

# REPTON PARK

*Owner & Tenant Guide*  
2025





# ABOUT THIS GUIDE

This guide has been produced by the Repton Park Residents Association (RPRA), in conjunction with the development's managing agent, FirstPort. It provides information on living happily and safely at Repton Park. Living here is very much a lifestyle choice and not suited to everyone. People who choose to live here must recognise the importance of community living and the need to be respectful to their neighbours and the on-site team.



FirstPort is responsible for the management and maintenance of the communal areas of Repton Park. FirstPort works closely with the RPRA to ensure that Repton Park remains one of the most prestigious residential developments in the country.

All property owners and tenants are obliged to abide by the Estate Regulations which are listed on page 4 and which are explained in detail on subsequent pages. These set out what people can and cannot do and who is responsible.

An owner who is thinking of sub-letting their property (or is already doing so), is responsible for their tenant(s) abiding by the Estate Regulations. Furthermore, everyone living on Repton Park must comply with the terms of the Lease or Freehold Transfer relating to their dwelling. The Estate Regulations, together with the Lease or Freehold Transfer, contain the rules that govern the development and to which owners agreed to abide when purchasing or renting their property.

We want this guide to be your 'go to' document to help you understand what life on Repton Park is like.



# FIRSTPORT

RESIDENTIAL PROPERTY MANAGEMENT

## An Introduction to FirstPort

FirstPort is responsible for the day-to-day management and maintenance of the communal areas of Repton Park and aims to provide the highest standards of professional management and service, working tirelessly towards this target and in accordance with its business values.

Greta Nicyte, Development Manager, liaises regularly with the Repton Park Residents Association to ensure continuity of management and to discuss residents' requests and queries. It is very much a working partnership with the joint objective of making Repton Park a special place in which to live and with which to be associated.

Should you have any queries regarding the management of Repton Park, your first point of contact is the on-site management team as detailed below:

### ON-SITE MANAGEMENT TEAM

---

**Greta Nicyte**

**Development Manager**

Email: [greta.nicyte@firstport.co.uk](mailto:greta.nicyte@firstport.co.uk)

Tel: 020 8559 2668 / 07858 302184

**Nathalie Vignolle**

**Assistant Development Manager**

Email: [nathalie.vignolle@firstport.co.uk](mailto:nathalie.vignolle@firstport.co.uk)

**Rose Power**

**Administration Assistant**

Email: [rose.power@firstport.co.uk](mailto:rose.power@firstport.co.uk)

Office Hours – Monday to Friday 8:00am – 4:00pm

Office Tel: 020 8559 7515

### CONCIERGE

Repton Park offers a 24-hour concierge service. The concierge is situated in the gatehouse office at the entrance to the development and is staffed 24 hours a day, 7 days a week.

The concierge team assists with day-to-day issues for residents, monitors visitors to the development and provides support to the on-site management team.

**Concierge Office / Gatehouse (24/7)**

**Tel: 020 8502 9141 / 07707 876207**

**Repton Park, The Gatehouse Office, Manor Road, Woodford Green Essex. IG8 8GQ**

---

Happy with the service provided by a member of the on-site team?

Why not leave a review about them at:

<https://uk.trustpilot.com/review/www.firstport.co.uk>

It's quick and simple to do!

## KEY & PARCEL MANAGEMENT SERVICES

The concierge offers Repton Park residents a key holding service and a parcel management service. To use either or both of these services you must register at the gatehouse, complete the relevant form(s) and sign a disclaimer. When signing up, it is important that you read the paperwork carefully, so that you fully understand the limitations of each service.

The logo for the concierge service, featuring the word "CONCIERGE" in white capital letters on a black rectangular background. A small key icon is positioned above the letter "I".

Please note that the concierge is **not** permitted to hold keys or accept packages for any resident unless the aforementioned forms have been completed.

## FIRSTPORT COMMUNICATIONS - PHAROS

FirstPort's on-site team uses the Pharos Management portal to circulate emails, newsletters and other notices about the development.

Please ask the on-site team for assistance with registration and logging into the portal.

## WHATSAPP SECURITY GROUP

A WhatsApp group is in place to serve as a quick and effective way for residents to raise security concerns with the security team and gatehouse staff.

Please message Greta Nicyte, Development Manager, to be added to the group.

Any urgent security matters should also be telephoned to the gatehouse and, if a crime is being committed, to the police.

## VEHICLE RECOGNITION

Repton Park operates an Automatic Number Plate Recognition (ANPR) system which records all traffic entering and leaving the development. If residents wish to benefit from this service, they should complete the relevant form available from the gatehouse. For security reasons, only vehicles registered to owners/occupiers living at Repton Park will be accepted. Registration is not available for vehicles belonging to friends, family, cleaners or others not living on the development.

