



# **MORICONIUM QUAY HANDBOOK FOR TENANTS**



**Please keep this Handbook in your property.  
It is intended for the use of Tenants and Visitors.**

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## CONTACT INFORMATION

### MQMC Contacts

- **Managing Agents – Main contact**  
Napier Management Services Limited  
Elizabeth House, 13 Fordingbridge Business Park,  
Ashford Road, Fordingbridge  
Hants SP16 1BZ  
[napier@napiermanagement.co.uk](mailto:napier@napiermanagement.co.uk)  
Out of Hours Emergency No. 07775 161714
- **Site Office – 01202 680709**  
[info@moriconiumquay.co.uk](mailto:info@moriconiumquay.co.uk)
- **Estate Manager**  
Kevin Challoner  
Mobile – 07738 105377
- **Company Secretary – Napier Management Services Limited**  
(details above under Managing Agents)

### Other useful Numbers

- **Poole Hospital – 01202 676888**
- **Poole Harbour Master – 01202 440200**
- **Poole Police – 01202 667766**
- **BCP Council – 01202 633633**
- **British Marine Federation – 01784 473377**
- **Marine Police – 01202 223323**
- **Gas Emergency – Smell Gas – 0800 111 999**

## WELCOME TO MORICONIUM QUAY

The purpose of this handbook is to provide residents and their visitors with some useful information and contact details and to remind them of a few of the more important rules from the leases, transfer agreements and the Marina Regulations that apply to everyone.

**About Moriconium Quay** – The Estate was developed in 8 Phases starting in 1992 and includes a range of properties from 2 bedroom apartments to 5 bedroom houses. In all there were 106 properties (some of which have been combined) on the estate and 92 berths in the 2 Marinas. All access gates and entrance doors are operated by coded fob.

**Moriconium Quay Management Company Limited ("MQMC")** –The leases contain covenants and obligations which must be adhered to by all residents.

The Marinas comprise the Inner Marina edged red on the plan in Appendix 2 and the Outer Marina shown edged green on the same plan.

**The Board** - The Directors of MQMC are elected at the AGM from the owners of properties on The Estate. The Board aim to meet quarterly to discuss any business and should any resident wish it to consider any matter please write or telephone The Management Agent (see Contacts on Page 1), via your Letting Agents or property owner.

**Onsite Staff** - MQMC employs a Maintenance Manager, who is responsible for overseeing the day to day running, cleaning, gardening and maintenance of the Estate and Marinas. Any faults or concerns should be reported to the Manager in the first instance at the Estate Office.

**Managing Agents** – MQMC has appointed a Management Agent to manage the estate. Their contact details are set out on page 3

**Insurance** - MQMC insures the Estate and the leasehold premises (but not the freehold houses in Phase 1B), under a comprehensive building insurance policy. Should any damage occur, you need to contact your Landlord or your Letting Agent.

The insurers require unoccupied property to be regularly inspected. Once your property has been vacant for a period of 28 days the property must be inspected every 7 days and evidence of that inspection kept and produced in the event of a claim.

MQMC has also made rules in accordance with the lease requiring that the mains water supply must be turned off when the property is empty or unoccupied. *If you leave your property unoccupied for a period of more than 48 hours you must ensure that the water is turned off at the mains.*

If you notice any water damage, evident on ceilings or rising damp on the walls, again contact your Letting Agent or Landlord immediately.

It is your responsibility to insure the contents of your rented property, garage and boats (see boat insurance), if applicable.

**Safety in the Marinas** -MQMC is a safety conscious company and recognises the fact that Marinas are a potentially hazardous environment. (Please see the Health and Safety Policy Statement, set out in Appendix 1 of this Handbook). Boat owners, their guests and contractors and anyone using the Marinas or the Marina areas are required to comply with the Marina Regulations (as amended from time to time) which are a part of the lease and transfer agreements (all Berth Owners have a copy and one is available in the Site Office).

See extract from the Marina Regulations in Appendix 3.

*In case of an accident or if you see anything dangerous, please inform a staff member so MQMC is aware of the incident. If you have any queries please speak to the Estate Manager.*

## **Fire Safety**

### **Properties**

Under no circumstances must the lifts be used in the event of a fire.

There is a fire alarm system located in each of the buildings and the Marinas which are tested on a weekly basis this is usually, mid-morning on a Tuesday.

