



**277a GRAYS INN ROAD
CONCIERGE MANUAL**

**Managed by:
James Andrew Residential Limited (JAR)**

**On Behalf of:
Regal Homes**

INTRODUCTION

This manual provides advice and guidance as to the duties expected of Concierges working at 277a Grays Inn Road ('the premises'). Every Concierge employed at the premises is supplied with a personal copy and a reference copy is kept at the onsite Concierge Office. The manual is also intended to serve as a guide for staff employed at short notice in an emergency, or from a different site covering an unexpected absence (for example, due to sickness).

The manual has been compiled by James Andrew Residential Ltd (JAR), the company responsible for the running of the premises. The manual has been developed in collaboration with the Managing Agents contracted to manage the property on a day-to-day basis.

The manual includes sections covering the general roles and responsibilities of the Concierges, terms and conditions of service, operating procedures and general advice and guidance.

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SECTION A – MANAGEMENT

A – 1 Regal Homes GI Limited

The Company is run by a Board of Directors drawn from the shareholders, to whom they are responsible. The shareholders have the power to appoint the directors. The directors are unpaid volunteers who take responsibility for the effective management of the development. They define the *strategy* for management of the estate, including such things as priorities for maintenance and repair, the quality standards for cleanliness of the common parts, the level of service required from Concierge staff, and so on. They set the annual budget for the work required and hence the level of service charges each apartment has to pay. A list of the Board members is available for leaseholders and the Board of Directors engages a professional estate management company ('the Managing Agents') to undertake the general administration of the development on their behalf and under their instructions and any day-to-day enquiries should be made to them.

A – 2 Managing Agents

A professional property management company is appointed by the Directors to manage the premises on behalf of the leaseholders, in accordance with the Directors' strategy. A specification is drawn up for the work required and the management company is selected on its ability to meet the requirements and the cost of the services provided. The contract is placed for a period of one year with annual review of performance.

The current managing agents, appointed on TBA:
James Andrew Residential Limited (JAR)

Main Office Contacts

Corin Jenkins - Director

Or Kirsty Ridout – PA to MD

Or Edward Buxton – Senior Property Manager

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Site Contact

TBA

Office:

Mobile:

Email;

The Managing Agents undertake the responsibility for the *Concierge Team*.

A – 3 Concierges

The Concierge Team fulfil an important role At Gray's Inn Road. Responsibilities include assisting leaseholders and tenants in the development if they experience difficulties such as flooding, managing keys to the apartments with the authorisation of the residents so that they can admit cleaners, deliveries, maintenance engineers and so on. They are responsible for admitting visitors and taking and recording delivery of packages for the apartments. They also play a key role in maintaining and monitoring the security of the development, monitoring security systems and cameras and ensuring that appropriate recordings of CCTV-monitored activity are maintained.

Concierges also help residents by detecting and managing potential problems at an early stage to prevent them becoming serious issues. This ranges from, for example, building defects to noisy residents. Details of responsibilities are given in Section B.

The concierges *report to the Managing Agents*, via the JAR Property Manager.

SECTION B – CONCIERGE DUTIES AND RESPONSIBILITIES

This section constitutes the **CONTRACTUAL JOB DESCRIPTION** for Day Concierges and Night Concierges. The three most important responsibilities for **all** concierges are for **Emergency Procedures, the Front Desk** and **Security** and these are dealt with in detail first.

Study the drawing on the following page and memorise in particular the nomenclature of the different parts of the building. This is so that any locations noted in your logs and reports are properly understood.

B – 1 Emergency Procedures – All Concierges

B – 1.1 Fire

- Investigate the nature of the alarm rapidly.
- Call the Fire Brigade if there is a genuine fire: 999
- Attempt to fight any minor fire using fire extinguishers if trained to do so, **BUT WITHOUT PUTTING YOURSELF OR RESIDENTS IN DANGER.**
- Raise the alarm and evacuate any residents in the common parts, closing fire doors on the way out.
- Liaise with the Fire Brigade to explain the situation, provide them with the emergency grab bag and help to explain the layout of the property where required.

B – 1.2 Flood

- Identify the source.
- Gain access if necessary in order to turn off taps or isolate the water supply to the apartment that is the source of the flood. **The isolating valve is above the door leading into the apartment. Refer to the emergency procedures manual for further information.**

B – 1.3 Water pumping failure

Maintenance Contract: TBA

Tel: TBA

Emergency O-O-H tel: TBA

B – 1.4 Power failure

- If the failure is in an individual flat: advise the resident to check circuit breakers and, if impossible to reset, to call an electrician.
- In the event of a general power failure call our electricity supplier. The concierge PC and systems will need to be re-booted in event of Front Desk power failure. (NB In a general power failure the door entry system will open automatically.)

