

Royal William Yard

Tenants Charter

The Tenants Charter is a covenant established under the aegis of the lease agreements and establishes the basic rules for both long and short term tenants and visitors to Royal William Yard. It has been agreed between the Residents Association, Residential Management Group and Urban Splash. It is the responsibility of all landlords and letting agents to provide this Charter to tenants.

**Do not cause nuisance, annoyance or hinderance to other residents.
Move quietly throughout the building.**

No noise after 11pm.

No smoking in the building, apartments or balconies.

No littering.

No animals or pets without permission and registration.

Report suspicious activity to the Security Office.

Waste must be bagged, sealed and deposited in the correct chutes, bins or bin store.

No large parties.

No satellite or other aerials can be erected.

No clothes, washing or window boxes may be hung from windows or balconies.

No items may be stored or left in communal areas, including cleaning materials, bags or laundry.

Park only in the designated areas or assigned lots.

Vans, motorhomes or caravans are not permitted onto the estate.

Thank you for your cooperation.

If you have any further queries regarding this, please call RMG on 0345 002 4444. They can be contacted 24 hours a day, 365 days a year. Alternatively email RMG at customerservice@rmguk.com or write to them at RMG House, Hoddesdon EN11 0DR.