Emergency lighting is fitted to the communal hallways and is tested on a regular basis.

Under no circumstances must fire doors in the common hallways be propped or left open at any time.

The 2011 guidance document for purpose built blocks of properties requires that all front doors to individual properties must be fire doors and are self-closing to latch shut, therefore it is essential that owners ensure that they maintain a self-closing device on the front door of the property and that this device is in fully working order at all times. No rubbish or storage or any item whatsoever should be left in the hallways, staircase enclosures or outside of properties.

In the event of a fire in any of the houses or properties, please activate the fire alarm situated in the hallways and alert the Emergency Services as quickly as possible by calling 999. When exiting the property, ensure that you switch off electrical appliances/lights as you leave, ring your neighbours' doorbells and bang on their front doors. Do not stop to collect personal belongings, do not take risks, do not use any balcony unless it is part of the building escape route, Residents should leave the building if possible and assemble by the fire point outside their building, *please see attached plan in Appendix 2*. Do not re-enter the building until authorised to do so and inform the fire brigade immediately if you are aware of any person left in the building. Consider waiting at the main gate to direct emergency services.

If you intend to be away from your home for a prolonged period of time it is sensible to inform your neighbours and the Maintenance Manager and please take note of the requirement for the property to be inspected detailed in the Buildings Insurance section on page 5.

**General Fire Safety** - Residents should consider the hazards that could result in a fire in their property and take all necessary steps to reduce the hazard or to eliminate it. Fire may occur despite precautionary measures being taken. Residents should therefore prepare their own safety plan for evacuation.

**Boats** - All vessel owners must take the necessary precautions against the outbreak of fire in or upon vessels and will also observe all statutory and local regulations relating to the prevention of fire. Owners will provide and maintain at least one fire extinguisher of an approved BSI standard type and size in or on the vessel that is fit for immediate use in case of fire.

In the event of a fire on a vessel in one of the Marinas that cannot be quickly extinguished on board, the Marina fire alarms should be activated and the Emergency Services contacted by calling 999. Berth users should evacuate their vessels and the Marinas as quickly as possible

**Gas** - If anyone smells Gas they are to immediately contact TRANSCO so they can attend and manage any situation on **0800 111 999** and then immediately afterwards please contact the on site staff.

**Access for Emergency Services** - Do not park in the access roads to the inner marina (down to the loading pontoon and anchor area) or to the outer marina (adjacent to Phase 5A) as this may block essential access by Emergency Services vehicles. All the Emergency Services are familiar with the Estate.

## **Security and Facilities**

**Security** - Moriconium Quay is a gated development the security of which is dependent on MQMC's Onsite Staff (during working hours) some limited CCTV cover and, most importantly, the vigilance of its residents. Recognising that there are quite frequent bona fide visitors, contractors and tradesmen present on the Estate, please do not hesitate to ask strangers (politely!) who they are and what they are doing on the Estate.

If you have any suspicions concerning an individual on the Estate or on security matters generally, please contact a member of staff as quickly as possible.

**Gates** - The main gates, front doors to each property block and the beach and Lake Yard Gates are accessed via a coded fob available through the Managing Agents.

To exit the Estate, drive up to the gates and they will open inwards.

In the event that the Main Gate jams, all property owners have received a key to open the gates manually. Please report any malfunction to the Estate Manager.

Do **NOT** attempt to force open the Main Gate without a key if it jams as this will damage the mechanism and can cause several thousand pounds of damage.

*Do not, under any circumstances, force the gates open. Please ensure that if the gates have failed that you contact a member of the site staff*

Parents must ensure that their children do not play near the gates with its regular traffic flow or interfere with the gate mechanisms.

**Guidance for manually opening the main gates** - the power supply to disengage the magnetic locks needs to be turned off. This is situated to the right hand side of the gates on the estate side and is a red and yellow button, which should be turned to the off position. The key that has been provided to all owners can be inserted into the lock at the base of the gates and turned 90 degrees, this releases the locking mechanism and the lever can then be pulled out, which will disengage the hydraulics and the gates can then be pulled open. Having opened the gates, replace the lever and remove the key.

**Refuse disposal** - Each Phase has its own refuse disposal points. Please use only your own Phase's bins. Outer Marina berth owners should deposit rubbish from their vessels in their own Phase's bins and not those of those adjacent to the Marina. There are recyclable and non-recyclable bins at each refuse collection point. Please use the appropriate bin and recycle as much as possible. Never place electrical items or builders' waste in the bins.

