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West Hampstead Square
Heritage Lane
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Management Plan

for

Gate Operation



March 2025

Management Plan detailing how the gates would operate and be accessed by deliveries and emergency vehicles.

- Concierge will be able to open the gates for emergency vehicles.
- Only authorised delivery vehicles, moving in or out vans and contractors will be allowed in where temporary parking will be provided.
- Residents will be able to open the gates with their mobile devices for their own deliveries / contractors carrying out works internal to the apartments. These vehicles will still need to request a temporary parking permit from the concierge.
- There will be a separate gate to heritage lane for residents / pedestrians to access.
- The gate automation has a manual release facility for use in the event of any issues. The concierge will be trained in the use of this, and the manual release key will be held by the concierge.
- There is a concierge on site 24/7 for assistance with the gates for residents / visitors.
- In the event of emergency services attending the concierge can open the gates.
- The gates system will have a GSM intercom facility fitted; this will enable visitors to call either a resident / concierge on arrival – the system does not require the resident to be at home as is usually set up to call a mobile phone. The resident / concierge can then open the gates by pressing a button on their phone.