Supplier TBA

B – 1.5 Security

- Physical security breach: **999**
- Intruders etc: call police as above.
- See also **Section B.3 Security**

B – 1.6 Concierge systems/IT failure

- CCTV: Re-boot in the first instance; otherwise call **TBA**
- Door entry and Intruder Alarm call **TBA**

B – 1.7 Resident locked out of apartment

If no key is held at the Front Desk, contact the Property Manager. In the event that the resident is desperate call the emergency locksmith on **TBA**

B – 1.8 Medical emergency

Call 999 or phone the local hospital

B – 2 Front Desk – All Concierges

B – 2.1 Staffing the Front Desk

- You are expected to be at the Front Desk in the Concierge Suite for the majority of the day. Staff times are 0830hrs-1630hrs
- Answer the telephone, log all messages and deal with general enquiries.
- When you are away from the desk:
 - ensure that you have your mobile with you, and respond to it promptly
 - carry the duty mobile:
 - put visibly on the desk one of the signs: 'Concierge on break' or 'Concierge on patrol or with contractor'.

B – 2.2 Contractor, estate agent and visitor management

The following policy is to ensure that Grays Inn Road is accessed only for authorised purposes, that compliance is achieved with all Health & Safety, statutory and building regulations, while at the same time providing an open, safe comfortable and efficiently-run environment that contributes towards the maintenance and general up-keep of the building.

- In general, visitors and contractors will present themselves at the front desk for access.
- Check that any **contractor** has authority to work on site and a permit to work. This includes both those contracted by the Managing Agents and those engaged by residents. If in doubt contact the Property Manager.
- Assist with vehicle parking if possible.
- Ensure they sign in.
- Inform the contractors of permissible working hours: 8.30am to 6.00pm weekdays, but only until 1.00pm on Saturdays and not at all on Sundays (except in an emergency).
- Issue entry fobs as necessary and ensure cards are returned to you when they sign out.
- Make sure they have left all common parts clean and tidy and free of materials and rubbish.
- **Estate agents** wishing to view or show apartments to purchasers must telephone in advance and must accompany their purchasers and be responsible for them at all times. Viewing should not be allowed after 6pm.
- **Residents' visitors.** If a resident has informed you that the visitor is expected, direct them to the apartment. If not, contact the resident to make enquiries.

B – 2.3 Residents' deliveries

- If a delivery arrives at the Front Desk Concierge will take it in and record it in the Delivery Book. Text the resident if this has been previously agreed **or** fill in a 'While you were out' form (copy in Section D, p.30) and post it through the letter-box of the apartment to which the delivery is addressed. The resident must then come to the Front Desk with the form to collect the delivery and sign for its receipt in the Delivery Book.
- Concierges normally sign for recorded delivery mail letters and packages if the resident is out when the postman arrives. Proceed as above.

B – 2.4 Key deposits, alarm codes and swipe cards

- If a resident wishes to deposit a duplicate front door key with the concierges they must sign the 'Key waiver agreement' (copy in Section D, p.31) and the key must be kept in the key press in the secure communications room.
- If a resident gives you their alarm code it should be entered in the small book provided and the book must be kept in the key press.
- If a resident wishes their key to be returned to them this must be recorded on the list on the front of the cabinet.
- When a resident reports the loss or theft of a swipe card check all the numbers for that flat and check which ones are still in the possession of the resident, in order that the relevant one may be deleted from the system. A new card may be provided at a cost of £35.00. (See section D, p.32 for copy of issue form.) **N.B** *No more than four cards may be issued to any flat. In normal circumstances if a flat has 1 bedroom the owner is allowed 2 swipe cards; for a 2-bedroom flat 3 cards; and for a 3-bedroom flat 4 cards. If a resident requires more than this allowance they need to request permission in writing from JAR the address can be gained from the concierge*

B – 2.5 Daybook

Maintain the residents' daybook for comments and regularly point out new comments to a Director or the Property Manager. Deal with any problems which come within your own remit.

B – 2.6 Front Desk email use

The Front Desk has an email system primarily for reporting to the Managing Agents. This should be used in the appropriate manner and not for personal use.

B – 2.7 Use of the Front Desk telephone

The Front Desk telephone should not be used for personal calls including any made with a 'cheap rate' calling card that incurs costs. Any instance of this will be charged to the staff member on duty so ensure that this does not happen during your shift.

B – 2.8 Dress code

All staff are to be smartly dressed, normally a suit including jacket.

