

Living at Ocean Court



A guide
for owners and residents

www.myocra.co.uk

June 2026

Welcome to Ocean Court

As a new owner we hope you find this guide to living at Ocean Court helpful.

Ocean Court is a self-managed development rather than one managed by an external management company. A Board of 7 Directors, all volunteer owners, meet quarterly to ensure Ocean Court is a safe and nice place to live and to foster and enhance a good community. Of course living in a development such as ours takes some give and take. The Lease sets out how Ocean Court should be managed and what obligations owners agree to meet. Whilst we manage by closely working with the Lease, we are also mindful it was written over 50 years ago now – so we do try and take a sensible approach on a day-to-day basis.

If you have any queries, please don't hesitate to contact the office and Karen and Russ will be pleased to help. They have introduced themselves below with a short description of their role.



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.

We hope you enjoy living at Ocean Court and that you become part of our community very quickly. Just be considerate please!

Sara Soper – Chair

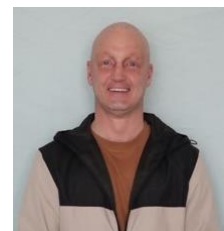
Karen Powell – Company Secretary and Bookkeeper

My role is to ensure Ocean Court has good governance and financial systems. I manage the collection of our service charges, ensure our finances are well maintained and invoices are paid promptly. I support the Board and work closely with the Chair and Site Manager. I am also able to help you with sales or lettings. I can be contacted via email – ocraplymouth@gmail.com



Russ King - Site Manager

My role is to ensure that Ocean Court is kept well maintained and secure. I am on site four days a week (usually Monday to Thursday – 8am to 5.30pm) and I manage the company's contractors and work alongside your contractors on site to ensure they also maintain cleanliness, security and adhere to health and safety procedures.



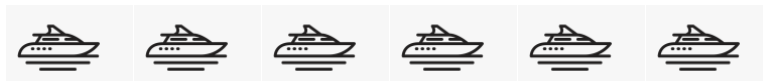
My office is located by the walkway from the car park to the flats and I can be contacted on my mobile phone - 07811 385595 or via e-mail ocramanager@gmail.com. As the office is not always manned, we recommend the use of email. If I can help in any way, please let me know.

Directors – OCRA Ltd

The Board consists of up to 7 Directors (owners). Directors agree to work in the best interests of Ocean Court. The Board is tasked with making the best decisions for the complex as a whole. It cannot consult on every decision but it welcomes feedback and ideas and shares summaries of discussion points in newsletters.

Please recognise that OCRA Limited Directors give their time freely to manage Ocean Court and ensure the maintenance of all our homes and asset. Whilst the Board is keen to hear from you, please use the official channels and don't call at Directors' flats to discuss OCRA business. It is impossible to please everyone but Directors do try.

Sara Soper – Chair
Tony Giblett
Chrissie Wooldridge
Ian Skedd
Peter Jago
Kat Dickson



Index

Section 1 - Flat and Maintenance	page 4
Section 2 - Enjoying living at Ocean Court	page 8
Section 3 - Parking	page 10
Section 4 - Security	page 11
Section 5 - Fire and emergency services	Page 12
Section 6 - Lease	page 16
Section 7 - Policies	page 22



Section 1 Flats and maintenance

Balcony panels

it is your responsibility to ensure the balcony fronts are cleaned at least once a year. We recommend a good cleaning solution and some elbow grease rather than use of a power-washer which causes debris to land on other balconies. Keeping your balcony front clean helps to keep flat prices high and makes Ocean Court an attractive place to buy. 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 but we have never needed to do this. A cleaning contractor can be recommended if you do not wish to undertake this work yourself.

Balcony design

Although cosmetically appealing the Lease does not approve of floor coverings or balcony modifications. OCRA has a challenging job when water leaks occur and balcony floor coverings make investigation difficult and have proven to reduce the water drainage and restrict cleaning access. We have on many occasions found that the reason for water leaks are caused by modifications. Sometimes it takes many months for the problem to occur. Unfortunately, it is often the owner below that suffers the impact of any balcony leaks.

