



# Residents' Handbook

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The Boardwalk, Brighton Marina



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## Introduction

Welcome to The Boardwalk at Brighton Marina. This handbook is intended as a guide to help residents enjoy their apartments and to make them aware of some other aspects of living on the Brighton Marina Estate 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. This handbook is not a legal document and is intended to be complementary to the individual property Leases. In the event of any conflict the Lease overrides this handbook.

**This booklet is intended for the use of all occupants of the apartment and should therefore remain in the apartment.**

# Service charge

The basis 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 to cover the reasonable expenditure thereby incurred – this is the service charge.

The service charge is collected for the upkeep and running of the communal areas within the Building and the Marina Estate and is apportioned between various cost centres, covering items relating directly to The Boardwalk, referred to as ‘direct costs,’ and items relating to the Marina Estate as a whole, 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 as a whole, such as security guarding and cleaning and maintenance of the entrance and exit viaduct roads and sea defences.



Service Charges are payable by leaseholders quarterly in advance on 1st January, 1st April, 1st July and 1st October. Payments can be made by Direct Debit, (Payment forms are available from the Estate Office), cheque or directly into our bank account (Account number 05124328, sort code 01 01 23, please include your property reference).

A guide to the Service Charges is available from the Management Company.

## 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, structural repairs and plant and equipment replacement. This ensures that all leaseholders contribute to the cost of major works, not just those who are leaseholders 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.

## 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. This is specified in your lease, but as a general rule, fixed items are covered by the building insurance and movable items are covered by contents insurance. Apartment leaseholders are responsible for insuring their apartment contents.  
(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.

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

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

## 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 staff on duty at any one time. These officers are responsible for covering all areas of the Brighton Marina Estate. As well as physical patrols, there are also over 50 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 always call the Security office at the time of the occurrence, rather than after the event.

## Subletting

If you sublet your property it is important that you inform the Management Company both of the name of your tenant(s) and of your own contact details together with that of any 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.



## Noise nuisance

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. Your lease states that no noise should be made that is audible outside the apartment, between 10pm and 8.30am. In the event of continued and serious disturbance the following action should be taken:

- 1) In the first instance 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, and submit a report to the Estate Management team.
- 2) Should the problem recur, contact the Marina Security Office when it is happening, but also write to the Security Director detailing your complaint. He will investigate it, requesting a report from Security. If he finds the complaint to be valid he 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.

## Maintenance responsibilities

As a general principle, 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, entryphone 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.

## Pets

Pets may not be kept at the Boardwalk apartments without the prior written consent of the Brighton Marina Residential Management Co Ltd. Consent may be revoked at the discretion of the Management Company.

## 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.

## 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 Estate Office, from whom a replacement can be purchased. The lost fob can also be cancelled. You should not allow anyone into the building if you are not sure of their identity. 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.

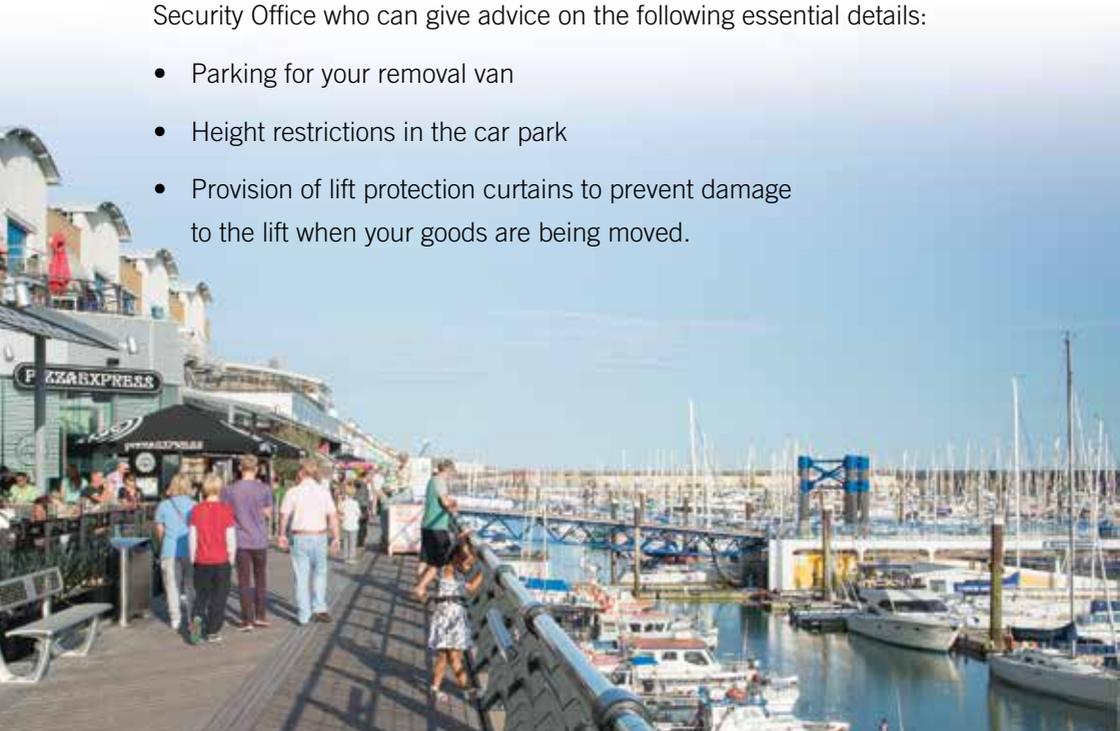
## Mailboxes

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.

