

Welcome to North Dock!

The North Dock Resident's Association (NDRA) Committee hope that the following information will help both owners and tenants to settle onto the North Dock site easily and will answer some of the questions that you may have when you first move in. The areas covered are:

Site issues, safety and general information

Recycling and rubbish disposal on site

Electricity and water in apartments

Hot Water System in apartments

Parking

Television Facilities

Bicycle Storage

Moving in/out

St Elli's Bay Cafe and Bistro

Trinity

NDRA

Contact details

NDRA ndra1@outlook.com

Trinity 03453451584 www.trinityestates.com

Site issues, safety and general information

Expectations of the site

The site consists of 258 properties made up of 42 houses and 216 flats and is managed by Trinity Estates and the Estates Manager is Rebecca Eddy who visits the site every 8 weeks. (Further details below).

There are a number of general restrictions as the properties are leasehold. The main ones to be aware of and to ensure the comfort and safety of all residents are no BBQ on balconies, no pets unless consent has been granted by Trinity Estates, no smoking in communal areas, no storage of items in communal areas, no satellite dishes.

The external door for each stairwell should always be kept closed to prevent access to unidentified visitors for the safety of all residents in the block.

Smoke alarms are fitted throughout each block of flats and are very sensitive. There are instructions in each communal hallway regarding what to do in the case of fire. The alarms are not connected automatically to the emergency services and you will need to dial 999 in an emergency.

The NDRA noticeboard is situated on the map below (opposite the number 13 on the map) and will provide information on upcoming meetings, safety reports and general site information.

Recycling and rubbish disposal on site

There are large communal bins placed around the site and are labelled as blue or black bins. There are also smaller bins for food waste and separate bins for glass. There have been numerous problems with the introduction of the recycling scheme and it is important that the correct coloured

bags are used for the correct bins. PLEASE HELP TO KEEP THE SITE CLEAN AND TIDY BY USING THE CORRECT BAGS AND BINS.



This map shows where the bins stores are located on the site. When using these bins replace the chain across the front as this prevents bins being moved in high winds when they are empty and causing damage to cars.

Blue recycling bags can be used for paper, metal and plastic. Black bags for general household waste that cannot be recycled. The following guides are produced by Carmarthenshire County Council.



Easy Guide English
(original)[11933].pdf



Easy Guide Welsh
(original).pdf



Easy Guide Polish
(original).pdf

Blue bags and food waste bags will be delivered to your house/flat at certain times of the year or obtained from Carmarthenshire County Council on request. Or visit the Council Hwb at 36 Stepney Street, Llanelli, SA15 3TR where you will also be able to access Council services and pay bills.

Recycling centre address: Trostre Industrial Estate, Llanelli, Carmarthenshire SA14 9UU
Tel : 01554 777328

Summer opening times (April 1 - Sep 30) 8.30am-6pm, 7 days a week.
Winter opening times (Oct 1 – March 31) 8.30am-6pm, 7 days a week.

The recycling centre will accept:

- Household Appliances – TV's, Microwaves, Fridges, Washing Machines etc.....
- Batteries – Cars and general
- Blue and Black Bags *See below
- Bulky Waste – Sofas, Divan beds, Carpets etc.
- Cardboard
- Clothes (Textiles)
- Garden Waste
- Glass Bottles and Plate glass

Hardcore
Metal
Oils Motor and cooking accepted separately
Paint
Plasterboard (MAX 3 bags per month)
Polystyrene
Wood

*Black Bags taken directly to the recycling centre should only contain materials NOT listed in the above. Bags are subject to inspection upon arrival to site by our recycling advisors to ensure maximum recovery of recyclable materials. From 7th October 2019, you will need to separate any food waste and recyclable items from non-recyclable items before you arrive at the recycling centre. All black bags will have to be opened and if they contain any food waste or items that can be recycled you will have to sort them on site. More information can be found on Carmarthenshire County Council's website https://www.carmarthenshire.gov.wales/home/council-services/recycling-bins-and-litter/recycling-centres/recycling-centres-faqs/#.XW_Vi8R7nV8

If it is not possible to transport any large items yourselves then collection must be arranged with Carmarthenshire County Council directly at your expense. This particularly applies when moving in or out of properties (see notes below). Any contractor rubbish must be removed by the contractor and not left on site.