B – 3 Security – All Concierges

B – 3.1 General

- During the day you are in general responsible for all aspects of security, do not assume the powers of the police.
- If there is any sign of physical danger you should retreat to a safe distance and call the police. Also refer to Lone Working Policy at JAR.

B – 3.2 Access, residents' keys and swipe cards

Residents access the building using their swipe cards. For details and other matters regarding access see Section B - 2.2, and see Section B - 2.4 regarding the issue of replacement cards. Cards must not be issued to unauthorised persons (such as leaflet distributors or estate agents). If this happens it will be considered a major breach of security and, in line with the terms of your contract of employment, it will lead to a gross misconduct hearing.

B – 3.3 CCTV

The CCTV monitors are located on the concierge desk and by default show you miniature windows of all available cameras by default. You should observe all areas while carrying out your duties at the Front Desk, zooming into cameras should you detect any suspicious behaviour.

CCTV is recorded straight onto hard drive and can be accessed by the Managing Agents should an event occur and proof needs to be obtained (e.g. break-in, graffiti on the building etc).

The CCTV system is connected to the Internet and accessed remotely by JAR and the out-of-hours remote monitoring service – Andrews International.

B – 3.4 Patrol

A patrol/walk-around should be done to all common parts and public realm at 9am, 11am, 1pm, 3pm and 4.30pm. A patrol sheet should be completed for each shift to include details of matters arising.

B – 3.5 Security of individual apartments

- It is the responsibility of the individual lessee to ensure and maintain their alarm system in a fully working condition.
- If an alarm sounds the Concierge must investigate and alert others as necessary as a security measure.

- If a faulty alarm causes the bell to ring constantly and the resident is unavailable, enter the flat if a key is held and turn off the alarm at the circuit breaker panel. Record in the log book and inform the Property Manager.
- If no key is held, contact the Property Manager.
- For fire alarms see Section B – 1.1.

B – 3.6 Out-of-Hours Security Procedures

- The public realm at Grays Inn Road is open to the public 24/7 and is not secured in any way.
- The Public realm outside staffed hours is CCTV remote monitored by Andrews International 24/7 and who have a large security presence in the Kings Cross area to provide a first response.
- You are responsible for taking out-of-hours security related calls from residents and visitors and informing Andrews International or the Police as the situation requires. If you are unavailable your answerphone message will include the emergency details for Andrews International or the Police for the residents to call them directly.
- Any unauthorised or unlawful activity detected by the remote monitoring service will be dealt with by Andrews International and you will be kept informed.
- You are responsible for keeping a log book of all out-of-hours related security call outs.
- Andrews International are responsible for providing you with a log of their observations and call outs which you will keep centrally.
- JAR and the concierge team will keep close links with the local Police Force where possible.

B – 4 Other Duties and Responsibilities – Day Concierge

B – 4.1 General duties

- Come in to work in good time for the handover from the night staff. Late arrival without prior notice or satisfactory explanation will lead to disciplinary action.
- Check daily that the CCTV system is working.
- The Concierge is expected to be courteous to all residents and under no circumstances to be rude even when s/he may consider there has been provocation. In such circumstances the incident should be reported to the Managing Agents in writing. (If a resident wishes to make a complaint, refer them to the Managing Agents.) Try to give assistance to all residents, especially the elderly and infirm.
- **The security of the buildings and safety of the residents is of utmost importance. You are responsible for ensuring that the desk is covered or that you are in contact throughout your shift and carry the duty mobile phone. See Sections B – 1, 2 & 3.**
- Smart clothing is to be worn except when the nature of the work being carried out would make this impractical. In this case a boiler suit or overalls should be worn.
- Try to get to know all residents by sight so that strangers can be challenged.
- Study the regulations contained within the property's leases and ensure that regulations such as hanging of washing, use of gardens, noise restrictions etc. are adhered to.
- Maintain an up-to-date list of emergency services and contractors' telephone numbers (see Section D, p.34).

B – 4.2 Daily duties

- During your shift you will generally be responsible for maintaining the Front Desk and the whole concierge office area in a clean and orderly condition.
- Manage CCTV and monitor the security of the grounds and development. Carry out regular checks to ensure that all entrances and external doors are kept closed and that locks are in good repair. Investigate and report suspicious occurrences to the Property Manager.
- Log and report any incidents of disrepair to the Property Manager, including all buildings defects, plumbing, heating and lighting defects. Where such defects are considered an emergency they should be reported immediately.
- Ensure that the refuse area is kept tidy and that lids are closed on the bins. Notify the Managing Agents of any problems.
- Collect litter from around the estate and ensure that it is not allowed to accumulate in any common areas.
- Ensure that there are no obstructions in any of the common parts. Check that no prams, cycles or any other items are stored in the common parts.
- Dud lamps should be noted by the day staff. A log of failures of these high level and garden lamps should be reported to the Managing Agents who will arrange for an electrician to attend.

