

Residents' Handbook

BRIGHTON
MARINA

RESIDENTIAL MANAGEMENT COMPANY LTD

• Orion & Sirius, The Boardwalk



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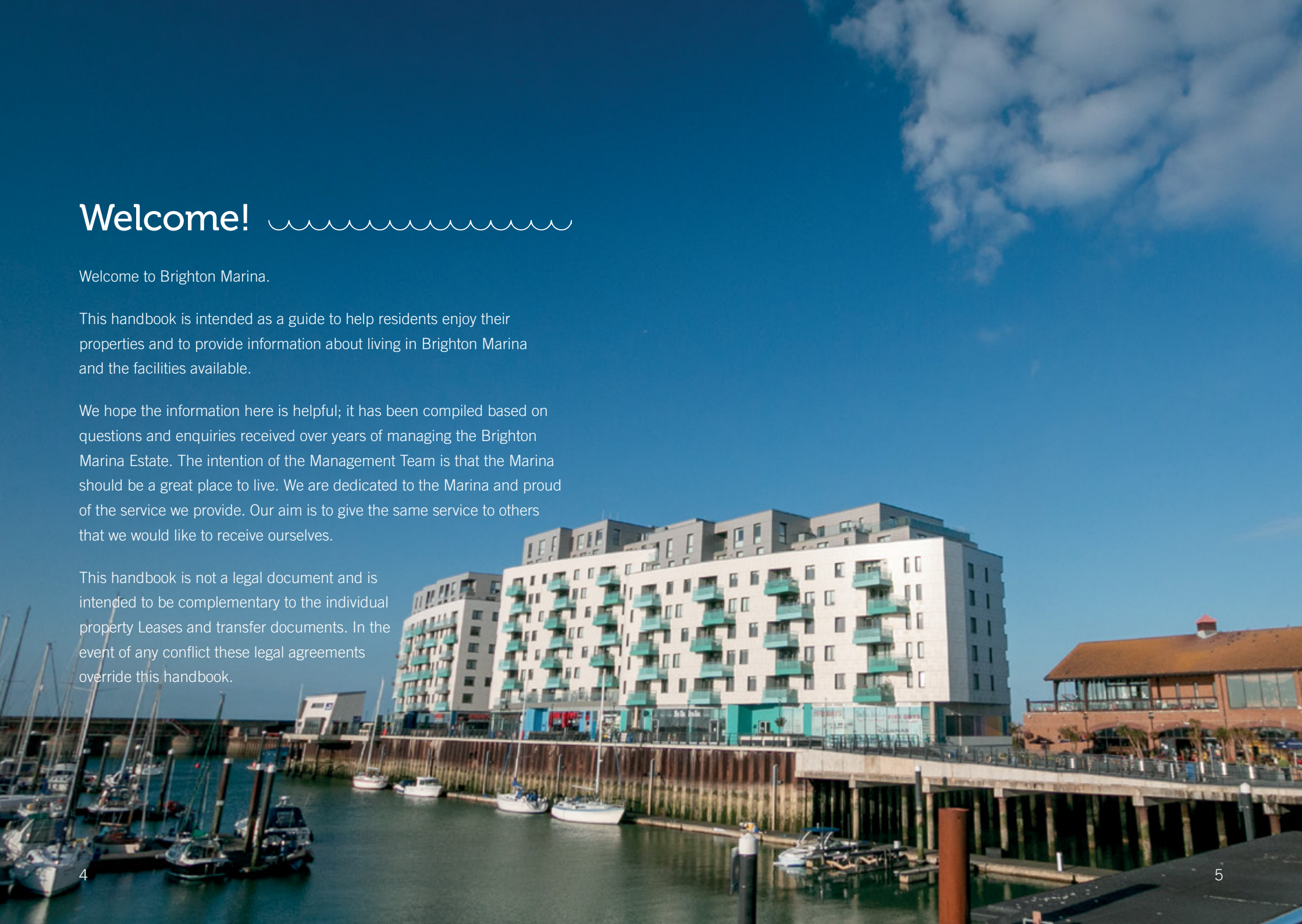
Welcome!

Welcome to Brighton Marina.

This handbook is intended as a guide to help residents enjoy their properties and to provide information about living in Brighton Marina and the facilities available.

