

## Personal & Site Security

### Identity theft

Residents may be aware of issues with identity theft at communal developments across Norwich. We advise you to be vigilant when it comes to personal security by following some simple steps;

- Shred everything that holds any personal data such as letters, bills, bank statements or receipts before putting in bins.
- Change delivery of bills and bank statements to online versions instead of printed paper ones.
- Keep your letter box locked and remove all mail regularly

If you suspect your letter box has been tampered with please report it to NRM and Norwich police on 101.



## 2017 Service Charge Accounts

Management accounts for 2017 Service Charges were produced by Sexty & Co and were reviewed and approved by the directors at a meeting in April 2018.

In summary total expenditure was £382,138.44 (£311,887.48 actual + £70,250.98 accruals) leaving a small Surplus of £25.56. Reserves Funds (as of 31 December 2017) stood at £164,368 following the completion of S20 Repairs.

Copies of the signed service charge accounts are available at [www.sspmcl.co.uk/downloads](http://www.sspmcl.co.uk/downloads) they are also available on our managing agents (NRM) online portal [www.nrmportal.com](http://www.nrmportal.com)

The accounts will be discussed in further detail at the 2018 AGM Meeting and will allow leaseholders the opportunity to ask questions of clarification.

## Welcome to your newsletter

This newsletter provides you with information on the day-to-day site management of the site as well as important information about any on-going issues. Whether you are an owner-occupier or a tenant on site please take a moment to read through this newsletter and update yourself with the latest information about the running of this development.

We hope that you will find it useful. If you experience any problems with the communal areas such as the lighting, entrance intercoms, car park, communal doors & bin stores please report these directly either via email [enquiries@sspmcl.co.uk](mailto:enquiries@sspmcl.co.uk) or call 01603 952200

## AGM & Leaseholder Meeting

Wednesday 7th November 18:30hrs  
Chapelfield Methodist Church, Chapelfield Road. NR2 1SD



## Council Tax

All residents are responsible for payment of their annual council tax bill direct to Norwich City Council (NCC). Your bill assumes there are at least two adults living in the property. If there is only one adult occupying the property as their main home, there is a 25% reduction.

Further details can be obtained from NCC. If you experience difficulties in paying your council tax or have a general enquiry please visit [www.norwich.gov.uk/info/20002/council\\_tax](http://www.norwich.gov.uk/info/20002/council_tax) or call **0344 980 3333** for advice.

## Communal TV & Satellite

There's an integrated reception system (IRS) installed on the roofs across the development. This gives each apartment access to an unrestricted choice of radio and television channels including; FM / DAB radio, Freeview, FreeSat & Sky. You cannot install your own individual Satellite dishes or aerials to the building exterior or balconies. You can connect to the IRS via the digital socket in your apartment. Each apartment can install their choice of digital or satellite receiver (e.g. Freesat or Sky Box).

**Note:** If you have recently moved into your apartment and can't get a signal always retune your receiver or television before email enquiries@sspmcl.co.uk or calling **01603 952200** for further help or information.



## Window Cleaning

Window cleaning is carried out on a quarterly basis. Notices are placed on every noticeboard in each section of the building a few days prior to the windows being cleaned.



## Community Defibrillator

Thanks to some external grant funding a community defibrillator was installed to the side of the Pavilion Administration Building in late June 2018. The more people that know how to use the portable defibrillator, the more chance there is of saving the life of a victim of Sudden Cardiac Arrest. A training event will be held in community rooms in September 2018 (more details date/time to follow) everybody is welcome, and no special skills are required, just your willingness to play an important role in the event of a medical emergency.

## The Chapel (Community Building)

The Chapel part of the wider Fellowes Plain estate is open & being used to host community activities including a choir, film club and a parent and toddler group.

Other activities are being organised. Find out more at [www.en-gb.facebook.com/TheChapelFP/](http://www.en-gb.facebook.com/TheChapelFP/) email chapel@ststephensnorwich.com or call **01603 617697**



## Caretaker Hours

Steve Ryan the onsite cleaner/caretaker has dedicated times when he is available to arrange meter readings, parcel collection, collect visitor parking vouchers or have a chat. The opening hours of the office (at the front of administration building) are as follows:

**Monday-Friday 08:30 - 09:20hrs**

**Tuesdays and Thursdays 16:00 – 17:00hrs**

**Saturdays 10:30 – 11:30hrs**



## Smoking

Enclosed communal areas are designated smoke-free. Signage is displayed at the entrance as a reminder. It is an offence to smoke in communal areas and it's an offence for a management company to let it continue.