B – 4.3 Duties during your shift

- Check access control system, call points, external doors and closer mechanisms and report any faults to the Property Manager.
- Carry out an inspection of the entire estate to check for leaking gutters, blocked drains or damage to downpipes, steps, paths, ramp, walls, fences, etc. Report defects to the Property Manager.
- Inform the Property Manager when stocks of any lamps are running low so they can replenish.
- Adjust the lighting timers as and when instructed by the Property Manager.
- Every day, test the emergency (bell button) system of all 6 lifts. You should be answered promptly by the operative at reception. Just explain that you are testing the REMS system. If you get no response, inform the Property Manager immediately. Record the test on the log sheet (and check it occasionally to see when it was last done).

B – 4.4 Duties to be carried out as necessary

- Introduce new residents to the property, providing a copy of the Residents' Guide and explaining key holding (key waiver) and vehicle registering. Explain access and security arrangements, and facilities for waste disposal etc.
- Liaise with garden contractors.
- Keep a supply of salt and treat ramp, paths and steps in winter in accordance with Health & Safety guidance.
- Liaise with any resident in relation to personal effects that have been left in the communal areas and ensure that disposal/removal is arranged by them. This is particularly true of large bulky items such as cookers, fridges, etc.
- Check out and deal as appropriate with any matters reported by residents.
- Assist residents in emergencies, providing advice on how the issues can best be handled. When issues cannot be resolved refer to the Property Manager.
- Check that all staff and contractors comply with statutory requirements, such as Health & Safety, reporting breaches to the Property Manager.
- Monitor the presence of workmen around the buildings and supervise their activities to ensure minimum disturbance to residents. If there are problems, in the first instance seek to resolve issues with the contractor's on-site supervisor. If this is not possible report the matter to the Property Manager. Also monitor other persons on the development and ensure they have a right to be there.
- As agreed specifically with the Property Manager and the Board of Directors, monitor the delivery of repair and maintenance works to check that work is completed to the specification and report to a Director or the Property Manager as appropriate.
- Notify the Property Manager where works are being carried out within individual flats. Issue the contractors with a Good Practice Guide (see Section 2.2, p.11 and Section D, p.34).
- Monitor the work of contracted cleaners to ensure work is undertaken to specification. If there are problems, in the first instance seek to resolve issues with the on-site supervisor. If this is not possible report the matter to the Property Manager.
- Ensure that access is clear to enable refuse to be collected. If large items have been left with no arrangement for the Council to collect, contact the Property Manager.

- In cases of snow and/or icy conditions staff are expected to grit the public realm. A bin of grit, a shovel and a broom are kept in the garage near the ramp. Take due care for your own safety, wear non-slip shoes and walk carefully. JAR will not be liable for accidents due to carelessness in these conditions. The grit bin should be checked in late autumn and if supplies are low, inform the Property Manager. If the icy weather is prolonged ensure the bin is refilled as necessary.
- All other property-related duties necessary or as directed by the Property Manager for the general well-being of the property in the interest of good estate management should be carried out.

SECTION C - EMPLOYMENT AND CONTRACTUAL MATTERS

NB The contractual job descriptions are in Section B.

C – 1 Code Of Conduct

C – 1.1 Rules and regulations

- Employees are not allowed to smoke inside any part of the building.
- Employees must comply with all health and safety policies, procedures and practices. Employees must report all unsafe conditions or practices to their immediate superior/managing agent.
- If an employee fails to adhere to the health and safety rules and regulations then that employee may be subject to disciplinary action.
- Employees who are found to be under the influence of alcohol or drugs will be suspended from duty. After a full investigation disciplinary action may be instigated. Alcoholic beverages may not be consumed on duty, this includes at unpaid rest breaks such as lunch breaks.
- All cleaning materials, especially bleaches and detergents, must be kept in the COSSH stores at all times.
- All absence from the Front Desk must be recorded in the diary including lunch and tea breaks.

C – 1.2 Good housekeeping

- Passageways and stairs must be kept clear at all times.
- Employees must ensure leads do not trail such that someone may trip.
- Employees should wear footwear that is suitable for the task.
- Employees must not carry boxes in a way that obscures vision.
- Employees must use the appropriate safe lifting techniques when lifting items.
- Employees must not lift unreasonable weights. Employees should request assistance if necessary or where possible reduce the weight by dividing the load.
- Employees should ensure that all sharp items are wrapped carefully in paper prior to disposal.