Residents are reminded of the importance of keeping the gatehouse updated with their vehicle details when buying or selling. This will support the security of the development.

## CCTV

Repton Park benefits from CCTV at various locations throughout the development. The main entrance is heavily covered by cameras to give a good level of surveillance. Please note that it is illegal for FirstPort to release CCTV footage to residents or third parties, unless the request has come through an official channel of communication, such as the police. In these circumstances, FirstPort will follow the legal process, as well as its internal policy, before releasing footage.

## FIRSTPORT INTERACTIVE WEBSITE

'My Home' provides access to information about the management of your property 24/7, 365 days a year. Sign up today at <https://www.firstport.co.uk/welcome-to-my-home/> to be able to:

- Access development specific information.
- View your statement of account.
- View your service charge estimate.
- View year-end accounts.
- View insurance policy information.
- Receive text and email maintenance alerts.



# Legal Obligations For All Freeholders, Leaseholders & Tenants

## The Estate Regulations

It is important that everyone is aware of their legal obligations when it comes to purchasing or renting a property on Repton Park, whether an owner occupier, tenant or landlord.

Covenants contained within individual Leases and Freehold Transfers set out various rules and regulations, including the obligation to abide by the Estate Regulations. These rules and regulations are in place to ensure the safety, security and wellbeing of everyone within the community. The Estate Regulations are enforceable by FirstPort, which can take legal action, if necessary, to ensure compliance.

Some of the key regulations are outlined below:

- **Access control:** For safety reasons, all residents and visitors must follow the correct procedures when entering and exiting the estate (see page 12).
- **Noise:** Please be mindful of noise levels, especially during the evening and early morning hours. This includes loud music, shouting or disruptive behaviour (see pages 6, 18 & 19).
- **Parking:** Please park only in designated areas, avoiding any parking that may obstruct access for others, especially emergency vehicles. Visitor bays should be left vacant for visitors to the development (see page 6).
- **Proper disposal of waste:** Please ensure that all waste is disposed of correctly in the designated areas (see pages 8, 11 & 17).
- **Respect for common areas:** We ask that all residents respect shared spaces, keeping them clean and free of clutter (see page 7).
- **Pets:** Ensure that pets are kept under control and do not disturb neighbours. Please clean up after your pets and ensure they are not causing a nuisance (see page 9). Leaseholders must obtain consent from Estates & Management if they or their tenants wish to keep a pet (see pages 8 & 9).
- **General behaviour:** All residents are expected to show respect and consideration for their neighbours. Disruptive or anti-social behaviour is not acceptable and may be subject to further action.
- **Use of communal grounds:** Barbeques and fireworks are not to be used on communal grounds. Football and other ball games may only be played on the large field where the nursery is located (see page 10).
- **Property exteriors:** Private gardens and driveways are to be well maintained. Clothes or washing may not be hung outside leasehold properties (see pages 7 & 8).
- **Wildlife:** Please do not leave food for wildlife as it will attract vermin.

## Breach of Lease Process

As a general rule, FirstPort will always provide an opportunity for a breach of lease to be remedied informally, before taking legal action. The ultimate sanction for a breach of lease is forfeiture.

**The most common breaches of lease include:**

- **failure to obtain consent to sub-let or to make alterations;**
- **failure to pay service charges;**
- **causing a nuisance to other residents (such as playing loud music outside permitted hours).**

If FirstPort is notified of someone not following the Estate Regulations, the onsite team will reach out to the relevant individuals, asking them to remedy the situation.

**If a breach is not addressed, FirstPort will initiate a 'breach of lease' process. This will result in charges being added to the owner's service charge account.**

FirstPort will not tolerate any abuse or threatening behaviour towards its staff. FirstPort is responsible for maintaining the communal areas of Repton Park, whilst at the same time providing a safe working environment for its team members.





## CAR PARKING

Residents are only permitted to use the parking space(s) which were legally allocated to their property at the time of purchase. These are shown in Lease or Freehold Transfer documents and should have been confirmed to owners by their solicitor during the conveyancing process. Residents are not permitted to park in visitor parking bays, at any time, unless specific consent is granted by the Development Manager. Visitor bays should be left vacant for visitor parking. If you are unsure as to where you are permitted to park on site, please contact the gatehouse on 0208 502 9141 / 07707 876207.

You should not park on the grass, kerbs or pavements as this can create a hazard. Most importantly, **the roads should never be blocked as this may restrict access for the emergency services.**

**If you are a resident and are not using all of your allocated parking spaces and are interested in renting your space to a neighbour, please make the onsite FirstPort team aware. They can then pass your details onto those residents who are seeking additional parking on the development. Any arrangement would be private between the two parties and nothing to do with FirstPort or the RPRA.**

## BICYCLES

Bicycles are not to be kept in the communal hallways/areas as they can cause an obstruction in the event of an emergency and prevent a safe means of escape. Furthermore, the action of carrying bicycles into a building often causes damage to both wall and floor finishes, which accelerates the deterioration of communal hallways/areas. Please see the Key Documents section of the Repton Park Residents Association website [www.reptonpark.org](http://www.reptonpark.org) for details of a bike storage facility that is in operation for a minimal annual charge.

