



Waste Collections

Waste collections are made bi-weekly by Ipswich Borough Council. Recycling bins are collected one week, general waste the next week.

Residents are asked to act responsibly when disposing of their waste in the bin stores. Please wrap your waste properly and place it in the appropriate bins provided. Please do not place your waste on the floor, so as to not attract rodents. If the bins are full and you have problems disposing of your waste please contact NRM on the details at the bottom of this newsletter.

You are reminded that the bin stores are for general household waste and recycling only. Please do not use the bin stores for the disposal of items such as furniture, bedding, electrical items or DIY waste. CCTV is in operation site-wide and if you are found to be disposing of inappropriate waste in the bin stores you will be recharged for its removal.

Whilst every effort is made to keep the bin stores secure, on rare occasions there are times when non-residents manage to gain access. We would advise all residents to take care when disposing of personally sensitive material such as bank statements etc, and suggest that you shred any papers containing your personal information before disposal in the bin stores. If you believe security to the bin stores has been compromised please report this to NRM.

Council Tax

Your local council is Ipswich Borough Council (IBC). Whether you are an owner occupier or tenant on-site, all residents are responsible for payment of their annual council tax bill direct to Ipswich Borough Council.

The council tax bill assumes there are at least two adults living in the property. If there is only one adult occupying the property as their main home, there is a 25% reduction. Further details can be obtained from Ipswich Borough Council.

If you experience difficulties in paying your council tax or have a general enquiry please visit www.ipswich.gov.uk/services/council-tax or call **01473 433910** for advice.



Water

Leaseholders of the private flats pay an annual charge for water via their Service Charge. This has been increased to £256.70 per annum due to increases in the cost of water by Anglian Water. Monitoring and cross referencing continue to identify a few apartments that have dripping taps or toilet(s) with faulty overflow(s).

On behalf of the Management Company NRM request that all residents check all taps and/or toilets regularly. Should you identify a fault, arrange for it to be fixed or contact your Letting Agent / landlord (if appropriate).

Note: Tenants on the development are required to pay water charges direct to their landlord or letting agent. You do not need to contact Anglian Water to make payment. Your letting agent or landlord will be able to give you further information on this.

As the site matures it is normal that water leaks can occur, such as in cisterns or on taps. We ask all residents to be vigilant for water leaks. Dripping taps and cisterns cause waste usage and can greatly increase bills.

RANELAGH ROAD NEWSLETTER



2016-17 Service Charges

Following a review of the 2015-16 budget and expenditure to-date the Directors of Ranelagh Road (Ipswich) Management Company Ltd (RRMCL) met in early February and approved a reduced overall Service Charge budget for 2016-17.

The 261 private flats will see a reduction of ~£90 (~7%) per property and the budget also includes a ~£5 (~2%) reduction in the overall estate cost. Reductions have been achieved through a combination of re-tendering, consolidation and proactive management of the various maintenance contracts.

Reserve Fund (Repairs and Renewals)

NRM's Property Management team, in conjunction with the major works prime contractor (HFT) completed the external redecoration to Block G last summer and the additional footpaths IVO Bobby Robson Bridge were constructed in Oct/Nov 2015 following the removal of the storage container.

Following a thorough review of the major works program, contributions to the Reserve Fund have been reduced from £375 to £325 per annum for the private flats for the 2016-17 Service Charge budget and will be collected over the next 4 Service Charge periods to allow this work to be completed again in 2019/20 without the need to raise additional invoices.



Footpaths

Residents will notice that, following the redecoration works and removal of the associated equipment, two new footpaths have been installed close to the footbridge where the grass had previously been worn down by walkers and cyclists.

By adding these two new paths this area will require less ongoing maintenance. Residents are asked to keep to the footpaths so as to ensure the grass around them stays looking healthy.

Welcome to your newsletter

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

Whether you are an owner-occupier or a tenant on site please take a moment to read through this newsletter and update yourself with the latest information about the running of this development.

We hope that you will find it useful. If you experience any problems with the communal areas such as the lighting, entrance intercoms, communal doors or bin stores please report these to NRM directly either via email ranelaghroad@nrmltd.co.uk or call 01473 558400.



We welcome your feedback and enquiries



www.nrmltd.co.uk



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Communication

NRM strives to communicate effectively with all clients. NRM will only send communication by post for statutory demands (as required by the Lease or Freehold Transfer).