C – 1.3 Hygiene

- Staff clothing must be clean at all times.
- Waste food and other materials must not be allowed to accumulate. Such items must be promptly disposed of, e.g. to a dustbin.
- Any sign of infestation by vermin or other pests must be reported to the Managing Agents without delay.
- All uncarpeted floors must be kept clean and dry.
- Toilets used by employees must be kept clean.

C – 1.4 Fire

- Employees must be aware of the fire evacuation procedures at their location.
- Employees should understand how to operate the fire extinguishers at their location and understand which type of fire the extinguisher is appropriate for.
- On detecting a fire, the employee should raise the alarm, and if it is safe to do so, fight the fire with the equipment provided for the purpose.
- Employees should know the escape routes in case of fire, or other emergency.

- If employees have to leave the premises in an emergency, they should do so quickly and without panic.

C – 1.5 Electrical equipment

- Employees must never touch electrical equipment with wet hands.
- All portable electrical equipment should be used with a residual circuit breaker. In the event that such equipment is not fitted with a circuit breaker employees should contact the Property Manager as soon as possible.
- Employees may not use their own portable electrical equipment without the permission of the Property Manager.
- Portable electrical equipment must not be moved without disconnecting it from the mains.
- Cables must not be allowed to remain in position where they can be damaged by being walked over or knocked when moving goods about.
- Electrical equipment must always be switched off before cleaning it.
- Only a qualified electrician may investigate electrical faults. Any such matter must be reported to the Managing Agents.
- If in doubt about any of these rules, employees should ask their immediate superior. If employees fail to obtain a satisfactory explanation, then they should follow the grievance procedure.

C – 1.6 Health and safety grievance procedure

- In the event of a problem, dispute or grievance regarding occupational health or health and safety, employees should either verbally or in writing refer the matter to the Managing Agents ('the Company'), who will investigate the matter and inform the employee of the outcome.
- If an employee is dissatisfied with the outcome, or in the event of danger of death, serious injury or health risk, and there is insufficient time to eliminate excessive danger, employees should either verbally or in writing refer the matter to the Chair of the Board of Directors, or any other Board member, who will investigate and determine what action should be taken. In any event, they will take up the matter with the Company.
- After investigation employees will be informed:
 - **Decision one:** the Company has eliminated the danger as far as is practicably possible and employees must resume working, *or*
 - **Decision two:** the Company does not consider the matter constitutes a grave risk to health and safety and employees must resume normal working, *or*
 - **Decision three:** the Company will undertake further investigation and may if necessary obtain expert opinion. Employees will then either be suspended on full/average earnings or be transferred to alternative work whilst the investigation takes place.
- Refusal to resume normal working after decision 1 or 2 will constitute a breach of contract and may result in disciplinary action under the Company's disciplinary procedure.

C – 2 Performance Review

All on-site staff to have quarterly 1:1 reviews, to occur three times per year plus one annual appraisal.

- This provides an opportunity for you and management to discuss your job description, what is expected of you and set your priorities
- To agree your performance objectives and provide a time scale for achievement
- To provide regular feedback regarding performance and progress through regular 1 : 1 meetings and appraisals
- To support your training needs and discuss development and progression opportunities
- To communicate regularly on a formal and informal basis to keep you aware of what is going on
- To offer you encouragement and support to enable you to progress and help keep you motivated.

C – 3 Absence Reporting

- Staff must complete a 'Return to Work' form (see Section D, p.35) after a period of absence and send it to the Property Manager.
- Any absence of over 3 days must be accompanied by a doctor's certificate.
- It is the decision of the Company as to whether full pay will be made or statutory sick pay during periods of ill health.
- All incidences of sickness or absence should be reported to the Managing Agents as soon as possible. In addition, *night staff* must first notify the day staff as soon as possible of any impending absence. If the *day staff* are taken ill or about to fail to make their shift and are unable to contact the Managing Agents, they may book temporary cover.

After absence, a four-day shift must be completed before overtime will be paid.

C – 4 Equal Opportunities Policy

Regal Homes GI Limited and their appointed Managing Agents, recognise and welcome diversity and will promote and foster an environment of equality for all residents, visitors and employees.

It is our intention to treat all staff fairly, with dignity and respect, regardless of any factor which is unrelated to their ability to perform in their current or future role.

Diversity is fundamental not only to our employment practices but also to the way in which our concierge team act in respect of their general conduct, and in their dealings with all residents, visitors and contractors.

We aim to promote diversity within the workplace and deliver services that meet the needs of all social groups.

