

Residents' Handbook and Fire Safety Advice

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-5pm.

Telephone: 01273 628627

Postal address:

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

Email: enquiries@brighton-marina.co.uk

Residential Portal

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 building, receive news and information about the Marina and your block, access information, contact the management company and view and pay service charge invoices online. Scan the QR code or visit the above web address to sign up, follow the 'register without key' instructions.



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. 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 077789**.

The Security Office 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.

Security have a defibrillator available in their office. If it is required, call the Security emergency number and an officer will attend with the defibrillator.

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

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.

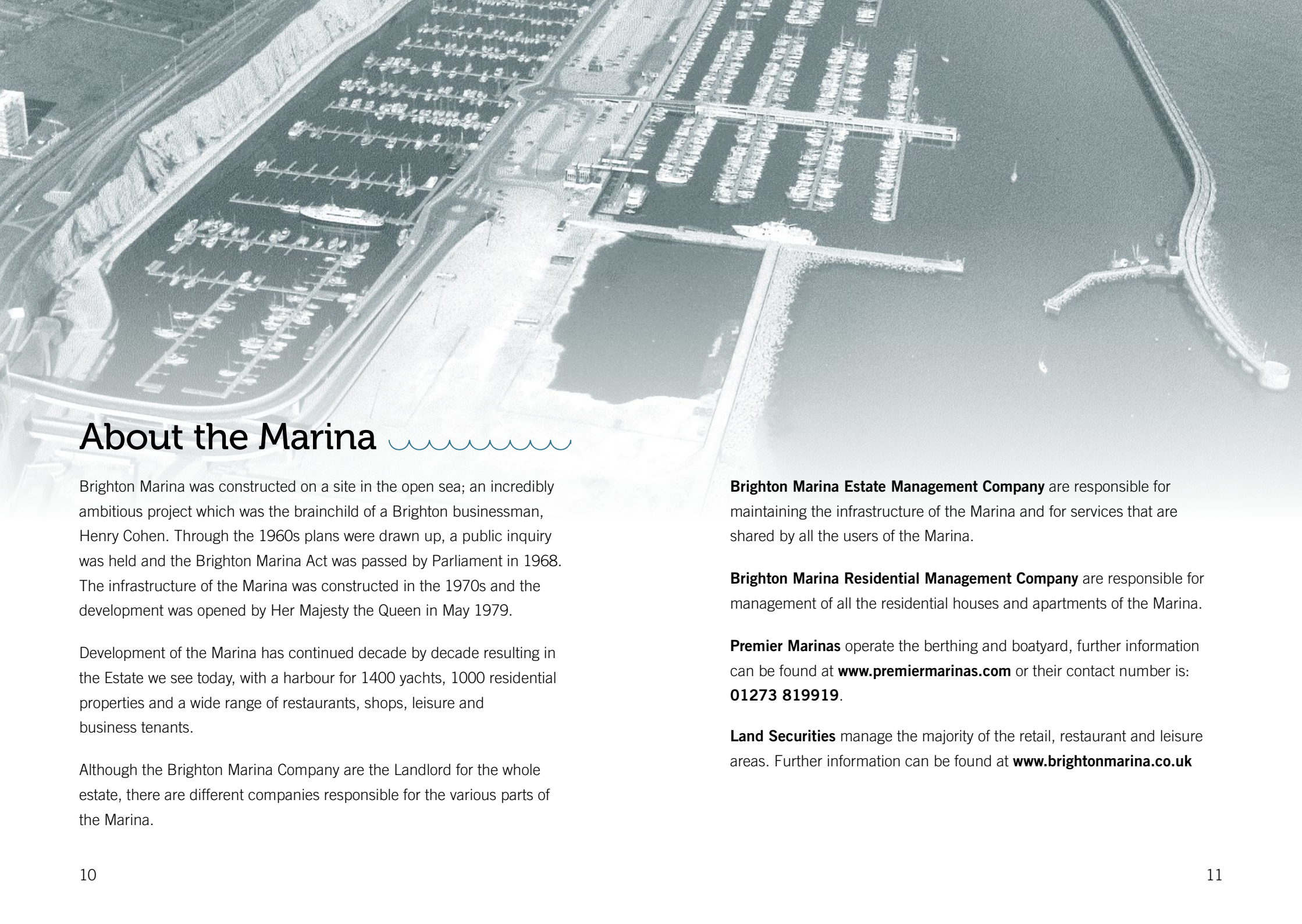
Key Safes at Security

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 Director 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, we can pass on relevant information to the emergency services. We strongly recommend that you deposit a spare key for the property at Security. This prevents the costly expense of door repairs if entry needs to be forced by emergency services. If you would like to be on the list please contact 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 manage the majority of the retail, restaurant and leisure areas. Further information can be found at www.brightonmarina.co.uk

Fire Safety Advice

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 purpose of producing this information is to provide 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.

Action in the event of a fire

The means of giving warning is a fire alarm system with detectors and sounders in all apartments. **You must evacuate immediately if apartment alarms are sounding.**

In your home

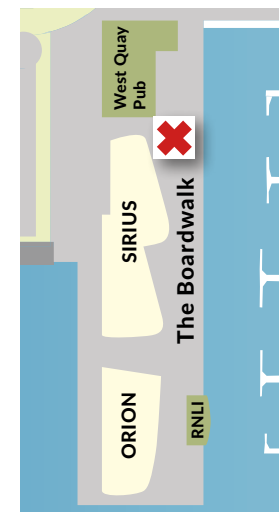
If fire breaks out in your home:

- 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 apartment behind you. Leave the building by the nearest exit.

Fire Alarm Testing

Fire alarms are usually tested every Thursday afternoon between 3pm-4pm. The alarm will sound briefly in your apartment.