All other communication(s) will be sent by email and/or be available on our online portal. Please ensure NRM has your latest email address and you register on and check the portal regularly.

For reference the portal provides property owners with access to their statement of account, information about their development, helpful resources for their property and information on the wider development /estate.

The Portal can be accessed via the NRM homepage www.ranelaghroad.com or directly www.nrmportal.com

Signage & Banners

Residents are reminded of the terms in the lease which relate to the display of For Sale signs and banners. It is not permitted for residents to display any kind of banner or sign on the exterior of their property.

This also applies to the hanging of washing over balconies. If a resident is found to be in breach of the lease you will be asked to remove the offending item. If the item is not removed NRM will remove it and recharge the cost of doing so to your Service Charge account.



Parking

Parking is managed by NRM and enforced by Secure-a-Space. Notices around the site provide guidelines on parking.

Parking is provided on a first come first served basis. Residents are provided with one permit which allows them to park one car on a regular basis. Residents are also provided with one visitor permit which allows them to park one visitor car on an infrequent basis in the marked visitor bays. When using the visitor parking bays a visitor permit and valid ticket must be displayed at all times.

If you lose either of your permits please contact NRM to cancel the lost permit and request a replacement be issued.

Noise and neighbourly behaviour

During the summer months we expect people are more likely to use their balconies, have gatherings outside and have their windows open - thus are heard more by neighbours.

All residents are reminded of the terms of their lease with regard to acceptable noise levels and times of noise. You are asked to be considerate to your neighbours and ensure that you are not creating a nuisance with music, banging or dogs barking. Your co-operation is appreciated.

If you experience noise that you feel is above an acceptable level you can report it in the first instance to NRM or the Ipswich Borough Council Environmental Services team on **01473 433115** or email environmentalservices@ipswich.gov.uk

If you witness or are victim to such events, please contact South-West Ipswich Safer Neighbourhood Team on **01473 613500**.

Utilities

All residents are responsible for the payment of their gas and electricity bills directly to their utility company. The lease does not restrict which utility provider you use.

Gas meters for all blocks (except block G) can be found outside in close proximity to your property. Electric meters can be found directly outside the door to your property.

Gas meters for block G can be found in cupboards within the bin store for block G.

Permit Swap

Your 2016-17 car park permit(s) will be available for one-for-one permit exchange with the on-site Property Management team on Thursday 31st March 2016 from 7-10am and 4-8pm and again on Saturday 2nd April 2016 from 9am-12pm (midday).

More details will be posted on notice board(s) / communal front door(s) in due course. You can specifically request via email to permits@nrmltd.co.uk for your permits to be issued to a correspondence address or Letting Agent. Requests for this service must be received by Thursday 24th March 2016.

For reference new permits must be on display from 4th April 2016 and they are valid from the date of issue.

Swans

Under British law it is an offence to interfere with or harm Swans, their nests, eggs and cygnets.



Please do not disturb them while they nest on the riverbank beside our site.



PLEASE DO NOT FEED THE SEAGULLS

It encourages them to nest and take food from people.



Pets

Please do not allow your pets to foul in the communal courtyard gardens. Residents like to use these gardens during the summer months and it is not nice for them to lay or sit on grass that animals have used as their toilet.

If you wish to exercise your pets please ensure you use the main areas beside the river and always clean up their mess after them.



Bridge

You may have noted that the Sir Bobby Robson bridge which links our site to the other side of the river is looking rather untidy.

Unfortunately this bridge is beyond our control and is under the management of Ipswich Borough Council.

We have recently written to the council requesting that they undertake maintenance on the bridge. However, at the time of publication we are as yet to receive a response from them.



Barbecues

Please note that it is not permitted to use barbecues on your balconies due to the obvious fire risk. If you wish to use a barbecue please do so in any of the communal gardens.



Smoking

From time to time we receive complaints from residents about noise in the courtyards at night. You are reminded that if you or your guests are smoking in the courtyards late at night to please be mindful of the noise you may create and the possible disturbance to residents sleeping with windows open.

All used cigarettes must be disposed of in the correct bins provided, not on the ground or over balconies.

Window Cleaning

Window cleaning is carried out on a quarterly basis. Signs are placed in every stairwell of each block a few days prior to the windows being cleaned.