

Members of:



NRM LTD
**Residential Managing Agents
& Property Maintenance**
Wherry Road, Norwich, NR1 1WS
Office: 01473 558400
ranelaghroad@nrmltd.co.uk
www.ranelaghroad.com or www.nrmltd.co.uk

Contract:

Ranelagh Road MCL, Ipswich

IMPORTANT INFORMATION REGARDING YOUR PROPERTY

Office: 01473 558400 (9am to 5pm) Answerphone (24hrs)

Email: ranelaghroad@nrmltd.co.uk

Web: www.ranelaghroad.com or www.nrmltd.co.uk

Postal Address: NRM Ltd, Wherry Road, Norwich, NR1 1WS

General enquiries and account issues:

- Please email or call us (during office hours)

Maintenance issues:

- **Between 9am – 5pm:** Please call or email us to report issues and we will arrange for the appropriate contractor to attend accordingly
- **Between 5pm – 9am:** Please email us or leave a message on the answerphone detailing the issue, along with your contact details. These messages are checked periodically so appropriate action can be carried out the following day.

Please note we are only responsible for maintenance of communal areas, systems & services. Any issues inside your apartment must be referred to your landlord or letting agent in the first instance.

Emergency Response (24hrs):

A member of the NRM team is on-call 24/7 should you need to contact them for plumbing / drainage / electrical emergencies in communal areas call 01473 558400 and press Option 3 and leave a message. A member of the on-call team will call you back.

Storage:

Under the term of the lease and fire regulations items are not permitted to be stored in communal stairwells. Please ensure bikes, pushchairs, door mats and any other items are removed either inside your apartment, cycle store or by means of disposal.

Transitional period:

During the transitional period from previous managing agents, we would appreciate if you could email us with any issues you may have with the communal areas (i.e. door entry system, cleaning, gardening etc). We take pride in maintaining the appearance of all our developments and we expect residents and leaseholders to do the same. You can help by letting us know where problem(s) exist.