If you observe smoking in a communal area, draw the person's attention to the no smoking signs and tell them they are committing an offence and report it directly to [enquiries@sspmcl.co.uk](mailto:enquiries@sspmcl.co.uk)

**Finally if you smoke, please dispose of cigarette butts properly, not on the ground.**



## Building Security

Some complaints have been received regarding people leaving communal doors unsecured or propped open. Residents are reminded not to prop communal doors open, not even for a moment. This can invalidate insurance policies.

Please do not allow anyone you don't know into the stairwells, even if it is someone claiming to be a workman or delivery driver wanting to access a different property than your own.



## PLEASE DO NOT FEED THE PIGEONS

It encourages them to roost, which causes a nuisance and damage to the buildings.



## On-Site Maintenance

SSPMCL via its managing agent organise for the cleaning and grounds maintenance to be carried out by authorised contractors. We welcome feedback about their work across the estate, so if you have any comments then please contact us.

A 24 hour, 365 day a year emergency service is available. In the first instance call **01603 952200**

Issues which may require an out of hours response include:

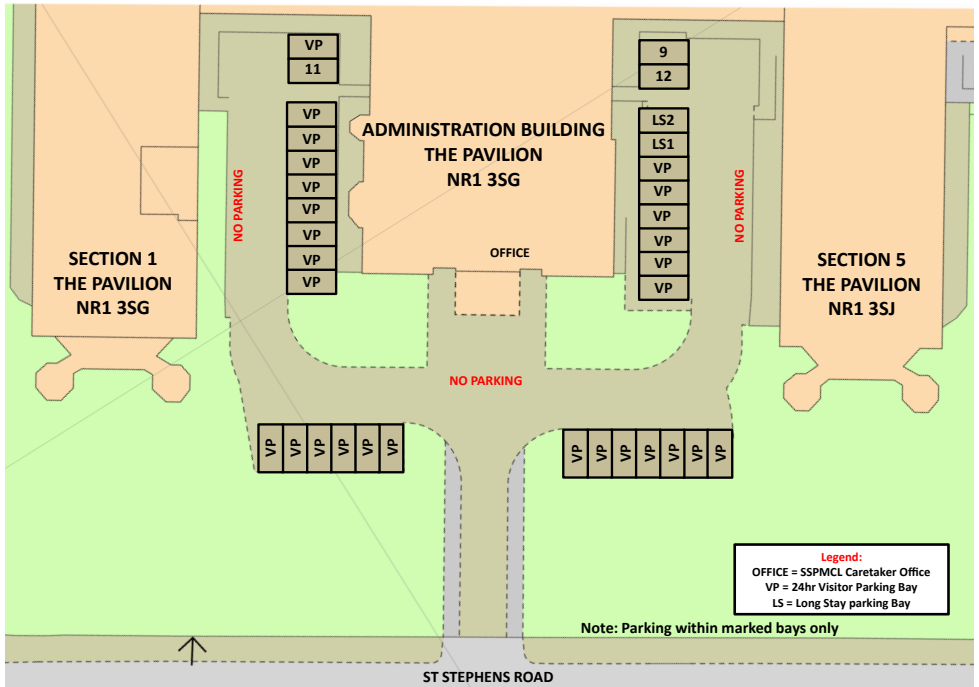
- Significant damage to communal buildings
- Water leaks inside communal buildings
- No water supply (to the whole block)
- No electricity / lighting in communal areas
- All fire damage
- Lift failure
- Broken drain cover / gully

## Noise & Neighbourly Behaviour

Residents are reminded of the terms of their lease with regard to acceptable noise levels and times of noise. You are asked to be considerate to your neighbours when it comes to noise levels and ensure that you are not creating a nuisance with music, banging etc. Your co-operation is appreciated.

Given the close proximity of the development to the centre of Norwich, we acknowledge that there is an increased risk of antisocial behaviour occurring as a result. If you witness or are victim to such events, please contact the Norwich South Safer Neighbourhood Team on **101**.





## Resident & Visitor Parking

Residents have an allocated parking bay for their property and should clearly display their parking permit. **Please Note:** Bay numbers within the car park DO NOT match with apartment numbers. If you are new owner or resident, please ensure that you check your permit for the correct bay number linked to your property. Permits must be displayed at all times. New permits were issued on 30th May 2018.

There is a small visitor parking provision at the front of the administration building available on a first come first served basis. To use the visitor parking it's essential you obtain a visitor parking voucher. You need to display a visitor permit (these are valid for 24hrs from time of scratching off the details).

