



Wheel clamping company and parking regulations

As of 1st April 2012 Car Park Solutions Ltd (CPS) replaced Aspire Parking as parking enforcer. CPS are now patrolling and enforcing 24 hours a day, 7 days a week. New notices and signs are visible all around the development, please make sure you read and understand them.

We are sure you will agree parking conditions have improved on the site greatly since the swap in service providers.

Old plastic permits are now void and only the new style colour-coded permits are to be used. Your colour-coded permit is valid in the corresponding coloured areas marked on the plan supplied with April's newsletter. If you did not receive a copy please contact Crabtree.

Motorbikes and scooters need to display a valid permit if parked in parking bays. Parking is also provided for scooters and motorbikes (not requiring permits) in specially designated, marked areas and in the metal caged bike sheds. If you are unsure where these are, please contact Crabtree.

Parking bays for disabled people are painted blue. Currently there are four disabled parking bays dotted around the development. A valid permit along with a disabled parking badge is required to park in these bays.

Parking conditions and the number of parking permits you are allowed are set down in the terms of your lease. These terms are not negotiable and are the same for everyone whether you live in a residential property or own a commercial unit.

Vehicles without a valid permit, duplicated or forged permits or permits not clearly visible will face full enforcement action.

Parking of any motor vehicles (including scooters and motorcycles) is not allowed on grassed areas, pathways, driveways, roadways, patios, courtyards or areas marked with yellow lines or yellow cross hatching. All vehicles should park within the designated bay lines.

We all have to abide by the same rules and have the same inconvenience when having to nip outside to give our guests our spare permits. Recently, some people have been asking directors to "bend the rules" and make exceptions for them. Unfortunately this is not possible and the current parking regulations cannot be revised.

Parking spaces are provided on a first come first served basis. If you are unable to find a space unfortunately you must make arrangements to park elsewhere - for example in the car park across the footbridge - where charges might apply.

**PARKING PERMITS ARE NON TRANSFERABLE
AND MUST NOT BE SOLD OR RENTED TO THIRD PARTIES**

New website

www.ranelaghroad.com
from 1st August 2012

Littering and smoking



Following April's newsletter there is still a considerable number of residents smoking on balconies and disposing of cigarette ends over the edge of the balcony. Dealing with clearing this up is taking up a lot of the cleaner and gardeners time. Not only is it making our site look untidy but it is also a fire hazard when bark chippings below balconies are dry this could easily result in a fire. Any residents spotted dropping cigarette ends will face action from the management agent under the terms of the lease. Please use an ashtray and dispose of safely within the communal bins.

Please also be considerate when disposing of your litter and place it in one of the many bins provided around the development. This includes disposing of any unwanted fliers and junk mail into the bins provided and not onto pavements or on top of mailboxes. Please be aware that the cost of clearing up cigarette ends and litter not disposed of properly directly impacts the cost of the annual service charge.

Water changes

We have now recharged to residents all backdated water bills which were due.

This was one of the largest problems on-site with large outstanding sums owed to Anglian Water. They were not prepared to start looking at ways in which we can reduce our unit price until bills were settled. We hope to look into this in the future. Going forward, the directors have instructed that, based on previous years usage, an estimated charge for water is to be included within the annual service charge so you should not expect another backdated water bill.

Directors did ask Crabtree to put £70,000 into the 2012/13 service budget to cover all site water bills; however, on the service charge demand it was noted Crabtree had put in £80,000. Subsequently directors asked Crabtree to reduce this back to £70,000.

Historically it is understood that water charges have caused significant issue to residents, with some residents receiving quite large, unexpected backdated bills. Please be assured that directors have worked tirelessly to ensure these have been kept to only what is absolutely necessary and to ensure that historical problems should become solved by the issuing of these backdated charges.

Your cooperation in settling these charges as soon as possible and your understanding on this matter is appreciated to ensure the financial management of this site continues to remain fluid.

PLEASE READ - CONTAINS IMPORTANT INFORMATION



Welcome to the final, July edition of the Ranelagh Road Newsletter.

Since our newsletter in April there have been more changes behind the scenes across the development. These should help to improve our site and help to reduce costs for all residents. As with previous editions, this newsletter provides you with information on the day-to-day management of the site. We hope that you will find it useful. This will be the last edition from RRMCL.

In this edition there is important information about changes to services on site. It is important you read and understand them.

NEW - Managing agent



Some of you may be aware the directors have, after a series of in-depth interviews, chosen and appointed a new managing agent, Norwich Residential Management (NRM) to take over the running of the Ranelagh Road site.

Crabtree continue to run the site officially until 1st October 2012. NRM are due to share some duties as of 1st August 2012 and will be working with Crabtree to ensure the smoothest possible handover.

The directors are confident that given time you should see a significant improvement to the running of the Ranelagh Road site.

Norwich Residential Management will introduce themselves to all residents and explain how the services and collection of service charges are to be dealt with. Until 1st August 2012 please continue to direct all enquiries to Crabtree Property Management in the usual manner.



