

HELP STOP THE SPREAD OF INFECTION



Use lifts only when no-one else is using them



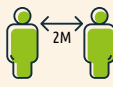
Avoid congregating in communal areas



Wear a face mask whilst in communal areas



Keep in touch with vulnerable neighbours by phone or internet



Keep a safe distance away from others



Please wash your hands regularly

WELCOME to your newsletter

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

If you experience any problems with communal areas such as the lighting, entrance intercoms, car park, communal doors or bin stores, please report these issues directly via email: enquiries@sspml.co.uk or call: 01603 952200.

2019 Service Charge Accounts

Management accounts for 2019 service charges were produced by local accountants Sexty & Co and were reviewed and approved by the Directors at a meeting held in June 2020.

In summary: total expenditure (excluding ground rent) was £376,172 leaving a small surplus of £494. Reserves funds (as of 31st December 2019) stood at £164,665.

Copies of the signed service charge accounts are available at: www.sspml.co.uk/downloads. They are also available on our managing agent's (NRM) online portal www.nrmportal.com

The accounts will be discussed in further detail at the 2020 AGM and will allow leaseholders the opportunity to ask questions for further clarification.

Cleaner / Caretaker (Onsite Hours)

Monday to Friday: 7am to 5pm

Saturday: 7am to 11:30am

AGM and Leaseholder Meeting

Wednesday 2nd December 7pm

Due to Covid-19 restrictions, the meeting will be held virtually on Zoom.

Please register online for the meeting at: <https://tinyurl.com/sspml-agm2020>

Updates from Residential Directors

Disability Access to Administration Building

Following the approval of a recent planning application with Norwich City Council, the Directors of the management company unanimously agreed to proceed and install a ramp to the front of the Administration Building. It was agreed the installation of the ramp and benefit to residents outweighed the harm to the building from a cosmetic and historical standpoint.

Car Park Gates

At a recent Directors' meeting, the Directors unanimously agreed to continue the automatic opening of the Pavilion Car Park Gates:

Monday to Friday mornings: 7.30am to 9.00am, and evenings: 4.30pm to 6pm.

This is to reduce the wear and tear on the gates. Residents should be aware, for car insurance purposes, the car park is defined as a residential car park and not a locked compound.

Building Fire Safety / Cladding / EWS1

In early September, the Directors unanimously agreed to instruct a fire safety contractor to inspect the building and produce the report and EWS1 document. The inspection was completed during the week commencing 2nd November 2020. Leaseholders should be aware that this is an additional expenditure (not budgeted for in 2020) and will result in a service charge deficit, which will be collected when the 2020 accounts are complete in 1H 2021.

Electric Charge Points

Electric vehicles are growing increasingly more common and will likely become a norm across the car industry. We will have a problem with the retro fitting of charging points to allocated car parking spaces. The Directors

have not currently made a decision and will further consider the matter. We have asked fire safety consultants their opinion regarding the car charging, as part of the wider Fire Safety Inspection (and will it substantially change the risk?), and have also asked the building insurers their opinion, as part of a scheduled revaluation. This information will be fed into a wider discussion over the next coming weeks and months.

Neighbourly Behaviour

The coronavirus pandemic has had an impact on almost every aspect of our lives, and this includes our interactions and relationships with neighbours. We have all heard stories where communities pulled together and looked out for each other, resulting in people getting to better know their neighbours.

However, should you have a problem with a neighbour — when it is possible and safe to speak face-to-face whilst adhering to social distancing guidelines — always try to speak to the person face-to-face and in a non-confrontational manner. Alternatively, pop a polite note into their post box. Politely ask the individual to be aware that their behaviour disturbs you and ask them to refrain from continuing it in the future.

If this approach does not work, please gather evidence of your neighbour's anti-social behaviour using a camera or mobile phone. If the complaint is specifically noise related, use the Noise App. This evidence can then be directly submitted to Norwich City Council. Find out more at: https://www.norwich.gov.uk/info/20302/antisocial_behaviour_asb

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Office Opening Hours

Steve Ryan the onsite cleaner / caretaker has dedicated times when he is available to arrange meter readings, discuss parcel collection lockers / visitor parking or to have a chat.

The opening hours of the office (at the front of Administration Building) are as follows:

Tuesdays and Thursdays: 8:30am to 9:00am

Saturdays: 10.30am to 11.30am

You can also leave a note asking questions in the post box outside of the office door or email: office@sspmcl.co.uk and/or: sspmcl@nrmltd.co.uk.

Please DO NOT Feed the Pigeons

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

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 in secure cupboards only accessible by the caretaker. Email: meterreading@sspmcl.co.uk to request a meter reading.

Parcel Lockers

To enable you to utilise the parcel lockers located in the atrium in the admin building you must register. More information is online here <https://www.sspmcl.co.uk/parcels/>

Multiple residents (leaseholders or tenants) residing in an apartment can register individually so please email the following information to parcels@sspmcl.co.uk:

Full Name:

Apt Number:

Email address:

Water

Pavilion and Administration Buildings

Water in the Pavilion and Administration Buildings is supplied to each property and monitored through bulk meters. Property owners pay water charges as part of their service charge. Tenants in a property on the development are 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 can provide further information regarding this matter.

