

Living at Royal Clarence



Important Information for Residents of Royal Clarence Yard and Marina.

🏠 RMG contact number: 023 8021 0040

🏠 Email: royalclarence@rmguk.com

🏠 WhatsApp: 07966167590

🏠 RMG Living Chat (24 Hours): www.rmgliving.co.uk

🏠 Emergency Lift Number: 01753 899 032

Welcome!

Whether you own or are renting a property at Royal Clarence, you are part of a development that is rich in heritage and has a great future ahead of it.

This booklet has been produced by RMG, the Managing agents of Royal Clarence Yard and Marina, to explain the rules and regulations of the development, the services provided by RMG and to help you get the best from living in this unique waterfront environment.

We hope you find this handbook useful and suggest that you keep it for future reference.

If you have any further questions, please do not hesitate to contact us on 023 8021 0040.

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IN THE EVENT OF A FIRE

Follow The Fire Action Plan:

If a fire breaks out in your property:

1. Vacate the room and close the door behind you.
2. Tell everyone in your home to leave and close front the door behind you.
3. Do not attempt to tackle the fire.
4. Dial 999 or 112.
5. Wait outside the building for the emergency services to issue instructions.

If you see a fire in another part of a building:

1. The building is designed to contain a fire in the flat where it originated. Stay in your flat if it is safe to do so.
2. Leave immediately if smoke or heat begins to affect your flat.
3. Wait for the Emergency Services to issue instructions.

DO NOT TAKE RISKS

DO NOT COLLECT PERSONAL BELONGINGS

DO NOT ATTEMPT TO TACKLE THE FIRE

DO NOT USE THE LIFTS

CHECK YOUR SMOKE DETECTORS

It is important that you carry out regular checks to the smoke detector in your property. Regular checks will ensure that suitable detectors are installed and working correctly.

IN THE EVENT OF A LEAK

In the case of an emergency escape of water, contact RMG urgently on 023 8021 0040, then take the following steps:

1. Establish where the water is coming from.
2. If the water is coming from another flat, notify the leaseholder/tenant of that flat immediately.
3. If they are not available contact the RMG who will attempt to contact them, on your behalf.
4. If the leak is in your flat, do all you can to mitigate any damage and immediately arrange for a plumber to attend and fix the problem.

We request that the leaseholder/tenant advises the Maintenance RMG as soon as possible, of any occurrence that may lead to an insurance claim being made by the

1. DEALING WITH EMERGENCIES

leaseholder. Once informed of a potential insurance claim, RMG will contact the buildings insurance loss adjuster to seek advice on the next steps.

BUILDINGS INSURANCE

The building insurance and premiums include cover for rebuilding costs, terrorism cover, accidental damage, fire and general perils (such as lightning, explosion, impact, earthquake, theft, malicious damage, burst pipes, storm, flood, accidental damage and some subsidence). Insurance is also in place to cover Estate items as well as public liability and employers' liability cover.

Owners should note that the building insurance does not cover contents within their demised premises and that they are responsible for ensuring adequate contents insurance cover is in place at their property.

2. WHO LOOKS AFTER ROYAL CLARENCE?

INTRODUCING RMG

The Residential Management Group (RMG) is one of the UK's leading property management specialists. We manage a portfolio of over 80,000 individual homes across England & Wales. We are committed to providing a unique customer service which separates us from any other Managing Agent within the property management business.

RMG was appointed in May 2017 by the freeholder, Berkeley Homes, to manage Royal Clarence Yard and Marina. Our vision is to be the Managing Agent of choice; we work with all of our clients and ensure full open and transparent communication, along every step of the journey. All of our clients choose to be managed by RMG.

We understand that purchasing a property is one of the most important decisions and one of the biggest investments we will make in our lives. Our role as your Managing Agent is to ensure that the experience of being part of a Managed Development is enjoyable and hassle-free, with our trained staff on-hand to answer any questions that you may have and to guide you through the process of being part of your community.

Our duties on behalf of your development are fully detailed in this document. Your designated Property Manager (PM), is supported by a Property Team, overseen by a Regional Manager. There is also an on-site Maintenance Operative who carries out any general repairs and cleaning required around the development.

