



PegasusLife



Helicon Estate Management Building Arrangements

Version 1

1-59 Belle Vue Apartments
Rowland Hill Street
Hampstead NW3 2AQ



Introduction

The purpose of this document is to have available to the Customer Experience Hosts easily accessible and up to date information relevant to the property.

The Hosts are responsible for populating the information and keeping it up to date. Some of the information may need to be provided by other internal departments such as Maintenance and Estates or Commercial.

General Manager Name	Contact number

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Building Plans

Security, Access and CCTV

Onsite Parking	CarParker System
Number of Spaces	28
Access Controlled Parking Restrictions	Gate and roller shutter
Front Door – Assigned Key Holders	
Name of Key Holders	
General manager	
Building Unlocking Procedure	
Intruder Alarm in Place	Tunstall system. Individual Apartment
Keypad Entry System	Tunstall system. Individual Apartment
Keypad Code	-----
Frequency of Code Changes	TBC
Contact	General Manager
Access Card Entry System	Nil

Intruder Alarm System

Type of Alarm Installed:	Tunstall
Location of Alarm Panel:	Panel located by Host office - Standard Tunstall panel as in all developments
Alarm Code:	To reset panel - enter ---- and follow prompt to reset
Supporting Contract - Tunstall	
Security Company:	TBC
Contract Instructions	
Contract Manager:	TBC
Contact Number:	
E-Mail Address:	
Secondary Contract Contact:	
Job Role:	
Contact Number:	
E-Mail Address:	
Intruder Alarm Maintenance Contract Held by:	

Fire Detection System

Category of Fire Detection System Installed:	Tunstall Heat and Smoke
Location of Fire Alarm Panel:	Entrance
Location of Fire Log Book:	to be issued
Location of PPM Plan:	to be issued
Weekly Alarm Test Day and Time:	TBC
Fire Maintenance / Servicing Contract	
Fire Maintenance / Servicing Contract Held By:	Tunstall detail tbc
Contract Manager:	-----
Contact Number:	-----
E-Mail Address:	-----
Alarms Monitoring Contract	
Fire Alarm Monitoring Contract Held by:	Tunstall
Contract Manager:	
Contact Number:	
Helpdesk Number:	Tunstall response - 01302 333000 Other - 01977661234
Site Security Code:	
First Responder Contract	
First Responder Security Contract Held by:	
Contract Manager:	
Contact Number:	

Fire Alarm Activation

- Stay in place policy (stay put) unless you are in a communal area.
- The assembly point it to be allocated
- The lift is a fire evacuation lift - this means residents can use the lift to escape. It is not a fire fighting lift

- The Fire risk assessment needs to be finished - Confirm date with Mark McCreesh
- There are fire curtains in the building
- Systems should reset after the panel has been placed back to normal.

Fire Alarm Testing Procedure

<https://docs.google.com/document/d/1e1Wqfq5lGPMu3wqhtAbiOjzZsYc59bEtWwsTSdOB0Rg/edit>

Statement of how to test the fire Alarm call points. Add Video (or link) and additional info as required. Should be a series of steps like a flowchart or a narrative of steps

Emergency Arrangements

Local Emergency Arrangements	
Fire Marshal	
Overall Fire Responsibility	Management of Fire - Head of Property
Fire Assembly Point	Entrance of Development
Fire Marshal	Area of Responsibility
General Manager	Entire Building
Fire Evacuation Document	
TBC	
Other Details	
Personal Evacuation Evacuation Plans in Place:	

First Aid Arrangements	
First Aider	General Manager
Location of first aid kit	Managers Office Restaurant
Location of accident book	Managers Office
<p style="color: red;">Statement of arrangements should first aid be required. In the case of a serious accident call 999.</p>	

Practice Evacuation Responsibilities
<p>The Policy is “stay put”</p> <ul style="list-style-type: none"> • In the event of fire not in apartment residents should stay put until told to leave by the fire services

- In the event of a fire in apartment - Residents should evacuate
- In the event of alarms activation and customers are in communal spaces - Evacuate

Utilities

Plan of Meter Locations	Plan Dated:
Plant Room - Basement	

Utilities - Gas

Gas Supplier	EON
Account Number:	-----
MPR:	-----
Meter Serial Number:	-----
Meter Point Reference No.:	-----
Location of Meter	
Plant Room - Basement	
Photo #1 Location of Gas Cupboard	Photo #2
How to submit a Meter Reading	
<p>[What action is required to read meters and send information to the provider]</p> 	

Utilities - Electricity

Electricity Supplier	EON
Account Number:	-----
MPR:	-----
Meter Serial Number:	-----
Meter Point Reference No	-----
Location of Meter -	
Plant Room - Basement	
Photo #1	Photo #2
How to submit a Meter Reading	
<p>What action is required to read meters and send information to the provider</p>	

Utilities - Water

Water Supplier	Thames Water
Account Number:	-----
MPR:	-----
Meter Serial Number:	-----
Meter Point Reference No	-----
Location of Meter	
Plant Room - Basement	
Photo #1	Photo #2
How to submit a Meter Reading	
What action is required to read meters and send information to the provider	

PhotoVoltaic Panels

Type of PV Panel	
Maintenance Contract Held by:	
Contract Manager:	
Contact Number:	
E-Mail Address:	
Helpdesk Contact Number:	
Alternative Contact #1: Escalation only	
Alternative Contact #2:	
Alternative Contact #3:	
Location of Plant	
Rules for Escalating PV Panel issues	

Doors

Maintenance Contract Held by:

Contract Manager:

Contact Number:

E-Mail Address:

Helpdesk Contact Number:

Main Entrance Doors

Narrative of door type, how it functions, Codes, keys. What's normal use (closed, automatic, fob only) Any time zones in place, Alarmed etc

