

Resident Responsibilities

Residents are responsible for all utilities, fixtures, and maintenance **inside their flats**. The Caretakers cannot assist with electrical, gas, or water issues within individual flats due to insurance restrictions.

For issues with neighbours (noise, smells, pets, etc.):

Speak directly with the neighbour first. If unresolved, contact:

- **Ellmans (Managing Agents), Mags Longbotham**, Sussex Heights Manager

 Direct line - 01273 221404 | mobile 07863 352261

 mags@ellmans.co.uk

NB: Caretakers do not have any responsibilities for resolving neighbour disputes or annoyances.

Caretaker Responsibilities

Building emergencies & safety

- Water leaks (communal pipes/risers)
- Power failures in shared areas
- Fire alarm faults or activation
- Suspicious smells (gas, burning) in communal spaces

Building Security

- Faulty entrance/fire doors
- Unsecured access points
- Blocked escape routes

Communal Maintenance

- Broken lighting (corridors, stairs)

- Overflowing bins or dumped rubbish
- Managing the contracted cleaners for communal areas
- Damaged railings/doors/signage

Contractor Management

- Ensuring all contractors working in the building have appropriate insurance and comply with building safety regulations
- Daily check in of contractors daily, and ensuring they only work within permitted hours

It is not Caretaker responsibility to help with things like moving furniture inside flats, or to respond to problems with postage or parcel deliveries.

Pagoda Security Responsibilities

- Intruders
- Any suspicious behaviour inside, or near the entrance to, the building
- Any aggressive behaviour in communal areas

Call Pagoda on

 01273 916888

, their response time 24/7 in central Brighton is 4 minutes.



Contact Quick Reference

Issue	Who to Contact	Details
 Building emergencies in working hours (gas leaks, power failure in shared areas, fire alarms, etc.) Out of hours emergencies	Caretakers Mags Longbotham	07518513692 caretaker@sussexheights.co.uk 07863 352261
 Security issues involving		

people (intruders, suspicious behaviour, aggressive behaviour in communal areas)	Pagoda Security	📞 01273 916888 (24/7, 4-min response)
🗑️ Communal maintenance (lifts, lighting, bins, cleaning)	Caretakers	Non-urgent repairs in shared spaces
🗣️ Neighbour disputes (noise, pets, smells)	Ellmans (Mags Longbottom)	📞 01273 221404 ✉️ mags@ellmans.co.uk
📧 Lost post or parcels	Royal Mail/Courier	Caretakers cannot assist



Let's keep Sussex Heights safe and well-maintained—together!

For urgent Caretaker needs, use the designated contact channels.