We hope the information here is helpful; it has been compiled based on questions and enquiries received over years of managing the Brighton Marina Estate. The intention of the Management Team is that the Marina should be a great place to live. We are dedicated to the Marina and proud of the service we provide. Our aim is to give the same service to others that we would like to receive ourselves.

This handbook is not a legal document and is intended to be complementary to the individual property Leases and transfer documents. In the event of any conflict these legal agreements override this handbook.



Contact us

The Marina Management Team is based in the Administration Office, in the heart of the Marina next to the vehicle barriers on the Strand Road. We are open Monday – Friday, 9am-5.30pm.

Telephone: 01273 628627

Postal address:

Brighton Marina Residential Management Company Limited,
Administration Office, Brighton Marina, Brighton, East Sussex BN2 5UF.

Email:

For general and accounts enquiries: **enquiries@brighton-marina.co.uk**

To report matters needing maintenance attention:

report@brighton-marina.co.uk

We have a Residential Portal for our Marina residents which is:

<http://portal.brightonmarina.co.uk/>

Please take full advantage of this facility where you can report and track maintenance matters affecting your block, receive news and information about the Marina and your block, access information, contact the management company and view and pay service charge invoices online.



Security

We regard your security and that of your property as being of paramount importance. Security staff are on hand 24 hours a day, 7 days a week, 365 days a year. We have at least 3 members of security staff on duty at any time. The security officers are responsible for covering all areas of the Brighton Marina Estate. As well as physical patrols, there are also over 100 CCTV cameras in strategic locations around the Marina. These are monitored and also recorded.

If you require assistance from Security at any time, day or night, telephone **01273 693636**, or in an emergency telephone **01273 818875**.

The Security control room may also be contacted by email at **securitycontrol@brighton-marina.co.uk** .

If you are concerned about something which you see occurring, please try and call the Security office at the time of the occurrence, rather than after the event.

Please see middle pages for site map, Security is located next to the Asda petrol station.

Emergency Message Service

We operate an emergency text message system allowing us to inform residents of emergency incidents affecting the Marina. If you would like to be included in this messaging service, please send your mobile number and address at the Marina to **report@brighton-marina.co.uk** with the subject 'text alert' and we will add you to the system.

Emergency Key Holding Service For Property Owners

The security team can hold a set of keys for you to use in emergencies, such as if you lose your keys. Keys are held against a code number and will only be released if the code is quoted. Contact the Security Office if you would like to take advantage of this service.

Key Safes at Security

Key safes are available for renting at the security office for a small annual charge. These are ideal for keys that require regular access. Please contact the Administration Office for details and an application form.

Vulnerable People List

Our Health, Safety & Security Manager keeps a confidential list of vulnerable people living on the Marina. People on the list have identified themselves to be vulnerable and the purpose of the list is so that in the case of an emergency incident, for example a fire in a building, especial attention can be given to any vulnerable people. If you would like to be on the list please contact our Health, Safety & Security Manager, Stuart Swain, in confidence. **stuart@brighton-marina.co.uk**



About the Marina

Brighton Marina was constructed on a site in the open sea; an incredibly ambitious project which was the brainchild of a Brighton businessman, Henry Cohen. Through the 1960s plans were drawn up, a public inquiry was held and the Brighton Marina Act was passed by Parliament in 1968. The infrastructure of the Marina was constructed in the 1970s and the development was opened by Her Majesty the Queen in May 1979.

Development of the Marina has continued decade by decade resulting in the Estate we see today, with a harbour for 1400 yachts, 1000 residential properties and a wide range of restaurants, shops, leisure and business tenants.

Although the Brighton Marina Company are the Landlord for the whole estate, there are different companies responsible for the various parts of the Marina.

Brighton Marina Estate Management Company are responsible for maintaining the infrastructure of the Marina and for services that are shared by all the users of the Marina.

Brighton Marina Residential Management Company are responsible for management of all the residential houses and apartments of the Marina.

Premier Marinas operate the berthing and boatyard, further information can be found at www.premiermarinas.com or their contact number is: **01273 819919**.

Land Securities (through their agents, Savills) manage the majority of the retail, restaurant and leisure areas. Further information can be found at www.brightonmarina.co.uk

Fire Safety

This section contains important information relating to the Fire Safety measures both in the Sirius & Orion buildings and within your apartment. We encourage you to take time to read the contents.