We will make sure your investment maintains value by ensuring that all maintenance is undertaken to a high standard. In return, your service charges will pay for these services.

2. WHO LOOKS AFTER ROYAL CLARENCE?

HOW TO CONTACT RMG

RMG is always happy to help regarding any queries that you have relating to Royal Clarence Yard & Marina, whether you have an emergency, a maintenance issue, a query with your Service Charge invoice or just a general query regarding the development. RMG will aim to resolve enquiries during the first contact, however if the enquiry needs to be escalated, we aim to respond within 4 working days, subject to the nature of the enquiry. We have a dedicated phone line for Royal Clarence Yard & Marina and we can also be contacted via a number of methods which are detailed below:

Phone: 023 8021 0040 -Normal office hours are 9.00am to 5.30pm. A call to the same phone number after office hours (Monday-Friday) will be redirected to our Out Of Hours (OOH) service where emergencies can be dealt with efficiently. If the OOH line is called for anything other than an emergency, our team may advise for you to call back in normal office hours for your call will be dealt with as appropriate.

Email: royalclarence@rmguk.com

Gosport Office: Unit 5 Royal Clarence Marina Salt Meat Lane Gosport PO12 1GS Opening Hours: 9:00 –17:30

Head Office: Residential Management Group RMG House Essex Road Hoddesdon Hertfordshire EN11 0DR

Website: www.rmg ltd.co.uk (See further information on RMG Living)

RMG Ltd Registered Office: RMG House, Essex Road, Hoddesdon, Hertfordshire EN11 0DR Registered in England No. 1513643 VAT number: 401 2697 81

www.rmgliving.co.uk

Your on-line account service

RMG Living provides property owners with an easy way to manage their Service Charge account. Fully secure, unique log in details allow property owners to view their account status and make secure online payments 24/7. Logging into the website is also an easy and convenient way to keep up to date with what's going on at Royal Clarence. Information is constantly updated so it is always current.

www.rmg ltd.co.uk

Our website has been designed for Residential Management Companies (RMC) and Leaseholders. It provides information on RMG and the services that we offer and enables improved and enhanced communication with our clients. The site includes an introduction to our management team and the latest company news. It also

2. WHO LOOKS AFTER ROYAL CLARENCE?

includes a variety of links for leaseholders to assist with a range of property management queries, from lease advice, to information on utility providers.

RESIDENTS ASSOCIATION

The Royal Clarence Marina Residents Association (RCMRA) is open to owners and tenants of homes East of Weevil Lane in the “Royal Clarence Marina” development. The Association is run by residents on a volunteer basis. There is a small annual membership fee to help cover administration costs. The RCMRA committee meets from time to time with both Berkeley Homes and RMG). For more information about the Residents Association and membership, please visit their website: www.rcmra.co.uk or email info@rcmra.co.uk.

3. INFORMATION FOR LEASEHOLDERS

WHY YOU HAVE TO PAY A SERVICE CHARGE

On purchasing your property, a Lease will have been signed which defines the areas to be maintained and the “rules and regulations” of the development. One of them is that the homeowner will pay a Service Charge to contribute towards the costs for the services required for the development, which will be carried out by the managing agent. Service Charge payments are due on 1st January and 1st July in each year.

HOW RMG SET THE SERVICE CHARGE

The Service Charge costs have been generated by creating an annual Service Charge Budget for the services that are required for Royal Clarence Yard & Marina. The Service Charge Budget is not the actual expenditure but an estimate of the year’s likely expenditure. The budget is created based on experience of managing similar developments and once available, the previous year’s expenditure.

At the end of each Service Charge year all owners will receive a copy of the independently audited Service Charge Accounts. These set out payments collected and expenditure incurred during the year. We will advise you of any balancing charge and your account will be credited or debited accordingly.

The service charge accounts are certified and examined by a firm of independent accountants each year. There is a statutory requirement for these accounts to be distributed to all leaseholders by no later than six months (i.e. 30th June) following the service charge year end of 31st December.