Ivory Building

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

Please Note: Water usage has been up 20% since March 2020 due to people spending more time at home because of the coronavirus pandemic. We ask all residents to be vigilant and look out for water leaks. Dripping taps and cisterns cause waste usage and can greatly increase bills.

Smoking

Since 2007, the internal communal areas within blocks of flats must be smoke-free by law. Residents who smoke in the internal communal areas can be prosecuted by the local authority and fined up to £200. The communal areas are designated smoke-free premises. Please report anyone you see smoking in communal areas.



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 pet owners have written consent and do not become a nuisance to other residents.

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.

Onsite 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; please contact us if you have any comments.

A 24-hour, 365-day emergency service is available. Please 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
- Fire damage
- Lift failure
- Broken drain cover / gully

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.

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 only one adult occupies the property as their main home, a 25% council tax reduction is available.

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 or call: **0344 980 3333** for advice.

Communal and Satellite TV

An integrated reception system (IRS) is 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 & SkyQ.

You cannot install your own satellite dish or aerial to the building's 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 cannot receive a signal, always retune your receiver or television before emailing: enquiries@sspmcl.co.uk or calling: **01603 952200** for further help or information.



Bins and recycling

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 to prevent attracting rodents. If the bins are full and you have problems disposing of your waste, please contact: enquiries@sppmcl.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.

If you need to dispose of bulky waste, please contact Norwich City Council to arrange for a pre-paid special doorstep collection. If your item is in good condition you can donate it to a charity; many offer a free pick-up service. You

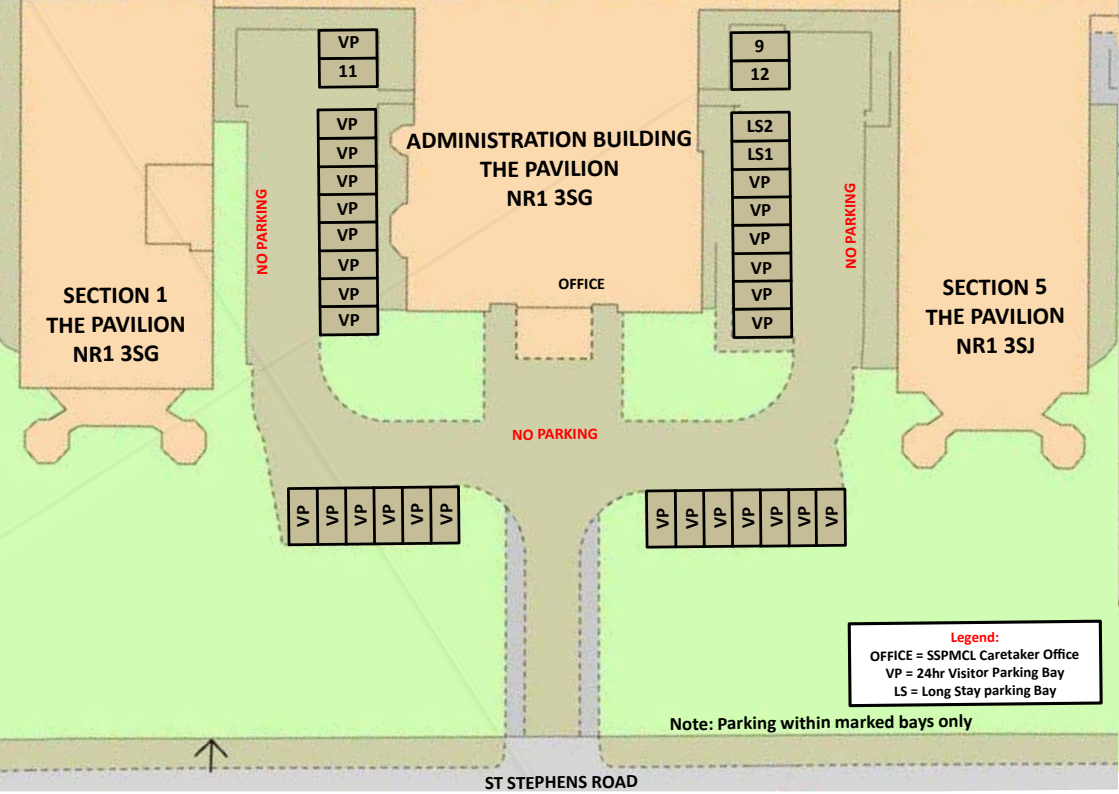
can also recycle items via: www.uk.freecycle.org or take them to Norfolk County Council's household waste recycling centre in Swanton Road, off Mile Cross Road in Norwich.

Building Security

Communal doors are only effective if they are closed and secure; please remember to check the door has shut behind you. If it does not, please report the issue so the door can be quickly repaired.

Never buzz anyone in you do not know — even if they say they are expected by another resident — or let them follow you in.





Resident and 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 a new owner or resident, please ensure you check your permit for the correct bay number linked to your property. Permits must always be displayed. New permits were issued on 30th May 2020.

There is a small visitor parking provision available at the front of the Administration Building on a first-come, first-served basis. To use the visitor parking, it is essential to obtain a visitor parking scratch card. The visitor permit must be displayed — these are valid for 24 hours from the time of scratching-off the details.

More details on resident and visitor parking is available online at: www.sspmcl.co.uk/parking/

Scan these QR codes to get in touch



www.sspmcl.co.uk



enquiries@sspmcl.co.uk



01603 952200