OCRA will not fund repairs for leaks occurring on modified balconies so buyers should request information about any modifications to the original surface. OCRA should be informed of any intention to modify or cover a balcony.

Condensation

Resultant damage caused by condensation is the responsibility of the leaseholder. With upvc and aluminium window frames and large expanses of glazing, you may from time-to-time experience condensation – we recommend windows are kept slightly open to allow good circulation of air. If you have a more major problem the use of a dehumidifier can reduce resultant staining and encourage good ventilation.

Changing your flat interior

Some alterations require OCRA Ltd to be notified to give permission. The form required to be completed is on the website or available via the office.

Permission is needed for:-

- Replacement kitchens and bathrooms

- Removal of any interior walls
- New windows
- Changes to balcony flooring
- Changes to doors and garage doors

The process is quick and easy and we will normally note the works and give permission within 48 hours.

Contractors

A Contractor's Charter has been drawn up by OCRA and is to be agreed to by all contractors working at Ocean Court prior to any work being undertaken. Contractors are required to complete our electronic sign-in form which contains a risk assessment and the necessary agreements. Copies are available from the Site Manager's office or can be viewed on our website. It is the leaseholder's responsibility to ensure that their contractor's visits are booked on our online form and that they are compliant and insured.

Ocean Courts insurance policy stipulates that contractors must have adequate insurance therefore leaseholders have a responsibility to ensure their private contractors comply.

Noise is not permitted before 9am or after 5pm weekdays and at no point during weekends or Bank Holidays. We ask that leaseholders inform their neighbours if contractors are likely to make excessive noise for long periods.

Contractors should 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 leave 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. The trolley must be kept clean and serviceable. If skips are required, arrangements must be made in advance with the Site Manager. The Site Manager will plan a suitable position for the skip. Skips should be removed as soon as possible and remain on site no longer than 2 weeks. Contractors are responsible for removing their own waste and must 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. Contractors' vehicles are not permitted to remain in the car park therefore must park outside the gates after unloading.

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, fat or in fact waste of any kind. The penalties for doing

so are now very severe with fines frequently reaching well into 5 figures. You should also be aware that the environment agency moor two boats within the Marina, so please dispose of all your waste carefully.

Please do not flush anything down the toilet which might cause a blockage to the shared pipe stacks. This includes wet wipes, sanitary products and fat.

Front doors and garage doors

It is the resident's responsibility to ensure front doors (including garage doors in some cases) are kept clean. A regular wipe over ensures that Ocean Court looks its best at all times.

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. The lift is fitted with a monitored emergency call alarm.

Maintenance

Defects are logged by the office for scheduled repair. 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 problems arising from lack of maintenance within an individual demise. Problems that occur from a communal area or amenity are however the responsibility of OCRA.

Power Supplies

Ocean Court is an all-electric site. There is no gas or LPG.

Refuse

The bins are 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, small electrical items 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. This area is monitored by CCTV.

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

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.

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 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. Flammable materials and flammable substances should not be stored in cupboards.

Gas canisters are not permitted to be stored in car ports or garages.

Television

Under the terms of the lease, satellite dishes are not permitted. Cable television has been installed and is available from Virgin Media. It is expected that BT will also be offering a fibre service to the development in 2025.

Water

Most water supplies to flats are metered and the flat owner is responsible for any losses from the meter to their flat. In general water meters losses are not covered by Insurance, so OCRA advise owners to keep a regular check on their meter readings and if leaving the property for over 48 hours please ensure the water is 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. Russ is also able to help you turn them off and back on before your return.

Section 2

Enjoying living at Ocean Court

Community

Ocean Court enjoys a good community spirit with an annual BBQ, celebration of national events and more. We have a Monday coffee morning and a Friday drinks night around the round table in the garden. We look forward to seeing you!

We also have a WhatsApp group to keep in touch with friends and neighbours and share messages quickly. If you would like to join the group please leave a note in the office with your mobile number!

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.