- The fire alarm will activate automatically.
- Do not stay behind to put the fire out.
- Call the Fire Service on 999.
- Inform Marina Security on **01273 077789**.
- **Wait at the assembly point at the North end of the Boardwalk, at the top of the ramp down to the West Quay Pub.**



In common areas

What you should do if you discover a fire within the Common Parts of the building:

- Raise the alarm by shouting FIRE, FIRE, FIRE.
- Call the emergency services on 999.
- Leave the building by the nearest exit and evacuate to the front of the property and go to the fire assembly point at the North end of the Boardwalk, at the top of the ramp down to the West Quay Pub.
- Do not stop or return to collect personal belongings.
- Close any doors enroute without delaying your escape.
- Return to the building only when authorised to do so by the Responsible Person or attending Fire Officer.
- If possible, inform Marina Security on **01273 077789**.



Portable heaters

Portable heaters should always stand in a safe place where they can't be knocked over and where they cannot themselves cause a trip hazard. Care should be taken that heaters are not used close to persons to avoid the risk of clothes igniting. They should be kept well away from furniture and soft furnishings, such as curtains and cushions and should not be placed in positions where objects may fall onto them. Heaters should never be placed close to beds or used to dry clothes.

Oxygen safety

Oxygen makes things burn much faster. If you are using medicinal oxygen in your home, you must take extra care to stay safe from fire. Additional special precautions may be appropriate – consult with your local Fire Service or Landlord/Managing Agent for further advice as necessary.

If you have medical oxygen within your apartment we need to know, as this will need to form part of a Residential Personal Emergency Evacuation Plan (RPEEP) so please register this with the Administration Office.

Children

Children, because of their natural curiosity, can be at great risk from fire. You should never leave children alone in a room where there are portable heaters, cookers or an open fire. Keep matches and lighters well out of their reach and never leave children alone in your apartment.

Use of balconies

The fire risk from the building walls means that great care must be taken to avoid fires on balconies.