## NOISE

Residents must take all reasonable precautions to avoid noise nuisance. The Lease requires that no piano, record player, radio, loudspeaker, computer or other electronic, mechanical, musical or other instrument of any kind or voice will be played or heard so as to cause annoyance to occupiers of properties or so as to be audible outside the property between 11:00pm and 9:00am.



When entertaining, please ensure that guests enter and leave your property with minimal disturbance to other residents

## CONTRACTORS' WORKING HOURS

Contractors are only allowed on site Monday – Friday from 8:00am – 6:00pm and Saturday from 8:00am – 2:00pm. **No contractors are authorised to work on Sunday or Public Holidays.** For further information, please refer to the Redbridge council website on [www.Redbridge.gov.uk](http://www.Redbridge.gov.uk)

## DELIVERIES

Deliveries are not permitted before 8:00am.

When booking deliveries please be considerate to your neighbours in terms of the timeslots that you choose, in particular when ordering late takeaway deliveries.



### INTERNAL ALTERATIONS, REPAIRS AND DECORATION (Leasehold)

As required by the Lease, FirstPort must be advised of any planned structural alterations within apartments, so that consent can be obtained from the landlord and the management company. Consent is usually issued in the form of a letter, although a formal licence may be required, depending on the extent of the works.

In the first instance, leaseholders should contact the Development Manager to ascertain the correct process to follow, as this differs depending on the location of the property within Repton Park.

### USE OF SKIPS

If you are having building works carried out or simply require the use of a skip, you must ensure the skip is not overloaded and that it is securely covered to prevent debris and items being blown around the development.



You must not place a skip in an area that may be deemed as dangerous or which could restrict access. If you need guidance or assistance with your skip delivery, please contact the gatehouse on 020 8502 9141 or 07707 876207.

### LANDLORD'S CUPBOARDS AND COMMUNAL HALLWAYS

Residents must store all personal items within the vicinity of their own apartment. Under no circumstances are personal items to be stored in the communal hallways/areas or inside the landlord's cupboards in the communal hallways. Failure to comply with this request will result in the items being confiscated and possibly disposed of by FirstPort. This is to ensure continued compliance with the requirements of the annual Fire Risk Assessment.

### AERIALS / SATELLITE DISHES (Leasehold Apartments Only)

All Leases clearly prohibit residents from installing any aerial, dish or other similar reception device on the demised apartments. Any aerial or satellite dish, which is erected in breach of this covenant, will be removed and the individual Lessee charged for the associated costs.

### WASHING (Leasehold Apartments Only)

Residents are **NOT** permitted to hang washing from or around the outside of their property nor in communal hallways/areas. Not only does hanging washing have a negative effect on the presentation of the development, it is specifically prohibited within the terms of all Lease agreements.



### PRIVATE PATIOS

If your apartment benefits from a patio, you must ensure that it is kept in a clean, uncluttered condition. Do not overload the patio or plant any plants or shrubs around the patio in an effort to personalize it.

## PRIVATE GARDENS

Property owners who benefit from having their own private garden, front or back, are to ensure that these are maintained to an acceptable standard. This is a strict condition of the Lease and Freehold Transfer and will be monitored closely by FirstPort.

In the event that a private garden is not maintained to a suitable standard, FirstPort will carry out an evaluation and, if necessary, authorise works within a demised property by one of their accredited contractors, so that standards are maintained in accordance with the regulations that govern Repton Park. The cost of these works will be added to the owner's service charge account.

## REFUSE DISPOSAL

### **Leaseholders - people living in an apartment**

Rubbish sacks are not to be left in the communal areas of the building. They are to be placed directly inside the Euro bins located inside the bin stores. All residents are to ensure that the doors of the bin stores are kept shut at all times.

### **Freeholders**

Refuse is to be properly contained in plastic sacks and placed in the appropriate wheelie bins. It is not to be left on the ground outside your property as it may attract vermin to the area. Residents are encouraged to only leave wheelie bins outside their home on the day of collection. If this is not possible and you do not have a garage, then please arrange for the bins to be covered by some kind of screening, so that they are out of sight.

Freehold properties are not permitted to use the bin stores. These are for Leasehold properties only.

*For further information about Redbridge Council's refuse collections, including garden waste and the collection of bulky items, please refer to page 17 of this guide, or the Redbridge Council website.*

### **Recycling containers**

The main recycling containers on the development are located in the health club car park and are collected/emptied on Wednesdays.

