



MARCH 2019

# Read Mills News

## WELCOME

This newsletter provides you with information on the day-to-day management of the site as well as important updates on any ongoing issues.

Whether you are an owner-occupier or a tenant, please take a moment to read through this newsletter and catch up on the latest information about the running of the development. We hope that you find it useful.

### POSTAL ADDRESS

Norwich Residential Management Ltd.  
Wherry Road  
Norwich  
NR1 1WS

### WEBSITE ADDRESS

[www.nrmltd.co.uk](http://www.nrmltd.co.uk)

### TELEPHONE

Norwich Office  
01603 670050

Ipswich Office

01473 558400

### READ MILLS ENQUIRIES

Email us at [readsmill@nrmltd.co.uk](mailto:readsmill@nrmltd.co.uk)

For a faster response please email us using your dedicated development email address.

### NEWSLETTER ENQUIRIES & FEEDBACK

Email us at [newsletter@nrmltd.co.uk](mailto:newsletter@nrmltd.co.uk)



[www.nrmltd.co.uk](http://www.nrmltd.co.uk)



[enquiries@nrmltd.co.uk](mailto:enquiries@nrmltd.co.uk)



01603 670050



## Bin stores - managing your waste



This development is very different when it comes to waste management. The original developers installed storage areas on each floor for

residents to dispose of their household waste.

The idea behind this was to stop stains/drips on communal areas/ carpets. Within these cupboards

are bags to place your recycling and general waste into. Please ensure that you tie up waste bags and if disposing of waste food/ smelly items that you double bag these.

The majority of the cupboards have an extractor fan within them to assist in keeping smells down. These cupboards are emptied by the Caretaking Team on a daily basis.

## Cycle stores



Each block has a dedicated Cycle Store for use by residents. Please contact NRM via email with your property address and an additional information flyer will be dropped into your letterbox. This flyer contains details of locations and codes.

We would like to remind residents that cycles are not permitted within the communal areas/inside apartments.

## Vehicle gates

Vehicle gates are operated by remotes. Once you have pressed button, please wait for gates to open. Please note that there may be a delay in the gate starting to open due to the safety sensors/ edges (as these check the gate



each time and if persons are in range of sensors it waits for them to move).

If you press the button again it will issue a 'close' command and the gates won't open. Please be patient.



## Reporting maintenance issues in communal areas

NRM as Managing Agent is responsible for arranging maintenance and servicing to communal equipment (such as lifts/door access/fire protection systems/lighting etc).

If you observe any issues please email: [readmills@nrmltd.co.uk](mailto:readmills@nrmltd.co.uk) with a brief description and a photo to assist if possible.

**Please note:** Issues within your apartment are not included within the Service Charge mechanism and you need to arrange repairs (or if you rent, please report to landlord/letting agent).

If you need recommendations, please do not hesitate to ask.

## Carpark Lifts

*(serving parking spaces in the basement of Malt House/ New Ferry/Half Moon).*

NRM has reviewed these lifts with both the maintenance contractor and our LOLER lift inspector.

The original setup of the lifts has caused the left hand lift to predominantly be the lift used (master) and the right hand lift as a backup or slave.

We are currently reviewing whether we can amend the controllers so that the right hand lift is converted to the master. We would appreciate if residents would use the right hand lift when both lifts are on the basement level.



### Important operating points:

- We would recommend that residents turn off their engines whilst in the lift to cut down exhaust fumes
- Emergency Stop buttons: Please be careful that you don't touch these when pressing the up/down button
- The lifts remain on the top level for 3 minutes once they have brought a car up. After this point they will return to the basement (this is due to them being hydraulic lifts so they cannot sit permanently at a high level). Therefore the roller shutters will automatically start to close without warning.

### IF YOU ARE REVERSING INTO THE LIFT PLEASE ENSURE YOU WATCH THE ROLLER DOOR.

We would recommend that you drive into lifts and then turn off your engine until the lift takes you to the next level.

## Meter reading requests

If you require a meter reading, please write your request in the book located near the post-boxes in each block. These are reviewed by the Caretakers and the readings will be posted into your letterbox. Please do not write messages about maintenance issues in here to ensure that NRM are made aware of issues promptly so we can arrange repairs.



## Balconies



Please note that it is not permitted

to use BBQ's or gas heaters on your balconies due to the obvious fire risk.

If you see this occurring please report to NRM immediately.

## Smoking regulations

Smoking within communal areas is illegal as classed as public spaces (*The Smoke-free (Premises and Enforcement) Regulations 2006 SI 3368*).

We would ask if residents smoke within their apartments, they dispose of butts in a responsible manner (not within refuse as a fire risk and certainly not out of windows!)



## Your caretakers

The development has 2 Caretakers, Ricky and Rupert. They typically work - Ricky Mon-Wed and Rupert Wed-Fri. In the mornings they complete Caretaking role which comprises emptying waste areas, H&S checks, meter reads and general tidying of the site.

In the afternoons they complete cleaning to the communal areas. They are not permitted to complete personal tasks for residents.



## Fire safety and strategy

NRM take fire safety very seriously and carry out regular inspections of your development. We would remind all residents to read the *Fire Action Plan* (located on the noticeboard in the lobby).

The fire strategy for this development is "stay in place." Therefore there is no fire alarm/siren system within the communal areas.