Large non-recyclable items must not be dumped in or around recycling bins on site as these will not be collected and it is your responsibility to dispose of them appropriately.

Electricity and water

The electric meters can be found in the cupboard under the stairs in the communal entrance hall to each block. Your flat number will be indicated somewhere on your meter although you may also have the original plot number indicated on it, so you may have to check carefully to find out which one belongs to your flat. Arrangement for electricity supply may differ from flat to flat and a number of companies are used on the site e.g. Eon, EDF etc. The flats are all electric as there is no gas supply for the flats.

Water meters and stop cocks are located in the cupboard outside each of the doors to the flats. You will need a services cabinet key if you want to open the cupboard and if you have not been supplied with one in your flat a replacement key can be purchased from Screwfix, B&Q or similar. Water meter readings are collected by Trinity Estates during the year and owners are billed depending on usage.

Trinity request that the water supply is turned off when flats are standing vacant for any length of time. You are also advised that the water temperature needs to be monitored as overheating causes problems with pipe connections and the overflow valve on the water tank. This may lead to water leaks and flooding for you and other residents living below you.

There are different heating systems in houses and flats across the site and **it is always advisable to use a fully qualified electrician for any maintenance or changes**, but the photographs below provide an example of how water temperatures can be adjusted on one of the systems.

HOW TO REDUCE OR INCREASE THE TEMPERATURE OF YOUR HOT WATER
AT
NORTH DOCK, LLANELLI



THIS IS A TYPICAL SET UP WITH 2 IMMERSION HEATERS. THE FOLLOWING INSTRUCTIONS CAN BE USED FOR 1 OR 2 IMMERSION HEATER SYSTEMS.



1) IDENTIFY YOUR FUSE BOARD. THIS IS NORMALLY IN YOUR HALLWAY.



2) IDENTIFY THE CIRCUIT BREAKER TO SWITCH OFF. IT WILL HAVE IMMERSION HEATER WRITTEN UNDERNEATH IT. PUSH TO DOWN POSITION

THIS CIRCUIT BREAKER MUST BE SWITCHED DOWN BEFORE PROCEEDING



3) WHEN THE CIRCUIT BREAKER IS SWITCHED DOWN IT WILL SHOW OFF. THIS WILL MEAN THAT THE IMMERSION HEATER IS NOW ISOLATED



4) THIS IS THE IMMERSION HEATER TEMPERATURE CONTROLLER IN THE AIRING CUPBOARD. THIS SHOULD NOW BE OFF.
IF SO PROCEED TO No5
YOU MAY HAVE TO RESET YOUR TIME SETTINGS ON THIS CONTROLLER



5) TAKE A SMALL SPANNER AND UNDO THE NUT ON THE COVER OF THE IMMERSION HEATER, IN AN ANTICLOCKWISE DIRECTION TO ENABLE COVER REMOVAL. REMOVE COVER.



6) WHEN THE COVER IS REMOVED. YOU WILL SEE A RED DIAL, THIS DIAL HAS A SLOT IN IT, THIS IS USED TO INCREASE AND DECREASE THE TEMPERATURE.
CLOCKWISE = DECREASE
ANTI CLOCKWISE = INCREASE



7) INSERT A SMALL SCREW DRIVER IN THE SLOT AND TURN THE DIAL TO THE REQUIRED TEMPERATURE. BE ADVISED: ONLY TURN IN SMALL AMOUNTS TO TRIAL THE TEMPERATURE. THE REQUIRED TEMPERATURE WILL NEED VERIFYING OVER SEVERAL DAYS AND MAY REQUIRE ADDITIONAL ALTERATIONS TO ACHIEVE PERFECTION.



8) IF YOU HAVE A 2 IMMERSION HEATER SYSTEM, PLEASE REPEAT TO TOP AND BOTTOM IMMERSION HEATER

9) FINALLY: REPEAT INSTRUCTION 1-5 IN REVERSE (i.e. 5-1) TO COMPLETE THE PROCESS AND RETURN THE HOT WATER SYSTEM TO ITS FUNCTIONAL CONDITION

WHEN THESE INSTRUCTIONS HAVE BEEN UNDERTAKEN,
YOU WILL HAVE SUCCESSFULLY REDUCED OR INCREASED THE TEMPERATURE OF YOUR
HOT WATER

IF IN DOUBT
CONTACT A LOCAL ELECTRICIAN

PLEASE NOTE

The NDRA take no responsibility for the above and offer this information in good faith.