BBQs

Sadly gas and naked flame BBQs are not permitted on balconies or within 10 meters of the building structure. Our building insurance also prohibits the storage of fuels and flammables, including gas cylinders within 10 meters of the building which includes garages and storerooms.

However you are allowed the use of an electric BBQ on your balcony in accordance with the insurance terms and conditions (see policy www.myocra.co.uk) although we stress that this must be supervised at all times.

There is also a gas BBQ facility in the garden area using a communal BBQ.

Regardless of whether you use an electric BBQ or not a fire extinguisher or fire blanket should be kept in your property at all times. The communal gas BBQ is checked annually and must be stored and used at least 10 meters from any building at all times. Instructions for safe use are available from the office. Ocean Court residents arrange communal BBQ events throughout the year and encourage social gatherings.

Fishing

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

Dogs

Please ensure that all dogs are always kept on a lead within Ocean Courts communal grounds. It is the responsibility of owners to ensure that all fouling is cleared up. We are fortunate to have plenty of exercise space within a short distance of our exit.

Seagulls

Whilst the seagulls may seem fun for newcomers and your visitors, they are a serious nuisance and threat. 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.

Trolleys

Trolleys are available to help you transport shopping. Please ensure they are returned immediately after use to the walkway bridge where others will expect to find them. Please do not leave them on the ground floor.

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 as this can cause serious damage below. We would kindly ask leaseholders and tenants to be respectful to neighbouring properties if smoking on balconies.








Section 3

Parking at Ocean Court

Cars and Parking

The site has a 'one-pass' system to regulate our limited car parking spaces. Each property is issued a single car pass that must be displayed in any vehicle parked in the communal car park. The system therefore allows, if there is space, for a guest or a second car to park in the car park whilst your own vehicle is in your car port or garage. If there are no spaces you or your guest may be required to park outside the gates. A car cannot be parked in the car park without a 'one pass' card.

Our Site Manager maintains an overview of parking and he will challenge those without passes displayed. Leaseholders have a common interest in ensuring everyone has equal access to a parking space and responsible parking will make our limited car park more accessible and fairer to all.

-  All cars in the car park must be taxed and carry a valid MOT. OCRA reserves the right to remove vehicles parked without such tax or MOT.
-  Please do not obstruct other spaces by parking in the roadway or parking in the car park where there are no white lines. This includes parking opposite leaseholder's car ports making it difficult for them to leave. If the car park is full, please park outside. If you have a cycle rack on your car please reverse into the space to avoid creating a hazard to pedestrians. Large vehicles may not be suitable for our small car park.
-  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.
-  Please be careful when parking near the flower beds. Cars with longer frontages can damage plants near the perimeter. Parking is not permitted on the bricked road edge due to the location of water meters below.
-  Oil based products will stain the tarmac surface. Please ensure that any accidental spillages are cleaned and treated.
-  The driveway or car park is not to be used for car repair or maintenance. If you are unable to remove spillages then please inform the Site Manager.
-  Cars travelling through 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.

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.

Section 4 Security

CCTV

Ocean Court is equipped with CCTV in some communal areas and images are stored in a secure location. Images are retained for a maximum of 30 days and are reviewed if any incidents are reported to the OCRA team.

Gates

Each gate is controlled by a motor and must 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 will not make them open faster, it causes them to jam, destroying security and incurring large repair bills.

Keys

OCRA Limited offer leaseholders the opportunity to lodge spare keys in the OCRA Limited key-box. Please note that leaving the keys with OCRA are at the owners own risk and we cannot take on any liability. The office is protected with an alarm system and the keys will be kept in a locked cabinet. Keys are coded and can only be accessed by Directors, the Company Secretary and the Site Manager.

- 🔑 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 an option if you do not wish to leave your keys with OCRA.

Section 5

Fire safety and emergency services

Fire

Ocean Court has a two-yearly fire survey with external and independent assessors to ensure we maintain a safe building.