This strategy means that each apartment is a self-contained unit providing fire protection. Therefore the majority of the time the Fire Brigade

will attend to fight the fire within the apartment. If they decide the other properties need evacuation they will arrange this.



Individual apartments are fitted with smoke/heat detectors. If you hear smoke detectors sounding in yours or adjacent apartments, you need to take immediate action.

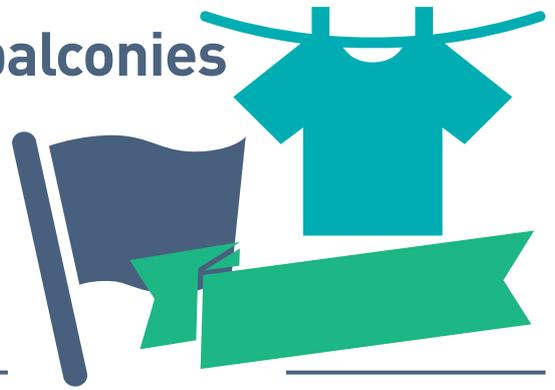
**If in any doubt (see, hear, smell any fire, heat or smoke) LEAVE BUILDING, STAY OUT, CALL FIRE BRIGADE ON 999.**

# Laundry, signs and banners on balconies

Residents are reminded of the terms in the Lease which relate to the display of 'For Sale' signs and banners.

It is also not permitted for residents to hang laundry, flags or any kind of banner or sign on their balcony or

exterior of their property. If a resident is found to be in breach of the Lease then they will be asked to remove the offending item or a Breach of Lease action will be taken.



## Insurance cover

The main structure of the development is covered by buildings insurance which is arranged by the Freeholder.

This is included within the annual Service Charge. However it is your responsibility to arrange contents insurance to cover your personal contents/items.

For more information and to obtain a quotation or benchmark to your existing policy please visit:

<https://www.norwichresidentialmanagement.co.uk/contentsinsurance/>

Residents may be aware of previous issues with identity theft and mail stolen from letterboxes. We advise you to be vigilant when it comes to personal security by following some simple steps:

- Shred everything that holds any personal data such as letters, bills, bank statements and receipts before putting in bins.
- Change delivery of bills and bank statements to online versions instead of printed paper ones.
- Keep your letter box locked and remove all mail regularly.

If you suspect your letter box has been tampered with please report it to NRM and Norwich police on 101.

## Pets and complaints

Under the terms of the Lease the regulations state ***“Not to allow any bird, animal or reptile to cause annoyance or nuisance to any other property on the development.”*** Where a valid complaint is received by the Management Company as regards to a pet or other animal being kept in a flat, the owner would be required to remove the animal from the property within 14 days.

Therefore serious consideration as to the type of pet needs to be taken into account as no exceptions or time extensions can be granted. Please note if you rent your property you would also be required to obtain consent from your landlord/letting agent.



## Stairwell security



Please do not allow anyone you don't know into the stairwells, even if it is someone claiming to be a Police Officer or workman wanting to access a different property than your own.

## Electrical Installation Condition Report (EICR)

Now the properties are over 10 years old it is recommended that you have an Electrical Installation Condition Report (EICR) completed on your fuse board/ fixed wiring.

If you wish to have a survey completed please contact [maintenance@nrmltd.co.uk](mailto:maintenance@nrmltd.co.uk) as we are able provide a quotation (please provide a picture of your fuse board and number of rooms within property).





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## Hot water cylinders

*(all blocks except Cannon Wharf as they have gas boilers)*

These require annual servicing in line with the manufacturers specification to ensure that the warranty remains valid.

Insurers also review servicing/maintenance records following water leaks caused by failure of these appliances and can void claims.

We are aware of a leak in a 7 storey development that resulted in a £50k claim for repairs following a large

escape of water. Under the terms of the Lease there is a clause not to do anything that may void or increase the premium. Therefore please ensure you service these on an annual basis.

Servicing will also reduce running costs (as servicing drains the cylinder and removes all of the built up lime scale). We have arranged a fixed price for servicing, please contact [maintenance@nrmltd.co.uk](mailto:maintenance@nrmltd.co.uk) to book an appointment.

## PRODUCTS FOR SALE VIA NRM

Please visit [www.nrm.online](http://www.nrm.online)

### Replacement/additional carpark remotes

We can provide remotes for any of the vehicle gates/car lifts.

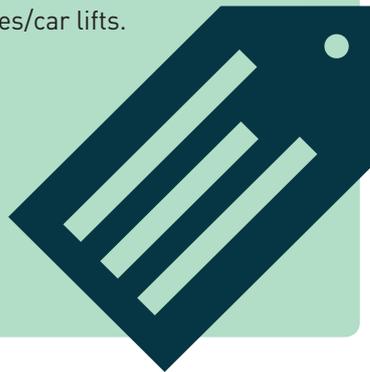
### Replacement letterbox lock

We can replace lock along with 2 keys

### Replacement/additional door access fob

### Removal of bulk items

Got a large item you want disposed of?  
We offer a collection and disposal service.



## Visitor parking



There is no visitor parking on site, please ensure your guests don't try and follow other residents through the gates (as they will become stuck within).

There is on street parking on King Street and long term parking is available in the Rouen Road P&D carpark operated by Norwich City Council.



## Need further help?

Need more assistance or think there is something we should be advising residents about? Please contact us and we can erect notices in communal areas or include in future newsletters and flyers etc.