The following information provides you with all relevant information for you to be aware of the Fire Safety measures that exist at Sirius & Orion. We have provided information on measures that you can adopt to ensure that you, your family, and your neighbours are kept safe and secure and are aware of what you need to do in the event of a fire in the building. It is a requirement of the Fire Safety (England) Regulations 2022 that we provide you with fire safety information and instructions.

1. Action in the event of a fire

The residential areas of Sirius & Orion have been designed with a 'Stay Put' evacuation strategy. There is not a fire alarm system for evacuating residents of the building. There are individual smoke alarms in each apartment to alert residents to a fire in their apartment.

The 'Stay Put' strategy is based on the building being designed and constructed so that a fire will be contained within one apartment and there is no immediate need for people to evacuate the other apartments. It also allows for vulnerable and less able residents to remain in a place of 'relative safety' until such time that either the fire is extinguished, or the Fire Service can facilitate their escape.

The 'Stay Put' policy follows simple guidelines; occupants of an apartment where fire has broken out must evacuate the premises and summon the Fire Service.

If a fire occurs in a common area, (such as a staircase or lobby) any persons in that area should leave the building and call the emergency services.

The remainder of the building's occupants remain in their apartments, unless directed to leave by the Fire Service.

It must be stressed that residents in surrounding apartments may wish to evacuate the premises in any case, and of course, should not be prevented from doing so.

If Fire Breaks Out in Your Home:

- Leave the room where the fire is straight away, then close the door.
- Tell everyone in your home and get them to leave.
- Close the front door of your flat behind you.
- Do not stay behind to put the fire out.
- Call the Fire Service on 999.
- Notify the Marina Security Office on 01273 818875.
- Wait at the assembly point at the North end of the Boardwalk, near the Sirius 2 entrance.



Fire Assembly Point

If You See or Hear of a Fire in Another Part of The Building:

The building is designed to contain a fire in the flat where it starts. This means it will usually be safe for you to stay in your own flat if the fire is elsewhere.

You must leave immediately if smoke or heat affects your home, or if you are told to by the Fire Service. **If you are in any doubt, get out.**

If you discover a Fire within the Common Parts of the Building:

- Raise the alarm by shouting FIRE, FIRE, FIRE.
- Leave the building by the nearest exit and wait at the assembly point at the North end of the Boardwalk, near the Sirius 2 entrance.
- Call the emergency services on 999
- Notify the Marina Security Office on 01273 818875.
- Do not stop or return to collect personal belongings
- Close any doors behind you without delaying your escape
- Return to the building only when authorised to do so by the Responsible Person or attending Fire Officer

On arrival of the emergency services, the person who contacted them should make themselves known and provide relevant information.

They may be asked:

- 1. The location of the fire**
- 2. The nature of the fire**
- 3. If anyone is known to be missing or trapped inside.**

Marina Security Officers will also be in attendance and liaise with the emergency services.

If the building cannot be re-entered, they will initiate an emergency plan including an emergency rest centre for building occupants.



2. Fire information about your building

- All the apartments were equipped with smoke alarms at construction, these must be kept in good working order, tested regularly and replaced should they pass any indicated expiry date.
- Apartment front doors are fire doors and are fitted with self-closers which must not be removed and maintained in working order. The front doors should be kept closed and not propped or left open. It is good practice for fire safety to close apartment Internal doors at night, especially to the kitchen area.
- All common parts of the buildings and service cupboards in the common parts must be kept clear at all times. Any items left in these areas are liable to be removed without notice.
- The corridors of the buildings are fitted with smoke detectors. When activated, these turn on extraction fans to remove smoke from the corridors. The detectors also trigger an alarm in our Security office on activation.
- The residential common parts of the buildings do not have a common fire alarm system to evacuate the buildings.
- The Car Park beneath the buildings and the ground floor commercial premises have fire detection and call points to raise the alarm in the event of a fire. The car park is designed with an alarm system and has an immediate evacuation policy in the event of a fire.
- The apartments have 'Nuairé' ventilation systems. In the event of a fire causing a lot of smoke outside the buildings then this system could draw smoke into the apartment and should be turned off.

