

2020 Service Charge Accounts

Management accounts for 2020 service charges were produced by local accountants Sexty & Co and were reviewed and approved by the Directors at a meeting held in May 2021.

In summary: total expenditure (excluding ground rent) was £432,195 leaving a small deficit of £8,516. The deficit is due to the recent COVID19 pandemic, with more people working from home, meaning that water consumption increased by approximately 20%.

Reserves funds (as of 31st December 2020) stood at £195,679.

Copies of the signed service charge accounts are available at: www.sspmcl.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 2021 AGM and will allow leaseholders the opportunity to ask questions for further clarification.

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@sspmcl.co.uk or call: 01603 952200.

2021 AGM and Leaseholder Meeting

Wednesday 1st December 7pm.

Please register online for the meeting at <https://tinyurl.com/sspmcl-1Dec21>. The deadline for registrations is Wednesday 1st December at 5pm.

Once approved, you will be sent a unique link and joining instructions that will enable you to participate.

Updates from Residential Directors

Disability Access to Administration Building

The installation of the disability access ramp to the front of the Pavilion Building was completed in Spring 2021.

Car Park Gates

A Speed Indicator Device (SID) was installed at the entrance to the car park to accurately measure the speed of oncoming vehicles, displaying this value to the driver. Drivers are reminded the speed on Thomas Wyatt Close is 20mph. SID is considered cost-effective compared to road humps, chicanes, and other more expensive measures, with noise and nuisance being totally absent.

Building Fire Safety / Cladding / EWS1

In early September 2020, the Directors agreed to instruct a Fire Safety contractor to inspect the building and produce a report and EWS1 documentation. The inspection was completed during November 2020, with the contractor's final reports issued in January 2021.

The report concluded that the cladding/curtain walling system (the blue/grey panels on the top sections of the building) does not require any remedial action. The only suggested remediation was to the 32 balconies within the garage area that pose a risk to the occupants. These could be both from the risk of a car fire, from a fire breaking out onto a balcony or from an ignition source on a balcony itself. In addition, the stacked nature of the balconies could provide a risk of vertical fire spread.

As such, the eight groups of these balconies are in the process of having their timber decking replaced. The project started in the summer and should complete by early December 2021. Persimmon (as the developer) have repaid the costs associated with the EWS1 reports and the balcony replacement project in full.

Electrical Safety

All electrical equipment and installations deteriorate with age and use. Therefore, they should be inspected and tested at regular intervals to check whether they are satisfactory for continued use. These safety checks are commonly referred to as 'periodic inspection and testing' and will:

- Reveal if any of your electrical circuits or equipment are overloaded
- Detect any potential electric shock risks and fire hazards
- Identify any defective electrical work
- Highlight any lack of earthing or bonding

Tests are also carried out on wiring and fixed electrical equipment to check that they are safe. Once a periodic inspection has been completed, an Electrical Condition Report (EICR) will be issued.

Please remember that your electricians should be inspected and tested every:

- 10 years for an owner-occupied property
- 5 years for a rented property (new regulations came into force on 1 June 2020)

Note: Local authorities may impose a financial penalty of up to £30,000 on landlords who are in breach of their duties. To find a registered competent electrician go to: www.electricalcompetentperson.co.uk

Smoke Detectors

Smoke detectors are the most effective way of preventing fire at your property. They also provide you with that vital early warning and extra time to escape in the event of a fire breaking out. Test your smoke detector every week to check it is working correctly and note when you need to change the battery. Note: It is best practice to change your smoke detector every ten years.

Front Door of Flats

Your front door is your secret weapon against fire in your block. Helping you and your neighbours, it prevents fire and smoke from spreading to the communal areas, cutting off escape routes and preventing you from exiting the building quickly in an emergency.

It is essential that the main entry door of your property complies with the requirements of BS EN 1634-1:2008:

- It must provide a minimum of 30 minutes of fire and smoke resistance
- It must be fitted with a self-closing device that is never removed
- It must be fitted with intumescent strips and cold smoke seals

Please also ensure that any original internal fire rated doors are replaced with equivalent BS EN 1634-1:2008 fire-rated doors.

7 Tips for Balcony Safety

Being safe outside your property is just as important as being safe inside. So, if you have a balcony, here are seven tips to help keep you safe:

- Never lean over, sit, or climb on the balcony railings
- Do not try to pass items to someone on another balcony
- Do not climb from one balcony to another
- Never stand on balcony furniture
- Take extra care on balconies after drinking alcohol as your judgement may be affected
- BBQs are not permitted on balconies
- Fuel cans, gas canisters or any other combustible materials (cardboard boxes, rubbish bags) are not to be stored on your balcony

Empty Properties

If you need to leave a property empty for a continuous period of more than 28 days, please arrange for someone to visit the property each month. Whether a family member, friend or letting agent, they will need to inspect the property and completely turn off the water supply.