WHAT THE SERVICE CHARGE COVERS

The Service Charge covers the costs of regular service providers for the communal areas including, but not limited to the following:

- An on-site Maintenance Operative, cleaners, electricity for the communal areas, water, heating of the communal areas, communal door security access, servicing and maintenance of the plant including the booster pumps for supply of cold water and the lifts.
- Buildings insurance (including terrorism cover and rebuilding costs) for the block is included in the expenditure.
- Professional engagements undertaken from time to time such as structural engineers, building surveyors, legal and accounting professionals, and project managers for major projects (including external & internal redecoration and tendering processes).
- Repairs and maintenance of all communal areas including the building structure, communal windows and stairwells. RMG also deal with communal plumbing repairs and maintenance.
- Health & Safety responsibilities, including: fire protection and fire equipment maintenance, electrical installation maintenance and certification and health and safety responsibilities.
- The professional payments associated with the running of the Management Company, including RMG's management fees.
- The Service Charge includes a contribution a **Reserve Fund** which provide funds for cyclical and non-annual periodic works such as internal/external redecoration and re-carpeting communal areas.

PAYING YOUR SERVICE CHARGE

Service Charge payments are due on 1st January and 1st July in each year. Payment can be made via the following methods:

Phone: Payments can be taken over the phone by our customer service agents by either credit or debit card. Call 0207 598 1600

Cheque: Cheques should be made payable to Royal Clarence Yard –Phase (state your Phase as shown on the back page) or to RMG. Please ensure 'A/C Payee Only' is clearly printed on the cheque and your name, address and your tenant reference is included on the reverse. Send your payment, with the tear-off remittance slip from your service charge invoice, to the address shown on the invoice.

3. INFORMATION FOR ALL LEASEHOLDERS

Standing order: A standing order should be set up with your bank in line with the remittance advice stated at the bottom of your Service Charge invoice. We understand that it may be

difficult to make full payment and can offer you the option of setting up a standing order to pay by instalments. Please note, however, that a standing order set up to pay over more than 2 instalments, will incur an administration fee payable within the 1st instalment).

Bank Transfer: When paying by bank transfer, always ensure you include your Customer Reference, to help identify and allocate your payment. The account details you will need are: Sort Code: 12-27-25 | Account Number: 10417161

Online: Payments can be made online via debit card by logging into your individual account. Your username and password will be supplied upon request.

What to do if you cannot pay the charge:

If you have difficulty paying it is important that you contact RMG upon receiving your Service Charge invoice. We will discuss the options available and may be able to agree a payment plan that suits you. If no payment is made (either in full or via agreed instalments) by the invoice due date, action will be taken to recover the outstanding Service Charges, which will result in additional charges being applied.

GROUND RENT

Ground rent is payable annually by the leaseholder and is in addition to your service charge. It is collected by Berkeley Commercial Developments Limited whose registered office is Berkeley House, 19 Portsmouth Road, Cobham, Surrey, KT11 1JG.

SELLING YOUR HOME?

We have a specialist Solicitors Enquiries Department who will be able to assist in most sales queries. They are also able to provide the Sellers Information Pack, which is based on the usual questions asked in the course of a sale.

The Sellers Pack can be issued either directly to you or your solicitor within 10 working days. The sellers pack contains important information required for the sale of the property. There is an admin charge for the sellers pack dependant on the information you require.

Payment for sellers pack can be made over the phone with our Solicitors Enquires Department via Debit Card or alternatively can be paid by cheque to the address below. Please ensure you write your customer reference number on the back of the cheque.

SED Department RMG House Essex Road Hoddesdon EN11 0DR.

To request a sellers pack please contact our Solicitors Enquiries Department by email at SED@rmguk.com DX -80671HODDESDON

SUBLETTING

3. INFORMATION FOR ALL LEASEHOLDERS

The Lease requires that leaseholders do not part with or share possession or occupation of their property except by way of an assignment or underletting. It further states that the property should be used as a private residential property only.

GENERAL MAINTENANCE

RMG undertakes to manage any repair matters in the communal areas of the development. The Maintenance Operative and Property Manager are based on site, enabling them to ensure that matters are addressed as they arise; but we ask residents who notice issues on the development to contact RMG and advise us accordingly.