3. Making a household fire action plan

Would you and your household know what to do if your smoke alarm went off in the night? Plan together NOW – include everyone:

- Your escape route out of the building is down the staircase and out of the building at ground floor.
- Keep your escape route from your apartment clear of obstacles.
- Know where door and window keys are kept, especially at night.
- If you discover the corridors filled with smoke or fire – go back inside your apartment and close the door. Blocking gaps in doors with wet towels/sheets will help block the passage of smoke.
- Check that everyone is able to operate keys and locks
- Practice your Fire Action Plan; knowing what to do could save your life.
- Take a few minutes to 'walk' the route with your household
- If you require assistance with making a plan, please contact us to request this.
- Residents remain responsible for ensuring means of escape are suitable for any mobility impaired residents. However, if a resident requires assistance in an emergency, they should ensure that we are made aware so a Personal Emergency Evacuation Plan (PEEP) can be created.

4. Raising concerns

If you have any specific questions or concerns regarding fire safety in Sirius & Orion, please raise them with us either by email to **enquiries@brighton-marina.co.uk** using the subject line 'Fire Enquiry,' or by telephoning during office hours on 01273 628627. In an emergency, always call the emergency services on 999.

Balcony Risks

The main cause of balcony fires are 'Careless disposal of smoking material' and 'Barbeque misuse'.

Barbeques on balconies are not allowed due to the nuisance caused to nearby neighbours and the fire hazard they pose.

Careful consideration should be given to what is stored on a balcony to reduce the risk of combustible material. You should also be aware of your neighbours below you. Glasses or bottles or anything heavy falling off a balcony can inflict serious injuries.



Water Safety

Deep water is always present at the Marina and because it is a harbour there are some areas where there are no fences on the water edge. Parents of young children in particular must be aware of the proximity of deep water and are responsible for the safety of their children who should always wear life jackets when close to water.

Fishing and Swimming are prohibited in both the inner and outer harbour. Fishing from the Breakwaters is controlled by a franchisee on payment of a fee. More details on fishing at the Marina can be found at www.thetackleboxbrighton.com



Transport

Bicycles

Residents may park roadworthy bicycles in the bicycle racks located on level B1. Bicycles must not be taken into the common ways of the apartment blocks.



We do advise using two locks when locking your bike, please see www.cyclinguk.org on further advice on securing your bike.

Bicycles which are abandoned and not roadworthy may be removed for disposal.

Brighton Bike Share Scheme

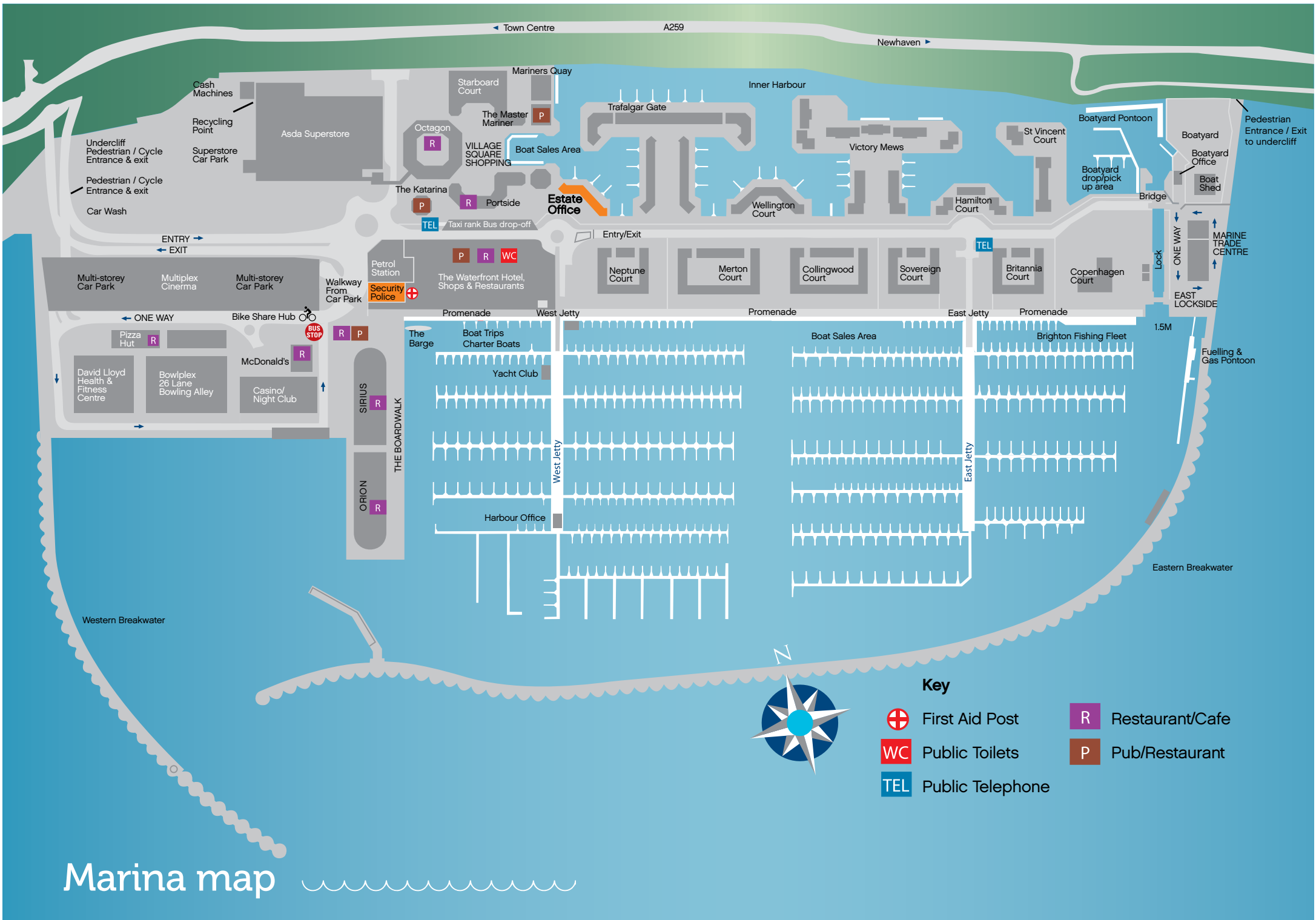
A hub for the Brighton Bike Share Scheme is located to the south side of the multi-storey car park. Details of the scheme can be found at <https://beryl.cc/>