Recycling bins are also provided for each of the apartment blocks on Repton Park. These are housed in the bin stores and are strictly for the use of apartments specifically within that block. *(Please be aware that refuse collections are subject to change and may vary on Public Holidays)*

## KEEPING A PET ON REPTON PARK

Living on Repton Park is a lifestyle choice and comes with responsibilities. The same applies when keeping a pet – especially a dog – and there are rules associated with exercising them on the communal grounds of the development and with keeping them in your home.

Due to the logistical make-up of the development, not all of the rules are the same when it comes to keeping a pet. A summary of the regulations which govern the main areas of Repton Park, as well as guidance for the respective areas, are set out here.



## DOGS

Dogs are to be kept on a lead at all times. In addition, the owner is responsible for picking up their dog's faeces and disposing of them in one of the dog waste bins located throughout the grounds. A map of dog waste bin locations is available on request from the gatehouse.



Dog owners are responsible for keeping their dog's barking to a minimum. Although it is accepted that people have dogs for security purposes, leaving a dog locked up, not exercised, or unattended inside for long periods, will only encourage a dog to bark. Please act responsibly towards your dog and your fellow neighbours by treating your dog well.

### Repton Park Leaseholders

The Lease permits animals being kept in an apartment, but under strict conditions. These include obtaining consent to ensure compliance with the Lease agreement. Pet applications are managed by Estates & Management. Before keeping an animal you must adhere to, and give consideration to, the following:

1. If you are an owner occupier, you must get approval from Estates & Management, who deal with pet consents on behalf of the freeholder.
2. If you are a tenant and are renting an apartment, you must first check with your landlord that they agree to you keeping an animal in their property. If your landlord is in agreement, then they must seek permission from Estates & Management on your behalf.
3. No animals are to be kept in an apartment without following the consent process and obtaining approval from:

**Estates & Management - [www.e-m.uk.com](http://www.e-m.uk.com) – Switchboard: +44 (0)20 8371 2800**

### Repton Park Freeholders

The Freehold Transfer permits animals being kept in a property without further formal permission. However, if you own a freehold property, there are certain regulations within the Freehold Transfer that pet owners must abide by. For example, if your animal becomes a nuisance and you are found to be in breach of your Freehold Transfer, then FirstPort can take action.

### Claybury Villas / Claybury Hall / The Manor

If you live at Claybury Villas or Claybury Hall and wish to keep a pet, please seek guidance about pet permission from FirstPort. Rules vary on where you live.

However, please note that pets are not allowed at The Manor.



## USE OF COMMUNAL GROUNDS

Repton Park is a private family development and it is important that everyone is able to enjoy and benefit from the grounds and open parkland.

If you want to have a small picnic, then that is fine. However, you must do so responsibly and clear away all litter afterwards.



If you want to play football or other ball games, you must use the large field where the nursery is located and in a sensible and safe manner, so as not to cause a disturbance. Please be mindful of properties nearby and keep away from the buildings.

You are to refrain from playing football or other ball games in all other parts of the development and, in particular, where specific signage indicating 'No Ball Games' is displayed.

If you are unsure about what you can and can't do, please get in touch with the gatehouse. Any residents found to be using the communal grounds contrary to the Estate Regulations, including in an anti-social manner and/or causing a disturbance, will be asked to stop what they are doing.

The communal grounds may not be used to hold an event or display of any kind, without receiving consent from the Development Manager. All proposals will be reviewed on an individual basis and will only be approved if they have the support of the Repton Park Residents Association and FirstPort.

***For safety reasons, BBQs and fireworks are NOT to be used on communal grounds.***



## LIVING WITH A PUMPING STATION

Repton Park is not directly connected to the main sewer system. This means that waste produced from each property flows to a storage chamber fitted with submersible pumps which discharges automatically to the main sewer system.

When liquid waste enters the local water authority sewer systems, it may typically pass through many more pumping stations, handling progressively bigger flows, before reaching the treatment works. The fact that Repton Park has its own private pumping station should not be viewed as an unusual situation, perhaps just something about which people are unaware.

Never flush down  
the toilet:



Sewer pump systems are designed to handle foul water, natural human waste and biodegradable products. Other household waste and non-biodegradable products should **NEVER** be disposed of through the drainage system regardless of whether or not an individual property has its own pump system.

Disposal of non-biodegradable products and modern cleaning materials (which sometimes state that they are flushable) will affect the reliability of all pumping stations – causing pumps to block and storage chambers to become congested with non-pumpable waste.



***Items which can cause blockages include: sanitary products, nappies, toilet wipes, face wipes, cleaning rags, cloths, medicines, medical equipment, syringes, hypodermic needles, cooking oils, condoms and incontinence materials.***

The wrong waste entering a pumping station can create major problems, contribute to blockages and, in severe cases, cause sewage to back-up, including into homes.