## 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 your removal van
- Height restrictions in the car park
- Provision of lift protection curtains to prevent damage to the lift when your goods are being moved.



## 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 should either be taken to the Brighton & Hove City Council tip, or you should arrange for their removal by a suitable waste contractor.



# 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 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.

If you wish to purchase a parking license please contact the Estate office to enquire whether any are available and for an application form.

The main Marina multi-storey car park is available for use by residents, subject to the terms and conditions displayed.

## 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.

## Bicycles

Residents of the Boardwalk may park roadworthy bicycles in the bicycle racks located within the Boardwalk car park. Bicycles which are abandoned and not roadworthy may be removed for disposal. Bicycles must not be taken into the common ways of the building; the bicycle racks must only be accessed via the car park entrance. Bicycle racks for visitors are available to the North of The Boardwalk buildings and at other locations around the Marina.

## Car Club

Enterprise Car Club have vehicles located in The Boardwalk car park. Details of the club and membership are available via their website: **[www.enterprisecarclub.co.uk](http://www.enterprisecarclub.co.uk)**. As part of the planning agreement for The Boardwalk, residents are allowed certain benefits in respect of Car Club membership. These are detailed in a separate leaflet.

## 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 Estate Office. Unfortunately the Security Office and Estate Office are unable to accept parcels on your behalf.

For delivery of large items, please arrange for these to be taken to the stairwell 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.

## T.V. system

The Boardwalk apartments have a communal television aerial system which provides digital terrestrial (Freeview), Sky and Freesat satellite signals (subject to subscription where applicable). Satellite dishes and other aerials must not be fixed up by residents.

## Internet

The Boardwalk apartments are cabled for high-speed Internet by Hyperoptic. Contact them directly for details of available services at **[www.hyperoptic.com](http://www.hyperoptic.com)**. Internet services are also available through your telephone landline in the usual way.

# Fire

All the buildings at The Boardwalk have been built to a high degree of fire separation between neighbouring apartments and commercial premises as well as the different common areas of the building, making each unit a fire-resisting enclosure.

This compartmentation is designed to resist the passage of a fire, keep occupants safe and contain smoke so that a fire, normally, should burn itself out before spreading to other parts of the building. Residents should adopt the “stay put” principle in the event of a fire.

## Fire safety

Residents should take every reasonable precaution to ensure that nothing is done which could cause a fire. Each apartment is equipped with smoke alarms and their operation should be checked regularly, at least twice a year.

## Action in the event of a fire

- **if a fire occurs within your apartment**, immediately alert the other occupants and together make your way out of the apartment making sure you close the front door behind you. Make your way out of the building by descending the stairs to the ground floor and exiting the building through its front doors. Fire exits are well signed;
- do not delay to collect your belongings;
- if possible and safe to do so before leaving your apartment, call the **fire service** on **999** and also alert the **Marina Security Office** on **01273 818875**. Close all the external and internal doors of the apartment but do not delay your departure;
- **in the event of a fire in or near your building** but not in your apartment, remain in your apartment – unless heat or smoke is affecting you.

In all situations you must;

- follow the directions given by the fire and rescue services
- do not use the lifts
- make contact with Marina Security (01273 818875) to advise them that you are in the apartment.

## Water leaks/flooding

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 Estate 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.

## Water supply and billing

Every apartment at The Boardwalk has an individual water meter. Water is supplied directly by Southern Water Services and resident are billed directly by them for water. Southern Water can be contacted by telephone at 0330 303 0277 or through their website: [www.southernwater.co.uk](http://www.southernwater.co.uk)



## 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, 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.

## 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. SSE customer service department can be contacted on 0345 078 3215. You are responsible for the radiators and pipework within your apartment.

## 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 Estate 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 5.00pm, 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 putting these items into the drains.

## Fishing and swimming

Fishing and swimming are prohibited in both the inner and outer harbour.

## 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. Meetings of the Committee are held approximately every 6 weeks. Further details are available at the BMRA website [www.brightonmarinaresidents.co.uk](http://www.brightonmarinaresidents.co.uk) Membership enquiries should be directed to the Association Secretary, [secretary@brightonmarinaresidents.co.uk](mailto:secretary@brightonmarinaresidents.co.uk)



# Children

Brighton Marina is not an ideal location for children. Parents have to be aware of the ever present proximity of deep water and the closeness of neighbours. **Parents are responsible for the safety of their children who should always wear life jackets when close to water.**

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; if they do you are likely to receive complaints.

## **NOTE:**

**DEEP WATER IS ALWAYS NEARBY AND ROADWAYS ARE DANGEROUS**

**PARENTS ARE RESPONSIBLE FOR THE SAFETY OF THEIR OWN CHILDREN.**



# Brighton Marina Residential Management Company Ltd

## Office opening hours:

9.00am – 5.30pm Monday to Friday

**Telephone: 01273 628627**

**Email: [enquiries@brighton-marina.co.uk](mailto:enquiries@brighton-marina.co.uk)**

## Postal address:

Brighton Marina Residential Management Co Ltd

The Estate Office

Brighton Marina

Brighton

BN2 5UF

## 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.