WATER CHECK METERS

Water is supplied via a number of bulk meters and each flat has been fitted with an individual check meter which records the water use within your flat. In most instances this is located in the landing riser cupboard and is individually identified. A FB2 key may be required in order for the meter cupboards to be accessed. This is a standard key held by the fire brigade so that they can have access to cupboard doors in the event of an emergency and such keys can be obtained from the local locksmiths. It is recommended that residents regularly check their check meter in order to minimise the risk of high water bills caused by, for example, a continuous running overflow in your flat or leak. In addition, Phase H leaseholders can apply to have access to their water check meter online and set up alerts with regard to usage limits.

LIFTS

The passenger lifts must be used in a considerate manner in accordance with the notices displayed. Particular attention should be drawn to not overloading the lift or keeping the lift doors open, both of which could have an impact on the operation of the lift.

In case of an emergency or a breakdown please report this to Chaney Lifts by contacting them on 01753 899 032.

If the lift stops working while you are inside, there is an auto-dialler telephone fitted within the lift which is connected directly to the lift maintenance contractor. The method for calling the lift engineers displayed in the lift should be followed.

CAR PARKING

Car parking is managed by Horizon Parking Limited and any parking issues or enquiries regarding permits should be directed to them. The rules and regulations are displayed on communal area notice boards and in the designated parking areas of the development. The zones themselves are clearly signed around the development. Should you need to contact Horizon regarding permits or parking fines, their contact details are:

Tel: 0845 519 6265

E-mail: permits@horizonparking.co.uk

Please note that vehicle washing and long-term repair works are not permitted in any part of the development.

4. GENERAL INFORMATION FOR ALL RESIDENTS

OVERSIZED VEHICLES, MOTORCYCLES AND TRAILERS

Oversized vehicles and trailers are only permitted in Zone F in (Cooperage Green). Trailers must be registered with RMG.

Motorcycles must be parked in a standard parking bay or a designated motorcycle pavement parking area. Please note that a motorcycle counts as one vehicle and only one vehicle per property can park in zone A, B, C, D or E.

CYCLE PARKING

Secure parking for bicycles is provided in the cycle stores, the access can be obtained from the Maintenance Operative. Bicycles cannot be parked anywhere in the internal or external communal areas and may be removed if they are. If cycles are kept in your home, please ensure that extra care is taken when taking them in and refrain from wheeling them over communal carpets.

NOISE AND NUISANCE

We would like to remind owners aware that, under the terms of your lease, all residents have a right to "quiet enjoyment" of their property. The lease of your property also contains terms and conditions which you agreed to abide by when you purchased/rented your property. Therefore, owners and occupiers must be sure to remain mindful of the need to keep noise levels to a minimum, especially during earlier and later times of the day, as this will limit disturbances to neighbouring residents. Noise levels should not be audible outside of your property between the hours 23:00hrs and 08:00hrs daily.

INTERNAL CLEANING AND WINDOW CLEANING

Internal communal areas are cleaned by a team of cleaning staff who rotate across all buildings on the development. If the leaseholder has any concerns or comments with regards to the cleaning, please speak to the Maintenance Operative and/or RMG.

You are required under the terms of your lease to keep the inside of your windows clean. The outside of apartment windows are cleaned by a contractor on a regular basis, unless otherwise advised. The date of the next clean is displayed on the communal notice boards. Residents should ensure that their windows are closed on window cleaning dates.

CARE OF DRAINS AND PLUMBING

Do not pour any fat, oil or grease into the kitchen sinks or put nappies or baby wipes down toilets as these can have an adverse and serious impact on the communal pipework within the building and the wider estate sewerage system. If there is a blockage within your flat it is your responsibility to arrange for the problem to be fixed.

TOILET OVERFLOWS

The toilets have an internal overflow which means that, if the cistern mechanism fails to shut off when full, water will flow continuously into the bowl. This can be quite hard to spot and if left to run for any length of time will result in a large volume of water being wasted. As the leaseholder is charged for all water used in their property this can result in a very high water bill. If the cistern develops this problem the leaseholder is advised to call a plumber as soon as possible to rectify.

PRACTICAL STEPS TO REDUCE THE RISK OF WATER DAMAGE

To reduce the risk of damage follow these simple rules and checks.