Parking

All flats have a designated parking space which can be found on the leasehold information. Many tenants are not given this information by the owner or letting agent and this causes much confusion and upset to other residents. **Please do not park in somebody else's space.** If you are not provided with information about your designated parking space, please ask your neighbours or contact the NDRA who will try to help with this as a list has been compiled over time to match the flats with their correct parking space. Trinity Estates will not help with this and will direct you to the Land Registry or the owner of your property if you are a tenant.

For those who do not keep their permits in their vehicle, there is a 10 minute grace period to get the permit from inside the flat before the parking company issues a parking ticket. Also, if you find that somebody is parked in your allocated space you can telephone the parking company who will send an operative to issue a parking ticket to that vehicle. Please note that only a valid PCM resident permit will be accepted in parking spaces and a visitor permit in the visitor bays marked with a V. You will receive a parking fine if you do not have the correct permit in the appropriate space.

If you have more than one vehicle you should use your own designated space and one of the other spaces on the site with a **V** painted on the surface of the car park space. (The numbers on the spaces do not correspond to flat numbers or plot numbers). These are available for visitors to the site or for second vehicles and are on a first come first served basis, so not guaranteed for any one flat.

All vehicles should have their parking permit displayed when on site or you may be issued with a parking ticket and fine by the private parking firm employed by Trinity Estates to control any illegal parking. The parking company (Parking Control Management (UK) Ltd) can be emailed at permits@pcm-uk.co.uk or by telephone on **01753 512603**. You should have two parking permits per flat (one resident parking and one visitor parking). If a replacement permit is required please contact the parking company.

If you need to arrange for contractors to be on site for work in your flat they can park in your designated parking bay or visitor bay as long as they have the correct permit on display. However there is also a code system in place for contractors as they often forget to return the permit! If, on arrival, the contractor calls PCM on **01753 512 603** there is an option for contractors (option 2) and this will take them to the right department to gain the authorisation code. The code should be written down on a bit of paper and displayed on the dashboard when on site.

Commercial vehicles are not to be parked in any of the enforced bays or roadways. PCM will not enforce parking restrictions on the driveways of the houses as long as the vehicle is not spilling out on to the road area. Commercial vehicles are not permitted in resident and/or visitor bays at any time between 7pm – 7am.

Please see below a list of what PCM class as a commercial vehicle.

Your vehicle will be classified as a van, or as another form of specialist motor, if it has one or more of the following:

- *A double cab (a separate area for the drivers and passengers from the tail end of the car)*
- *A pick-up bed at the back, designed specifically for cargo (with or without a roof)*
- *If it has no windows on the rear side panels*
- *If it is a van that has been modified*
- *If it has a gross laden weight of over 1000kg*
- *If its original purpose is commercial or domestic*

Television facilities

There is an existing communal TV system in each block of flats but a number of residents opt to upgrade their individual systems e.g. with Sky Q.

Please note that satellite dishes are not allowed to be erected on any block of flats on the site (as stipulated in the lease).

Sky will usually be aware of any upgrade to the communal system and whether individual flats are compatible, however it is important to inform Sky that it is a flat in a multi dwelling unit if you wish to upgrade. Sky can be contacted directly but if there is any confusion with Sky over whether your block has already been upgraded Trinity should be contacted.

If you have any general problems with the TV system please contact Trinity customer services **03453451584** who will be able to direct you to the correct form to complete, as in the event of a TV engineer being required to assist with tv and satellite systems for an individual flat, there may be a charge incurred to the resident.

Bicycle storage

There are bike stores at various points around the site and you are entitled to use these for bike storage at any time. **Please note that Trinity Estates will take no responsibility for security and you are responsible for ensuring that your bicycle is locked securely.**

Trinity Estates have an annual 'cull' of abandoned bicycles. All residents are given notice of when this takes place so that arrangements can be made to identify used bicycles.

These facilities are for bikes only and not to be used for storing or dumping of any other unwanted items.