We encourage you to always have a fire extinguisher or fire blanket in your property. As all our flats exit outside there is no fire alarm system but we all must ensure we do our bit to keep our flats and others' safe. Please ensure that you acquaint yourselves with the location of escape routes. The alternative exit route for the upper floor is through the Chandlers Yard flats. The fire muster point is on the lawn but Ocean Court is deemed as a 'stay put' building where the majority of residents would not need to evacuate if there was a fire.

Fire Action Plan for Ocean Court

On discovering a fire

Dial 999 to call the fire brigade

Raise the alarm to other nearby residents by calling fire, fire, fire

Leave the building via the nearest fire exit

Close (but do not lock) doors behind you

On hearing a verbal alarm

Leave the building by the nearest available exit

Close (but do not lock) doors behind you

Report to the Assembly point

DO NOT take risks
DO NOT stop to collect personal belongings
DO NOT return to the building for any reason
DO NOT use the lifts

Fire safety guidance

- You're around 8 times more likely to die in a fire if you do not have a working smoke alarm in your home.
- Around half of home fires are caused by cooking accidents.
- Two fires a day are started by candles.
- Every six days someone dies from a fire caused by a cigarette.
- About three fires a day are started by heaters.
- Faulty electrics (appliances, wiring and overloaded sockets) cause around 4,000 fires in the home across the country every year.

Protect your home with smoke alarms

The easiest way to protect your home and family from fire is with working smoke alarms. Get them. Install them. Test them. They could save your life. Look out for the British Standard Kitemark and Loss Prevention Certification Board (LPCB) symbols, which shows the alarm is approved and safe. Test your smoke alarms at least monthly.

If any of your smoke alarms have a one year battery, make sure it is changed every year. Only take the battery out when you need to replace it. Never disconnect or take the batteries out of your alarm if it goes off by mistake.

Protect your home with a fire blanket

Fire blankets are used to put out a fire or wrap a person whose clothes are on fire. They are best kept in the kitchen.

Fire extinguishers can be useful if the fire is very small or blocking your exit. If you choose to use an extinguisher, always read the instructions before use and don't put yourself in danger.

How to prevent common fires

In the kitchen - Cook safely

- Take extra care if you need to leave the kitchen whilst cooking, take pans off the heat or turn them down to avoid risk.
- Avoid cooking when under the influence of alcohol.
- Take care if you're wearing loose clothing – they can easily catch fire.
- Keep tea towels and cloths away from the cooker and hob.
- Double check the cooker is off when you've finished cooking

Take care with electrics

- Keep electrics (leads and appliances) away from water.
- Don't put anything metal in the microwave.
- Check toasters are clean and placed away from curtains and kitchen rolls.

- Keep the oven, hob and grill clean and in good working order. A build up of fat and grease can ignite a fire.

Deep fat frying

- Take care when cooking with hot oil – it sets alight easily.
- Make sure food is dry before putting it in hot oil so it doesn't splash.
- If the oil starts to smoke – it's too hot. Turn off the heat and leave it to cool.
- Use a thermostat controlled electric deep fat fryer. They can't overheat.

What to do if a pan catches fire

- Don't take any risks. Turn off the heat if it's safe to do so. Never throw water over it.
- Don't tackle the fire yourself.

How to avoid electrical fires

- Always check that you use the right fuse to prevent overheating.
- Make sure an electrical appliance has a British or European safety mark when you buy it.
- Certain appliances, such as washing machines, should have a single plug to themselves, as they are high powered.
- Try and keep to one plug per socket.
- When charging electrical goods, follow the manufacturer's instructions and look for the CE mark that indicates chargers comply with European safety standards.
- An extension lead or adaptor will have a limit to how many amps it can take, so be careful not to overload them to reduce the risk of a fire.
- Appliances use different amounts of power – a television may use a 3amp plug and a vacuum cleaner a 5amp plug for example. Know the limit!
- Keep electrical appliances clean and in good working order to prevent them triggering a fire.
- Keep your eyes peeled for signs of dangerous or loose wiring such as scorch marks, hot plugs and sockets, fuses that blow or circuit-breakers that trip for no obvious reasons, or flickering lights.
- Check and replace any old cables and leads, especially if they are hidden from view - behind furniture or under carpets and mats.
- Unplugging appliances helps reduce the risk of fire.
- Unplug appliances when you're not using them or when you go to bed.

