

Agreement for use of Play Space: Acorn House.

General

- The sixth floor terrace at Acorn House is a children's Play Space for use by the residents of the block
- Residents must sign this document and return it to Newlon to show they have read, understood and agree with how the area will be managed and the conditions of use.. This will be a precondition of access.

Access and Security

- The Play Space has a fob system where each fob can be separately programmed and the use of it monitored.

Once residents have signed and return this agreement their individual fobs will be re-programmed to give access to the Play Space. Residents who misuse the Play Space and do not abide by the conditions of use could have their fobs re-programmed to stop them accessing the Play Space

- The Play Space is covered by CCTV.
- The concierge button is only to be used in an emergency where a resident has become trapped on the terrace
- The Play Space will initially be open from 8 am to 8 pm in summer and 8am to 4pm in winter.

Access will be limited by programming the fobs for these specific times. Residents will be able to leave the terrace but not enter it outside of these times.

Conditions of use

- Residents must be considerate and respectful at all times for others using the Play Space and for those residents living under or beside it.
- Residents are responsible for their guests and their children at all times while going to, coming from and whilst using the Play Space.
- Unaccompanied children under the age of 16 years are not allowed to use the Play Space.
- Matters that may cause complaint or sanction include excessive noise, foul or abusive language, illegal activities , littering, and intimidating or dangerous behaviour (including throwing items over the perimeter screen)
- For reasons of space and Health and Safety there is a limit to the number of persons that may use the Play Space at any one time. At the time of writing this is 25. Residents must ensure that they do not cause or enable this limit to be breached.

- Amplified music, parties and BBQs are not permitted.
- The consumption of alcohol is not permitted
- Smoking is not permitted
- Residents are responsible for clearing up after themselves and their guests and should not leave rubbish or belongings behind.

Management arrangements

- The Play Space will be inspected by Newlon’s Estate teams on a regular basis.
- Maintenance services will be provided by a professional contractor.
- There will be times during which access to the Play Space cannot be given due to planned maintenance or cleaning. Residents will be notified in advance of these works wherever practicable.
- If the management of the Play Space is not proving successful then the management arrangements and conditions of use can be changed in consultation with residents; or where 10 or more residents together request a review.
- In a situation where management arrangements are failing badly, Newlon reserves the right to close the Play Space on a temporary basis. This might happen if there is repeated or significant abuse of the Play Space by residents or non-residents such as: vandalism, threatening behaviour, drug taking or other illegal activity; or residents who live beside or beneath the Play Space find their living conditions are made intolerable as a result of misuse. Where possible, advance warning will be given of any closure.

Complaints and sanctions

- If guests or children do not abide by the Conditions of Use set out above then residents may have their access to the Play Space suspended.
- Complaints including those relating to misuse of the Play Space should be reported to:

Service Centre	0207 613 8080	customerservice@newlon.org.uk
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- Complaints will be investigated by Newlon.
- Where a serious complaint against a resident is found to be justified Newlon will issue a warning to that resident.
- Any further serious complaint found to be justified will result in access to the Space being suspended.
- Any such decision will be reviewed after 6 months.

- If residents have had the use of the Play Space suspended as a consequence of deliberate damage, the suspension will remain in force until arrangements have been made to pay for the damage.
- Under certain circumstances, where the behaviour is of such an unacceptable level, Newlon reserves the right to rescind the resident's access to the Play Space immediately. This would be for such behaviour as (for example) fighting or vandalism; or using overtly racist, sexist, homophobic or other severely abusive language.

DECLARATION-----

By signing this document I agree with the management arrangements of the Play Space and to abide by the Conditions of Use, both as set out above.

Name:

Address:

Date:

Signed: