

Living at Ocean Court



A guide
for owners and residents

www.myocra.co.uk

July 2023

Welcome to Ocean Court

Introduction by Kevin Kennedy, Site Manager for Ocean Court.

Please take time to read this A – Z guide on Ocean Court.

My role is to ensure that Ocean Court is kept well maintained and kept secure. I manage the company's contractors and will work alongside your contractors on site to ensure they also maintain cleanliness, security and adhere to health and safety procedures.

My office is located by the walkway from the car park to the flats and I can be contacted on my mobile phone - 07811 385595, on our office telephone - 01752 509825 or by e mail kkennedyoc@btinternet.com.

The office is open Monday to Thursday 8am to 4.15pm, 8am to 2.30pm Fridays.

The office at Ocean Court also has an answerphone and messages can be left out of working hours.

Alarms

Flat alarms – if you have an internal alarm please ensure that several of your neighbours have a key and access code to disengage the alarm should it go off.

Balcony panels

Leaseholders are reminded that it is the leaseholder's responsibility to ensure the balcony fronts are cleaned at least once a year. A cleaning contractor can be recommended if you do not wish to undertake this work yourself. Under the terms of the lease, OCRA do have right of entry to ensure balconies are cleaned and the cost of this would be payable by the leaseholder.

BBQs

Please use BBQs safely and considerately. Check the wind direction so that neighbouring flats are not covered in your smoke. Please ensure all neighbours are informed prior to the BBQ being lit, especially the owners who live above and adjacent to you.

Bulky Refuse

The city council will remove bulky items such as furniture, fridges, electrical appliances, wood, etc. but now charge for this service. Please ring 01752 668000 to arrange a collection. You will be advised of the date when the items will be collected and if you liaise with the Site Manager he will ensure the items are accessible. Please do not leave items by the bins until the date of collection.

Bus services

The nearest bus stops are situated at the top of Richmond Walk. Both CityBus and Western National offer services to the city centre and Derriford Hospital.

Cars

Obstruction - Please do not obstruct others' spaces by parking in the roadway or parking in the car park where there are no white lines. This includes parking opposite leaseholders car ports making it difficult for them to leave. If the car park is full, please park outside or within the Marina complex. If you have a cycle rack please reverse into the space to avoid creating a hazard to pedestrians.

Loading bay – This loading bay is for loading and unloading only. Please do not abuse this space and park for longer than necessary and to a maximum of 30 minutes as many less able residents/visitors need to use it.

Damage to plants – Please be careful when parking near the flower beds. Cars with longer frontages can damage plants near the perimeter.

Oil drips - Oil marks do stain the tarmac surface. Please ensure that any spillages are kept to a minimum and use oil drip trays where appropriate. It should be noted that the driveway or car park is not to be used for car repair/maintenance. Please inform the Site Manager of any spillages in these areas.

Speeding – Cars travelling through the roadway at Ocean Court should be driven at no more than 5 mph. Pedestrians and pets can be endangered by speeding cars, as well as those drivers also exiting their car spaces.

Additional information about parking is included on pages 10 and 11.

Company Secretary and Bookkeeper

Mrs Karen Powell is the Company Secretary and is responsible for the administration of the company including the management of the company's finances, service charges, insurance, property sales and arranging lettings. She can be contacted via the office telephone on 01752 509825 or via e mail – Karen.powell@btinternet.com

Condensation

Resultant damage caused by condensation is the responsibility of the leaseholder. With the aluminium frames and large expanse of glazing, you may from time to time experience condensation – we recommend the use of a dehumidifier to reduce resultant staining and encourage good ventilation. The site manager has a dehumidifier which can be loaned.

Contractors

A Contractor's Charter has been drawn up by OCRA and is to be signed and dated by all contractors working at Ocean Court prior to any work being undertaken. Copies are available from the Site Manager's office or can be viewed on our website.

No flats can be reached without crossing common ground at Ocean Court and copies of third party liability insurance should be obtained from the contractor prior to them commencing work on site. This is one of our Insurance requirements and these certificates must be lodged with the site manager.