Moving in/out

If you are a tenant moving in or out of your house/flat there is the expectation that the property has been left in a good state of repair for or by you with no rubbish or unwanted goods, packaging or waste left behind. The owner, or letting agent should be on site to see tenants out of their property and to ensure all rubbish is disposed of appropriately and to see new tenants in to ensure they have adequate information about recycling and that recycling bags have been provided in the property.

If new white goods or any large items are being delivered to the property when you move in, or at any other time, please do not put any bulky packaging or unwanted/replaced items beside or in the communal bins, unless you have made arrangements for it to be collected by Carmarthenshire County Council. If you have made this arrangement, please place a note on it indicating collection date so that other residents are made aware.

When items and/or packaging have been left by the bins e.g. fridge freezers, TVs, cupboards, ironing boards, furniture etc, all owners end up being charged by Trinity for arranging an expensive private collection. Carmarthenshire County Council will provide this collection service at £25 for up to three items. PLEASE ARRANGE FOR THE REMOVAL OF YOUR ITEMS OR YOU RISK RECEIVING A FINE FOR FLY TIPPING.

To support the community on the site with the upkeep and cleanliness of all communal areas, landlords or letting agents are encouraged to inspect the site as part of releasing any deposit to tenants to prevent the dumping of items as described above.

Likewise, it would be recommended that Holiday let/Airbnb owners need to make sure their 'guests' have **blue**, **black** and **food waste** bags and an information pack that includes information on recycling and waste disposal, their allocated parking space, no barbeques on balconies, no smoking, no pets etc so that holidaymakers and residents can enjoy living on the site together!

St Elli's Bay Bistro and Restaurant

There is a local Bistro/Café/Restaurant called St Elli's Bay Bistro which at the time of writing is undergoing further developments (2020) with plans for further restaurant facilities, entertainment events and a loyalty scheme for regular users.

We have held our Resident Association meetings in the Café area in the past few years and hope to continue this in the future. Notices will be put up in each communal hallway when the next meeting is arranged with details of time and venue.

Trinity

The site is managed by Trinity Estates who are based in Hemel Hempstead, Hertfordshire.

The Property Manager is Rebecca Eddy who visits the site every eight weeks to check on general maintenance and any issues on site. The NDRA regularly meet with Rebecca on her visits and will take forward any known concerns from residents at the time.

Contact details for Trinity are on the noticeboard in each communal hallway. Please telephone the contact centre for all queries, complaints, requests and information so that all issues are logged. You should receive a reference number for each call made so that if your query or request is not concluded appropriately you are able to follow it up. If there is an emergency out of office hours there is an emergency call centre service.

The telephone number for Trinity Estates is 03453451584

Trinity Estates are due to have their website updated in 2020 and hopefully there will be a more efficient system for maintenance requests, paying bills and checking for information if you are a property owner. The website address is www.trinityestates.com and property owners can create their own login. If you are a tenant, your landlord or letting agent should be able to access this website to complete any of the above.

NDRA

The North Dock Residents Association has been formed to offer a support and information network for all owners and residents. There is a small committee of volunteers who arrange meetings for owners and residents and keep a regular dialogue with Rebecca Eddy and Trinity Estates regarding issues on the site.

The website for the Association can be found at www.northdockresidents.co.uk and you will find a membership form to join the Association (for only £1 donation), minutes from past meetings and information regarding North Dock such as fire risk assessment, Legionella certificate and instructions for the water heating controller etc. There is also a noticeboard on the pumphouse in the middle of the site where you will find details of any upcoming meetings.

If you would like to contact committee members please email ndra1@outlook.com

A Facebook page is also available to owners and residents and permission to join is via Sally Purnell the NDRA secretary. Please contact Sally on the above email address.

Useful contact details		
NDRA	e mail	ndra1@outlook.com
	website	www.northdockresidents.co.uk
Trinity	telephone	03453451584
	website	www.trinityestates.com
Carmarthenshire County Council	telephone	01267 234567
	Delta Wellbeing emergency service	0300 333 2222
	website	www.carmarthenshire.gov.wales
Recycling	telephone	01554 777328
Parking Control Management (UK) Ltd	telephone	01753 512603
	e mail	permits@pcm-uk.co.uk
	website	www.parkingcontrolmanagement.co.uk

The NDRA offer all information in good faith and take no responsibility for the content or accuracy of the above. If you feel that any amendments are required or new information becomes available that you can share, please contact the NDRA. Thank you.

Version 1 March 2020