

How many apartments are in the building?

There are 127 apartments in Marina Gardens comprising of three different tenures. The building is separated into 6 cores containing 38 Shared Ownership homes, 25 rent to buy homes and 64 social rent homes.

Who is responsible for the repairs and maintenance of my home?

While you're renting the property, Alliance Homes will look after the repairs.

Will I be responsible for the upkeep and maintenance of the balcony?

The balcony is a part of the external structure of the building; therefore, the repair and maintenance are the responsibility of Alliance Homes. The only part of the balcony you are responsible for maintaining is the upper surface of the floor of the balcony.

Am I restricted on the use of my balcony?

Your lease will define what you can and cannot put on your balcony. There is also a good neighbourhood agreement which compliments your lease. Whilst your lease terms are paramount, please take note of the guidelines in the good neighbourhood agreement.

Will I have an allocated parking space?

There are 127 parking spaces for the development. Each flat is entitled to one space on the property.

How many Electric Car Charging points will there be?

Within the 127 spaces, there are 10 electric car charging points. The chargers are supported by a company called Sevadis, similar to Pod Point and other providers, if you wish to charge, you will be required to register your details and payment method with Sevadis. They will then send you a token which you will tap on the charger. This will then unlock whichever charging facility you are parked at.

Am I allowed my pet?

Please refer to your lease agreement and the good neighbourhood agreement for our pet policy information.

How is my Service Charge calculated?

Service charges are estimated throughout the year. You will receive an estimated breakdown of the cost in the year to come from our Finance Department. Our Finance Team will review the Service Charge after a year when the actual costs are known. If these costs have not been covered by the payments you (and any other leaseholders) have made, then Alliance Homes will amend the service charge going forward to cover the shortfall, or, if you have overpaid, they will reduce the next years payments.

Will my home include a new build warranty?

The apartment is sold as seen and will benefit from the remainder of a 10-year structural warranty. Please register the warranty on the appliances as they are gifted to you, details can be found in our handover pack.

Where do I leave my bins?

Each block within the development has a dedicated bin storage room for you to use. Each bin storage room has a code lock which will be given to you on the day you move in. This code will only work on your allocated bin storage room.

Is there a scheme manager on site?

Marina Gardens has a dedicated scheme manager available on-site during standard working hours. Contact details can be found on the scheme managers door. The scheme manager can also be contacted by pressing the phone button on your intercom inside your flat.

Will I have access to the Ground Floor amenities?

There are three commercial spaces on the ground floor: a restaurant, an office space and a wellness centre. These areas are not included in any lease or agreement relating to your purchase. They will be operated by third party businesses and available for public use.

Are my visitors allowed to park on site?

There is no provision for visitors parking on site. Alliance Homes permits general public to park in its head office carpark between 17:30 and 08:00 Monday to Friday and at weekends. Cars will be stickered and potentially removed if they are still parked outside of these times.

Shall I buy home insurance?

Building Insurance is included in your monthly service charge, and this covers damage to the actual structure of the property, such as the roof and walls. Contents Insurance is your

responsibility and will cover items inside your home, such as furniture, jewellery, and electronics, from loss, damage and theft.

What is the central heating system?

Marina Gardens benefits from an energy efficient private heat network. There is a central plant room onsite which generates energy. This energy is then transferred around the scheme and into your property using hot water. Inside your property there is a heat interface unit which converts that energy into hot water and underfloor heating. Each heat interface unit is fitted with a personal energy meter which reports your energy usage to our third-party billing provider.

Who bills our energy and electricity?

Alliance Homes works in partnership with Switch2 who are a company that supply energy and electricity to private heat networks. Once you move in, we will pass on your contact details to Switch2 who will sign you up to their portal. From there you will be able to see your combined energy and power usage and setup a billing profile.

What is included in my service charge?

Service charges include water consumption, communal area cleaning, maintenance, landscaping, servicing and compliance of integral parts of the building, fire alarm, sprinkler system and anything which is specific to the particular core you live in. Communal window cleaning is included in this, as well as personal windows which you cannot access. If you have a balcony or are able to access any of your windows, these will not be included.

Where can I store my bicycle, buggy, scooter?

Each core has a dedicated Cycle/Buggy/Storage room available only to those who live in that particular core. Currently, these rooms have D rings for bikes to be secured to, however, we also allow cages for personal items to be stored in and secured. This will however be a first come first served option as space may be limited in some cores.

I would like to put flowers pots outside my front door, is this allowed?

We are unable to allow any items such as flowerpots, door mats, shoes, buggies or any other items on the communal walkways or ledges. This is a very strict rule stipulated by our fire strategy, our fire risk assessment and the local fire brigade. Any items found in the communal space will be removed and you will be requested to collect them from a designated location.