- Find out where the stopcock is and keep it easily accessible so you can turn off the water if a leak occurs.
- Water to your property must be turned off at the stopcock should the property be vacated for a continuous period of **more than seven days**. You are also advised to turn off your supply at the check meter in the riser cupboard.
- If your home is left vacant for holidays or otherwise in the winter maintain the heating at a low level (at least 5°C).
- Regularly check the following for blockages, leaks or wear:
 - The sealing around showers, sinks and baths.
 - Sink & appliance drainage u-bends and plugs
 - Joints in pipe work.
 - Check that overflow pipes have not become detached and ball valves in water tanks and toilet cisterns are operating properly.
 - Check balcony drains to ensure that they are free from obstruction
 - Plumbing work should be carried out by a registered professional plumber. Keep their contact details to hand in case of emergency. If you notice leaks around pipes or shower cubicles, inform RMG as soon as possible.

REFUSE

Ensure that all refuse and other materials are disposed of in the bins provided by Gosport Borough Council. Bins are provided for domestic waste and recycling and the types of refuse that can be disposed of are displayed on notices. It is imperative that waste is correctly disposed of or the Council will charge for emptying "contaminated" bins.

4. GENERAL INFORMATION FOR ALL RESIDENTS

Cardboard must be flattened to maximise the bin space available. There is also a facility for bottle recycling in the Weevil Lane lorry park.

Bulk items should be taken to the Amenity Tip at Grange Road, Gosport. Telephone number 02392 524112. Alternatively, Gosport Council will pick up bulky household waste for a fee. For more information go to <https://www.gosport.gov.uk>.

SECURITY

These simple steps will to ensure that security of the site is optimised:

- Keep main entrance doors shut and not propped open.
- When using the main door wait for it to close behind you to ensure you are not followed through by a non-resident.
- Do not open the door either directly or via your intercom system to anyone not known to you as a resident or not visiting your property.
- Do not pass any security entry code details out in order to protect the overall levels of security.
- Do not leave main entrance doors on the latch.
- If you witness suspicious behaviour or a crime in progress contact the Police immediately on 101 or 999.

SMOKING

TO COMPLY WITH THE LAW, SMOKING IS PROHIBITED IN THE COMMUNAL AREAS OF THE BUILDING

The smoking ban does not cover domestic premises though anyone providing a service to you in your home may operate a smoke-free policy for themselves or their employees. Signs are displayed throughout the development to highlight this policy.

The No Smoking policy is in place not only to avoid non-smoking residents having to breathe second hand smoke, but to avoid a fire in the communal areas of the building.

Please dispose of cigarette ends safely and considerately. Do not drop them on the ground or pebbled areas. Please also do not smoke in the vicinity of the main entrance doors to the buildings.

STORAGE

Storage of materials, inflammable substances, bicycles and other items in the communal areas, lobby and stairways and riser cupboards is strictly prohibited. All residents must adhere to these Health and Safety rules for the buildings to remain compliant. Storing items in communal areas is a health and safety breach as such items obstruct escape routes. Any items found in communal areas may be removed without prior notice and may be disposed of immediately.

4. GENERAL INFORMATION FOR ALL RESIDENTS

TV/SATELLITE

There are communal satellite dishes on all buildings (a splitter may be required for TV use in bedrooms). The installation of individual aerials/dishes is strictly prohibited. This rule does not apply to leasehold houses in Flagstaff Green, as their lease does not prohibit it.

PETS

No pets are to be kept in the property without RMG's prior written consent. This includes, dogs, cats, any bird, fish, reptile or any other animal. Residents who have pets or are thinking about getting any should contact RMG for permission and provide details of the pet. This detail may help with returning pets to their owners if they go missing.

Typically, permission will be granted with the proviso that the pet does not cause a nuisance to neighbours, such as persistent noise or fouling within the building/estate. Permission can be withdrawn at any time. Any costs associated with having a pet removed will be borne by the pet owner or leaseholder. If the leaseholder or tenant has a pet and the lease does not permit it or if written consent has not been obtained the leaseholder will be in breach of their lease and the matter may be escalated further.

BALCONIES, TERRACES AND PATIOS

Residents with balconies or private patio areas are asked to make considerate use of these areas. Residents are not allowed to hang or expose any clothes, washing or any other articles out of windows and on balconies/patios. It is also prohibited to have BBQ's, open fires or heaters on them.