Buses

Several bus routes serve the Marina. The frequent service to Brighton City centre and the railway station is no. 7. The bus stop is at the West end of the Marina next to McDonalds. Full details of which buses service the Marina can be found at www.buses.co.uk






Car Club

Enterprise car club have vehicles located on the Marina. Details of membership can be found at www.enterprisecarclub.co.uk



Marina map

Key

-  First Aid Post
-  Public Toilets
-  Public Telephone
-  Restaurant/Cafe
-  Pub/Restaurant

Parking

The Car Park beneath the boardwalk is exclusively for the use of residents who have purchased a licence to use a parking space. Residents who have purchased a parking licence are issued with a fob that opens the shutter allowing vehicle access to the car park and a permit that must be clearly displayed in the windscreen of any car that is parked in the car park. The car park is monitored by CCTV and patrolled by the Marina Security Guards. Some spaces in the car park are allocated to specific properties. These spaces are clearly signed and should only be used by the resident to whom they are allocated.

If you wish to purchase an annual parking licence please contact the Administration Office to enquire on availability, and for an application form.

At the time of writing additional parking spaces are available if needed in the multi storey car park, subject to the terms and conditions displayed. The advertised 4-hour limit is not currently applied to residents.

Visitor Parking

There is no visitor parking in the Boardwalk Car Park.

Residents' visitors may park in the main Marina Multi-Storey Car Park, subject to the terms and conditions displayed.

The Marina does not have visitor parking facilities for high-sided vehicles.

Being a good neighbour

Many of the properties on the Marina are very close to one another. This means that it is important for everyone to be considerate of their neighbours so as not to cause a nuisance. The following are things that we have found often cause tension between neighbours:

Noise Nuisance

Everyone living on the Marina has contractually committed not to cause any noise audible outside their property between the hours of 10pm and 8.30am.

It is obviously essential that care is taken to avoid disturbance to neighbours. Loud music or doors banged late at night can cause great annoyance. In the event of continued and serious disturbance the following action should be taken:

- 1) Contact the Marina Security Office on 01273 693636 at the time that the disturbance is occurring. They will attend and deal with the immediate problem.
- 2) Should the problem recur, continue to contact the Marina Security Office when it is happening, but also write to the Administration Office detailing your complaint. We will investigate the report from Security. If we find the complaint to be valid we will write to the offending party asking that the nuisance ceases. If the nuisance is not remedied after two written requests, solicitors will be instructed to take action against the offending party. This action could ultimately result in the forfeiture of leasehold property.