Routine maintenance and servicing of the pumping stations on Repton Park is essential and is the responsibility of Thames Water. On some occasions, due to resident neglect, problems can occur and tankering is required.

This is when a blockage has occurred, normally caused by the wrong waste being disposed of into the system, causing waste to back-up in the chamber. The excess waste then needs to be physically removed to prevent it from overflowing onto communal grounds and backing-up inside people's homes.

**All residents are politely requested to give serious consideration as to what they put down their sinks and toilets. As a community we need to work together to reduce the risk of sewage backing-up and causing a health and safety issue and to ensure the continued reliability of the pumping stations on Repton Park.**

### REPTON AND CLAYBURY PARK ACCESS

Keys and remotes for gated areas and blocks on Repton Park, as well as the gates leading into Claybury Park, are only available to residents. Please call FirstPort on 0333 321 4080 to place an order and make payment by one of the following methods:

1. BACS transfer to the account to which your service charge is paid, quoting that the payment is for a key or fob and including the customer reference; or
2. Online payment or automated payment system.

Once payment has been made, an email will be sent to the gatehouse management office to confirm and release the item.

Payments will only be accepted from an approved contact on the service charge account or from the leaseholder. FirstPort cannot take payments directly from tenants or letting agents unless the leaseholder has given approval in writing.

Communal door keys and gate remote fobs for The Manor, Claybury Hall and Claybury Villas are not included in the above. Please contact the gatehouse management office team, who will advise how these can be ordered.

### SERVICE CHARGE (Responsibility of property owner)

These monies are collected by FirstPort to finance the regular maintenance of the communal areas of the development.

Accounts are issued after completion of each full accounting year. Any surplus of service charges levied over actual expenditure will be credited to each Lessee/Freeholder in accordance with the Lease or Freehold Transfer. In the event that expenditure exceeds estimated costs, then the deficit will be recovered in the same way. This additional collection will be undertaken in accordance with the Lease/Freehold Transfer.

The Lease/Freehold Transfer requires advance payment based on an estimate to facilitate the holding of sufficient funds to cover predicted costs. This is irrespective of whether the 'Manager' is incurring any costs at the time of the demand. If you fail to pay your service charge then FirstPort's Collection Team will automatically look to recover any service charge arrears due, as well as related interest and recovery charges.

### RESERVE FUND

A reserve fund is in place to finance major items of non-annual expenditure such as external redecoration, lift upgrades and common area carpet replacement. Further details are shown in the annual budget.

All expenditure from this fund is usually planned and Lessees will be informed in writing as required by Section 20 of the Landlord and Tenant Act.

It should be noted that no such legislation applies to Freehold properties. However, Freeholders will be advised of any unusually large one-off expenditures for the sake of good management.





## SECURITY AT REPTON PARK

To ensure that the development remains a safe place for people to live and work, Repton Park engages a professional SIA trained security contractor which monitors the development 24/7.

Working alongside the concierge team, you can feel safe living on the development, knowing that help is only a phone call away.

If you need to contact security, please ring the gatehouse on the 24-hour number: **020 8502 9141 / 07707 876207**. This will reach the concierge team, which is in regular radio contact with security. If you feel that an incident needs to be escalated, you should call the police.



The development is patrolled by security at various times throughout the day and night, both on foot and in a security vehicle. This provides good coverage and surveillance of all areas. With the added benefit of radio contact and body cameras, the security team is able to provide the onsite concierge team with support and deal efficiently and quickly with challenging situations that arise.

The overriding aim is to ensure that Repton Park is a safe place in which to live.

If security are required to attend your property on more than one occasion to address anti-social behaviour such as a party, out of control guests or excessive loud music/noise, then you will be asked to stop and your guests asked to leave.

### **Important:**

***If you witness a crime being committed, you should immediately ring the police on 999. To contact the police for non-emergencies, please call 101.***



## SUB-LETTING YOUR PROPERTY

As required in your Lease or Freehold Transfer, you must obtain approval before renting out your property.

In addition, FirstPort, in its role as manager of Repton Park, requires that all tenants are thoroughly vetted in advance by you or your estate/managing agent. Not only will this give you peace of mind that someone suitable will be living in your property, it also ensures ongoing compliance with your Lease or Freehold Transfer and minimises the risk of you experiencing problems with your tenant, such as financial loss or receiving complaints via FirstPort.



FirstPort's immediate relationship is with the property owner, i.e. the person responsible for paying the service charge. If a tenant at Repton Park is not adhering to the Estate Regulations and other rules which govern the development and the properties within, FirstPort will seek to take action against the property owner.



It is for this reason that landlords should do their research to find a reputable letting agent and tenant and ensure that a professional tenancy agreement is in place. This will minimise the risks to the property owner.