Staff Entrance Doors

Narrative of door type, how it functions, Codes, keys. What's normal use (closed, automatic, fob only) Any time zones in place, Alarmed etc

Emergency Doors

Locations - Insert plan/map

Narrative of door type, how it functions, Codes, keys. What's normal use (closed, automatic, fob only) Any time zones in place, Alarmed etc

Accessibility - Lifts

Maintenance Contract Held by:	Kone
Contract Manager:	
Contact Number:	
E-Mail Address:	
Helpdesk Contact Number:	
Procedure to follow if Persons trapped in Lift	
Call KONE for within 1 hour response Call 999	

Accessibility - Hearing Loops

Location:	
Maintenance Contract Held by:	
Contract Manager:	
Contact Number:	
E-Mail Address:	
Hearing Aid Frequency:	

Panic Alarms

Panic Alarm Location:	
Sounder Locations:	
Activation:	
Re-Setting the Alarms:	

Responder Procedure

Panic Alarm Responders

Panic Alarm Testing Procedure

Statement of how to test the panic Alarm call points. Add Video (or link) and additional info as required. Should be a series of steps like a flowchart or a narrative of steps

Site Lighting - External

Controller Location	
Spring / Summer Setup	How to set, turn on/off What are current parameters
Autumn / Winter Set Up	How to set, turn on/off What are current parameters

Site Lighting - Internal

Controller Location	Narrative, location, How to access, Any additional information
Spring / Summer Setup	How to set, turn on/off What are current parameters

Heating, Ventilation and Cooling

Type of Heating	MVHR systems for all apartments Underfloor heating in common areas
Maintenance Contract for Heating Held by:	
Contract Manager:	
Contact Number:	
E-Mail Address:	
Alternative Contact #1: Escalation only	
Alternative Contact #2:	
Alternative Contact #3:	
Type of Cooling	None
Maintenance Contract for Cooling Held by:	
Contract Manager:	
Contact Number:	
E-Mail Address:	
Alternative Contact #1:	
Alternative Contact #2:	
Type of Controls	
Maintenance Contract for Controls Held by	
Contract Manager:	
Contact Number:	
E-Mail Address:	
Alternative Contact #1:	
Average Temperature	
Location of Plant	

Rules for Escalating Heating / Cooling Issues

Wellness

Wellness Category	Feel good Factor
Facilities on Site	List Facilities Provided
List of responsible people	Chef, Masseuse, Other
Contact Numbers	
Wellness Plant Room	
Narrative of how to access plant and reset relevant equipment, Adjust temperatures, Turn on/off. Insert plan/Map	
Maintenance Contract Held by:	
Contract Manager:	
Contact Number:	
E-Mail Address:	
Site Reference / Contract No.:	

Access Arrangements:	
Contract (Other) Held by:	
Contract Manager:	
Contact Number:	
E-Mail Address:	
Site Reference / Contract No	

Cleaning, Pest Control and Windows

Cleaning Contract Held by	
Hours of Cleaning	
Number of Operatives	
Location of Cleaning Cupboards	
Contract Manager	
Contact Number	
E-Mail Address	
Escalation Process	
Pest Control Contract Held by	
Scope of Contract	
Frequency of Visits	
Contract Manager	
Contact Number	
E-Mail Address	
Emergency Contact Number	
Site Reference	
Escalation Process	

Window Cleaning Contract Held by	
Scope of Contract	
Frequency of Visits	
Contract Manager	
Contact Number	
E-Mail Address	
Emergency Contact Number	
Site Reference	
Escalation Process	

Kitchens/ Communal

Cleaning Schedule	
Weekly	
Monthly	
Annually	
Replenishment Location	
Time of Replenishment	
Consumables Delivery (Replicate as required)	
Supplier Details	
Order Approach	
Contract Reference / Log-On	
Password	
Additional Information	
Zip Taps/ Point Boilers	
Quantity & Location	
Owned or Leased	
Maintenance Contract Held By	
Contract Manager	
Contact Number	
E-Mail Address	

Grounds Maintenance

Grounds Maintenance Contract Held by	ACRE
Contract Manager	
Contact Number	
E-Mail Address	
GM Contract Manager	
Contact Number	
E-Mail Address	
Scope of Works	
Attendance Frequency	
Bad Weather Preparation in place	Yes / No

Winter Weather Procedure

<p>Statement of arrangements for Winter weather/snow and Ice. Location of equipment. Who is doing what.</p>	
Contact Name	
Contact Number	

Waste

Bin Store Location	RHS of CarParking entrance
Access Arrangements	Key (needs to be change to pushpin lock)

General Waste	
Contract Held by	Council - Camden BC
Contract Manager	
Contact Number	
E-Mail Address	
Contract Reference	
Collection Frequency	TBC

Mixed Recycling	
Contract Held by	Council - Camden BC
Contract Manager	
Contact Number	
E-Mail Address	
Contract Reference	
Collection Frequency	

Confidential Waste	
Contract Held by	
Contract Manager	
Contact Number	
E-Mail Address	
Contract Reference	
Collection Frequency	

All Other Waste Contract Contacts can be viewed in the Useful Contacts Part of this Building Bible

Postage

Statement of arrangements for Post access, collection and delivery including bulk items

Information Technology and Telephones

Statement of arrangements for ICT Point of contact for Communal or employee related ITC issues.

Contract Held by	
Contract Manager	
Contact Number	
E-Mail Address	
Contract Manager	
Contact Number	
E-Mail Address	
Scope of Works	
What is being provided to where and when Passwords and access	
Password for Access to WIFI	
Passwords Other	

Useful Contact Details

Company	What they do	Contact Name	Tel. Number	Email	Notes

Estates and Maintenance Team Contact Details

Name	Title	Contact Number	Mobile Number	Email	Notes