Please ensure that contractors are advised that no noisy work – drilling, banging etc. will be permitted before 9am and after 5pm each weekday. Contractors are permitted to work at weekends but must not engage in any noisy work at any time. Please also advise your neighbours of any planned noisy work.

Contractors should also be advised to use the fire escape near the exit for access to upper level flats - not the main stairwell. The passenger lift is not to be used by contractors or for large goods or building materials and any damage caused by misuse will be recharged to the leaseholder concerned. (CCTV surveillance is used on site)

It is the leaseholder's responsibility to ensure that the contractor is supervised and leaves no mess in the communal areas and car park. A trolley for use by contractors is available, but it must be returned to the bay at the top of the bridgeway after use and not retained outside flats for storage or future use. If skips are required, arrangements must be made in advance with the Site Manager who will indicate where he wished it to be positioned. Skips should be removed as soon as possible and certainly no longer than 2 weeks. Contractors are responsible for removing their own waste and should not use the OCRA bins. Storm drains are not to be used to dispose of waste paint or building materials.

Contractors who act in an irresponsible manner will be refused access to the site. The Site Manager will be able to assist you with names of contractors who have previously worked on site. Contractors vehicles may enter the site only to unload..

Doctor's Surgery - Stoke Surgery, Belmont Villas, 01752 562569

Directors

The Board consists of up to 7 leaseholder Directors selected for their wide-ranging experience. They do however all have the same aim, to protect the investment in our property, your home.

The current board of Directors are:-

Chris May – flat 10 – non resident - Chair of the Board

Chrissie Wooldridge – flat 13

Mike Dally – flat 61

Hugh Mitchelmore – Flat 7

Tony Giblett – Flat 23
Ian Skedd – Flat 36

Dogs

Please ensure that all dogs are kept on a short lead for the safety of staff, other residents and children. Dogs and bitches should not be permitted to foul the garden area or urinate on the grass. Dog excrement can blind children who play on the grass so please ensure all dogs are exercised off site. Dog waste is not to be put in the compost bin.

Drains

Outside drains all empty directly into the sea and should therefore never be used for disposing of any liquids such as paint, tiling grout or in fact waste of any kind. The penalties for doing so are now very severe with fines frequently reaching well into 5 figures and this would be for both the offender and OCRA. You should also be aware that the environment agency do moor two boats within the Marina, so please dispose of all your waste carefully.

Emergency Services

The Fire Brigade, Police and Ambulance Services have been issued with an emergency entry code. This code will only be used by the emergency services. For home visits by doctors, please use your flat number or entry code.

Fire

Please ensure that you acquaint yourselves with the location of the fire extinguishers and escape routes. The alternative exit route for the upper floor is through the Chandlers Yard flats. The fire muster point is on the lawn.

Fishing

Fishing or the use of lobster or crab pots from the balcony is not permitted.

Gates

Each gate is controlled by a motor and should not be physically pushed or pulled. Nor should anyone swing on the gates. The remote controls or the keypads are the only way of operating the gates. Pushing the pedestrian gates does not make them open faster, it causes them to jam, destroying security.

Grocery supplies

Lidl and Aldi in Union Street are the closest supermarkets, and further along the street there is a post office and local Spar store. There is also a Sainsburys located at Armada Way in Plymouth.

Holiday Letting and Airbnb

Short-term holiday letting and Airbnb use is not permitted

Hospital

Casualty Unit - Derriford Hospital – 01752 202082 (switchboard)

Minor Injuries Unit Cumberland Centre, Damerel Close, Devonport - 01752 434400

Insurance

Please contact the Site Manager if you need to submit a claim and we will arrange for the insurance company's officer to visit and assess the claim.

Please note that our Insurance does not cover water-metered losses unless the damage is accidental or the contents of your flat. Copies of the Insurance schedules and policy are available from the Site Manager if required.

Just be considerate please!

Living in a communal development means that we must all be aware of our fellow neighbours and ensure that our actions do not cause difficulties for others. In addition, please recognise that OCRA Limited Directors give their time freely to manage Ocean Court and ensure the maintenance of our homes and assets. It is impossible to please everyone but Directors do try!