**Beach Access** - Residents can access the beach/foreshore (owned by the Estate) through the gate adjacent to the Phase 1A properties using their access fob (see above). Please ensure that the gate is closed behind you.

## **RESTRICTIONS ON THE USE OF YOUR PROPERTY**

**Restrictions** - There are a number of restrictions or covenants that apply to all residents of the houses and properties on the Estate, *including guests and sub-tenants*. These are contained in the leases and transfer agreements of each property. They deal mainly with how the properties are to be used (private residential dwelling, not for business use), restrictions on things that might cause a nuisance, damage or disturbance to other residents and on sub-letting the property (six month or long tenancies only....holiday lettings are not permitted). Residents should ensure they are familiar with these obligations, but we would highlight several of these below:

1. The property must not be used for any other purpose than as a private residential dwelling in the sole occupation of one family of quasi family (as stated in the lease). Therefore, no business or trade can be carried out from the property and it must not be used for any illegal or immoral act;
2. No flags, poles aerals, satellite dishes, or any external aerial of any kind is to be erected on the exterior of the property or on the balcony;
3. No sun blinds or awnings are to be erected without the prior consent of the Management Company;
4. No washing may be displayed in the windows or dried on the exterior of the property, this includes the balcony;
5. No 'For Sale' or any other signage is to be displayed on the property;
6. No nuisance, disturbance or annoyance should be caused to any other resident at any time;
7. Under no circumstances are any bicycles to be taken into or over the common areas of any building on the estate, bicycles are only to be kept in garages, stores or allocated cycle areas on the estate. (rule implemented at AGM 26.7.14);
8. Tenants must not sub-let property or a Marina berth.

**Parking** - Please do not obstruct other residents' parking spaces or access and ensure that your visitors or contractors use your allocated space or a dedicated visitor's parking space. Visitors' parking spaces are for temporary use only and not for long-term use by residents. They are also not

to be used for boat or boat trailer parking. Boats or trailers are not permitted to be parked in driveways on the Estate.

Vehicles must not be parked so as to obstruct the roadways, walkways, footpaths or any working area within the estate and, on no account should the access roads to the Inner and Outer marinas be blocked to Emergency Services vehicles.

No motor or trailer caravan or other vehicle adapted for sleeping may remain in any part of the Estate between the hours of midnight and 9.00 a.m. No person may sleep in a vehicle within the Estate.

All vehicles on site must be "road legal" i.e. Taxed, Insured and MoT if applicable, unless permanently housed in a garage.

No major repairs to vehicles may be undertaken on the Estate.

**Pets** - Under the Terms of the leases and transfer documents the keeping of any pet in Moriconium Quay is specifically excluded unless consent has been obtained from the Management Company. If you or visitors wish to keep a pet on the Estate, written consent must be given by MQMC *before* the animal can be brought on site. The Board reserves the right to only issue consents for a specific animal and to withdraw the consent at any time should they see fit without providing reason. Any resident wishing to keep a pet should contact the Estate Manager and complete the required form.

### **Restrictions on the use of the Marinas**

**Use of Marinas** - The Marinas and berths are subject to the Marina Regulations (as amended from time to time), which are a part of the leases and transfer agreements, and the rules, regulations and by-laws of all competent Authorities including those of the Poole Harbour Commissioners. The Marina Regulations apply to all users of the Marinas, including guests and tenants. Berth owners must ensure their tenants are aware of, and comply with the Marina Regulations. There are covenants against sub-leasing berths to non-residents contained in the leases, transfer agreements, the outer Marina sub-lease from the Crown Estates and planning consents for the Estate.

**The Marina Regulations** contain a range of rules aimed at preventing nuisance, annoyance, damage and danger to other users and aim to keep the Marinas tidy, safe and operational. An extract of the Marina Regulations is set out in Appendix 3.

*Boat owners must deposit a copy of their vessel's insurance certificate, which must also state the name of the owner of the vessel and demonstrating that full third party cover is in place, with the Managing Agents. Boat owners must also ensure that the appropriate Harbour Dues have been paid and that the permit is on display as determined by the PHC.*

Boat owners may use the loading pontoon in the Inner Marina as a short term, temporary mooring only to load supplies and equipment and embark crew etc.