- Never have a BBQ or other open fire/flames on your balcony
- Never set off fireworks on your balcony
- Do not charge or store electric scooters or ebike batteries on your balcony
- Smoking causes fires. Ensure all smoking materials are fully extinguished and disposed of safely and never dropped from balconies or left on balcony decking.

Use of candles in the home

Over recent years the popularity of candles has increased considerably but so has the number of fires started by them. Candles are often at the centre of birthday celebrations, family occasions, religious festivals and deliberately planned “mood lighting” effects. However, whenever naked flames such as candles and oil/incense burners are introduced into the home additional care must be taken, especially where there may be children present.

General guidance:

- Put them on a heat resistant surface – be especially careful with nightlights and tea lights, which get hot enough to melt plastic. TVs are not fire-resistant objects and can be easily ignited by the heat from a tea-light candle;
- Put them in a proper holder – candles need to be held firmly upright by the holder so they won't fall over. The holder needs to be stable too, so it won't fall over either;
- Position them away from curtains – don't put candles near curtains, other fabrics or furniture. Keep them out of draughts;
- Don't put them under shelves; it is easy to forget that there is a significant amount of heat generated above a burning candle. If you put it under a shelf or other surface it can start a fire;
- Make sure there is at least one metre between a candle and any surface above it;

- Keep clothes and hair away – if there is any chance that you could lean across a candle and forget it's there, then put it somewhere else;
- Keep children and pets away – candles should be out of reach of children and pets.

Corridors and Stairwells

Good housekeeping is fundamental to reducing risk of fire in blocks of apartments. Controlling the presence of combustible materials and ignition sources not only reduces the potential for accidental fires to start and develop in the common parts, it also significantly reduces the scope for deliberate fires and escape routes are free of obstructions that might hinder the evacuation of people from the building and access for fire-fighters.

The unrestricted use of common parts is clearly not acceptable, which is why common parts are managed and residents are not permitted to use them to store or dispose of their belongings or rubbish. No exceptions should apply. This ensures that the common parts are effectively 'sterile' i.e. free of combustible material, ignition sources and obstructions.

Fire Door information for buildings over 11 metres: Sirius and Orion

Your apartment entrance door and communal fire doors are part of the building's fire protection. They help hold back fire and smoke, protect escape routes and give people more time to stay safe.

WHAT YOU MUST DO

- Keep fire doors closed when they are not being used.
- Never wedge, prop or tie open a fire door.
- Do not tamper with or disconnect the self-closing device.
- Make sure the door closes fully into the frame every time.
- Keep communal corridors, stairs and landings clear of belongings and rubbish.
- Allow access when your building manager arranges the annual check of your apartment entrance door.
- Report damage or faults promptly to your landlord, managing agent or housing provider.

DO NOT ALTER YOUR APARTMENT'S ENTRANCE DOOR

Do not replace the door, fit extra locks, drill into it, remove seals, change glazing or add a letterbox or cat flap without written approval.

Poor alterations can stop the door resisting fire and smoke.

QUICK RESIDENT CHECK

You are not expected to carry out a technical inspection. Simply look for obvious problems:

- Does the door close by itself from any open position?
- Does it shut completely without sticking or catching?
- Are the frame, hinges, glazing and letterbox secure?
- Are smoke/intumescent seals present and undamaged?
- Are there visible holes, cracks, warping or damage?
- Is the gap around the door unusually large or uneven?

BUILDINGS OVER 11 METRES INSPECTION DUTIES

In England, the Responsible Person must use best endeavours to check every apartment entrance fire door at least once every 12 months, including its self-closer. Fire doors in communal areas must be checked at least every 3 months. Please cooperate with access arrangements and report defects between inspections.

Apartment front doors

Fire separation between apartments and the common parts is achieved by making each apartment a fire resisting compartment.

Fire doors form a key visible element of this compartmentation and include your own front doors which must be self-closing and with fire seals fitted.