Keys

OCRA Limited offers leaseholders the opportunity to lodge spare keys in the OCRA Limited key-box. This facility is available to all leaseholders and an authorisation form is used to detail under what circumstances the key can be used. Keys are coded and can only be accessed by Directors, the Company Secretary and the Site Manager.

Loss of keys – During working hours, the Site Manager can access the spare key in cases of loss. A 24hour service is not available but out of working hours a resident Director may be able to assist. Leaving a key with a neighbour is highly recommended.

Launderette

The Marina does offer launderette facilities (please check for latest opening times)

Leaks from or to other flats

Water leaks can cause severe damage to other flats and whilst some are unavoidable – such as burst pipes in the floor screed – many are caused by a lack of routine maintenance of dishwashers, washing machines and water heaters/central heating systems or by spillages and poor sealing of shower screens and around baths.

Particular attention should be paid to ensuring the balconies are kept clear of debris as these can and do flood the property below. In the event of any water leak, please ensure that your neighbour below and the office is notified.

Lease

In the interests of maintaining and improving standards at Ocean Court, we would like to draw your attention to the key regulations in your Lease with which you should be familiar. This summary should not be interpreted as a replacement for your full lease. If you are letting this applies to tenants as well and it is the leaseholders responsibility to ensure tenants are informed. OCRA will take whatever action is required to ensure unruly tenants are removed and the cost of this will be reclaimed from the leaseholder.

Key points of the lease for Ocean Court residents

1. Residents must not make any noise between 11pm and 8am - or at any other time which will cause annoyance to other residents. *(6th Schedule)*
2. Pets must not cause annoyance to other residents - this includes fouling and running off the lead. *(6th Schedule)*
3. Drivers must not exceed the speed limit of 5 mph. Do not park in the loading bay - which is to be used for loading/unloading, for up to **30** minutes only. The car park is only for the use of private motor vehicles, *(6th Schedule)*
4. Keep all windows and balcony fronts clean, on a regular basis. *(6th Schedule)*
5. Keep sinks/drains including balcony drains clear. Also ensure washing machines are suitably maintained to prevent noise and flooding. Washing machines should not be used during the night. *(6th Schedule)*
6. No rubbish or litter to be left in any general area - this includes the walkway and car park. *(6th Schedule)*
7. No structural alterations without pre-notifying OCRA Ltd - and this to be accompanied by a surveyor's report, paid for by the leaseholder. *(5th Schedule)*
8. Floors should be suitably underlaid and close carpeted (with the exceptions of kitchens and bathrooms) to help reduce noise. *(6th Schedule)*

9. Keep all windows/balconies/walls in a state of good repair. *(6th Schedule)*
10. No aerial wires, poles, signs, advertisements or satellite dishes *(6th Schedule)*
11. No alteration to electrical wiring or water supply system without previous consent, in writing, from OCRA Limited. *(6th Schedule)*
12. The complex is residential and cannot be used for trade or commercial purposes including short term holiday lettings- this applies to apartments and associated car ports/garages. *(5th Schedule)*

Letting procedure

Since 1998 we have had a letting procedure and this has recently been reviewed. It is similar to that used in other developments such as ours and it has worked successfully. It is not meant to stop people letting but reflects the fact that tenants sometimes cause more day to day problems than those who reside permanently at Ocean Court. The £250 fee, payable on change of tenants (not for renewing tenancies) is credited to the OCRA Limited service charge budget and is used to offset other management and maintenance costs, helping to ensure that service charges can be kept to the minimum.

In the past year OCRA Limited staff have been involved in several incidents where additional work has been caused by the inadequacies of the letting agents in dealing with noise, leaks and dispute issues. Directors have agreed therefore that rather than increase the charge for all landlords, each letter written to a tenant, letting company or landlord will be invoiced to the landlord at a charge of £35 per letter. We would also point out that many tenants at Ocean Court live here, quietly and without interruption, causing us no additional work.

In addition, landlords are also requested to ensure that the initial “term certain” is for six months maximum, ensuring that the tenant can be given notice if there are a high amount of complaints about anti-social behaviour.

Letting policy

Before a flat can be placed in the hands of new tenants, the following documentation must be provided to OCRA Limited.