Regal Homes GI Ltd will not tolerate any discrimination based on race, sex, disability, appearance, religion or sexual orientation and will take the strongest possible action against offenders while protecting the victims.

C – 5 Health and Safety

A concierge at Grays Inn Road mostly works alone and therefore following Health and Safety guidance is particularly important. Risk assessments are done regularly to ensure a safe system of work is in place. You should always carry the duty mobile so that in the event of an accident or sudden illness you can call for assistance to the Property manager, in a real emergency call 999.

C – 5.1 General policy

- It shall be the duty of every employer to ensure so far as is reasonably practicable the health, safety and welfare at work of all employees.
- The Managing Agents on behalf of the employer accept the responsibilities of providing safe working conditions and ensuring that the conduct of its affairs is in no way harmful to the health of its employees or clients.

C – 5.2 Health and safety objectives

- Provide employees with work methods and work areas and premises which are safe.
- Safeguard employees from any foreseeable hazards to health and safety in their workplace.
- Ensure compliance with all new health and safety legislation, guidance and codes of practice as and when introduced.
- Ensure that employees are aware of their own responsibilities in respect of health and safety matters and supervise their performance.
- Provide general health and safety training for all employees.
- Provide proper measures for fire protection/fire prevention and fire-fighting procedures and systems.
- Provide medical and first aid facilities to safeguard the health and safety of all employees.
- Institute and maintain the systematic recording and monitoring of accidents and potential hazards.
- Ensure that contractors and clients are aware of their obligations for health and safety.
- Conduct regular suitable and sufficient risk assessments.

C – 5.3 Managing Agents' responsibility

- Overall responsibility rests with the Managing Agents for ensuring that facilities and conditions in working areas meet health and safety requirements and that warning and explanatory notices of any danger are provided where necessary. However, all individuals at every level must accept degrees of responsibility in their conduct and actions to ensure the health and safety policy is complied with.

- The Managing Agents are responsible for ensuring that employees are aware of, and comply with, all health and safety policies, practices and procedures at all times and that any hazards are reported and dealt with immediately.
- The Managing Agents are responsible for ensuring that employees know and understand their duty to report immediately any circumstances likely to cause an infringement of health and safety standards.
- The Managing Agents are responsible for ensuring all accident reporting and investigation procedures are known by employees and that all accidents and dangerous occurrences no matter how minor are reported to the supervisor and the Managing Agents.
- The Managing Agents are responsible for ensuring employees are aware of relevant fire evacuation procedures and what to do in the event of a fire.
- The Managing Agents are responsible for ensuring that all fire equipment is readily available and employees know how to operate such equipment and the location of such equipment.

C – 5.4 Employee responsibility

- It is the duty of every employee while at work to take reasonable care for the health and safety of himself/herself and of other persons who may be affected by his/her acts or omissions at work.
- Employees must comply with all health and safety policies, procedures and practices in order to safeguard the health and safety of the employee and others.
- Employees who have a question regarding health and safety should report to the Managing Agents.
- In the event of an emergency, employees should dial 999 and request attendance of the appropriate emergency service.
- All portable electrical equipment provided by the employer or Managing Agents should be used with a residual circuit breaker. (This is generally equipment which has a lead and plug and which is normally moved around or can be moved from place to place, e.g. vacuum cleaners, kettles, floor scrubbers, heaters, fans, desk lamps, televisions, all mains powered portable electrical tools; and also office equipment that can be moved: photocopiers, fax machines, desktop computers etc.) In the event that such equipment is not provided with a circuit breaker the employee should contact the Managing Agents. Employees may not use their own portable electrical equipment without permission of the Managing Agents. *See also next section.*

C – 5.5 Electrical appliance testing

It is essential that the maintenance of items of electrical equipment be undertaken by competent people. Employees must not attempt to repair, maintain or adapt any item of portable or transportable electrical equipment provided by the Company or used on Company property or clients' property unless they are a suitably qualified 'competent person' and have written approval to undertake such work by the Managing Agents.

However, once the equipment has been safely commissioned and a suitable system of maintenance established with regular formal inspections by a competent person, risk can be further controlled by means of regular visual inspections by the users of the equipment,

prompt reporting of faults and appropriate action taken to rectify those faults. All faults are to be reported to maintenance without exception.