Portable heaters

- Try to secure heaters up against a wall to stop them falling over.
- Keep them clear from curtains and furniture and never use them for drying clothes.

Using an electric blanket

Store electric blankets flat, rolled up or loosely folded to prevent damaging the internal wiring.

- Unplug blankets before you get into bed, unless it has a thermostat control for safe all-night use.

- Try not to buy second hand blankets and check regularly for wear and tear.
- Always follow the manufacturer's instructions.

Cigarettes

- Stub cigarettes out properly and dispose of them carefully. Put them out. Right out!
- Never smoke in bed.
- Smoke outdoors and put cigarettes right out - this is safer than smoking indoors.
- Use a proper ashtray – never a wastepaper basket.
- Make sure your ashtray can't tip over and is made of a material that won't burn.
- Don't leave a lit cigarette, cigar or pipe lying around. They can easily fall over and start a fire.
- The best way to reduce the risk is to make an attempt to quit, using NHS support if you need it. If you do not want to quit, consider vaping.
- Take extra care if you smoke when you're tired, taking prescription drugs, or if you've been drinking. You might fall asleep and set your bed or sofa on fire.
- Unplug e-cigarettes when fully charged and ensure you are using the correct charger.
- Never smoke illegally manufactured cigarettes.

Candles

- Make sure candles are secured in a proper holder and away from materials that may catch fire – like curtains.
- Put candles out when you leave the room, and make sure they're put out completely at night.
- Children shouldn't be left alone with lit candles.
- Consider using LED or battery-operated candles.
- Keep pets away from lit candles.
- Keep matches and lighters out of children's reach.

Electric BBQs

- Never leave the BBQ unattended or near any flammable objects

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.

Section 6 The 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. The rules also apply to any tenants therefore it is the leaseholder's responsibility to ensure tenants are informed. Action will be taken against any tenant not complying or causing disruption to others. The leaseholder may be liable for expenses incurred.

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)

Holiday Letting and Airbnb

Short-term holiday letting (inc Booking.com, Airbnb or home swaps) is not permitted under any circumstances.

Letting procedure

We have a letting procedure which is like that used in other developments. The procedure 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.

If tenants do cause any anti-social problems or ignore the terms of our Lease a charge of £35 will be invoiced to owners for each letter written to a tenant, letting company or landlord. We would also point out that many tenants at Ocean Court live here, quietly and within the guidelines of Ocean Court.

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.

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.

Service charges

The service charge is due on 15 January each year but the Board currently allows quarterly repayment as well. The charge should be paid to our account at Lloyds Bank – OCRA Limited Acc. No 02023226 Sort code 30-12-74. If the quarterly repayment scheme is preferred payments must be made on 15 January, 15 April, 15 July and 15 October. Service charge invoices are sent mid to late December each year for the period 1 January to 31 December for the following year.

The ground rent is £30 per annum but this is part of your service charge.

Insurance is calculated on a sq footage basis and billed in January for payment in full.

Insurance

Leaseholders should ensure they have adequate contents Insurance in place as OCRA's building insurance may not always be liable for any damage.

Please contact the Site Manager if you need to submit a buildings insurance claim and we will arrange for the insurance company's officer to visit and assess the claim. There is usually an excess payable by the leaseholder in respect of individual insurance claims.

Leaks from or to other flats

Water leaks can cause severe damage to other flats however some are avoidable and caused by a lack of routine maintenance of appliances or poor shower and bath seals.

Particular attention should be paid to ensuring the balconies are kept clear of debris to prevent flooding of properties. In the event of any water leak, please ensure that you inform the neighbour below and the office.

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.

The only data retained is the full names of leaseholders and their address and contact information including e mail address, where applicable. We also record the name of tenant if the property is let. This data is held by OCRA and can be accessed by Directors, the Company Secretary and Site Manager.

Information is only retained for the period required for effective management and communication to the leaseholder.

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. Please contact OCRA for the name of our incumbent solicitor at time of sale.