Landlords must ensure that their tenant is registered at the gatehouse and that the on-site management team is given up to date contact details for both landlords and their tenants. Landlords who are sub-letting their property must also ensure that an alternative address is provided to FirstPort so that formal communication and service charge information can be sent directly to the owner/landlord of the property. Any changes to the owner's alternative address must be communicated in writing to FirstPort.

Having the correct contact information for property owners will prevent unnecessary delays in the receipt of service charge invoices. It will also reduce the risk of owners having additional charges applied to their account due to late payment, or non-payment, of the service charge.

FirstPort relies on everyone paying their service charge on time, so that it can manage the development efficiently.



# REPTON PARK RESIDENTS ASSOCIATION (RPRA)



The overarching aim of the RPRA is to maintain the prestige and attractiveness of the development, so that it remains a desirable place to live, which in turn safeguards the value of our properties.

The RPRA represents owners of properties on the development and works closely with the Managing Agent, to ensure standards are maintained and that we receive value for money for the service charges paid.

The RPRA also provides a forum for all residents to raise concerns about any aspect of the development.

If you own or rent a property on Repton Park (whether Freehold or Leasehold and whether or not you live in your property or sub-let) you are welcome to join the RPRA. Please visit [www.reptonpark.org](http://www.reptonpark.org) to register as a member. There is no fee to join the RPRA.

If you need to raise issues or ask for guidance or advice relating to Repton Park, please email [reptonparkra@gmail.com](mailto:reptonparkra@gmail.com).

The RPRA committee comprises up to 15 property owners, who typically meet on a monthly basis with the Development Manager, to discuss matters relating to the development, as well as proposed initiatives and community events. Property owners are welcome to attend committee meetings, should they wish to do so. Minutes of prior committee meetings are posted on the RPRA website, along with other content.

Owners and residents are invited to attend the RPRA's Annual General Meeting to elect RPRA officers and committee members and to discuss development matters from the prior year and priorities for the year ahead.

The RPRA is keen to hear from owners who would like to join the committee, especially, but not necessarily, if they have skills that may be useful to the group. Please email [reptonparkra@gmail.com](mailto:reptonparkra@gmail.com).

Also, if you have time to help with organising events or can offer assistance at a planned event, the committee would be pleased to hear from you.

# COMMUNITY ENGAGEMENT

The Development Manager and the Repton Park Residents Association share a joint objective for Repton Park. We want you to enjoy living on the development, where we aim to create a community feel, which welcomes everyone.



The Development Manager works closely with the Repton Park Residents Association to bring social and charity events to Repton Park. Not only does this create a sense of community but it promotes the place you call home in a positive way whilst raising the profile of the development. We want you to enjoy being a Repton Park resident as much as possible.

Whenever events are held, we look forward to seeing you, as this is a great way to get to know your neighbours and truly cement your place in the Repton Park community. Please keep a look out for future events and add them to your social calendar.





Repton Park falls under the London Borough of Redbridge and below is some useful information, including a summary of services on offer, restrictions and support for various challenges.

## Garden Waste

Collected on a fortnightly basis, on a Monday, from Spring until the end of October.

This service relates to properties with private gardens. If you wish to benefit from the garden waste collection, please contact the council directly.



## Refuse Collections for Private Houses

Collected weekly on a Wednesday.

Residents are reminded to only put their rubbish out on the morning of collection. Please do not put it out before, as it can attract vermin and cause litter to be blown around the development.

## Refuse Collections for Apartments

Collected weekly on a Thursday.

Apartment residents are reminded that all waste is to be bagged up securely and placed directly inside the Euro bins provided. Please do not leave rubbish on the floor of the bin store or overload the bins.



## Bulky Waste Collections

Bulky waste or large item collections can be arranged through Redbridge Council via their website [www.Redbridge.gov.uk](http://www.Redbridge.gov.uk) or on 020 8554 5000. Items collected include beds, freezers, fridges, furniture, mattresses, sofas, TVs and large electrical items.

### Note from First Port:

**If you do arrange a collection by the council, please advise the gatehouse by ringing the concierge on 020 8502 9141 / 07707 876207, so that they are aware and so that they can guide you on where to leave your items on a short-term basis until they are collected.**

## Local Refuse Tip / Recycling Centre

This is located in Chigwell Road, Woodford Bridge, IG8 8PP, telephone 0800 389 9918, open Monday to Friday from 7.30am to 4.30pm, Saturday, Sunday and Public Holidays from 8.00am to 4pm, and closed on Christmas Day, Boxing Day and New Year's Day.

## Noise Nuisance & Anti-Social Behaviour

The Redbridge Community Protection Taskforce will act on complaints of noise nuisance including:

- neighbour noise (loud stereos, radios, televisions and machinery);
- barking dogs;
- noise from commercial premises such as pubs and restaurants;
- car alarms;
- burglar alarms;
- fireworks (in certain circumstances);
- out of hours noisy building works (where advance permission has not been granted);
- out of hours noisy DIY (see details below).