A copy of two references - 1 financial and 1 character

A copy of the tenancy agreement to be used – please note that the initial term certain should be six months and not for longer

A signed copy of the OCRA Limited - Regulations to Users (extract of key clauses of the lease) – as detailed in this information book
A £250 cheque payable to OCRA Limited.

The date of moving in must also be detailed along with any new telephone number. Please be aware that a change in telephone number will require a change to the operating software that controls entry to the security system. Therefore, it is vital that we keep our contact lists up to date at all times.

OCRA Limited will then normally give permission by return and amend our occupancy list accordingly.

If tenants are found to have been given the keys, or move in prior to documentation being received and permission being granted, a £500 letting fee will be charged.

A copy of this guide should be given to all tenants on arrival and a signature obtained confirming that they have read and understand the contents.

Holiday lettings and overnight bed and breakfast services are not permitted.

If you use an agent for your letting, please make them aware of this policy particularly including the restriction on the parking of vans or trade vehicles including taxis etc.

Local agents Atwell Martin (202121) offer Ocean Court owners preferential rates for a fully managed letting service.

Lift

The lift is a passenger lift and is monitored by CCTV, it is not to be used to transport furniture. If the lift is “out of service” contact the site manager or a director if it is out of hours. Do not ring the lift company direct unless someone is trapped in the lift as we reserve the right to pass on call out charges to the caller.

Maintenance

All defects are logged by the office and repairs/monitoring actioned promptly. The Site Manager should be notified of any defects as soon as possible. Please note that whilst OCRA will assist where it can, it is not responsible for maintenance or problems within individual flats, unless such problems are from a communal area or amenity.

Noise

Due to the construction of the flats, noise generated in any part of the complex can travel throughout the building. Leaseholders are asked, please, to respect the comfort of neighbours and the leases are specific on this subject.

- There is to be no noise between 11pm and 8am.
- Disruptive noise that travels (i.e. hammering and drilling) should be confined to after 9am and before 5pm weekdays for contractors AND residents.
- Whilst any minor DIY noise can be in the evening, after 8pm this must be for a maximum of 10 minutes and only after advising all neighbours.
- All neighbours must be informed of the timescale of ANY major work scheduled.

Parcels

The Site Manager will be happy to sign for and store a parcel in the office.

Parking

Each flat has been given one pass for one car in the car park. If you have a car port/garage then please use it as no pass is required for a car in your own car port/garage. Where parking is in car ports, one car should be reversed in and one driven in, to maximise the room for drivers to alight. The car should also be as close to the wall as possible. If you are not resident all year at Ocean Court, it would be very helpful if you could agree an arrangement with a neighbour to allow your space to be used in your absence.

The pass is for the use of one space in the car park. If you have a visitor then you can use this pass for them or yourself but only one vehicle is permitted in the car park per flat.

The pass must be displayed in your/or your visitor's car in the car park at all times. A car cannot be parked in the car park without a One Pass card.

Parking is not permitted on the bricked road edge due to the location of water meters below.

The rules displayed on the back of the pass are self-explanatory. If a car is noted to be contravening any of these rules you should take a dated photo and send it to the email address on the pass. This will be seen by the Directors and if the misdemeanour is repeated an email or letter will be sent to the offender. Repeat offending will result in an initial £10 fee to cover administration followed by £25 fines. An offence is also committed if passes are duplicated i.e. two cars in the car park with the same flat number. The pass is not transferrable so please do not lend this pass to other flats or their visitors.

Please note our Site Manager is not to be involved in any confrontation; he is not a car park attendant! We are all individually involved in making this a success and respectful, responsible parking should result in helping to make our limited car park more accessible to all.

All the original car park rules apply. These are posted on the notice board outside the Site Manager's office together with the One Pass rules. Please advise any visitor who parks in the car park of these rules as we do not want them to contravene them whilst visiting. This also applies to not parking in the loading bay for more than 30 minutes in respect of our ageing / infirmed residents upstairs.

There are plenty of free spaces in the evening in the Commando Beach car park, outside the Marina gates and for those with boats in the marina - parking within their boundary.