**Dredging** - The Marinas are dredged to a depth of 1.5 m. Any berth owner experiencing difficulties with a build up of spoil should speak to the Maintenance Manager. In general, there is a main dredge of both Marinas on a 3 yearly basis and spot dredging as and when necessary.



## **Appendix 1**

### **Health and Safety Policy Statement**

The Moriconium Quay Management Company (MQMC) places great importance on health and safety, and is committed to the prevention of injury and ill health of all persons that come into contact with our business activities, so far as reasonably practicable. This includes employees, clients, contractors and the general public.

MQMC endeavours to prevent ill-health and injury by ensuring that our activities are performed in the safest practicable manner, and we allocate appropriate resources to achieve this. It is our objective to provide a safe and healthy working environment that complies with applicable statutory and legal requirements. Other health and safety objectives are met by:

- Striving to continually improve H&S performance;
- Providing adequate control of the health and safety risks arising from our work activities;
- Providing and maintaining safe plant, vehicles and equipment;
- Ensuring safe handling and use of substances;
- Providing information, instruction and supervision to employees;
- Ensuring all employees are competent to do their tasks and giving them adequate training;
- Preventing accidents and cases of work-related ill health;
- Maintaining safe and healthy working conditions;
- Reviewing this policy at regular intervals.

MQMC will consult with its employees on matters of health and safety, and expects that all employees conduct themselves in such a way as not to place themselves or others at risk, and comply with all reasonable instructions and safeguards that are put in place to achieve this aim.

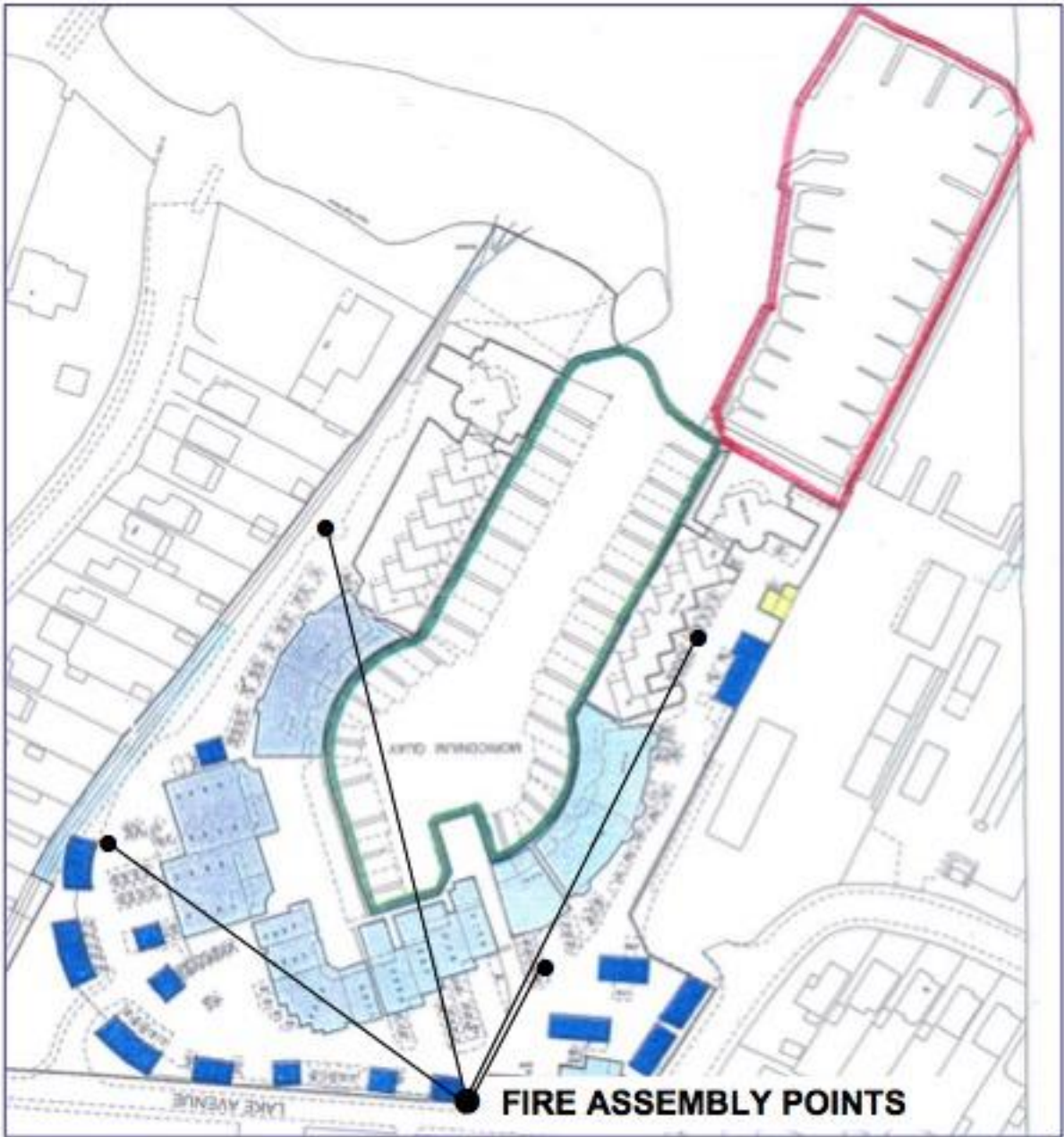
MQMC shall put in place such mechanisms that can be used to report any unsafe (either potential or real) conditions and shall take such steps as necessary to remediate such occurrences.