Some local agents may offer Ocean Court owners preferential sales rates

OCRA Limited will supply details of service charge, ground rents etc. and a copy of the Schedule of Insurance, fire inspection report, asbestos report and account information. We also complete the LPE1 and answer all queries through the sale process. There is a charge for this service of £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.

Windows, doors and garage doors policy

Over time residents have adopted a liberal interpretation of the lease when replacing doors, windows and garage doors. The mismatch of styles can have a detrimental impact on the aesthetics of the building. OCRA request that any door or window installation be submitted to the board for approval prior to instructing contractors. This is in accordance with the lease signed by all property owners.

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 un-patterned 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 however OCRA reserves the right to paint the door and recharge the owner if the door is not maintained.

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

Car Port doors

Car port doors maybe changed to uPVC but must be solid in design and white.

Section 7 Our policies

We have a range of policies which support and enable our management systems

Finance – reviewed and adopted 2025

Unacceptable Behaviour - reviewed and readopted 2025

Concerns and Complaints– Reviewed and readopted 2026

Board Procedures and Management Plan – Reviewed and adopted 2026

GDPR – Reviewed and adopted 2026

Staff Code of Conduct – Adopted 2026

Contractors – Reviewed and adopted 2026

These are included in this guide on the following pages



OCRA Limited

Financial Policy

Invoices

Invoices are received as a result of either:-

- A) Works instructed by the Site Manager and agreed by the Chairman or Directors
- B) Claims for reimbursement for items bought on behalf of the company by the Chairman, Company Secretary, Site Manager or Directors
- C) Invoices for services provided by Accountant, Legal etc or for utilities

Petty Cash

A small sum of petty cash is maintained by the Site Manager. This is spot checked by the Chair

Banking

The company bankers are Lloyds Bank and signatories are

Chairman – Sara Soper

Company Secretary – Karen Powell

Chrissie Woodridge

Any two may complete transactions

Payroll

Both the Site Manager and Company Secretary are employees and their salaries are calculated by TS Partners, Torquay who conduct the payroll operation.

Accounts

The Company's Accountants Lowe Henwood has 'live' access to Xero and all invoices are attached to those records.

Agreeing purchases

The site manager may authorise purchases up to £500.

The chair or a Director may authorise purchases up to £3000

The Board must agree purchases over £3000

OCRA Limited



Unacceptable Behaviour policy

The Board of Directors will not tolerate any abuse towards our staff.

The majority of owners, residents, visitors and contractors will treat our staff with respect and will be grateful for their help. However, in some very limited cases staff may be faced with behaviour which OCRA Ltd does not condone.

Rude or inappropriate behaviour – guidance to staff

Please ensure all residents are treated fairly and consistently. A friendly ‘good morning’ to all residents is expected regardless of whether it is reciprocated.

If faced with an aggressive or rude person remind them that you want to solve the problem but ask them to direct their concerns to the Company Secretary or Chairman. Offer assistance on how to do that and then please politely remove yourself from further dialogue.

Do not raise your voice or write aggressive emails – as an employee you are representing the company and whilst you may be tempted to answer back, please do not.

If you wish to make an informal or formal complaint about how you have been treated please speak with the Chairman or Company Secretary as a matter of urgency. Do not stay quiet and suffer in silence.



Board Procedures and Management Plan

Directors

There will be a maximum number of seven directors and a minimum number of five.

No person shall be eligible to hold office as a Director who is not a Member of the Company nor who has not been a Member of the Company for a minimum period of two years prior to appointment.

At least fifty per cent (or the higher number if the total number of Directors is an odd number) of the Directors shall have their primary and permanent place of residence at Ocean Court.

All vacancies will be communicated to leaseholders and leaseholders can self-nominate, however, the Board will make the final choice based on the skills/time an individual can bring.

Meetings

Notice of a meeting of the Directors shall be deemed to be properly given to a Director if it is given personally or by word of mouth or sent in writing to a last known address or any other address given to the Company for this purpose.

The quorum for meetings of Directors shall be four Directors present in person or via a platform such as Zoom or Teams.

