

**The Castle (residential accommodation at 147 Kentish Town Road, London NW1) will be managed by Ringley, to create a safe, clean well run environment for its occupants, which respects their need for privacy and quiet living.**

**The Castle and its occupants** acknowledge and respect the rights of adjoining residents and businesses to a quiet life **and will work to ensure that these rights are not compromised by their actions.**

## **1. Building Management.**

Ringley will ensure:

- That all residents and their property management team are aware of its obligations to occupants and the wider community and conduct themselves professionally at all times.
- That any contracted service provider or supplier is a reputable supplier who is, where relevant, fully qualified and adequately insured and will act in a professional and courteous manner whilst at the building.
- That lost keys, swipe cards or other access tools are replaced as soon as possible after notification at an adequate charge in accordance with the Licence governing occupation.
- That all mail is distributed as soon as possible after receipt to occupants' rooms or post boxes.
- All occupants are provided with a statement of what Ringley will provide for them and what Ringley expects of them in return.

## **2. Accessibility Management.**

- Disabled persons will be provided level access to the office accommodation and there is lift access to the residential parts.

## **3. Maintenance.**

Ringley will ensure:

- That the interior and exterior of the building is kept clean and tidy and that any graffiti or rubbish is removed as quickly as possible.
- That any damage or defect notified to the Property Manager will be repaired as soon as possible by reputable professionally qualified service providers.
- That all accommodation will be clean, safe and secure.
- That all fixtures and fittings will comply with relevant statutory obligation and that all fixtures and fittings requiring periodic inspection will be so inspected by properly qualified service providers
- That all common facilities are kept clean and in a good state of repair and that all common fixtures comply with relevant statutory obligations and that those that require periodic inspection will be so inspected by properly qualified service providers.
- That the common areas and building structure are properly maintained by means of a rolling programme of Planned Preventative Maintenance and that common areas are redecorated as often as is necessary.
- That any maintenance work carried out as described above will be undertaken by reputable professionally qualified service providers in compliance with Health and Safety legislation, relevant industry best practice guidelines and with due regard to minimising any temporary interruption of the amenities that either occupants or adjoining residents enjoy.

## 4. External Maintenance.

Ringley will ensure:

- That all external areas are kept swept and free of litter, weeds and other rubbish.
- That “The Castle” is presented at all times in a neat orderly appearance and that any external signage is kept clean and legible.

## 5. Housekeeping and Servicing.

Ringley will ensure:

- That all internal and external common parts, fixtures and fittings are kept clean and free of rubbish and waste.
- That all fixtures, fittings and common area facilities are deep cleaned at least annually.
- That clearly marked areas for the storage of rubbish are available and that their location is advised to all occupants.
- That all rubbish is stored safely and collected as frequently as possible and that all waste storage areas are disinfected / treated as often as necessary to prevent rodent or pest infestation.

## 6. Deliveries and Collections

Deliveries will be accepted between 07.00 and 21.00, Monday to Saturdays.

Short term visitor parking is available on Castle Road – at pay and display bays.

Rubbish collection will be allowed between 07.00 and 18.00, unless an alternative time has been agreed with the Council’s contractor.

## 7. Move in and move out

- ‘Dropping off’ and “delivery restrictions” are as per the parking demarcations on the public highway. In addition to the limited parking arrangements with pay and display outside the building, on Kentish Town Road and Royal College Street and drop off and unloading only on the yellow lines outside the park on Castle Road.
- There are however the excellent public transport facilities of Kentish Town rail/thameslink, Camden Road thameslink, Kentish Town West overground as well as Camden Town and Kentish Town underground stations all within easy reach of the property.
- Essentially due to excellent transport connections this is a car free scheme. There is existing pay and display parking on Castle Road, Royal College Street, Castlehaven Road, Bartholomew Road and Farrier Street and off peak parking on Kentish Town Road.
- In Camden disabled parking is permitted on single yellow lines with a blue badge there is space for approximately 10 cars to park on yellow lines on Castle Road.

## 8. Work

Work (other than emergency work) will be carried out to the building between 08.00 to 18.00, Monday to Friday and 08.00 to 13.00 Saturday (i.e. not on Sundays/bank holidays) unless this is, for practical reasons, not possible.

## 9. Security and Safety.

Ringley will:

- Ensure that all external access points are adequately secured and monitored to prevent unwanted/unauthorised entry.

- Investigate any breach of security or any other incident or emergency as soon as notified to the Property Manager and the appropriate authorities advised if relevant. The Property Manager will log all such incidents and will keep all parties updated until the incident is closed.
- Install and operate a CCTV system covering the common parts and exterior of the building.
- Enforce a zero tolerance 'keep clear' policy on all Fire Escape together with keeping adequate signage.
- Test all Fire alarms at least as often as is statutorily required and that evacuation drills are carried out in accordance with statutory provision.

## 10. Waste and Recycling Management

### Cleaning Policy

- The property will be cleaned to a standard cleaning specification. Communal areas including stairwells are cleaned at least weekly.
- Waste is mainly of a domestic nature, it is proposed that provision should be provided for 3 x 1100 litre capacity lockable waste bins for the commercial use and again, 3 x 1100 litre capacity lockable waste bins for the residential users. The building is planned with waste kept at ground floor level to provide easy and safe access for waste disposal vehicles to collection area.

### Exterior maintenance

- Exterior maintenance will be carried out by the property maintenance team who would undertake a daily check clean, weekly sweep and rubbish removal, and periodic seasonal planting.

### Pest control

- Regular building inspections include checks for evidence of pests, and contracts are in place with national service partners for reactive pest control.
- Cleaning and waste management regimes also form an important part of infestation control in all properties.

### Recycling Policy – internal

- Ringley actively ensures that all units have adequate recycling facilities. All waste storage will be located in the kitchen area. All waste is to be taken to the bin store room. To aid collection of as much waste as possible on rubbish days the local authorities refuse collection timetable will be displayed in each unit along with instructions for the separation of recycling waste as outlined below.

### Recycling Policy - external

- In the residents handbook residents will be encouraged to avoid buying packaging. This schemes is close to a large supermarket as well as several micro-supermarkets.
- The notice board and welcome packs will signpost the Regis Road recycling centre for larger items as well as local charities who will take books, furniture, electrical items and items of clothing/bedding.
- Where items are not taken by new resident students, they will be dispersed through various charities around London.