The Taskforce will also act on complaints of anti-social behaviour. For example:

- nuisance neighbours
- rowdy behaviour
- vandalism
- begging
- loud parties
- noisy building works (during regulated hours)
- a constantly sounding intruder alarm
- nuisance bonfires

You can make a noise or anti-social behaviour complaint using the anti-social behaviour form on the Redbridge Council website – [www.Redbridge.gov.uk](http://www.Redbridge.gov.uk).

If you are experiencing noise or anti-social behaviour between the following hours:

Fridays from 6:00pm to 2:00am

Saturdays from 6:00pm to 2:00am

Sundays from 3:00pm to 11:00pm

you can call **07976 398426** to make a nuisance complaint **happening at the time**.

## Enforcement

*Each officer within the Community Protection Taskforce is accredited by the Community Safety Accreditation Scheme (CSAS), which authorises them to issue on the spot fines and to deal with breaches of a public space protection order.*

## Noise & Time Restrictions Around Building Works

Noise created by DIY, building works and demolition can cause severe disruption. If major works are being carried out or if work is carried out during the evening there may be cause for complaint.

Some noise from minor DIY work may be unavoidable. Any such work should be brief in nature and should not take place late in the evening.

**To avoid problems caused by building works and DIY, you should:**

- Ensure that neighbours are given advance warning of any work due to be carried out;
- Let them know how long it will last.

**Restricted Hours For Noisy Building Works:**

The Control of Pollution Act 1974 gives the Redbridge Community Protection Team special powers to control noise on construction and demolition sites. Working hours can be restricted and conditions enforced on the machinery being used.

In Redbridge, the noise control hours are:

- Monday to Friday before 8:00am and after 6:00pm
- Saturdays before 8:00am and after 2:00pm
- Sundays and Public Holidays - No noisy works



# Police Safer Neighbourhood Team

Repton Park benefits from a local Police Safer Neighbourhood Team. The ward responsible for our local area is the Bridge Ward.



The safer neighbourhood team visits Repton Park regularly, liaising with the onsite team to help them understand the demands of the development and assist with general policing matters. Should you wish to contact the Bridge Police Safer Neighbourhood Team, you can email them on:

[SNJI-Bridge@met.police.uk](mailto:SNJI-Bridge@met.police.uk)

**Residents are reminded that if you need the police in an emergency, or witness a crime being committed, you should call the police on 999.**

For non-emergencies please call 101.

The police safer neighbourhood team have good general knowledge of Repton Park and is able to access all areas, including the associated developments.





# Claybury Park



Redbridge Council's nature conservation ranger team host volunteer days and events at Claybury Park throughout the year. If you would like to know more or would like a copy of the Claybury Woods walk leaflet contact us on: **020 8559 2316** or email [nature.conservation@redbridge.gov.uk](mailto:nature.conservation@redbridge.gov.uk)

For other park issues please call **020 8708 3578** (Mon to Fri, 9am to 5pm). For any park emergency, please contact the Parks Police on **020 8708 3599/ 07904 640 042** or [parks.police@redbridge.gov.uk](mailto:parks.police@redbridge.gov.uk)

#### Be responsible

Please ensure you keep your dog under control and clear up after it. Please put your litter in the bin or take it home with you.

Repton Park is surrounded by Claybury Park & Woods which has many features to enjoy; from a children's playground and outdoor gym, to a secondary woodland, grassy areas, ponds and lakes with ducks and local wildlife. Being surrounded by ancient woodland really does offer many opportunities to enjoy the outdoors.

You can find out more about Claybury Park & Woods by visiting the woodland trust website on [www.woodlandtrust.org.uk](http://www.woodlandtrust.org.uk)

**We ask residents NOT to feed any of the wildlife inside Repton Park. This is to reduce the risk of attracting vermin, which is a Health & Safety issue.**

## REPTON PARK HISTORY



Repton Park is more than just a prestigious private residential development in Essex. It was formerly Claybury Asylum and remains full of history.

The site was originally known as Claybury Hall, a landed estate with its grand house looking south-west from an elevated position towards the City of London. The grounds were landscaped by Sir Humphrey Repton and to this day still retain many of the original features including tree-lined drives, paths and planting.

In 1791 the original house and its outbuildings were demolished and its new owner, James Hatch, had the new Claybury Hall built to reflect his wealthy status. The Georgian Claybury Hall still stands today, enjoying those deliberate Central London views, albeit today far more striking. The main house is now converted to apartments and the stable block provides further homes.

### The Asylum

After the Local Government Act of 1888, which transferred responsibility for asylums to the newly created London County Council, Claybury Hall and 269 surrounding acres were acquired to allow the building of a new and very progressive asylum to serve the boroughs to the north-east of London.