All or any of the members of the Board may participate in a meeting of the Board by means of a conference telephone or any communication equipment which allows all persons participating in the meeting to hear each other. A person so participating shall be deemed to be present in person at the meeting and shall be entitled to vote or be counted in a quorum accordingly.

Any two Directors may instruct the Company Secretary to call a Board meeting at any time.

Directors are ordinarily expected and required to attend a minimum of 50% of the Board meetings in any one year and if this regulation is not adhered to, they will normally be expected to resign.

Meeting dates will be set for the year ahead. The normal pattern of meetings will be September (post AGM), November (budget setting), February and April. The AGM will be held in August or September.

Election of Chair

The Company Secretary will seek nominations for Chair before the November meeting so that the Chair can be elected prior to a start date of January 1 each year. Those nominating are encouraged to circulate in advance a brief statement as to why they should be elected as Chair. All standing will be entitled to vote for themselves or another.

Voting will be anonymous with the Company Secretary acting as Returning Officer.

The successful candidate will be entitled to have their service charge payments waived for the length of their time as Chair. Should there be a change of Chair mid-year the service charge will become due for the outgoing Chair on a proportional basis.

A Chair may stand for re-election but the maximum tenure should normally be a maximum of 3 years.

The Role of Chair

The Chair has no greater powers than other Directors however they are expected to:-

- Chair Board Meetings
- Chair the Annual General Meeting
- Work with the Company Secretary to prepare papers for the Board's consideration
- Be the co-line manager of the Site Manager
- Aim to resolve any concerns or complaints received

Financial Powers

Quorate Board Decision - all spend over £3000

Director/Company Secretary and/or 2 Directors – Spend up to £3000

Site Manager - Spend up to £500 – e.g. cleaning materials, paints, light bulbs

Borrowing

The Directors may exercise all the powers of the Company to borrow money without restriction on amount and on such terms and for such periods as they deem fit and to mortgage or charge its undertaking, property or any part thereof, and to issue debentures whether outright or as security for any debt, liability or obligation of the Company or of any third party.

Code of Conduct for Directors

Directors must maintain confidentiality at all times – this includes Board Papers and Reports
Directors must support publicly all decisions made by a majority of the Directors despite possibly privately not supporting a motion

Directors must not meet leaseholders, at their request, without reference to the Chair first.

Any two Directors may instruct the Company Secretary to call a meeting that falls outside of the planned calendar.

A vote of no confidence in a fellow Director can be tabled should there be reason to question whether a Director is acting in line with Board policy. In such cases 2 Directors are required to table the agenda item, the Director concerned has the right of reply and a vote will be taken.

Sept	Nov	Feb	April
<ul style="list-style-type: none"> • Post AGM review • Financial report • Report on six monthly review of building and gutterings • Discussion about works required in following financial year • Set AGM date • Leaseholder communications 	<ul style="list-style-type: none"> • Financial report • Salary reviews • Setting of the service charge for the year ahead • Agree spend on community events • Review insurances • Annual review of roof by building contractor • Living at Ocean Court annual review • Leaseholder communications • Election of Chair for the following year • Agreement of Board procedures for following year 	<ul style="list-style-type: none"> • Financial report • Report on six monthly review of building and gutterings • Inspection of items stored in communal areas • Leaseholder communications • Policy reviews – Concerns and complaints, GDPR, Staff Code of Conduct (new 2025) 	<ul style="list-style-type: none"> • Financial report • Six monthly review of roof • Website review • Review Fire Safety report • Leaseholder communications • Policy reviews – Unacceptable behaviour, Lettings



GDPR

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 Russ King - 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 or a tenant moves.

How is the data stored?

On encrypted laptop and iCloud.

OCRA Limited



OCRA Limited Concerns and Complaints Policy

Policy brief and purpose

Ocean Court is managed by OCRA Ltd, a company run by leaseholders for leaseholders. In accordance with the company Articles, the Board may consist of up to 7 Directors who are all leaseholders and work without payment* in the interests of the leaseholders. All Directors trust that their actions, and those of the employees of the company, do not cause any concern or complaint but the Board will always take any observations, comments or complaints for consideration and endeavour to act on them in the best interests of the community. It is recognised that it is important that there are clear processes in place should issues arise and the purpose of this document is to clearly articulate the current policy.