Communal Areas and Storage

We have a legal duty to make sure that we reduce the risk of fire in communal areas and make it as easy as possible for residents to escape in an emergency.

There are a few things you can do to help:

- Don't obstruct the communal areas, as these are often the fire escape route for the block
- Don't prop open fire doors in communal areas
- Don't clutter the stairs, corridors and landings with personal items or things that can be set alight easily
- Don't store prams, bicycles, or mobility scooters in communal areas
- If you see anything in the communal areas that shouldn't be there, remove it or tell us
- Don't store flammable materials in cupboards that have electrical circuits
- Put all rubbish in the bins provided. Please don't leave it lying around in the refuse area as this can easily be set on fire

Finally, please ensure that you are familiar with fire action notices, evacuation instructions and escape signage located within the communal areas of your building.

Further Information

Please read the 'Fire Safety in The Home' leaflet for further useful advice on preventing fire in your property. <https://www.gov.uk/government/publications/make-your-home-safe-from-fire>

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

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.

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.

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 18% 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.

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.

Please DO NOT Feed the Pigeons

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

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.



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.

Cleaner / Caretaker (Onsite Hours)

Monday to Friday: 7am to 5pm

Saturday: 7am to 11:30am

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@sspml.co.uk and/or and/or_sspml@nrmltd.co.uk.

Greeting Cards of The Pavilion Available For Sale



Greeting Cards featuring watercolour paintings by Norfolk Artist Martin Sexton

Note: Greetings Cards are blank inside for your own message

Available For Sale via Steve Ryan (St Stephens Pavilion Cleaner / Caretaker)

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

Saturdays: 10.30am to 11.30am
from Office (at the front of Administration Building)

Cost £2 each

Note: Profits from sales of Greeting Cards to East Anglian Air Ambulance & Big C Cancer Charities



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@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.

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.

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:

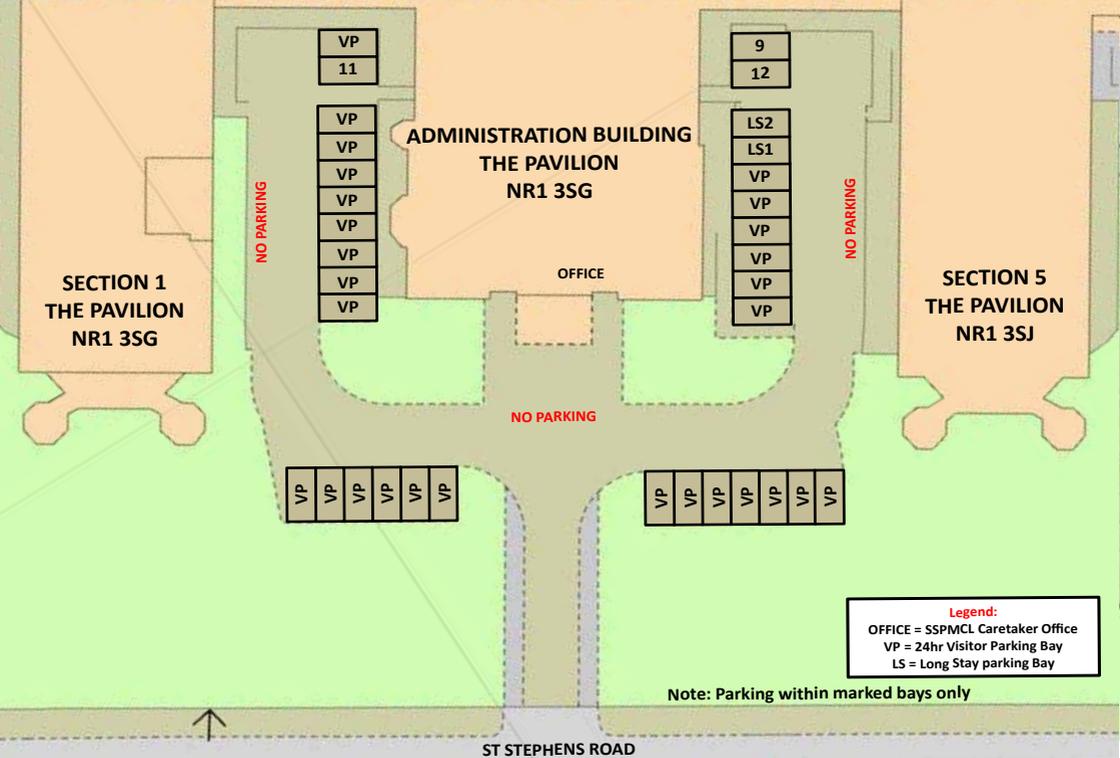
- Full Name:
- Apt Number:
- Email address:

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

Items accepted in the bin:

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



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