggered by accidental breaking of the glass in a red wall box), please contact the Managing Agent (as above) with the location of the broken box so that the necessary action can be taken to silence the alarm.

Remember – the out-of hours contact number is ONLY to be used for emergencies affecting the safety or security of the building.

Emergencies

Electrical systems and appliances in your apartment



Essential safety checks in your apartment

| PART 1: DETAILS OF THE CONTRACTOR, CLIENT AND INSTALLATION | | |
|--|-----------------|---|
| DETAILS OF THE CONTRACTOR | | DETAILS OF THE CLIENT |
| Registration No. | Branch No. | Contractor Reference Number (CRM) |
| Trading Title | Name | Occupier |
| Address | Address | Address |
| Postcode | Postcode | Postcode |
| Tel No. | Tel No. | Tel No. |
| DETAILS OF THE INSTALLATION | | |
| Occupier | | |
| Address | | |
| Postcode | | |
| Tel No. | | |

PART 2: PURPOSE OF THE REPORT

Any apartment that is rented must have the electrical installations tested and certified every FIVE YEARS by a qualified electrician. Tenants should ensure that a valid Domestic Electrical Installation Condition Report has been issued, either by obtaining a copy of the EICR inspection report or by reference to the label that should be attached to the consumer unit.

Owner occupiers should also obtain an EICR report, as it may be a requirement of your home insurance policy.

Smoke and Heat Detectors

Each apartment has a fire detection system that is NOT linked to the building alarm system, but will trigger an alarm throughout your apartment. The smoke and heat detectors fitted in your apartment have a design life of TEN YEARS, after which they should be replaced. The date of manufacture should be visible inside the cover of each detector.



Smoke detectors (Picture 1) are installed in various locations including bedrooms and hallways, with a Heat Detector (Picture 2) in the kitchen. Both types are mains operated with a back-up battery. Each unit should be tested regularly by pressing the TEST button and batteries replaced when necessary. If the detector beeps once every 60 seconds, the battery needs replacing.

Electrical faults in your apartment

If your electrical supply goes off

Should you experience a complete loss of power to your apartment which is not affecting the communal lighting in the corridor, you should first check your internal consumer unit.



If the power supply to the apartment cannot be restored from the consumer unit, your landlord or letting agent should be contacted and requested to arrange for a competent electrician to check the supply to the apartment from the building's main supply room.

If the cause of the failure is identified as affecting multiple apartments, the Managing Agent will arrange for a contractor to reinstate power to the affected areas. The Managing Agent is not responsible if the power failure affects only one apartment.

Hot or buzzing switches in your consumer unit

The contactors (switches) for your electric heating circuits are susceptible to overheating if they have been fitted alongside each other without spacers in between. It appears this is how they were installed from new in most apartments. Contactors that have overheated may also make a loud humming or buzzing sound. If they do, they will need replacing.



If you rent your apartment, tell your landlord or Letting Agent.

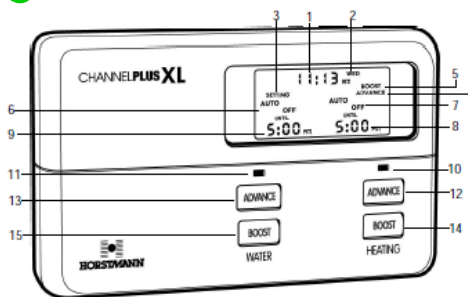
The contactors are Hager ESC225 and are available from most electrical suppliers for about £25-30 each. **Ask a qualified electrician to fit them** - and make sure they fit Heat Dissipation Inserts (spacers) between them, and between the contactor and the hot water time switch.

Electrical faults in your apartment

If your heaters are not working

Your panel heaters and towel rails are controlled from the ChannelPlus control unit on your hallway wall.

Despite what it says on the unit, it does NOT control the hot water system.



The buttons marked 'Water' actually control your Towel Rails, which can be turned on and off independently from the panel heaters. Individual heaters can be isolated using the wall switch alongside each heater. Towel rail switches are outside the bathrooms. In the event of a fault, check each switch in turn.

[Download operating instructions for the ChannelPlus XL control unit](#)

Note – The ChannelPlus XL unit is no longer in production, so it may have been replaced with an equivalent unit in your apartment.