Any balconies/terraces/patios are also required to be kept clean and unobstructed and owners may not make any additions or alterations to these areas, erect or place any goods equipment or materials on them. In addition, it is prohibited to exhibit any form of advertising or notification signs or posters anywhere which is visible from outside of your property.

FLAGSTAFF GREEN AND OTHER GRASSED AREAS.

- The riding of motor cycles through the pedestrian entrances of Flagstaff Green is prohibited.
- The grass areas on Flagstaff Green and the rear of the Granary and Bakery are not public recreational areas and should not be used for dog exercise, barbecues or ball games.
- The pond on Flagstaff Green is not to be used for bathing or swimming. It poses a drowning risk to unsupervised children and it should not be treated as a play area.
- Please keep to the footpath and not cut across grassed areas as this creates a worn path.

ROYAL CLARENCE YARD HISTORY

Captain Henry Player, built a manor house, a brewery and other ancillary buildings on the site in the late 17th century and supplied beer to the Royal Navy. Following his death in 1711, the brewery continued to be operated by his family members until 1751.

In 1828 work began to transform the site into one of only two main victualling establishments for the Royal Navy. RCY, named after Duke of Clarence at that time, was often used by Queen Victoria as her alighting point for her journeys across the Solent to her house at Osborne on the Isle of Wight.

RCY played a significant role in British industrial history due to it being one of the first large industrial food processing plants in the country. It was and still is greatly admired due to the exceptional quality and style of the buildings, some which date as far back as the early 18th century.

RCY was an essential part of D-Day, supplying the thousands of ships that bore the invasion force across to France. RCY also saw action in supplying the Falklands Task Force.

ROYAL CLARENCE TODAY

The Northern part of the former Victualling Yard was acquired by Berkeley Homes in 2001 for a mixed-use development. Today the site is home to approximately 500 residential properties, workshops, artist galleries, cafes, restaurants, retail units and a marina.

Berkeley refurbished the old buildings whilst retaining the beautifully historic external architecture, as well as constructing new buildings and sympathetically reinstating buildings that had been destroyed by bombing during the war.

NOTABLE BUILDINGS

The Flagstaff Green houses

The Superintendent's and Deputy Superintendent's Houses were designed and built by George Taylor in 1830 to house the senior officers of the Victualling Yard. The Police House and the other residences surrounding Flagstaff Green were also built around this time. Flagstaff House is a new building on the site of a 60's office block.

The Granary & Bakery

The most prominent building on the site was a combined storehouse, granary, flour mill and bakery. It consisted of two extended wings built either side of the four-storey Granary. The north wing was the Bakery which produced the famous ship's biscuits in large ovens that can still be seen today. Alongside the Bakery is the Flour Mill where grain was ground into flour. The South wing (destroyed by bombing during the 2nd War) was a large

5. OLD AND NEW

storehouse. This wing was rebuilt as part of the new development and is now called The Chandlers.

Salt Meat Store

Situated behind the south wing, this building was where salted meat was stored in barrels ready to be loaded onto ships. The new Salthouse building now occupies this site.

North Meadow

The open area behind the north wing which is now a car park, was originally a paddock for livestock destined for The Slaughterhouse. The surrounding sheds and stalls originally formed part of a barracks for Military Artificers.

The Slaughterhouse

Built in Italianate style, the Slaughterhouse was purpose-built in 1854 following the decision to move the slaughtering facility from its prior location, which was in close proximity to the mooring of the Royal Yacht. This was a result of complaints from the Royal Household about “offensive effluvia” from the former slaughterhouse.

The Cooperage

Most of the single storey workshops which make up the Cooperage were built between 1765 and 1766 next to the Weevil Brewery, for the production of casks. A few of the workshops were later used for other functions to suit the Navy’s needs as they changed. The last ever cooper to work at RCY left upon the Yard’s closure in 1990.

The Pump House

The Pump House in the Cooperage, built in 1778, housed the horse-driven engine which pumped water from the well beneath it to the neighbouring Weevil Brewhouse.

The Engine House

The Hydraulic Engine House dating from 1862 provided power to the adjacent Mill Building and Bakery and for keeping the reservoir filled. This beautiful late Georgian building is of considerable importance in the history of the development of this site, in addition to being an early and fine example of a hydraulically-powered engine house.