Residents can play a key role in ensuring compartmentation is maintained by ensuring common area fire doors are in working order and not wedged open. Any damage should be reported to the Management Company so that it can be repaired. Note, the central corridor doors are held open by a magnetic system that releases when the fire alarm activates.

Bedtime routine

Many fires in the home start at night. It is therefore prudent to have a bedtime fire safety routine which will help to keep you and your family safe. Here are a few simple things you should consider doing before retiring for the night:

- Switch off and unplug all electrical appliances and heaters which are not designed to be left on. Even if in standby mode, an appliance will still be receiving a power supply which could cause a fire should a fault occur within the appliance;
- Make sure no smoking materials are still burning. Never smoke in bed. Before emptying ashtrays make sure the contents are cold;
- Close the doors of all rooms.

Electricity supply, electrical and other heating appliances

Many fires in the home are reported each year as being caused by electrical faults, accidents or by misuse of electrical equipment. This section looks at the main electrical hazards in your home and explains how you can stop fire starting.

Electrical appliances, plugs and flexes

When buying new equipment look out for the BEAB Mark of Safety. This means that it has been tested and approved by the British Electrotechnical Approvals Board. Some electrical appliances have been designed to be left on all the time; for example, most DVD players and digital set top boxes. If you are not sure about whether you have appliances which can be left on, check with the manufacturer or the shop where you bought them. All other electrical appliances should be switched off and unplugged when you are not using them. Never leave them on overnight. Use a three-pin plug which conforms to the British Standard and carries the kite mark. Never remove a plug by pulling the flex, always grip the plug.

Always maintain your equipment as per manufacturers recommendations and to replace or repair any faulty items.

Extension leads and adaptors

- Overloading a socket by using several adaptors can cause it to overheat and catch fire;
- Use a good quality bar type adaptor rather than a block adaptor;
- Only use one adaptor per socket;
- Don't allow the total current used by the appliances plugged into the adaptor to add up to more than 13 amps of current altogether or 3000 watts of power. This means you should never run more than one appliance that uses a lot of current, such as a kettle or television from one socket.
- Some reel type extension leads are not designed to be used unless they are fully unwound or can only be used with lower power appliances, check the instructions, otherwise it can overheat and catch fire.

Wiring

- Look out for warning signs of dangerous wiring;
- Hot plugs and sockets;
- Fuses that blow for no obvious reason;
- Lights flickering;
- Brown scorch marks on sockets and plugs.

If you notice any of these danger signs, arrangements should be made for the issue to be repaired. If you are a tenant, please contact your managing agent or landlord so that they can take appropriate remedial action. If you are an owner-occupier, please arrange for a qualified electrician to investigate and resolve the issue. Your landlord must arrange for these inspections be carried out if you rent your home.

Smoke & Heat Alarms

Within Sirius & Orion apartments there are heat detectors and sounders for the main building fire alarm system. These are tested and maintained by the Management Company.

There are also smoke and heat detectors that sound only within the apartment and are the resident's responsibility to test and maintain. Please ensure that you test these monthly and replace batteries as required. If they are the original units installed at construction, they will be around 10 years old and should be replaced.

Residents requiring assistance to vacate in an emergency

Vulnerable persons who require assistance in an emergency should ensure that the Management Company are made aware so as a Residential Personal Emergency Evacuation Plan (RPEEP) can be created. Please contact us in confidence at enquiries@brighton-marina.co.uk or on 01273 628627.

Planning your escape route

Every year the Fire Service is called out to numerous fires in the home. Every year people die in these fires or are injured. If a fire occurs in your apartment, your chances of survival will depend on how quickly and safely you are able to get out.

If a fire occurs in your home you may have to get out in dark and difficult conditions. Escaping from a fire will be a lot easier if you have already planned your escape route and know where to go. Make sure that your planned escape route remains free of any obstructions that could trip you and that the route from the apartment to outside is known. Everyone in the household should be made aware of the escape route.

Re-entering the building

The building should only be re-entered when advised safe to do so by the Responsible Person or Senior Fire Officer.