If you have no hot water



The time switch for your water heater is in your main electric consumer unit, recognisable by a small “window” on the front of the unit, through which you should see a LED display. If the display is blank, it could mean the internal battery has died – they all do eventually – and you won’t get any hot water. This is more likely to happen if your apartment has been empty or the power turned off for some time. You can test it by lifting up the front panel of the switch (it’s hinged at the top) and pressing the “reset” button with a pen or pencil. If it’s working, the default settings will appear within a few seconds. If it’s not, or if the display goes blank again, then you’ll need a new timeswitch. This should be fitted by a qualified electrician. **If you rent your apartment, tell your landlord or letting agent.**

[Download the user manual for the water heater timeswitch here](#)

Electrical faults in your apartment

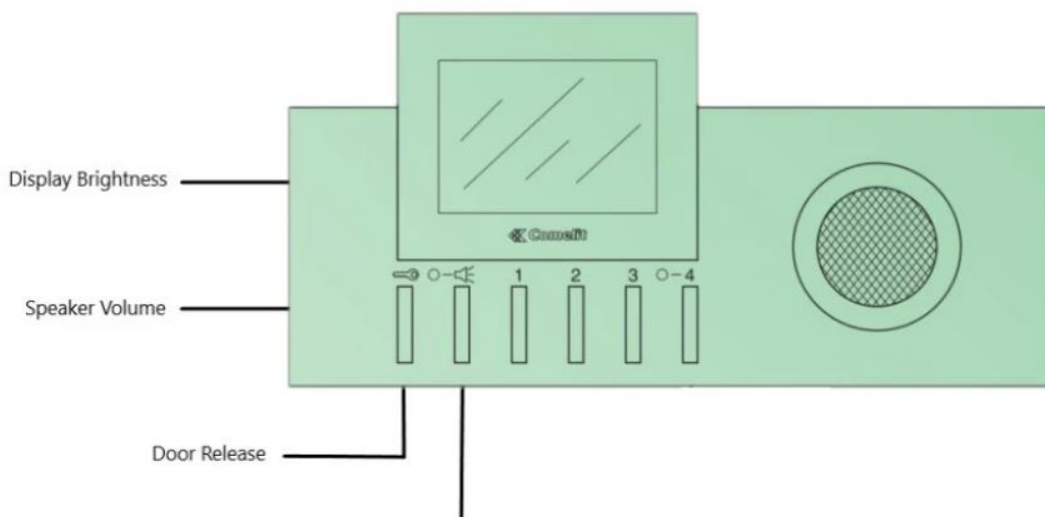
If your door entry intercom unit doesn't work



Hebble Wharf's door entry system is the Comelit Diva intercom system comprising an outdoor control panel (maintained by Hebble Wharf's Managing Agent) and a user panel in each apartment, for which the apartment owner is responsible – not the Managing Agent.

If it appears that your intercom has stopped working, there are several things you can check on the user panel in your apartment before reporting a fault on the system. The first thing to do is to ask someone to go outside to the main door entry panel to check which functions are not working from your apartment. Ideally, you should check with one of your neighbours to see if they have the same fault,

Check the settings on your user panel using the image below.



Push and release button to activate the audio after a call from a visitor
The blue LED light must be on to allow audio in and out (Speak/Listen mode)
The red LED light will only come on to indicate that the resident's voice is transmitting and is audible at the main panel for the visitor

[Download the user manual for your door entry control panel](#)

If the panel in your apartment has been replaced with a different model, ask your landlord or letting agent for a user manual.

The water supply to your apartment

Water Stop Valves

Within each apartment is a Stop Valve (stopcock) that turns off the supply of mains water to your apartment. You should ensure that you know where the stop valve is, and that you can get to it easily if you need to turn off your water supply. The stop valve is normally located on the wall close to your hot water cylinder. Check REGULARLY that the stop valve is working correctly.

If you rent your apartment, let your landlord or letting agent know if it does not turn off the supply completely.

There is a further stop valve located in the service cupboard outside your apartment, next to your water meter. These service cupboards are kept locked at all times for fire protection. Contact either the Association or the Managing Agent to arrange access to your water meter and stop valve.