George Thomas Hine, an Architect experienced in designing asylums, won the competition to design this new self-contained development and, in 1889, construction commenced using red brick, Bath stone, slate and clay plain tiles. During construction Hine and his Clerk of Works lived on site in the newly built North & South Lodges at the entrance to the site and together they oversaw the work of E. Cabbutt Builders who constructed the entire development in around three years, partially with the assistance of a goods train on a specially extended temporary rail track from Woodford Station into the development.

The asylum was home to 2,500 patients and over 500 staff, many of whom also lived on site. It had its own farm, dairy, bakery and kitchens, as well as chapel, recreation hall, chapel of rest, mortuaries and stables. Operating theatres and other treatment facilities ensured that those cared for at Claybury did not leave during their term as patients. The landmark water tower can be seen from over seven miles away and was used to store and pump water around the vast hospital site.

During both World Wars the hospital was used to look after badly injured or shell-shocked returning troops and, in 1948, after the creation of the National Health Service, its management and practices changed again, with more emphasis on recovery and return to the community.

Change in patient treatments and care took place again in the 1970s, with many more patients being treated in the community by outreach teams or as day patients. The residential numbers fell to below 1,500 and buildings started to fall into disrepair. By the 1980s, the Government extended the policy of placing patients into the community and, by 1991, the number of patients at Claybury Hospital dropped below 400.

The entire hospital site, including its original buildings and grounds, were given Grade II Listed status by English Heritage. Conservation Area status followed, protecting the ancient woodland, including its many very mature trees and shrubs.

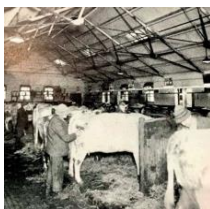
## Sale of the Hospital Site

In 1997 the hospital site and its Georgian Claybury Hall were sold to developer Crest Nicholson who, as part of the deal, were granted planning consent to convert the former hospital buildings and to build new dwellings to provide a total of 411 luxury homes for private sale. They were also obliged to hand over a substantial part of the surrounding woodland and open space to the London Borough of Redbridge, after creating Claybury Park, for use by the public.

The former chapel and recreation hall were converted to a gym and swimming pool, and are now managed by Virgin Active. The water tower is now a single eight-storey luxury dwelling offering amazing panoramic views.

The gate lodges, secondary water towers and West House are individual dwellings and larger original houses used by hospital management and doctors have been converted to apartments, as have the many three-storey Ward Blocks. The chapel of rest and mortuaries are also now homes.

“Repton Park” is now home to around 2,000 people and offers spacious and tranquil living on the edge of London. Residents benefit from good security with concierge controlled access, beautifully maintained grounds and the adjacent Claybury Park and woods.





## Residential Projects

[www.atelier-sm.co.uk](http://www.atelier-sm.co.uk)

We are an established local Architectural practice, based in Upminster, who are actively engaged in many residential projects in East London and beyond.



Our local Knowledge has helped us to realise projects on behalf of our Clients in and around Chigwell, bringing their aspirations to life, allowing them to optimise the potential of their own living environment.

Here is just a snapshot of some of our completed projects – we can do the same for you!



[www.atelier-sm.co.uk](http://www.atelier-sm.co.uk)

tel: 01708 988295



# **Pavilion Prep School and Kindergarten**

**Inside Repton Park**

**Highly Qualified Staff**

**8:00 am to 6:00 pm  
Monday-Friday**

**Childcare Vouchers Accepted**

**Part-time and Full-time places**

**15 Hours Funding (Eligible Families)**

**30 Hours Funding (Eligible Families)**

**Holiday Care**

**Sessional Care**

**☎ Phone: 0208 506 9797 / 0208 505 6565**

**🌐 Website: [www.pavilionprep.org.uk](http://www.pavilionprep.org.uk)**

**🏠 Repton Park, Woodford Green, IG8 8GQ**

**✉ Email: [info@pavilionprep.org.uk](mailto:info@pavilionprep.org.uk)**



# Your Trusted Partner in Repton Park

MadisonFox



## A Legacy of Excellence, Proudly Supporting Our Community

As proud sponsors of the Repton Park Residents Association, we are dedicated to enriching our community. Whether you are moving in, moving up, or moving on, we have the local insight and market expertise to guide you every step of the way.

Your success is our priority

### Contact us

- 📞 020 850 12087
- 🌐 [madisonfox.co.uk](http://madisonfox.co.uk)
- 📍 21 Brook Parade, Chigwell, Essex, IG7 6PF



Follow us  
[@madisonfoxestateagent](https://www.instagram.com/madisonfoxestateagent)



Scan this QR code to get  
your FREE instant valuation  
in under 20 seconds

