

# **Regent's Place Phase 2 Landscaping**

Application: 2019/5154/P

## **Submitted in discharge of condition 7**

Prior to the public space first coming into use, a Public Open Space Management Plan shall be submitted to and approved by the local planning authority in writing. The management plan shall include full details of maintenance of the landscape elements, public realm and planting and shall include a schedule that identifies frequency of task/visits over the course of a calendar year.

## **Public Open Space Management Plan**

# Regent's Place

## Public Realm Maintenance



## Overview:

**Cleaning** – service contractors conduct daily, weekly and monthly cleans for the upkeep of the estate.

The daily cleans include the removal of loose debris on the estate including any that are trapped in the planters throughout the day. Mechanical sweepers and scrubber dryers are used to clean the granite and stone paving and planters are polished, wiped down and maintained as and when needed.

On a weekly basis, full and damp washes on any bike racks, bins and any signage are completed. Removal of impacted debris such as silt and accumulation for the road gratings and ventilations are completed by the cleaning team.

Deep cleans are carried out on a monthly basis which include jet washes on the paving, benches, finger posts, bollards and light and cycle posts are deep cleaned with stainless steel polish.

**Landscaping** – onsite landscaper on estate that maintains the plant beds and planting.

Head Gardener is on site three days a week. Depending on the season, maintenance works include dead heading growths from plants, clearing leaves, feeding and mowing the lawn and removing weeds.

The team also carry out minor works to the trees on site to make sure they are secure with stakes.

Biodiversity is important at Regent's Place and is an area of focus with new plants regularly being installed and re-bedded, bug hotels placed and refreshed in different locations to encourage habitation of bugs.

**Security** – onsite security team that patrol the estate 24/7.

External Patrols are conducted on regular occasions. The site is extremely high profile so continuous thorough patrols are needed.

The security team are placed in various areas patrolling the estate and the security control room check the cameras ensuring the public space is used well by the public. The team also check for any external damage, hazards and graffiti across the estate.

**Events** – during events across the estate, security and cleaners are on hand to monitor and ensure the public realm is safe and retains its usual appearance.

The Regent's Place head gardener and estate team will inspect the public realm and planting for anything that may require maintenance.

## Regent's Place Estate including Basement Car park

### Horizontal Cleaning Specification

Where otherwise not stated, the tasks below shall be undertaken at the frequency stated as a minimum

Please note that Regents Place Management reserves the right to insist on a particular cleaning product should the service partner's cleaning product prove to be ineffective.

Area	Interval	Elements	Requirement	Special Notes
<b>Regents Place Estate</b>	As required	Remove graffiti using proprietary solvents and removers	Damp wipe / spot wash	Use strictly in accordance with the manufacturer's instructions
		Salt and Grit during freezing weather	Salt and grit	
		Spot cleaning of Granite and York stone	Damp wipe / spot wash	
	Daily	Litter picking	Removal of loose debris	To continue throughout the day
		Smoking areas	Removal of loose debris	To continue throughout the day
		Granite and York stone paving	Removal of impacted debris	Using mechanical sweeper and scrubber dryer
		Granite planters	Damp wipe / spot clean / buff / polish	Ensure planters are polished after cleaning
		Macadam and concrete surfaces	Removal of impacted debris	Using mechanical sweeper and scrubber dryer
		Collect rubbish & recycling across the Estate and from the 1100 litre bins and dispose into the correct compactor	Remove waste & recycling	
	Weekly	Vehicle entrance/exit barriers	Damp wipe / full wash	
		Intercom housing	Damp wipe / full wash	
		Feature lighting	Damp wipe / full wash	
		Signage	Damp wipe / full wash	
		Light posts	Damp wipe / full wash	
		Traffic bollards	Damp wipe / full wash	
		Finger posts	Damp wipe / full wash	
		Handrails	Damp wipe / full wash	
		Bike racks	Damp wipe / full wash	
		Cigarette bins	Damp wipe / full wash	
		Pineapple gates	Damp wipe / full wash	
		Vehicle crash barriers	Damp wipe / full wash	
		Taxi road	Removal of impacted debris	
		Steps from Prêt Planter to basement car park	Damp wipe / full wash	
		Block planters and concrete finishes to play area	Damp wipe / spot clean / polish / removal of loose debris	
		Air duct grilles	Damp wipe / full wash	
		Remove silt and accumulations for the road gratings	Removal of impacted debris	
		Ventilation gratings across the Estate	Removal of impacted debris	To be lifted by engineering maintenance team only
		Portland Stone "S" bench and report any damage to the management team	Damp wipe / full clean	
		Security huts including glazing	Damp wipe / full wash	
		Granite planters	Damp wipe / spot clean / polish / removal of loose debris	