If your mains water supply goes off



In the event of a water leak in the block, it may be necessary to temporarily turn off the supply to part or all of the building while the problem is investigated. Once identified, contractors will endeavour to turn the supply back on to all but the affected apartments.

If the supply is interrupted outside the building, repairs are the responsibility of Yorkshire Water, who will advise when the supply can be restored.

Water Leaks

Should a water leak occur within in a communal area, it is the responsibility of the Managing Agent to arrange repairs. If the leak is found to originate within an apartment, the apartment owner will need to arrange for a qualified plumber to make the necessary repair.

Problems with pipework in your apartment

Water

Water leaks within your apartment



If water is leaking from pipework or an appliance within your apartment, the first aim is to identify the source of the leak and then turn the water off to minimise any risk of further damage either to your apartment or another.

If you rent your apartment, contact your landlord or letting agent or call a plumber. If you believe the leak may affect another apartment or a communal area, you should inform the Managing Agent as well.

The service cupboard containing your water meter is kept locked for fire protection. If you need to turn your water off at the meter, contact either Praxis Block Management or the Association to obtain the keysafe code to access a key to the service cupboard.

If you have a blocked drain



If one or more of your basins has a blockage, we recommend the use of a domestic unblocking agent as a first measure. If that is not successful in clearing the blockage, tenants should advise their landlord or letting agent who will need to arrange for an engineer to attend.

If possible, check with your neighbours to see if they have experienced the same problem. If more than one apartment is affected and the problem seems to be within the building's communal drainage system, inform the Managing Agent who will call an engineer to investigate.

If only one apartment is affected, the apartment owner will be responsible for the cost of clearing the blockage.

If you discover a water leak

Water leaking from another apartment

If you discover water leaking into your home from another apartment, you should inform the occupant of that property so that they can turn off their water supply until a repair can be made.



If the other apartment is tenanted, it is their responsibility to make their landlord aware of the issue. You should also inform the Managing Agent (Praxis Block Management) who will provide advice on containing the issue as much as possible.

The responsibility for dealing with leaks between apartments falls on the leaseholders/letting agents of the apartments affected. If the leak spreads to a communal area or threatens the integrity of the building, the Managing Agent may instruct works and recover costs from the responsible party.

Building leaking from roof, walls, windows or balconies

Any signs of water leaking from outside the building should be reported to the Managing Agent and callers may be asked to send photos or video by email to identify the location.

Serious leaks such as those caused by extreme weather may require support from the fire brigade or local emergency contractors who callers will be recommended to contact.

Residents are reminded that all external walls, window frames and balconies are the responsibility of the Managing Agent and residents should not attempt a repair themselves.

Checking the condition of your water systems



Unvented hot water systems

Your hot water is supplied from an unvented hot water system comprising a hot water tank with two immersion heaters; an expansion vessel (to control water pressure) and a Temperature and Pressure Relief Valve complete with Tundish (a visible opening in the pipework enabling any excessive pressure releases to be seen).

Carrying out annual inspections on the boiler and hot water system is essential for preventing costly damage, ensuring the safety of the property and its occupants and maintaining energy efficiency.

Leaseholders should always engage a qualified engineer to perform these checks to avoid any serious issues and to meet legal safety requirements. If you rent your apartment, check that the annual check has been completed and notify your landlord or letting agent if water can be seen escaping through the Tundish.

If water continually runs into your toilet bowl

In place of a traditional overflow pipe, each toilet cistern incorporates an integral overflow system. This system should reduce the amount of water wasted due to a faulty cistern valve and alert residents more quickly to a problem.

If water is seen to be running continuously into the toilet, the most likely cause is a build-up of limescale on the valve seal in the cistern,

preventing a watertight seal. It may be possible to remove the limescale by cleaning, but after a number of years it is recommended that the seals are changed. New seals can be purchased online quoting the original Armitage Shanks part number (SVO1967) from a range of suppliers. Instructions for replacing the seal can be found [here](#). If in doubt, consult a registered plumber.



Access to the entrance lobby is controlled by an electronic door lock. Door entry fobs are issued to residents and these also provide access from the entrance lobby to the garage, and from the garage to the lift. To prevent damage to door controls and unauthorised entry, these doors should never be wedged open.