Who are the utility providers?

Switch2 provide energy (Heating), and electricity. Alliance Homes provide water and sewerage through Wessex/Bristol Water. Internet and telephone is provided through OFNL who have a

range of suppliers for you to choose from. All Sky products are available at Marina Gardens. North Somerset Council are responsible for your council tax.

Is there Fibre broadband?

Marina gardens is a FTTP (Fibre to the Property) scheme. This means that you have a physical fibre optic cable coming straight into the utility cupboard in your flat.

Can I erect a TV Aerial?

Marina Gardens has a communal TV aerial and every necessary room has a TV Point in the most appropriate place.

What is the fire evacuation procedure?

Each apartment has a mixture of smoke and heat detectors, independent of the main system in the building. All communal spaces have a fire alarm system which can be activated by call points or detectors around the building. Each core has its own fire alarm system and is independently activated from other building. Please refer to your specific fire evacuation document and familiarise yourself to the evacuation procedure in the event of a fire.

Will the postman and couriers be able to access the building to make deliveries?

There are dedicated letter boxes in the main entrance of each Core. The main entrance to the core also has an entry panel where visitors, delivery drivers and food delivery services can dial your flat and be let in by you from the comfort of your property. There is also a trade facility where a code can be entered into the panel to allow access. We do not permit parcels to be left in the communal entrances. Alliance Homes takes no responsibility for delivered items which may or may not go missing in the event of an incorrect delivery.

How much is the Council Tax?

As a new build scheme, the Council tax band/property rates are yet to be determined by North Somerset Council.

How energy efficient is the building?

Marina Gardens is a low carbon scheme which benefits from lower running costs and good Energy Performance Certificates. Having a centralised energy centre on site allows us to share the cost of combined energy and provide the lowest energy rates compared to standard providers. We also have a combined heat and power unit which generates electricity and heat for the site. Lights are all on motion sensors, toilets have a reduced flush tank, and all vents have heat recovery qualities. The EPC of the apartments range from B to C.

How do I register my details to Switch2?

Alliance Homes will register your details to Switch2. Switch2 will then contact you directly to set up a billing profile with them and agree payment options and open meter reading.

What standing charge will I pay for year 2022/23?

Currently the standing charge is £130 per annum charged monthly and changes each year in line with the retail price index (RPI). This value is capped for five years.

What utility rate charge will I pay for year 2022/23?

The current estimate is 0.33824 £/kwh heating and 0.53662 £/kwh for electric. These are currently subject to change prior to December completions and are reviewed and procured cyclically.

As a heat network customer am I protected by the Ofgem price cap?

Heat networks are not regulated by Ofgem, and heat network customers are not protected by the domestic price cap. The heat network operators (Building owner/free holder or appointed energy provider) buy the gas for the communal boilers from the commercial gas market before converting it into heat for households. This means heat use for heat networks fall under "Commercial" not "Residential" heat. The price cap only covers residential energy. On 21/09/22, the Government announced a temporary price cap applied to commercial energy, called The Energy Relief Scheme. This will support residents connected to heat networks. Whilst the details are still being finalised, in the Energy Prices Bill, which was introduced by the Government on 11/10/22 it was confirmed that "Powers in the Bill will ensure that heat networks benefiting from the Energy Bill Relief Scheme pass through cost savings to their consumers. The Bill provides for the appointment of an Alternative Dispute Resolution body which will handle complaints raised by consumers against their heat network if it has not complied with passthrough requirements." We will update this page as we find out more.

Are heat network customers eligible for the £400 Government grant (Energy Bill Support Scheme)?

The Energy Bill Support Scheme (EBSS) has been set up to help with rising bills. Heat network customers are eligible for the Government energy discount of £400.

How do I access the £400 Government grant?

If your electricity is provided by a domestic utility supplier (this is NOT Switch2), you will receive this as a discount on your electricity statement. This is intended to help with all energy use, not just electricity. If Switch2 are the billing agent for both heat and electricity there is still no

decision as to how this will be paid, and the Government is considering options. Customers will not receive a £66 reduction in their October bill but will receive payment when the payment mechanism is resolved.

How do I access the additional £100 payment for heat network customers?

The announcement of the additional payment is very positive for heat network customers. We are awaiting details of how this will be paid and will update this page when we know more. As of 25/10/22 there have been no further updates on the £100 payment.

What if I am vulnerable?

If you have a vulnerability, please let us know via the My Switch2 website. This helps us understand your situation better should you need help or advice.