Visual inspection by the user

The following is a suitable checklist which will assist with regular inspections by the user:

- Is there any damage to the electrical supply socket to the equipment?
- Does the plug supplying the equipment appear damaged? Is the casing cracked or are the pins damaged?
- Does the plug get hot when the equipment is operating?
- Is the outer sheath of the supply cable effectively secured at the plug end and equipment end?
- Are any of the inner conducting cables visible?
- Is the cable supplying the equipment sufficiently protected along its length to prevent damage?
- Is the cable supplying the equipment free from defects, temporary joints or kinks along its full continuous length?
- Are the risks of tripping over trailing leads and of damage to the cable sufficiently minimised?
- Is there any damage to the external casing of the equipment, or are there any loose parts or loose/missing screws?
- Is there any evidence of the equipment or the cable supplying it overheating?
- Does the equipment operate satisfactorily at all times with no evidence of an intermittent or continuous fault?
- Is the equipment used in unsuitable conditions, e.g. where it is dusty, wet or damp?

Where the visual inspection identifies a fault, the fault should be reported to the Managing Agents, the equipment should be then withdrawn from service, suitably marked 'not to be used' and stored until it can be repaired and certified safe to use by a competent person or disposal is arranged.

C – 6 Harassment Policy

C – 6.1 General policy

- **JAR**, the Managing Agents will not tolerate any form of harassment or bullying.
- The purpose of this policy is to inform everyone of the type of behaviour that is unacceptable and to explain what solutions there are to employees who may suffer harassment or bullying.
- Our aim is to provide a neutral working environment in which no one feels threatened or intimidated.
- **Harassment** is a discriminatory act and is also a criminal offence. It is very difficult to define as it can take many forms, but in the main it takes the form of unwanted behaviour by one employee towards another, for example:
 - Patronising or belittling comments.
 - Comments about appearance/body/clothes.
 - Leering or staring at a person's body.
 - Unwelcome sexual invitations or pressure.
 - Promises or threats concerning employment or conditions in exchange for sexual favours.
 - Displaying offensive or sexually explicit material.
 - Touching, caressing, hugging or indecent assault.

Please remember the test is that the behaviour is **UNWELCOME, UNINVITED AND UNRECIPROCATED.**

- **Bullying** is also difficult to define. Obvious examples are:
 - Threats of, or actual, physical violence.
 - Unpleasant or over-repeated jokes about a person.
 - Unfair or impractical work loading.

C – 6.2 Procedure

- If you encounter a problem of this nature, it is vital that you make the person responsible aware that his or her remarks or conduct are offensive to you. This should be done in a simple, straightforward way.
- It is recognised that complaints of harassment or bullying are often of a sensitive or worrying nature and that it may be difficult to speak directly to the other person involved. If this is the case, you should put your request in writing and hand it to the harasser or bully.
- When or if the informal approach fails or if you believe that the harassment or bullying is of a very serious nature you must bring the matter to the attention of the Property Manager
- at JAR If possible, you should keep notes of the harassment or bullying so that the formal complaint can be investigated, including the date, time and whereabouts of the act(s).
- A formal complaint will be investigated thoroughly and during the investigation all possible actions will be taken to separate you from the alleged harasser or bully.
- You will be informed of the findings of the investigations and will be given an opportunity to comment.

- If the report concludes that the allegation is well founded and the harasser or bully is a fellow employee or a James Andrew residential employee, he or she will be subject to disciplinary action in accordance with our disciplinary procedure. If the harasser or bully is your employer, steps will be taken to relocate you.
- If you bring a complaint of harassment or bullying you will not be victimized for having brought the complaint. If, however, after a full and fair investigation, we have grounds to believe that the complaint was brought with malicious intent, you will be subject to disciplinary action under our disciplinary procedure.
- The appeal procedure applies to appeals against decisions made under the equal opportunities and discrimination policy and the harassment policy.

DOCUMENTS

GOOD PRACTICE GUIDE
for Contractors at Grays Inn Road

To all Builders/Contractors,

If you are carrying out works to any apartment please be considerate to the residents of adjoining flats and advise them of the works and the duration period.

May I please remind you that Local Authority noise control policies stipulate that (except in emergencies) building work should be carried out only between 8.00am and 6.00pm Monday to Friday, 8.00am and 1.00pm Saturday and no works on Sunday.

The communal areas must be kept clean, tidy and unobstructed. No material or fittings, including tools, rubbish or debris, are to be stored or left in any communal area, including the garage and bin area.

Please do not hesitate to contact me if you wish to discuss this matter further.

Property Manager
James Andrew residential
Email:

You are required to sign the agreement below

James Andrew Residential
CONTRACTORS UNDERTAKING WORK
At the Plimsoll Building

I agree as a contractor working at Plimsoll that we will remove all left-over materials and debris from site before the job is completed, including the removal of room fittings or carpets, and that no materials or fittings, including tools, rubbish or debris, will be left or stored in any of the communal areas, including the garage and bin areas.