Note: If the Emergency Services have been called only the Senior Fire Officer can confirm the building is safe to re-enter.

What to do if you're cut off by fire

It may not be easy, but try to remain calm, saving your energy may help you to survive;

- If you are prevented from getting out because of flames or smoke, close the door nearest to the fire and use towels or sheets (preferably wet) to block any gaps. This will help stop smoke spreading into the room;
- If a fire downstairs is preventing you from escaping from the building it is advisable to gather everyone into one room, if that is possible, ideally a room which has an opening window and a telephone. Call 999 or 112 and summon the Fire Service. If possible, try to place as many closed doors as possible between you and the fire;
- Go to the window, open it and try to attract the attention of others by shouting or waving, it is important that the Fire Service is called as soon as possible and if you have not been able to do this yourself then you will need others to do it for you quickly;
- If the room becomes smoky, go down to floor level, it will be easier to breathe because the smoke will rise upwards.

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.

Mandatory Occurance Reporting

As part of the Building Safety Act 2022 building owners and managers must provide a clear way for residents to report safety issues. What should you report:

Fire Safety Risks: Issues that could cause the rapid spread of fire or smoke through the building.

Structural Failures: Major defects or failures in the physical structure of the building.

Please report any serious safety concern directly to the Administration Office, by phone, email or, by scanning the QR code and using the specific form.



If the issue meets the threshold, the Management Company must notify the Building Safety Regulator (BSR) with a notice immediately, followed by a full report within 10 days. The Management Company must inform you of the outcome and share safety findings if a serious risk is confirmed.

This is not to be used for day-to-day issues, these should be raised via the portal or by contacting the Administration Office.



Marina map

Security 01273 693636	Hot drinks	Supermarket	Hotel
Restaurant Cafe	Cinema	Cycling	Bowling
Pub/Bar	Pharmacy	Pedestrians	Cash point
Car park	Bus stop	Defibrillator machine	Recycling
First Aid	Bus drop-off only	Post box	Car wash

Premier Marinas:
01273 819919

Administration Office:
01273 628627

Commercial Management:
01273 818504

Balcony Risks

The main cause of balcony fires are 'careless disposal of smoking material' and 'barbecue misuse'.

Barbecues on balconies and terraces 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

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 security officers. 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. Electric vehicle charging via Pod Point is available here for licence holders only.

If you wish to purchase an annual parking licence or sign up to use the electric charging points please contact us at:

enquiries@brighton-marina.co.uk

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

The lease specifies that consent is required from the Management Company to have a pet reside in the flat. Be it a dog, cat, reptile, bird or any other animal. Please contact the Administration Office for an application form, a pet licence will then be issued. These licences are valid for 12 months, and there is an administration fee of £50.00 including VAT, per licence, per annum. The licence can be revoked if the clauses within it are not adhered to.

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, ensure 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, setting off of fireworks, 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.