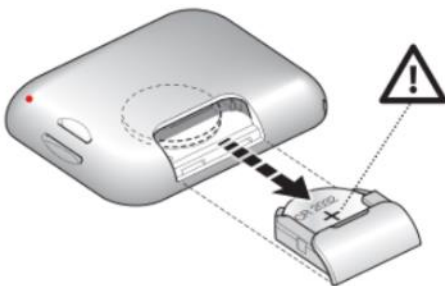
If your door entry fob doesn't work

If your front door fob stops working, firstly check with another resident if there is a problem with the entry system, or if it is just your fob. If neither fob operates the door, contact the Managing Agent to report a door fault.

If it's your fob that isn't working, you will need to order a replacement from the Managing Agent. If you have lost your door entry fob, there will be a charge for a replacement.

Garage door entry fobs

Access to the garage requires a separate entry fob which contains a lithium coin battery. If the battery runs down on your garage door fob, you need to replace the exhausted battery with a new one of the same type, observing the polarity shown below.



The battery is a CR2032 Lithium coin battery which must be inserted with the + symbol facing upwards as shown. These batteries are readily available online or from local outlets. If the fob still doesn't work after a new battery is fitted, it may need to be reprogrammed and you should contact the Managing Agent for this.

Personal security



Many of the communal areas at Hebble Wharf are covered by CCTV, providing 24-hour recording of all entrances to the building. CCTV images are stored digitally and can be accessed by the Management Company.

If you lock yourself out of your apartment

If you lose the key to your apartment or lock yourself out, then it is the apartment owner's responsibility to arrange for a locksmith to help you gain entry. Because each apartment is privately owned, the Managing Agent does not hold any spare keys. If you rent your apartment, your landlord or letting agent should be able to supply a spare key.

If it becomes necessary to force entry to an apartment, the Managing Agent must give authority to a locksmith or contractor before that can happen. The leaseholder will be responsible for meeting the cost of any damage caused to the door or frame, and any decision to force entry will only be made in exceptional circumstances.

Keeping your car safe

All car park spaces within the garage are allocated to individual apartments and for the exclusive use of that resident. There are no unused spaces within the garage.

To discourage unauthorised use of your parking space, we suggest that you place a notice on the wall at the end of your space, with the registration number of the car that normally parks there. We recommend that you DO NOT include your apartment number or any contact details on the notice.

If the lift breaks down

If the lift stops working, the Managing Agent should be informed immediately in order that they can call out the lift maintenance company's engineer.

If the lift breaks down while you are using it, the alarm button on the lift panel will connect you to an emergency helpline which is available 24 hours a day. Anyone causing damage to the lift or doors will be required to meet the full cost of repair.



Post and Parcel Deliveries



Secure mailboxes for all apartments are located in the front lobby. Although they belong to the block freeholder, apartment owners are responsible for the cost of any repairs to their mailbox, including replacement locks. Mailbox locks can be easily replaced if they work loose or fall out. If you rent your apartment, tell your landlord.

Residents are encouraged to have parcels and on-line deliveries sent to a local collection point as the mailboxes are not designed to accept packages.

The Association can advise on the nearest convenient collection point. We do not recommend having on-line deliveries made to Hebble Wharf unless you know that you are going to be at home to receive the parcel in person.

If you find water leaking into a communal area

Non-serious leaks from internal sources (such as a leaking pipe or joint) should be reported to the Managing Agent and you may be asked to send photos or a video to identify the source of the problem. If a leak is deemed to be a serious concern and likely to cause significant damage or a health and safety risk to residents, the Managing Agent will instruct a contractor to attend as a matter of urgency.



Should a leak occur in a communal area and spread to one or more apartments, the contractor will be instructed to attend and isolate the supply and repair as soon as possible. This may require a temporary interruption in water supply to your apartment.

Water on the garage floor



The garage beneath Hebble Wharf can be the first place where a water leak is detected, either from the floors above, or from pipework running along the roof of the garage. Occasionally, when ground water levels are exceptionally high the ground water can also find its way up through joints in the floor resulting in some standing water in the garage.

Residents should report any water entering the garage to the Managing Agent (Praxis Block Management) without delay so that the source of the water can be identified. Arrangements will be made by the Managing Agent to have any excess water removed by contractors. This may need to wait until the cause of the water ingress has been addressed (or until the groundwater levels drop) as there is only limited drainage from the garage.