We will carry out a regular review of our health and safety Policy and activities using a specialist advisor, to ensure that high standards of health and safety are maintained, and that the Policy remains relevant and appropriate to our business.

Issued by the Board of Moriconium Quay Management Company Limited

**Date: April 2020**

Appendix 2



## Appendix 3

### Extract from the Marina Regulations

1. Residents are responsible for ensuring the safety of their children and those of their visitors. All children should wear a suitable buoyancy aid at all times whilst in the Marinas. It is recommended for all people to wear a life jacket around the Marina. Pontoons may be slippery when wet or icy. Extreme care must be taken at all times.
2. Dogs must be kept on a lead whilst in the Estate, including the Marina and must not be allowed to foul the walkways footpaths or pontoons.
3. No person shall be permitted to carry out any major repairs to any craft at the Marina or to carry out any works so as to cause a nuisance or annoyance to others or damage to their boat or marine craft.
4. All fuelling and fuel transfers, which are limited to 10 litres in an approved container, must be carried out by an adult, no person under the age of 18 is to be involved in the processes or in possession of fuel containers.
5. Smoking in The Marinas is prohibited, especially on the pontoons due to the close proximity of fuel vapour.
6. Please note the location of all fire equipment; do not use water hoses on electrical or oil fires. Please also note the location of all life buoy rings safety ladders and remember that transom ladders can be used if someone falls into the water.
7. In no circumstances shall any chemical or sea toilet or other toilet on any boat or marine craft be discharged within the Marina.
8. No owner shall be permitted to use the Berth otherwise than for the mooring of a craft under their control for social and recreational purposes and in particular no craft shall be moored for commercial demonstration or brokerage purposes.
9. Dinghies tenders and rafts shall be stowed aboard the vessel unless a mooring berth is separately provided for it.
10. It is imperative that all pontoons remain clear of anything that could cause a trip hazard. Shore power leads must be firmly clipped to the Pontoon walkway. All walkways around the Marina are to be kept clear from kayaks, canoes, paddleboards etc. The onus for the safe routing of cables leads and hoses remains with the berth user.
11. MQMC has the right to moor, re-berth or move boats in the Marinas in certain circumstances at the boat owner's expense (e.g. emergency work on the boat or maintenance on the Marina etc.).
12. Boat owners must leave a cabin entrance key and an engine key with the Estate Manager (to enable the craft to be moved in the event of an emergency) but MQMC accepts no responsibility for the temporary or permanent loss of such keys.
13. No person or persons shall be permitted to sleep aboard any boat in the Marinas for more than 72 hours.
14. No person shall swim, fish, water ski, operate model craft, or use any inflatable lilo, or equivalent, within the Marinas. Jet-skis will only be permitted with the authorisation of the Company for the purposes of access or egress related to their berth.
15. No craft shall exceed the maximum 3 knot speed limit.
16. No person shall fish within the Marina or off the pontoons, breakwaters or jetties forming part of the marinas.
17. No 'For Sale' signs shall be displayed on any boat.
- ~~17~~18. Do not feed the Seagulls as this causes problems for boat owners. Please only feed the swans from ground level and not throw food from balconies.