Smoking

Smoking in any common parts of the building is against the law.



Pets

Pets may be kept at Boardwalk apartments with the prior written consent of Brighton Marina Residential Management Company. It is the pet owner's responsibility to ensure that their pet does not cause a nuisance. Dogs must be kept on a lead in all parts of the Marina. Obviously dog owners must clean up after their dogs. Dog waste bins are provided and dog owners found not cleaning up after their dogs are liable to be fined under the Marina byelaws.

Common Areas

It is not permitted for any item of any nature to be left in the corridors, stairwells or other common parts of the buildings. Cleaners have instructions to dispose of anything left in these areas.

There are no common areas within the properties and The Marina which are suitable for ball games and they should not be played in the car park or roadways. Please remember, if you have children you are responsible for ensuring that they do not cause a nuisance to your neighbours.

Access

Entrance doors to the common ways of the Boardwalk are operated by a proximity fob. This opens the door at ground level, as well as the doors into the stairwell from the Car Park and the pedestrian/bicycle entrance to the Car Park. The fobs are individually identifiable and if you lose yours you should contact the Administration Office, from whom a replacement can be purchased. The lost fob can also be cancelled. If you have

purchased a licence to use a space in the car park, then you will receive a separate fob to open the shutter for car access to the car park.

There is an intercom at the entrance door, allowing visitors to call your apartment and for you to open the door to let them into the building. Please ensure that you never open the door unless you are sure of the identity of the person that you are admitting.

Balconies and Terraces

The lease prohibits keeping any item on any balcony or terrace. This is enforced against anyone placing, keeping or storing items such as barbecue equipment, outdoor heaters, trellises (and other extreme ornamentation), kennels, TV aerials/dishes and bicycles on a balcony or terrace. Washing must not be hung out on balconies or terraces at any time. However, no action is taken against a resident who keeps appropriate balcony furniture and planters on a balcony or terrace. No lighting of fires, for barbecues or any other activity, is permitted on a balcony or terrace anywhere on the Boardwalk. Nothing should be thrown from any apartment, balcony or terrace. In particular cigarette stubs must not be thrown from apartments, balconies or terraces.

Mailboxes

Each apartment has their own mailbox, located inside the front door to the building. You are provided with the key for this box. Please ensure that the box is emptied regularly, especially if you are away from your apartment for extended periods. If a parcel delivered for you is left in the entrance lobby, please collect it immediately.

Moving In/Out

When planning your move to The Boardwalk you should contact the Security Office who can give advice on the following essential details:

- Parking for removal vans
- Height restrictions in the car park
- Provision of lift protection curtains to prevent damage to the lift when your goods are being moved. Leaseholders may be held responsible for any damage caused during removals.

Services and Utilities

Water

Your apartment has an individual metered supply directly from Southern Water. Southern Water read the meter and send you invoices periodically. Individual meters are in the service cupboard on your floor near the lifts. If you need access to read your meter, contact our security office who hold the keys and will be happy to assist. Southern Water contact details can be found at: www.southernwater.co.uk

District Heating System

The Boardwalk has a district heating system. A large boiler located beneath the building provides heating and hot water for all the apartments. The system is managed by SSE. Each apartment has a heat meter and you will receive bills from SSE, based on the amount of heat used in your apartment. SSE carry out regular service of the heat exchange unit in your apartment and are responsible for resolving any problems with the common parts of the system. Your lease requires you to enter into an agreement with SSE for the supply of heating and hot water; charges for this service are separate from your service charge. The SSE customer service department can be contacted on 0345 078 3215. You are responsible for the radiators and pipework within your apartment.



Insurance

The Brighton Marina Residential Management Company is responsible for insuring the common parts of the Marina. It also insures the structure and internal common areas of The Boardwalk building. Apartment leaseholders are responsible for insuring their apartment contents. As a general rule fixed items are covered by the building insurance and movable items are covered by contents insurance. (Note that carpets need to be covered by contents insurance.)

There is an excess, currently £100, on the building insurance policy. This means that the first £100 of any claim has to be met by the resident making a claim. Contact the Administration Office if you need to make a claim on the building insurance policy.

A condition of the structural insurance is that properties cannot be left unoccupied for periods longer than 45 days. If they are, claims may be invalid.