Access to the Board and Individual Directors

The Directors are also leaseholders who wish to enjoy their home and privacy as others do.

It is important that Directors are not 'doorstepped' or otherwise harangued in the corridors of the building. They work continuously to try to ensure the seamless functioning of the building and they should be owed some respect.

It is always difficult to please everyone but the Board work hard to make the right decisions for the building and fellow leaseholders to protect the value of our assets and homes. The Directors are appointed in accordance with the company Articles and are charged to act in the best interests of the leaseholders. They are not required to consult on each and every decision but will do so when major expenditure or policy is involved, and will try and maintain a regular dialogue on any issues that materially affect the leaseholders.

Communications should be addressed to the Chairman, OCRA Ltd and posted in the letter box provided in the office or sent by email to the Company Secretary.

Concerns & Complaints

Complaints are most often unresolved concerns, and we aim to address those concerns so they do not become complaints.

The Company employ two staff. The Company Secretary and Site Manager. We have a duty of care to allow our staff to go about their duties safely and without fear of bullying or harassment. Leaseholders should not take issue with any member of staff directly, and any concerns or complaints about the conduct of the staff should be made in writing and marked

for the attention of the Chair. The Chair will then allocate a Director to investigate and consider the actions that may be required as a result of that report. Information about the complaint whilst it is being investigated is limited to 2 directors and the Company Secretary to ensure that should there be a further need to investigate the outcome a new panel of Directors may be used.

Any complaint or concern about the actions or conduct of fellow leaseholders or residents should be made in writing to the Company Secretary, who will pass it to the Board for consideration.

Any complaint or concern about the actions or conduct of Directors should be made in writing to the Company Secretary, who will pass it to the Chair for consideration.

Any complaint or concern about the actions or conduct of the Chair should be made in writing to the Company Secretary, who will pass it to a Director to investigate.

Unresolved complaints

If a concern or a complaint cannot be resolved by the intervention of the Chairman it will be passed to the full Board for consideration, whose decision will be considered final.

Timescales

We aim to acknowledge emails or letters of concern or complaint within 3 working days and give a response within 5 working days.

*The Chairman has their service charge waived for the duration of their position. Insurances must still be paid in full

OCRA Limited



Code of conduct for staff

The Board of Directors expect our staff, as representatives of the company, to act at all times in a professional manner. Whilst we have a policy to protect staff from aggression and rudeness from residents or contractors we have expectations of staff conduct too.

- General behaviour and professional standards: We expect our staff to treat others with respect, during professional interactions whilst representing the company.
- Attendance and timekeeping: We expect our staff to manage their time effectively and be punctual when required. Any absence should be reported as soon as possible.
- Use of company assets: We expect the company equipment, email, internet, and other resources to be used as designed and not for personal use.
- Technology and security: We expect company mobile phones, and cybersecurity to be kept secure.
- Dress code: We expect our staff to wear appropriate work attire. This should be appropriate for the job. No vests should be worn and protective clothing is available through the company.
- Harassment and discrimination: We have clear prohibitions against any form of harassment or discrimination. Harassment can be perceived or actual.
- Confidentiality: We expect staff to protect sensitive company information.
- Conflicts of interest: We stress staff must avoid situations where personal interests could compromise or perceive to compromise professional duties. Gifts may be accepted at Christmas but should be noted and the Chair advised. Staff should not 'do deals' with residents for goods or services.
- Conduct outside of work: We expect staff behaviour that positively reflects on the company, especially for roles with a resident facing aspect.

Disciplinary actions: Failure to comply with this Code will lead to formal investigation, with the report being presented to the Chair. Outcomes could include informal warning, written warning, final written warning or instant dismissal.

We hope you found this guide helpful. The Ocean Court website can be found at – www.myocra.co.uk the website contains lots of helpful information.