Post Box

There are two post boxes in Richmond Walk.

Power Supplies

Ocean Court is an all electrical site.

Privacy (General Data Protection Regulations)

OCRA Ltd takes your privacy seriously and it will only use your personal information to administer your service charge account and to advise you of AGMs and maintenance issues. We will not sell, publish or share information you entrust to us that identifies you or any other person. We promise to keep your details safe and secure.

What information is collected?

The full names of leaseholders and their address and contact information including e mail address, where applicable.

Name of tenant if the property is let.

Who is collecting it?

OCRA Ltd - Karen Powell, Company Secretary or Kevin Kennedy, Site Manager

Why is it being collected?

The information collected is only to enable OCRA Ltd to facilitate collection of the service charges and to ensure good communication between the said company and the leaseholder.

How is it being used?

For newsletters and service charge information.

Who will it be shared with?

This data is not shared outside of the Chairman, the Company Secretary and Site Manager

Is the intended use likely to cause individuals to object or complain?

No.

How long is the data retained?

Information is deleted whenever any leaseholder sells their property.

How is the data stored?

On encrypted laptop and iCloud.

Refuse Collection Day

General domestic	THURSDAY
Recycling	THURSDAY (Fortnightly)

The bins are located in the car park behind the fence and clearly marked– please ensure your waste is placed in sealed plastic bags and packaging is compacted as much as possible. Large cardboard boxes must be flattened. Please do not leave rubbish bags outside your flat door. The city council will not remove paint tins, gas canisters or furniture and these items must not be “hidden” in the bins. If these items are found in our refuse, the council will charge us.

Glass can be recycled in the recycling bins. Please ensure that jars and bottles are rinsed clean before placing them in the bin.

Seagulls

Whilst the seagulls may seem fun for newcomers and your visitors, they are a serious nuisance and threat. We have had one person attacked in the car park by seagulls, and they try to nest on our flat roofs with the obvious resultant damage. We would ask you therefore not to feed them and ensure any litter is placed securely in the waste bins.

Selling Process

Once a buyer has been found the vendor's solicitor should inform the OCRA Limited solicitor of the intention to sell and apply for a Licence to Assign. The vendor's solicitor should also give a Solicitor's Undertaking of payment of OCRA Limited's Solicitor fees and OCRA Limited fees and disbursements, whether a sale proceeds to completion or not. They will also have to pay any outstanding service charges, otherwise OCRA cannot release the property for transfer.

The Company's Conveyance Solicitor is Wolferstans,

Local agents Atwell Martin and Lang Town and Country (offer Ocean Court owners preferential sales rates. If you are selling your flat do let us know and we will add the details to the sales page on the website.

OCRA Limited will supply details of service charge, ground rents etc. and a copy of the Schedule of Insurance. For a small fee the company will complete all the sellers information forms for leaseholders and other enquiries.

The current charging policy is:-

Completing seller's information forms £400

OCRA Limited's solicitor will raise the Deed of Covenant and Licence (fee payable) and will forward in triplicate to the vendor's solicitor. The vendor's solicitor will execute and forward to the purchaser's solicitors. Once completed, the Deed of Covenant and Licence and the old membership certificate, copies of Deed of Transfer and any mortgage or other documents are

returned to the Company Solicitor for onward transmission to OCRA Limited. The Deed of Covenant and Licence is then signed and sealed and two copies are returned via the Company Solicitor to the Purchaser's solicitor. A new membership certificate is raised and a copy of this pack provided. It is an insurance requirement that we register any third party interests, so please ensure that your solicitor informs us of any mortgage or loan company who has a security on your property.

Smoking

All communal areas are non - smoking, including the lift, stairwells and upper walkway. Please do not permit any cigarette ends or ash to fall from your balcony. This can cause serious damage below.

Storage Cupboards

Most flats have an external storage cupboard. Leaseholders should be aware that the design of the property is such that common service tunnels are located in the corner of these cupboards. Under the terms of the lease, OCRA have the rights of access through the cupboard to these voids for maintenance purposes as these tunnels do carry water pipes to other flats. Care should be taken therefore as to what is stored in these cupboards. Leaseholders should also ensure they have adequate contents Insurance in place as OCRA's insurance may not always be liable for any damage.