A schedule giving details of the Brighton Marina Insurance Policy and confirmation of cover is available upon request from the Administration Office.

Refuse

Domestic refuse must be placed in sealed sacks in the bins provided in the domestic refuse rooms located on the top level of the car park. Refuse must not be left in any other location or on the floor of the refuse rooms. The refuse rooms contain bins for recycling as well as for general waste, and are emptied weekly by Brighton & Hove City Council. Please ensure that you segregate waste into the appropriate bins for either waste or recycling and that your refuse sacks are adequately sealed to avoid spillage and staining on common way carpets.

There is no provision for disposal of bulky items, non-domestic refuse, furniture or appliances in the refuse rooms, these such items should be taken to the Brighton & Hove City Council tip, nearest being located at 185 Wilson Avenue, Brighton, BN2 5PD, or you should arrange for their removal by a suitable waste contractor.

Deliveries

If you are likely to be unavailable when a delivery arrives we recommend that you arrange delivery to a local pickup point. There is an Amazon locker on the Marina, located opposite the Administration Office.

Please ensure you will be in to receive deliveries, unfortunately the Security Office and Administration Office are unable to accept parcels on your behalf.

For delivery of large items, please arrange for these to be taken via the pedestrian entrance to the car park. You should liaise with Security to arrange access for this. For furniture deliveries, please ask your supplier to survey the access to your apartment to ensure that large items will both fit into the apartment and be able to fit through the stairwell and common ways to reach your apartment, before committing to a purchase. Leaseholders may be held responsible for the cost of repairing any damage caused during the course of deliveries to their apartment.

TV aerial system

Apartments at the Marina are all connected to a communal television aerial system which provides digital terrestrial (Freeview), Sky and FreeSat Satellite signals (subject to subscription where applicable). Your home has television points installed and is wired to the communal aerial.

Contact details for Sky are as follows; Telephone: 0844 241 1653,
Website: www.sky.com

The system is also Sky Q compatible, please contact community vision on 01892 722887 to arrange a subscription. If you are already a sky customer, you will need to contact Sky directly to arrange an upgrade.

In order to watch live television legally, you will need to purchase a television licence from TV Licensing. Please note, your television licence doesn't automatically move with you. It's important to notify TV Licensing so they can transfer your licence to your new address. You can contact TV Licensing at: www.tvlicensing.co.uk

Virgin Media

Virgin Media have now installed their TV and internet network on the Marina; deals for Marina residents can be had by calling 0800 952 8056.

Internet

Apartments at the Marina are all cabled for high-speed Internet by Hyperoptic. Contact them directly for details of available services at www.hyperoptic.com . Internet services are also available through your telephone landline in the usual way.

Service Charge

The principle of the Service Charge is that all users of Brighton Marina Estate share the costs of maintaining it. The lease obliges the Landlord and Management Company to provide certain specified services, and the leaseholders and tenants to cover the reasonable expenditure thereby incurred – this is the service charge.

The service charge is collected for the upkeep and running of both the buildings and communal areas of the various residential blocks, and for the Marina Estate as a whole, and is apportioned between various cost centres, covering items relating directly to the residential blocks, referred to as ‘direct costs,’ and items relating to the wider Marina Estate referred to as ‘indirect costs.’

Direct costs cover such matters as general maintenance, repairs, lighting and cleaning of the common areas of the building, as well as a management fee to the Management Company.

Indirect costs cover items which benefit everyone on the Marina Estate, such as security guarding and cleaning and maintenance of the entrance and exit viaduct roads.

Service Charges are payable quarterly in advance on 1st January, 1st April, 1st July and 1st October.

Payments can be made by Direct Debit (Forms are available from the Administration Office), directly into our bank account (Account number 05124328, sort code 01 01 23, please include your property address), via the online Portal, by cheque made payable to The Brighton Marina Residential Management Company or over the phone by debit or credit card.

Reserve Fund

The purpose of the reserve fund is to accumulate, in advance, the anticipated cost of cyclical and high cost works such as external building maintenance and structural repairs. This ensures that all leaseholders and property owners contribute to the cost of major works, not just those who are present at the time the works are carried out. It also avoids, where possible, large one-off bills for leaseholders. The amount of the contributions to the reserve fund is determined by the Management Company and, as with all other service charges, must be reasonable. No contribution made, or any part of the reserve fund, is repayable when an apartment is sold.

