

# Living at Ocean Court



A guide  
for owners and residents

[www.myocra.co.uk](http://www.myocra.co.uk)

September 2025

## 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**

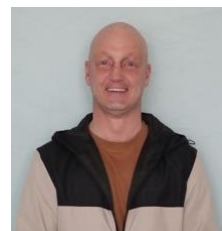
### **Karen Powell – Company Secretary and Bookkeeper**

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 the office telephone on **01752 509825** or via email – [ocraplymouth@gmail.com](mailto: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, on the office telephone - 01752 509825 or via e-mail [ocramanager@gmail.com](mailto: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  
John Elliott



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## 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.

### **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](http://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 and Airbnb) 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

We hope you found this guide helpful. The Ocean Court website can be found at – [www.myocra.co.uk](http://www.myocra.co.uk) the website contains lots of helpful information.