

# ST STEPHENS PAVILION MCL NEWSLETTER

## Residential Control

Following the 11 Jan 17 EGM, St Stephen's Pavilion MCL (SSPMCL) is now in residential control. Moving forward the residential directors of SSPMCL will assume responsibility on behalf of all leaseholders to ensure proper management of the property and to carry out the wishes of the majority of members expressed at members' meetings. SSPMCL currently has 4 residential directors these are Jim Atkinson, Penny Field, Clayton Hudson & James Rollinson. Directors have formal board meetings monthly where they discuss the ongoing management and maintenance of the buildings.



## 2017 Service Charges

The budget for the service charge is set annually, typically during November, in consultation with the directors. Service charge bills for the year ahead are then issued to property owners during December. The service charge is due in full as per the lease on 1st January.

This year's budget was set and approved prior to residential control.

If you experience difficulties paying your service charge please contact us directly either via email [enquiries@sspmcl.co.uk](mailto:enquiries@sspmcl.co.uk) or call **01603 952200**. It is always better to discuss any difficulties, rather than hoping they will go away if you ignore them.

Now the development is in residential control the newly appointed directors will be looking closely at all planned expenditure before setting the 2018 budget later in the year.

## Welcome to your newsletter

This newsletter provides you with information on the day-to-day 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**



## 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**

## AGM & Leaseholder Meeting

Wednesday 29th March 18:30hrs  
Chapelfield Methodist Church,  
Chapelfield Road. NR2 1SD



## Community Café

The Chapel, which is now part of the wider Fellowes Plain estate, is now open as a community café from 11am-2pm (Mon-Fri) as well as being used to host community activities, including a choir and a parent and toddler group. Other activities are being organised following consultation with the local community. Feel free to drop in and meet the team who are also looking for local volunteers.

### Find out more at

[www.facebook.com/StStephensNorwich/](http://www.facebook.com/StStephensNorwich/)  
[www.ststephensnorwich.org/](http://www.ststephensnorwich.org/)  
chapel@ststephensnorwich.com or  
call 01603 617697



## 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.**



## 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**.



## 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.



## 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.

Every effort is made to keep the bin stores secure, but on rare occasions there are times when non-residents manage to gain access. You are advised to take care when disposing of personally sensitive material such as bank statements by shredding personal paperwork.



## Parking

Parking is managed and enforced by Norwich Traffic Control. You can contact them directly on **01603 506061** or [office@norwichtrafficcontrol.com](mailto:office@norwichtrafficcontrol.com)

Residents have an allocated bay for their property and should clearly display their parking permit. 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 from the caretaker's office.

## Council Tax

Your local council is Norwich City Council (NCC). All residents are responsible for payment of their annual council tax bill direct to 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.

## 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.



# Major Works

## Administration Building

The managing agent issued Part 2 notices (referred to as the Statement of Estimates) as part of the Section 20 consultation process to all leaseholders in early January 2017 (prior to residential control) about the proposed major works to the administration building. Now that SSPMCL is in residential control the directors are reviewing the documentation and are planning to arrange a meeting with the Quantity and Building Surveyors. A further update will be provided at the AGM meeting on 29th March 2017. The directors' intention is still to start the works in 2017, however given the proposed costs of the planned works (~£310k) it's sensible the newly appointed directors complete a period of due diligence.



## 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.



## 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.



## Water

### 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 through individual meters. Anglian Water manage your meter readings. All property owners/tenants are responsible for paying their water bills direct to Anglian water.



## 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.

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