

NEWLON HOUSING TRUST: ACORN HOUSE

Community Space_ draft management plan rev 01

COMMUNITY SPACE: MANAGEMENT PLAN

Scope

The Community Space at Acorn house is located at 9th floor level and includes the following as described in the Community Space Specification.

- Internal communal space with indoor seating
- Adjoining terrace
- Basic kitchen facilities
- Accessible toilet

Access

Access will be available to residents of Acorn House only, via a booking system.

Physical access will be effected via a coded keypad and/or temporary (time limited) access pass/ fob, which will give access to the 9th floor including via stairs or lift.

The adjoining terrace will be accessible and usable only by the person making the booking, their family and guests.

Maintenance

Maintenance of the Community Space will be the responsibility of Newlon Housing Trust, and will be included in its general building and estate management contracts, including:

- weekly estate inspection and testing (lighting, alarms etc)
- weekly cleaning
- 6 monthly/ annual checks of HVAC systems
- periodic façade cleaning (depending on location and degree of exposure)
- landscape management (external planters)

No cost to residents/ occupiers

Where a booking is made for personal/ private use by a resident, their family and guests, there will be no charge for the use of the Community Space. A deposit will be required.

Commercial bookings

Where a booking is made for an appropriate commercial use (for example, a yoga class) an appropriate charge may be levied for use of the Community Space in addition to the deposit.

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Hours of operation

The Community Space will be available between 08:00 and 22:00, 7 days a week excluding public holidays.

Booking/ Reservation process

Bookings and reservations will be made via telephone/ email through Newlon's Service Centre and will be processed during normal weekday working hours. Contact details will be supplied in the Tenants' Information Packs at commencement of each tenancy.

Newlon is considering how the status of the Community Space (booked/ available) may be securely viewed online by Tenants. At present this sits outside Newlon's service model.

Monitoring

Responsibility for monitoring the Community Space while in use will be with the resident that made the booking. Newlon's Estate team will carry out inspections on a weekly basis.

Lifetime funding

Newlon's maintenance, repair and replacement contracts will include the following. They will follow the same cycles as Newlon's rented dwellings and will extend to the lifetime of Newlon's FRI lease.

General including residential building envelope and interior:

Cleaning

Weekly inspection and testing

Periodic inspection and full maintenance of operational and life safety systems

Repair, redecoration and replacement

Works reasonably required by a statutory/ enforcing authority, including Fire and Building Safety

Lighting, small power and HVAC:

PA Testing of supplied portable equipment and appliances

Periodic Electrical Testing and recertification

Rewiring

MEV/ MVHR inspection, cleaning/ filter replacement, system repair and replacement

Electric heater inspection, repair and replacement

Kitchen:

Inspection, repair and replacement

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WC:

Sanitaryware, pipework & sundries Inspection, repair and replacement

Reasonable adaptations where other funding is not available

External space:

- Plant irrigation, maintenance and replacement

Service charges

The structure of each tenure means that the above services are all covered within the dwellings' rent, and there is no separate service charge for the Community Space.

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Amenity of occupiers and residents/ neighbours

Risk of noise and other nuisance will be mitigated by the hours of operation (see above)

Each tenant will be supplied with a 'usage agreement' (draft included) which must be signed before their first use of the Community Space. Breach of its terms by that tenant, including (for example) unacceptable noise or behaviour such as littering may result in the agreement being withdrawn by Newlon. Newlon has successfully employed these agreements to cover other similar facilities in its developments in North and East London.

The usage agreement will place a limit on the number of users and guests. Noting that there is a design limit of 60 persons for the ninth floor as a whole, it is proposed to set this limit at 25 persons including the adjoining roof terrace

Newlon's resident engagement team will meet with tenants once the development is fully occupied to discuss management and use of the space, and identify any concerns and areas for improvement.

Consistency with other uses

The Community Space will be managed under the same (Newlon) regime as the other residential elements of the development, and will be for the benefit of its residents and their guests.

Communication with LB Camden :

On an annual basis an identified Newlon officer will supply the following information to an identified contact/ role at LB Camden.

- Confirmation of the Community Space's continued operation and availability
- Number of bookings made
- Any significant incidents and how they were managed
- Resident engagement, feedback and consultation
- Any recommended changes to the Management Plan

At the time of writing the identified Newlon Officer is the **Housing Projects Manager** (Housing Directorate).

At the time of writing the identified Local Authority Officer is the **Camden Planning Obligations Officer** (planningobligations@camden.gov.uk)