

# NEWLON HOUSING TRUST: ACORN HOUSE

Community Space\_ Management plan rev 03

## COMMUNITY SPACE: MANAGEMENT PLAN

### Scope

The Community Space at Acorn house is located at 9<sup>th</sup> 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 9<sup>th</sup> 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.

### Access Limitations

It is acknowledged that use of the Community Space including the 9<sup>th</sup> floor Roof Terrace will need to be planned, and that spontaneous use at weekends would not thereby be possible.

The possibility of some limited open access to the roof terrace via the internal space has been suggested by LB Camden and is considered below.

- Without clear accountability on the part of an individual tenant as set out in the Usage Agreement, there is a significant risk of inappropriate and/or antisocial use of the community space including its kitchen and sanitary facilities. This has been Newlon's direct experience on other developments where open access was possible, and we do not believe (for example) that the council would operate any of its own facilities on this basis.
- Costs for cleaning, repairs and maintenance could not thereby be quantified and would be uninsurable. There is also a significant elevated risk of accidents, complaints, dissatisfaction and friction between the residents
- Security and management costs to mitigate these risks would run at approximately £300 per operative per shift at 2025 contract rates. As an example, if open access was limited to (say) 20 weekends from May to September between 1pm and 8pm (one shift), the annual cost would be  $20 \times 2 \times £300 = £12,000$  per operative.

Rev 01: in response to LBC comments. Nov 2024

Rev 02: in response to LBC comments. Mar 2025

Rev 03: updates (underlined) to reflect CCTV coverage as set out in submission to discharge Planning Condition 10. May 2025

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For these reasons, we do not consider open access to be appropriate.

## **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)
- periodic testing of life safety systems including secondary power generator.

## **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.

## **Hours of operation**

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

There will be some times when access will be limited to enable Newlon to carry out cleaning, maintenance, estate inspection and life safety system tests.

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## **Booking/ Reservation process**

Bookings and reservations will be made via email through Newlon's Service Centre, using an electronic booking form completed by the hirer, and will be processed during normal weekday working hours. This is a system we have successfully operated at the Barnsbury Estate for a number of years.

Service Centre contact details and the current electronic form will be supplied in the Tenants' Information Packs at commencement of each tenancy. Newlon will supply a current form to any tenant via email on request.

Once completed, the booking form can be attached to an email in the normal manner.

Newlon will review the form and contact the resident to arrange payment of a deposit / commercial hire charge. This is typically done using the *Adalante* secure payment system, although Newlon will accept cash payments in person at its office.

Newlon will send out periodic updates reminding tenants of the availability of the Community space and how they can make a booking.

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.

The Community Space and adjoining roof terrace are covered by CCTV, but the footage is only used where necessary to investigate a reported incident and is not generally subject to active monitoring

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## **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, CCTV and HVAC:*

PA Testing of supplied portable equipment and appliances

Periodic Electrical Testing and recertification

Periodic checks of CCTV operation

Rewiring

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

Electric heater inspection, repair and replacement

*Kitchen:*

Inspection, repair and replacement

*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)

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