

# ESTATE RULES

## a) Security

Do not allow anyone in the building unless you know who they are. If in any doubt, ask them to seek assistance from the Porter.

Make sure the entrance door is securely closed behind you when you enter or leave the building.

## b) Refuse

Refuse sacks are cleared from outside individual flat front doors by the Duty Porter. Refuse must be left outside your door as late as possible every evening. Any refuse left at other times will not be cleared.

In addition the following rules must be observed:

- i) do not dispose of liquids unless they are in properly sealed containers.
- ii) do not put too many heavy items in the one bag.
- iii) do not put any hazardous materials such as glass or sharp objects in rubbish bags - please notify the Porter and these will be disposed of separately.

The disposal of large objects or items of furniture is the responsibility of the residents - Westminster City Council provide a collection service.

## c) Fire Exits

Fire Exits must be kept clear at all times. Do not leave any items of furniture or building materials etc. on the fire escape stairs or in any other way obstruct them.

**Do not touch the fire extinguishers unless they are needed to deal with a fire.**

## d) Deliveries

Deliveries of large items of furniture cannot be accepted at the Estate Office for obvious reasons and private arrangements must be made to ensure that there is someone at home to accept delivery.

Deliveries of small packages / letters may be accepted at the Estate Office and signed for by the Duty Porter. A Notification of Delivery slip will be posted through your door and the item can be collected from the Estate Office at a convenient time.

## e) Bicycles

Bicycles must not be left chained to railings outside Portman Mansions in Chiltern or Porter Streets. Contact the Duty Porter if you need to park a bicycle.

## f) Windows

Do not throw any objects out of windows. As well as the inconvenience for the cleaning staff this also poses a significant health and safety risk for those at ground level.