



Newsletter No. 13 Late Summer 2009 To Neptune Marina Owners

Long Term Works

The long term works were completed some weeks ago, exactly to budget, without the need for any extra payment from owners. The LTA Section 20 Consultation requirements were fully adhered to and we have had some useful and complimentary notes from owners about this process.



ROOF GARDEN

The flowers on the roof garden have looked bright and colourful during the summer and the lavender, gaura and sea holly have been appreciated by residents.



HOT WATER TANKS

Don't forget to get your hot water tanks serviced every year by an Ariston authorised engineer!

We will continue to remind you about this because it is vital to get the tanks serviced and the immersion heater inspected for signs of scaling.

If this is not done, it is possible you or your tenants will be inconvenienced by hot water breakdown and potentially leaks into your apartment from your tank. If any leak escapes from your apartment the Lease defines that you are liable for any resulting damage.

Details of Ariston authorised servicing companies are:

- 1) Gas Care East Anglia Ltd—
07920 776674—Chris
- 2) The Gas Shop,
Felixstowe— 01394
670903—Nick
- 3) Gasway, Norwich—
01603 404755



!!!!!! Foul Water Pump Station !!!!!!

We repeat our plea from the Spring 2009 newsletter that you ask your tenants **NOT** to flush sanitary items, rags and nappies down the toilet. We are continuing to have high maintenance costs to unblock the pumps.

Reminders are posted into every letter box.

New Tenants?

Please ask your new tenants to come to the management office so that we can make them familiar with the equipment in the building, give them the residents guide, and welcome them to Neptune Marina. The Concierge Service has a tourist information desk with lots of free local information, and this will help your new tenants to settle into the area. Some owners have very frequent changes of tenants – No problem! We are happy to show tenants as many times as necessary how to use equipment and how to take care of the building. Any damage caused by tenants to equipment in the building will be charged TO THEM or the owner of the apartment. CCTV footage is used for identification purposes where necessary.



Suppliers/Deliveries coming to your apartment

It is very important that you tell us if you send anyone to the management office to collect your apartment key. **WE WILL NOT ISSUE KEYS** to anyone unless we are expecting them, or we know they are your tenants, i.e. that they have a right to be in the building and in your apartment. Telephone calls to gain authorisation only adds to service charge costs.



Don't forget to charge your tenant for water rates. At least £30 per month for most apartments is sufficient, but larger apartments will be more! Please ask us for more accurate information.

Local news and recent developments.....

The new **Tesco Express**, together with **Spurdens** newsagents, are both very handy for residents due to their closeness to Neptune Marina. The student accommodation block is coming on apace on Duke Street, although there is still no sign of development on the site immediately to the south of Neptune Marina. This is operated as a car park and is extremely useful to residents and their visitors.

The new **Dance East** studio is now open with a fabulous programme of classes and workshops for the inaugural autumn season.

Ipswich Maritime Trust has a new exhibition next to the Dance East building, and the **Salthouse Harbour Hotel** is due to re-open after their extensive building works and will be a fabulous high quality addition to the Ipswich Waterfront.

If you are an investment owner and you have not been to visit your apartment recently, do come and see how the area is changing and improving.

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