More information about the history of Royal Clarence Yard is available from the Gosport Society publication, Feeding the Forces: The History of Royal Clarence Yard 1827-1992. Copies are available from the Pump House Café in Cooperage Green, The Driftwood Studio in North Meadow and the Tourist Information Centre (Bus Station Complex).

FREQUENTLY ASKED QUESTIONS

Q. Are RMG my Management Company?

No. We are the managing agent appointed by your Developer to administer the day to day running of the buildings and grounds maintenance. Other responsibilities include preparation of budgets for the day to day running of the development, collection of any charges due to the Management Company, appointing/organising payments to contractors etc.

Q. Why do I pay ground rent? (Leasehold Homes Only)

Leaseholders may be obliged under the terms of their Lease to pay a ground rent charge to the Freehold owner of their property; for the land upon which the property is built and for the rights of access across the communal gardens and surrounding areas. Ground rent is collected on behalf of the freeholder and is separate to any other charges which are used for the management of your development.

Q. How do I change my correspondence/billing address?

If you are changing your correspondence address, please RMG so we can amend our records. If you do not advise us of your change of address, we cannot notify you of any important issues at your development. In addition service charge invoices will not be sent to the correct address. Please note under certain circumstances an admin charge may apply.

Q. What happens if I do not settle my account or withhold payments?

If you do not pay charges on time which are allocated to you under the terms of your lease, then the following may occur. Services to the property or planned works may be suspended pending receipt of outstanding or due monies. The management company may instruct the managing agent (RMG) to take steps to legally recover the outstanding debt. If you have a query or payment difficulties, please contact us at the earliest opportunity. We will always endeavour to assist with additional information or advice. However, we do not have the authority to reduce the individual charges that apply.

Q. Why do I pay building insurance in my charges? (Leasehold Homes Only)

Under the terms of your lease, it is likely that you are responsible for contributing to the cost of ensuring the property has adequate Buildings Insurance. If the responsibility for this falls to the management company, then you are liable for your share of the contribution to the cost of the insurance policy through them. Please note that if buildings insurance is paid through the Management Company, you should not arrange separate buildings insurance yourself. However you or your tenant will still need to arrange separate contents insurance.

6. FREQUENTLY ASKED QUESTIONS

To make a claim on the buildings insurance, you will need to contact your buildings insurance provider directly. If you are unsure as to who provides your Buildings Insurance Policy, please contact us.

Q. Where can I park?

Horizon Parking Limited (Horizon) is responsible for the parking management on site. The parking enforcement requires that residents obtain a permit and park in the designated zone(s) shown on the permit.

Visitors can park for free for a time period not exceeding 4 hours per day in Zone F/Cooperage Green and the designated parking area. However, should your visitor require to park for longer than 4 hours you will have to provide them with a Visitor Day Permit as it will have to be displayed within their vehicle.

Should you wish to obtain further permits, they can be purchased from Horizon.

Q. How do I report an abandoned vehicle?

You should contact us with full details of the vehicle. Please ensure you provide as much detail as possible as we cannot facilitate any requests without: registration number, make, model, colour and location of the vehicle.

Q. How do I report problems of noise/nuisance caused by other residents?

In the first instance we always ask residents to try and resolve any issues with their neighbours directly. Should the problem persist, your Local Authority's Environmental Health Officer has legislative powers to remedy nuisance.

KEY CONTACT NUMBERS

RMG

Tel: 023 8021 0040

Email: royalclarence@rmguk.com

WhatsApp

Tel: 07966167590

RMG Living Chat (24 Hours)

www.rmgliving.co.uk

Emergency Lift Number

Tel: 1753 899 032

Horizon Parking

Tel: 0845 519 6265

E-mail: permits@horizonparking.co.uk

RCY PHASE REFERENCES

Phase Breakdown

Phase A: Officers Quarters

Phase B: Flagstaff House and Green, Cooperage Apartments (inc Brewhouse Apartments)

Phase C: Salthouse, Chandlers & Malthouse Apartments, Salters Mews, Wyatt Court

Phase E: The Granary & Bakery

Phase H: Galleon Place, Ledwell Court

Phase I: Regents Place, Commodore Place