Flat attending.....

Company.....

Signature.....

Date.....

WHILE YOU WERE OUT

APARTMENT NO:

Date:

Dear Sir/Madam

Whilst you were out we took delivery of a:

Registered Letter / Recorded Letter / Parcel / Dry Cleaning / Laundry

Could you please telephone the concierge desk on your internal system to arrange collection.

Concierge

WHILE YOU WERE OUT

APARTMENT NO:

Date:

Dear Sir/Madam

Whilst you were out we took delivery of a:

Registered Letter / Recorded Letter / Parcel / Dry Cleaning / Laundry

Could you please telephone the concierge desk on your internal system to arrange collection.

Concierge

James Andrew Residential

*Plimsoll
Kings Cross*

KEY WAIVER

NAME: LANDLORD/AGENTS:

ADDRESS:

TELEPHONE NUMBER:

I CONFIRM THAT THE STAFF OF JAMES ANDREW RESIDENTIAL (JAR) ARE HOLDING KEYS TO MY APARTMENT AT MY REQUEST. I ACKNOWLEDGE THAT THIS IS DONE ENTIRELY AT MY OWN RISK AND THAT THERE IS NO LIABILITY WHATSOEVER ON JAR, ITS SERVANTS OR AGENTS, WHETHER ARISING FROM THEIR HOLDING THE KEYS OR FROM RELEASING THEM AS AUTHORISED BELOW.

- I confirm my instructions that the Concierge are only to release the keys to the following:

NAME	REASON	EXPIRY DATE	AMENDMENT DATE (VERBAL/WRITTEN)

- I further confirm that the staff themselves may enter my apartment to make any occasional checks necessary during periods of absence of which I shall notify them.
- I further confirm I may verbally authorise the Concierge to release the keys to personnel for such purposes as I may specify by prior arrangement.
- I authorise my agent who is _____ to give authorization on my behalf in my absence who will provide one of the following forms of identification:
Credit Card, Driving License, Letter of Authority, Passport.
- I agree to the key being released to allow maintenance technicians under contract to myself to obtain access to the apartment to undertake emergency repairs.
- I authorise the police or other emergency services to draw keys and enter my apartment in the event of an emergency or suspicion of criminal activity.

SIGNED: _____ DATE: _____

James Andrew Residential

ACCESS CARD/S – NEW ISSUE

CARD/S ISSUED	
FLAT NUMBER	
ISSUED TO	
FEE PAID	
DATE OF ISSUE	
ISSUED BY:	<hr/>

James Andrew Residential

VEHICLE REGISTRATION DETAILS

NAME	
ADDRESS	
CAR PARK BAY NUMBER	
MAKE OF VEHICLE	
VEHICLE REGISTRATION	

SIGNED: _____

NAME: _____ (Block Capital Letters)

DATED: _____

PLEASE RETURN TO FRONT DESK

GENERAL CONTRACTS

All TBC confirmed

Lift Maintenance

TBC

RETURN TO WORK FORM

This form should be completed by the line manager following any period of absence whether the absence is as a result of employee sickness, lateness, authorised or unauthorised absence.

Employee Details:

Name (print) _____ Job Title _____
 Location _____ Employee No. _____
 Date _____ / _____ / _____

Details of most recent absence:

Period of absence (in days):				
State reason for absence:	Employee Sickness	YES	<input type="checkbox"/>	NO <input type="checkbox"/>
	Time off for emergencies	YES	<input type="checkbox"/>	NO <input type="checkbox"/>
	Lateness	YES	<input type="checkbox"/>	NO <input type="checkbox"/>
	Other absence (if yes, please state reasons)	YES	<input type="checkbox"/>	NO <input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>
Doctor's certificate required?		YES	<input type="checkbox"/>	NO <input type="checkbox"/>
(Dr. certificate required if sickness was for 3 calendar days or more)			<input type="checkbox"/>	<input type="checkbox"/>
Received & attached?		YES	<input type="checkbox"/>	NO <input type="checkbox"/>
Is this most recent absence part of an ongoing health issue?		YES	<input type="checkbox"/>	NO <input type="checkbox"/>

Further action:

State any action or support discussed and agreed:

Should Pay be Deducted for this Absence? Yes No

A copy of this form must be sent to the HR department and a copy given to the employee

Employee Name (Print) _____
Signature _____ **Date** _____

Manager's Name (Print) _____
Signature _____ **Date** _____

NOTE: Cut-off date for PAYROLL is the 14th of the month. Any information received AFTER this date will be actioned in the following month.