Taxi – Taxifast 222222 Tower Cabs - 252525

If the taxi comes to the site, give it your flat number to call at the gate. Please do not give the entry code.

Television

Under the terms of the lease, satellite dishes are not permitted. Cable television has been installed and is available from Virgin Media.

Tenants

If you are letting your property, will you please ensure that tenants not only receive a copy of this guide, but have it explained to them and what the rules of communal living at Ocean Court are, and why.

Trolleys

Four trolleys are available. The older, larger trolley is for heavy goods/materials and can be used by contractors.

Please ensure they are returned immediately after use to where they are normally kept, on the

walkway bridge where others will expect to find them. Please do not leave them where last used.

Video

A digital video records the images on the CCTV cameras.

Water

Most water supplies to flats are metered and the flat owner is responsible for any losses from leaks unless the leak is from accidental damage. In general water meters losses are not covered by Insurance, so OCRA advise owners therefore to keep a regular check on their meter and if leaving the property for over 48 hours ensure their meters are turned off. Some meters are located quite deep in the ground and a key would be required to turn the stop valve. Keys are available from the site manager's office as well as from the rear of the meter cupboards in the entranceway to flats 24 and 36. If using these keys, please return immediately after use.

Website

Have you looked at our website? – www.myocra.co.uk The website contains lots of helpful information.

Windows, doors and garage doors policy

Over time residents, past and present, have adopted a liberal interpretation of the lease when replacing doors, windows and garage doors. The simple truth is that a mis-match of styles etc. degrades the aspect as a whole, and individual property values. We cannot, unfortunately, re-create what should have been in place but we can try and ensure that a reasonable policy is enforced to ensure no further variations of style and appearance

The OCRA Limited replacement window and door policy is detailed below.

Windows

UPVC or aluminium on waterfront

Must be aluminium coloured finish with brown wooden/UPVC surround on car park side and must have a horizontal Georgian bar.

The glass must be clear and not tinted

Must be exact same size and profile as those being replaced (except if windows being replaced are not in conformity with this policy). Opening outwards windows will only be permitted providing they are fitted with restrictors.

Installation - Prior to agreeing a contract for the replacement of windows, the leaseholder must forward to OCRA Limited details of the materials to be used and confirm that the chosen contractor will specifically comply with the OCRA Limited specification.

For patio windows there is a specific fitting instruction – please contact the office for a copy. Windows contractors must agree to follow the fitting specification. A guarantee of the work to

be undertaken would be required by the leaseholder from the contractors.

Procedure - The leaseholder must forward to OCRA Limited details of the specification and guarantees that are proposed and confirmation that the fitting instructions are agreeable to the supplier. Failure to do so may incur liability for the leaseholder in achieving compliance.

Doors

All "original" painted front doors are white. Leaseholders wishing to replace doors may do so providing they match the profile denoted below and are either :-

- made of wood and painted white
- are hardwood doors with a teak stain.
- White uPVC



For health and safety no front doors must open outwards (except those on the ground floor)

Profile

Either 6 panelled -2 to lower section, 4 above -2 small 2 large or 4 panelled with glass arc windows to top with frosted unpatterned glass.

Garage Doors

Colour and lines White -Horizontal lines only

Fitting: Flush to car port -not inset

Must be primed and painted on installation to prevent excess flaking and maintenance and the handle position should be in the bottom third of the door. The handle should be horizontal when the door is closed. Owners are responsible for the maintenance.

Proposed replacement of any windows, front doors and garage doors must be agreed with OCRA Limited before any work is commenced

You

The above may seem an awful lot of 'rules', but we all live in a communal block and therefore it is down to all of us to respect our neighbours and treat all areas as if they were our own.

Zappers

These are the remote radio transmitters, similar in size, weight and operation to those commonly used by car owners to lock and unlock their cars. They have two buttons - one for the pedestrian gate and one for the vehicle gate. New zappers can be ordered through the office at a charge of £12 per zapper. Tenants can obtain zappers via their landlord as they need to be added to the property inventory.