The directors would like to welcome NRM on board and we ask that you be patient during this transition period - thank you for your understanding.

MONTHLY RESIDENTS MEETING:

Last Sunday of every month, 11am Encore Hotel.

Ranelagh Road directors

There are seven directors; Damian, Graeme, John, Mark, Nick, Robert and Zena whom were elected at the last AGM, working on your behalf to ensure the site is managed properly.

These directors work voluntarily and have all worked hard in recent months on behalf of the whole site to get everyone value for money. To date this has been done successfully. Reducing this years service fee allowing water to be brought back within the service charge.

Please note though, that directors cannot become involved with individual resident cases for numerous reasons. In recent months some residents have gained access to directors personal contact details and used them to request help and input on their own private issues. This is simply not possible for directors to do and **all residents are requested not to use directors personal details, or knock on their doors, or approach them for advice or assistance with a private issue. Any emails to directors personal email addresses will not receive a response. ALL enquiries and issues should be directed to the management agents only and not the directors.**

Directors will be happy to answer questions relating to site-wide issues at the monthly residential meetings.

Annual service charge collection

Some residents might have noticed issues with their monthly service charge direct debit collection - with some residents who telephone Crabtree Property Management being told that they will no longer be collecting service fees after 1st August 2012. This is due to the transition of management agents.

NRM will shortly be contacting everyone to explain how this will be dealt with going forward. During this period it is suggested that if your expected monthly payments are not taken by Crabtree as normal that you may wish to put the money you expected to be collected aside, ready to pay to NRM when required - so as to prevent falling behind with your payments or having higher than expected monthly payments for the rest of the service year.

This also applies to the collection of any backdated water charges.

FOR SALE / TO LET signs

Please note that it is a breach of lease for any residents to affix banners or for sale / to let signs onto balconies or the exterior of their property.

Any residents that currently have any of these signs up are required to remove them immediately otherwise they will be removed and the cost of doing so will be recharged to their service account.

Noise / Antisocial behaviour

During the summer months we expect people are more likely to use their balconies and have gatherings. Because of the summer heat people are also more likely to have their windows open and thus be able to hear more. 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 when it comes to noise and parties ensuring that you are not creating a nuisance after the times stated in your lease. Your co-operation is appreciated.

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

Given the close proximity of the development to the centre of Ipswich, we acknowledge that there is an increased risk of antisocial behaviour occurring as a result.

If you witness or are victim to such events, please contact South-West Ipswich Safer Neighbourhood Team on **01473 613 500**.

Window cleaning

It has now been 2 months since Clean Rite were appointed and overall they have made a successful job in keeping our windows clean. By appointing Clean Rite the directors have successfully reduced fees for this by over £6,000 compared to what the previous provider were charging.

Guttering

In recent weeks Clean Rite were asked to carry out a survey of all of the guttering, clearing out the weeds and sludge which had built up. They documented any areas which need repair and cleared the roof of all the debris left over by the builders. Clean Rite have now been instructed to start repairing the guttering and focus on the worst areas which are causing water ingress first.

On-site theft

Recently, there has been a large number of bulbs being stolen from communal areas and bin stores. Particularly the bin stores in F Block (tower side) had all its bulbs stolen, replaced then stolen again. Not only this but plastic covers from the lights are being removed and disposed of, which are painfully expensive to replace. We are now looking at alternative lighting solutions for the bin stores. If it is residents who are removing bulbs they are reminded that the cost of replacing these directly impacts our ability to keep annual service fees to a minimum.

Facebook page



A Facebook page exists for residents of this development where you can find out about things happening on site, chat with other residents and share tips to get the best from your home. Join it by logging onto Facebook and searching for **Fairview Voyage Ipswich**.

This page is not monitored by Crabtree and as such any problems or maintenance questions should be reported to Crabtree in the normal manner, not on the Facebook page.

Health and safety

As you might have seen fire exit signs that were originally cleared when the previous contractor left site have now been replaced and put up in the communal areas. Emergency lighting is due to be tested shortly. It should also be noted that smoking is not permitted in communal areas.

Site redecoration

Quotes are currently being sought from a selection of providers to have periodic redecoration work carried out. We ask that you please be patient whilst suitable contractors for this are found and employed. Given the weather at the moment it is making it hard to start the external work on the windows and balconies until there are some consistent dry days - this is also the case for the 1 disabled bay which needs painting next to the Morgan Sindal offices.

NEW - Maintenance requests and contact



From 1st August 2012 if you need to report an issue within the communal areas of the development or discuss your service charge account contact NRM direct 24/7 365 days a year by emailing ranelaghroad@nrmltd.co.uk

You can call NRM using a dedicated number for our site: **01473 558 400**

Option 1: Property Manager, **Option 2:** Report maintenance issues
Option 3: Out of hours emergency

Your property manager is **Clayton Hudson**, he will be able to help you with any queries you may have.

We hope you have found this newsletter to be informative. If you have any questions or comments, please contact NRM using the details listed below. Future news updates will now be provided by the team at NRM.

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