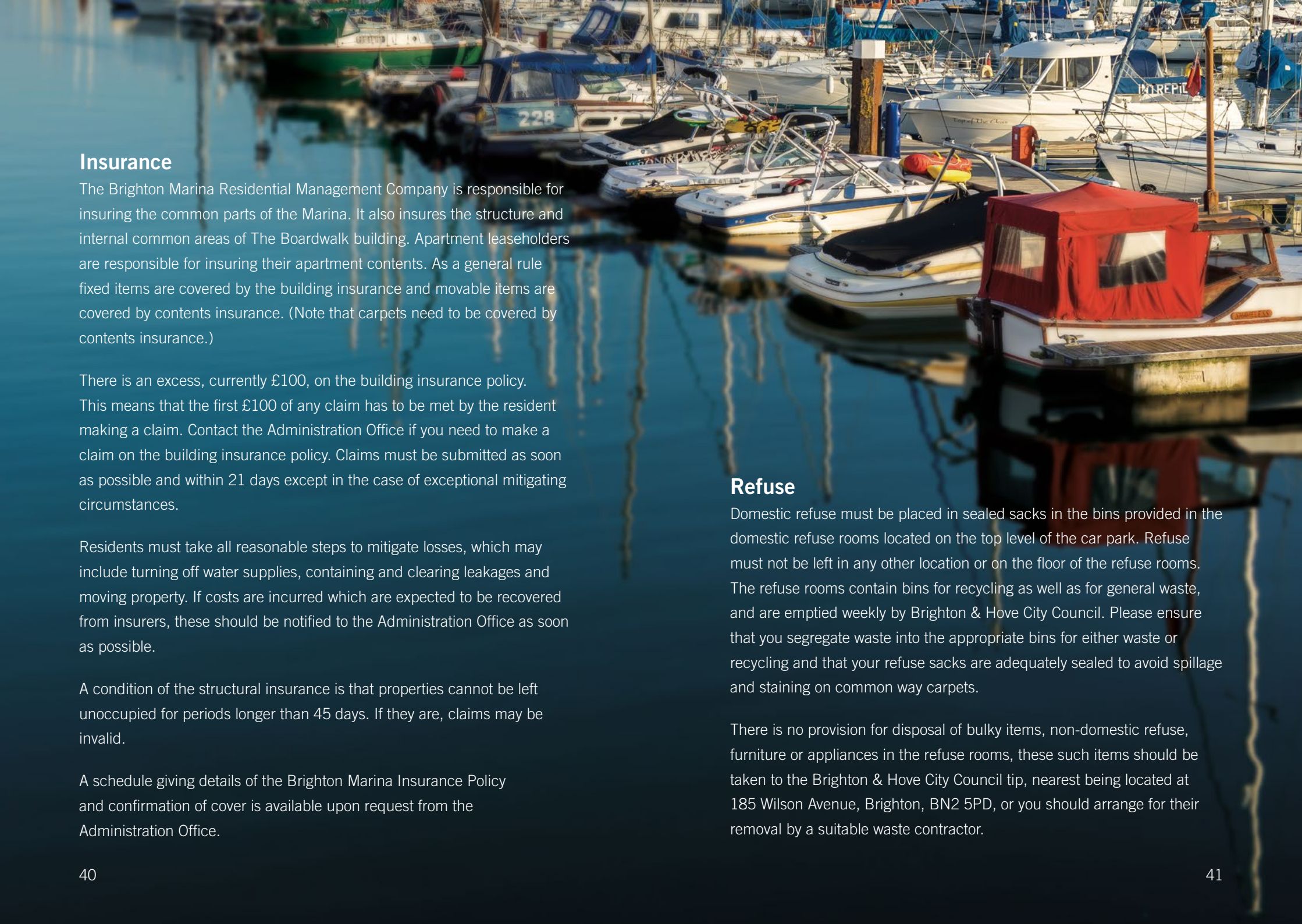
Services and Utilities

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. Leaseholders are responsible for the radiators and pipework within their 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. Claims must be submitted as soon as possible and within 21 days except in the case of exceptional mitigating circumstances.

Residents must take all reasonable steps to mitigate losses, which may include turning off water supplies, containing and clearing leakages and moving property. If costs are incurred which are expected to be recovered from insurers, these should be notified to the Administration Office as soon as possible.

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.

Please do ensure you collect any parcels from common ways as soon as possible to reduce the chance of a theft occurring.

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: **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 0345 454 1111.

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, cleaning, maintenance of the entrance and exit viaduct road and sea defences.

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.

**‘Short Term Lets –
Fire Safety Advice’ from Government:**
*Making your small paying guest accommodation safe
from fire (accessible) – GOV.UK*



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.

Members' meetings, also attended by representatives of the Management Company, are held approximately every 2 months. 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 you discover a leak or overflow from your apartment, you must immediately turn off the water supply to your apartment, to prevent or minimise damage to your apartment, the communal areas and any other apartments.