More details on Resident & Visitor Parking is available online here [www.sspmcl.co.uk/parking/](http://www.sspmcl.co.uk/parking/)



## Utilities

All residents are responsible for the payment of their electricity and telephone/broadband bills directly to their utility company. The lease does not restrict which utility provider you use. Electric meters are located in secure cupboards only accessible by the caretaker. Email to [meterreading@sspmcl.co.uk](mailto:meterreading@sspmcl.co.uk) to request your reading.





# Waste Collections

Waste collections are made weekly by Norwich City Council. Please act responsibly when disposing of your waste in the bin stores. Wrap your waste properly and place it in the appropriate bins provided. Please double bag any waste which may leak. Please do not place your waste on the floor, so as to not attract rodents. If the bins are full and you have problems disposing of your waste please contact [enquiries@sspmcl.co.uk](mailto:enquiries@sspmcl.co.uk)

Bin stores are for general household waste and recycling only. Please do not place items such as furniture, bedding, electrical items or DIY waste in the bin stores. CCTV is in operation and if you are found to be disposing of inappropriate waste in the bin stores you will be recharged for its removal.

If you have bulky waste to dispose of, you can contact Norwich City Council on **0344 980 3333** or email [info@norwich.gov.uk](mailto:info@norwich.gov.uk) to arrange a paid-for special doorstep

collection. If your item is in good condition you could donate it to a charity, many of which offer a free pick-up service. You could also recycle it via [www.uk.freecycle.org](http://www.uk.freecycle.org) or you can take the following items to Norfolk County Council's household waste recycling centre in Swanton Road, off Mile Cross Road in Norwich:

- Bulky waste including furniture, mattresses, fridges and freezers
- A limited amount of DIY waste
- Wood and green waste
- Electrical items
- Metal
- Batteries
- Gas canisters
- Books
- Cooking oil
- Fluorescent tubes and energy saving bulbs
- Textiles, clothing and shoes.

**Blue Mixed Recycling Bin**  
Recycling is easy, requires minimum effort and is worth doing

- It conserves resources
- It saves energy
- It helps protect the environment
- It reduces landfill
- It helps councils save money on waste services, which they can use to improve other public services

**BLUE MIXED RECYCLING BIN**

- tetra pak cartons
- aluminium foil & trays
- empty aerosols
- paper & cardboard
- steel & aluminium cans
- plastic pots, tubs & trays
- bottles & jars
- plastic bottles





## Major Works

### Administration Building

Major works repairs and redecorations were completed to the administration building from August-December 2017. The total cost of the works was £172,994 less than the S20 estimate of £179,427.91 and significantly less than the ~£310k that RMG had proposed in early 2017. As a direct result of residential control and the directors completing a period of due diligence and appointing a new agent SSPMCL saved leaseholders ~£137k (or ~£475 per apartment)

### Ivory Building

NRM issued Part 2 notices (referred to as the Statement of Estimates) as part of the Section 20 consultation process to all leaseholders in early June 2018 about the proposed major works to the Ivory Building. At the end of the consultation period the redecoration work should commence in August 2018.



### Pets

From time to time we receive complaints regarding the behaviour of some residents' pets. Under the terms of the lease pets are permitted in properties providing they have written consent and do not become a nuisance to other residents.

## Barbecues / Gas Heaters

**Please note that it is not permitted to use barbecues or gas heaters on your balconies due to the obvious fire risk.**

### Pavilion and Administration Buildings

Water in the Pavilion and Administration buildings is supplied to each property and monitored through bulk meters. SSPMCL manage the meter readings on a monthly basis to ensure any spike in usage is addressed promptly. Property owners pay water charges as part of their service charge. Tenants in a property on the development are therefore required to pay water charges direct to their landlord or letting agent. You do not need to contact Anglian Water to make payment. Your letting agent or landlord will be able to give you further information on this. As the site matures it is normal that water leaks can occur, such as in cisterns or on taps. We ask all residents to be vigilant for water leaks. Dripping taps and cisterns cause waste usage and can greatly increase bills.

### Ivory Building

The water to the Ivory Building is supplied to each property though individual meters. Anglian Water manage your meter readings. All property owners/tenants are responsible for paying their water bills direct to Anglian water.

## Signs, Banners & Washing

Residents are reminded of the terms in the lease which relate to the display of For Sale signs and banners. It is not permitted for residents to display any kind of banner or sign on the exterior of their property. This also applies to the hanging of washing over balconies. If a resident is found to be in breach of the lease you will be asked to remove the offending item.

Scan these QR codes  
to get in touch



[www.sspmcl.co.uk](http://www.sspmcl.co.uk)



[enquiries@sspmcl.co.uk](mailto:enquiries@sspmcl.co.uk)



01603 952200