Subletting

If you sublet your property it is important that you inform the Management Company of the best contact details in case of an emergency together with that of any managing agent. Subletting agreements must be in the form of an assured shorthold tenancy and it is important that any tenants are familiarised with the contents of this handbook, which should be left in the apartment for reference by tenants.

Brighton Marina Residents Association (BMRA)

There is an active Residents' Association at the Marina. The **BMRA** has been in existence for many years and is of great benefit to the members, particularly in facilitating discussion and communication with the Management Company (from whom the BMRA is independent).

The Association Committee includes a representative from each residential block, as well as Association officers. Delegated members of the Association meet regularly with the Management Company to discuss specific matters, including finance, maintenance, gardening, security and health & safety.

Meetings of the Committee are held approximately every 6 weeks. Further details are available at the BMRA website

www.brightonmarinaresidents.co.uk

Membership enquiries should be directed to the Association Secretary, **membership@brightonmarinaresidents.co.uk**

Maintenance

Responsibilities

As a general principal, items forming part of your apartment and only used by you are your responsibility to maintain. Items that are shared with other users of the building are the responsibility of the management company to maintain. Examples of items that you are responsible for include the electrical, plumbing and heating systems (after the heat exchange unit) in your apartment. Examples of items that are maintained by the management company include the structure of the building, shared drains, entry phone and access system and the shared TV aerial system. Note that the windows and doors and their frames on the exterior of the building are part of the structure and are maintained by the Management Company, cleaning of windows and balcony glazing screens is the leaseholder's responsibility.

Water Leaks

If a leak or overflow should occur in your apartment, you must immediately turn off the water supply to the apartment so as to prevent or minimise damage to your apartment as well as to communal areas and other apartments which may be affected. Report the incident to the Administration Office, or outside office hours to the Security Office.

The water supply to your apartment can be turned off at the isolating valve usually located in the utility cupboard. You should familiarise yourself with the location of this valve. Should you discover water coming into your apartment please alert the Security Office immediately. Telephone 01273 693636.

If you suffer a water leak, please refer to page 32 for details on how to claim on the building insurance.

Alterations

Structural alterations to the apartments are not permitted under any circumstances. Non-Structural alterations to the interior of the apartments are also prohibited under your lease but may be permitted under licence. Please apply to the Administration Office for details of the conditions and procedure for applying for a licence.



Works to apartments

If you are having maintenance works carried out to your apartment, please ensure that all noisy works are carried out during the normal working week i.e. between 8.30am and 5pm, Monday to Friday. Contractors must clear all debris and rubbish away from the Boardwalk and must not leave anything in the common areas or the car park. There are no locations suitable for skips to be placed at the Boardwalk. Contractors should use lift protection curtains (obtainable via the Security Office) when using the lift to transport equipment or furniture, in order to prevent scratching and damage to the lift doors and interior. Contractors must take care when moving equipment or furniture within the lifts and stairs, to prevent damage being caused. The cost of repairing any damage will be recharged

to the resident responsible for the works as it is their responsibility to ensure that their contractors are aware of procedures. Contact the Security Office to arrange for any deliveries necessary to be made through the car park entrance. No fixings can be made into the concrete floor or ceiling slabs of the building: these contain tensioned wires that give the building its strength and drilling into these risks serious structural damage.

Drains

Please ensure that you do not put wet/baby wipes, disposable nappies, or anything else liable to cause a blockage, down the toilets. You may be charged the cost of clearing blockages attributable to you putting these items into the drains.

Brighton Marina Residential Management Company

Office opening hours:

9.00am – 5.30pm Monday to Friday

Telephone: **01273 628627**

General enquiries email:

enquiries@brighton-marina.co.uk

To report maintenance enquiries email:

report@brighton-marina.co.uk

Residential Portal: **<http://portal.brightonmarina.co.uk>**

Postal address:

Brighton Marina Residential

Management Co Ltd

The Administration Office

Brighton Marina

Brighton

BN2 5UF

Brighton Marina Security Office (24 hours)

Telephone: **01273 693636** or in an Emergency: **01273 818875**

Email: **securitycontrol@brighton-marina.co.uk**



Disclaimer

The information in this guide is correct to the best of our knowledge at the time of publication, but may be subject to change. Liability cannot be accepted for errors, omissions or subsequent changes.

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