The water supply to your apartment can be turned off at the isolating valve usually located near the ceiling in the cupboard containing the hot water tank. You should familiarise yourself with the location of this valve.

Please report any leak into or from your apartment to the Administration Office as soon as possible. **If you have an active leak outside of our office hours, call Security on 01273 693636.**

If you suffer a water leak, please refer to page 40 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, car park, bin store or bins. 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 stairwells 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 – 5.00pm Monday to Friday

Telephone: **01273 628627**

General enquiries email:

enquiries@brighton-marina.co.uk

Postal address:

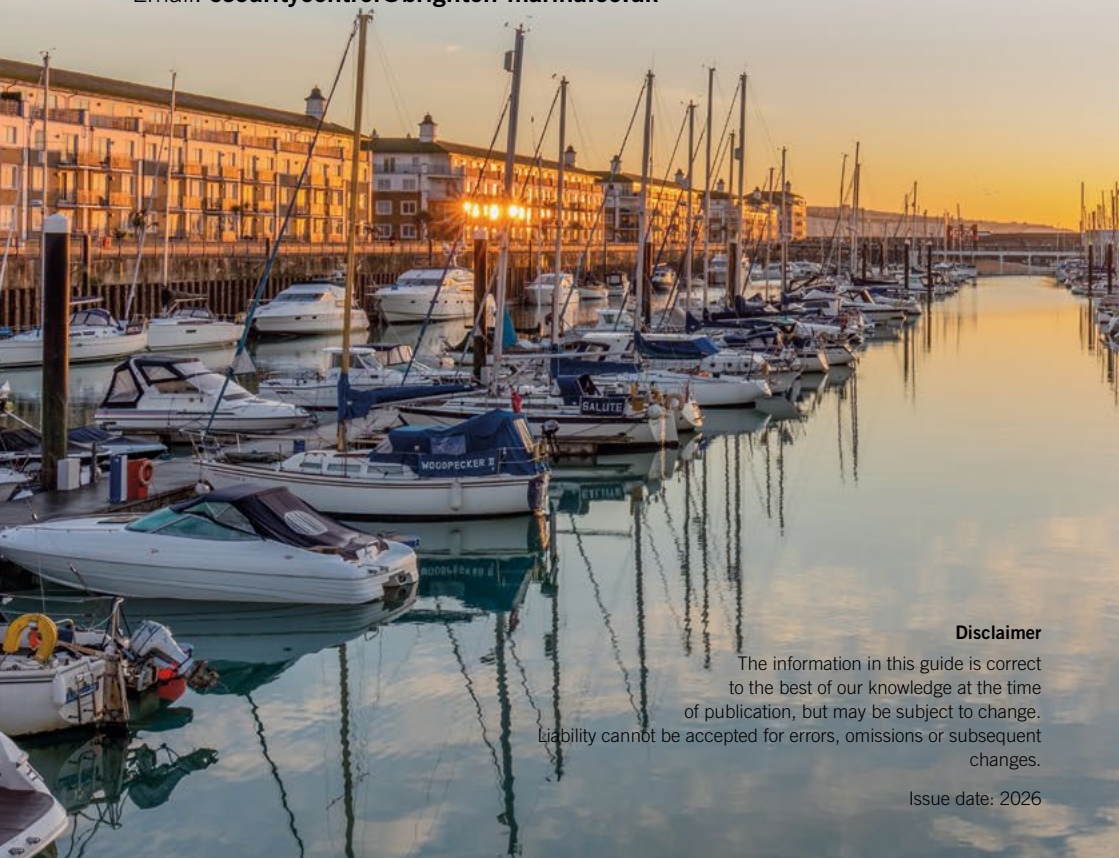
Brighton Marina Residential
Management Co Ltd
The Administration Office
Brighton Marina
Brighton
BN2 5UF

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

Brighton Marina Security Office (24 hours)

Telephone: **01273 693636** or in an Emergency: **01273 077789**

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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