

Plot 11, First Street – 125573/FO/2019

1. Introduction

The strategy is produced to condition 10 part i, j & l attached to decision notice 125573/FO/2019

10i) A management strategy for the external amenity areas including hours during which these areas would be open to residents

10j) A building cleaning schedule

10l) Details of on site management and security for the publically accessible areas of public realm

2. Strategy

Condition 10i - Management strategy for the external amenity areas including hours during which these areas would be open to residents.

Tenants will be expected to comply with the site rules and behaviours outlined in the building user guide, and expected to be adhered to through their tenancy agreements at all times. This includes any periods where they may be utilising the external amenity spaces. Tenants found to be in breach of these rules or behaviours will be informed of their breaches and dealt with in the manner outlined by the Downing KPI programme and management guide.

Access to the podium external amenity areas is via 4 powered doors. These doors are all controlled via the NSP 'fob system'. Each tenant is given (on check in) a fob to give them access to the general amenity spaces and their personal rented space. The central control system for this area will lock down all external doors prohibiting access the podium amenities between the hours of 23.00hrs and 07.00hrs. During this period, tenant fobs will not activate the doors. The failsafe open button for these door sets is on the external side of the doors.

Tenants will be informed of the open and closed hours of this part of the building as part of their pre-check-in information pack and as part of their site induction when they arrive.

Our nights concierge/security team will make regular hourly checks of the podium external spaces as part of their building walks once the core team finish at 19.00hrs. They will also be regularly checking this space via the site CCTV system. There are 7 cameras that cover the external amenity space. At 22:45 hours the concierge team will walk through the external amenity space alerting tenants of the closure of this space imminently. They will then return ahead of 23.00hrs to assist any remaining tenants as they move back into the building. Once all tenants have left the area, the concierge team will complete any remaining H & S checks outlined in the site assignment instructions before completing a final check that doors are closed down. Throughout the closed hours security will continue to make visual inspection of the external areas from within the building as well as via the site CCTV system.

Should a fire alarm be activated in the external amenity space zones after the close period the access doors would be released. Once established that it is safe to do so the concierge/security team would complete a further physical check of the space to ensure it is unoccupied and re complete the closedown checks and procedures.

During the open hours of the external amenity spaces the area will be regularly checked by the site management, operational teams and support services team. The area will also be monitored via the sites CCTV system. Tenants will be expected to comply with site rules and behaviours outlined and expected through their tenancy agreements at all times.

The external amenity areas will fall within the site management teams daily health, safety and compliance checks. This will be regularly audited via the senior operations team and property management team at Downing.

The external amenity areas will fall under the site grounds 'green' and 'hardstanding' maintenance and cleaning programme. This will be regularly monitored by the site management team and audited by the senior operations team and the property management team at Downing.

The external amenity areas and assets will fall under any required PPM programme as outlined by the manufacturers guidelines, designated British Standard or compliance guidelines. These will be audited regularly by the property management team at Downing.

Condition 10j - A building cleaning schedule

The building cleaning schedule, including marked up plans, is stipulated in the attached cleaning schedule contract for the property.

Condition 10l - Details of onsite management and security for the publicly accessible areas of the public realm

The publicly accessible areas of the public realm will be monitored by the onsite Downing management, operational services team as well as third party services providers. This will be backed up by visits from the senior Downing operations team and the Downing property management team. The Downing onsite operational team consists of the equivalent to four full time team members and one part time team member totalling 220hours cover per week, covered by the wider Square Gardens Operational management team. The third-party operational services team consists of approximately 8 further staff members covering the building and external areas seven days a week.

The publicly accessible areas of the public realm will be monitored via the external CCTV system in place and situated in the main management suite of the building. This CCTV system has cameras dedicated to monitoring the public realm zones. The design of the system ensures full coverage of the public realm areas under Downing management. Images will be stored for up to 30 days to allow the site management team and stakeholders to review images as required and for the improvement of onsite management and security.

Daily checks. The public realm areas will fall under the health, safety and compliance daily checks as well as the cleaning and maintenance daily checks by the site operational teams. Between the hours of 06.00 and 19.00hrs the public realm areas will be checked by the 'Landscaping/Green' and 'hardstanding' services contractor as well as the site general cleaning contractors and Downing operational team. The daily check will involve checks on cleanliness, general H&S (including damage and surface suitability/state of repair) and for general activity/behaviours taking place in the designated areas during these time periods.

The Downing operational team will complete regular auditing checks of the public realm areas to monitor general behaviours and checks completed by the operational services team. All checks and audits will be digitally recorded and reviewed.

Issues highlighted during the daily checks will be escalated to site general manager, Northern area operation manager or Downing Facilities manager as required. Issues outside of Downing's remit to resolve will be forwarded to the relevant stakeholders or organisation.

Weekly checks. The site general manager or management teams will complete weekly audits of the public realm areas to highlight issues and complete KPIs on the services teams.

Issues highlighted during the weekly checks, if not resolved, will be forwarded to the Northern area operation manager or Downing Facilities manager as required. Issues outside of Downing's remit to resolve will be forwarded to the relevant stakeholders or organisation.

The senior operations team and property management teams from Downing will meet regularly with the site management teams and services teams contract managers to discuss any issues highlighted in the Daily and Weekly checks.

The site concierge/security team will monitor the publicly accessible public realm areas between 19.00hrs and 08.00 hours. The Block D (The Fernley) site concierge/security team is made up of four full time dedicated team members. One team member on site during each shift period. They will complete regular physical checks monitoring cleanliness, hazards and general security/behaviours. They will be wearing body cameras for tenant security and safety. They will be linked in to a 24-hour security hub to assist them as required. They will monitor the site CCTV system. They will follow the protocols outlined in the site assignment instructions in relation to dealing with any issues found within the publicly accessed public realm areas in terms of its management and/or security.

The Downing site management team will establish a proactive engagement programme with neighbours and community to maintain standards of management and security, including a procedure that deals with any complaints relating to the asset and associated operations.