### Regent's Place Estate including Basement Car park

	Monthly	Granite and York stone paving	Deep clean	Jet wash
		Portland Stone "S" bench	Deep clean	
		Canopy to play area	Deep clean	
		Painted hoarding including doors and signs	Deep clean	
		Vehicle crash barriers	Deep clean	
		Handrails	Deep clean	
		Signage	Deep clean to remove any marks	
		Lighting	Deep clean	
		Finger posts & bollards & light posts	Deep clean with stainless steel polish	
Area	Interval	Elements	Requirement	Special Notes
<b>Regents Place Car Park and basement</b>	As required	Remove graffiti using proprietary solvents and removers	Damp wipe / spot wash	Use strictly in accordance with the manufacturer's instructions
	Daily	Refuse collection	Ensure all waste & recycling is collected & put in correct compactor	
		Litter picking	Remove rubbish from point of entry throughout	To continue throughout the day
		Entrance and exit ramps to car park and loading bays	Removal of impacted debris	
		Fire escape landings and stair wells basement and ground level	Removal of loose debris	
		Wash down compactor housing and compactor area using disinfectant	Damp wipe / full wash / scrub	Hose down or pressure wash
		Supervise collection of cardboard bales and store in designated area	Remove waste	
		Car park roadways and loading bays	Removal of impacted debris	Using mechanical sweeper and scrubber dryer
		Removal of surplus water	Remove water	Using sit on scrubber dryer
		Clean any oil spillages ensuring area does not leave a risk of slipping due to residue	Remove oil spillages	
	Weekly	Fire extinguishers and hose reels	Damp wipe / dust	
		Signage	Damp wipe / full wash	
		Intercoms	Dust	
		Floors	Scrub	
		Machine wash main car park area	Machine wash	
		Ledges, tops of doors and external door surfaces, stainless steel handrails	Damp wipe	
	Monthly	Crash columns barriers and storage cages	Damp wipe / full wash	
		Walls adjacent to ramps	Damp wipe / full wash	
		Cycle racks including canopy	Damp wipe / full wash	
		Speed ramps	Deep clean	
		Doors and frames	Damp wipe / polish	
		Clean all corridors/exits leading off from the car park: mop floors, clean light fittings, signage, accessible exposed pipe work, door surfaces and frames, low level access hatches	Damp wipe / full wash	

**Regent's Place Estate including Basement Car park**

<b>Security Control Room, CMO, Restroom &amp; Corridors &amp; lift lobby</b>	2 x day			
		Crockery / cutlery	Clean & return	
		Kitchen cupboards, tables, chairs & worktops	Damp wipe / wash	
		Dishwasher	Operate & empty	
	Daily	Carpet	Vacuum & spot clean as necessary	
		Office Furniture	Damp wipe / spot wash	
		Waste bins	Remove waste	
		Tiled flooring	Sweep / full mop	
		Vinyl flooring	Sweep / full mop	
	Weekly	Doors and frames	Damp wipe / polish	
		Door furniture	Polish	To include vision panels, push plates, ledges and hinges
		Skirtings	Dust / Damp wipe	
		Fire appliances, switches and socket outlets	Dust	Fire appliance to include break glasses, emergency door release
		Signage	Dust / Damp wipe	To include doors, directional signage, emergency directional boards
		Waste bins	Damp wipe / wash	
		Walls	Spot clean	
		Telephones	Dust	
		Microwave	Damp wipe / wash	
		Cupboards, cabinets, drawers & lockers	Damp wipe / wash	
		Desks	Damp wipe & dry accessible areas of desks	
	Monthly	Walls	Damp wipe / spot clean	
		Waste bins	Deep clean	
		Light fittings	Dust	
		Ventilation grilles	Dust	
		Internal glazing partitions in CMO	Thoroughly clean	
		Refrigerator	Damp wipe / wash	
	Quarterly	Refrigerator	Deep clean	
		Microwave	Deep clean	
	6 monthly	Soft furnishings	Deep clean	
	Annual	Carpet	Deep clean	
Area	Interval	Elements	Requirement	Special Notes
<b>Toilets</b>	2 x day	Sanitary fittings	Damp wipe / polish	
		Taps & bright metal fittings	Polish	
		Toilet consumables	Replenish	
	Daily	Doors & frames	Damp wipe / polish	
		Sills, ledges & crevices	Damp wipe	
		Wall panels	Damp wipe / full wash	
		Mirrors	Polish	
		Waste bins	Remove waste	

**Regent's Place Estate including Basement Car park**

		Floors & skirting	Full mop	
	Weekly	Waste bin	Damp wipe / wash	
		Toilet brushes & holders	Deep clean	
		Light fittings	Dust	
	Monthly	Feminine hygiene units	Remove waste	
<b>Shower Rooms</b>	Daily			
		Floors & skirting	Full mop	
		Walls & glass shower doors	Damp wipe / spot wash	
		Waste bins	Remove waste	
		Mirrors	Polish	
		Sanitary fittings	Deep clean	
		Taps & bright metal fittings	Polish	
		Doors & frames	Damp wipe / polish	
		Sills, ledges & crevices	Damp wipe	
	Weekly	Waste bin	Damp wipe / wash	
		Toilet brushes & holders	Deep clean	
		Light fittings	Dust	
	Monthly	Feminine hygiene units	Remove waste	



## Regent's Place Estate Security Provisions

### Weekly hours breakdown for the Campus + Buildings

2,731 hours a week of Security manpower is dedicated to the Campus and all buildings within. This includes Management, Control room manning, CCTV Monitoring, Estate patrolling (Internal & External), Permit office manning (Issuing of keys, radios, equipment, management of contractors and permits), Loading Bay presence and patrols and Delivery management and access and egress control. **The full team consists of 70 officers over a number of shifts and buildings.**

The Day team is formed of 26 Security personnel Monday to Friday 07:00-19:00 and reduces to 13 during out of hours periods (Evenings (19:00-0700) and weekends). Please also see attached detailed breakdown regarding Hours allocation across all buildings and the roles of each officer.

Area	Staff Category	Description	Total Weekly Hours
Campus	Manager - Mon to Fri	Responsible for managing the team (70 staff), Liaising with the police, Stakeholders, Local businesses. Creating and enforcing security procedures, policies and culture.	50.00
Campus	Supervisor - Sierra 6 Supervisor - Mon to Fri	Operational supervisor controlling access and egress into the Campus for deliveries, parking, contractors and service partners. Supervises Back of house team.	55.00
Campus	Campus Loading bay Officer - Mon to Fri	Operational role based in the Loading Bay and Carpark. Banking vehicles, security the area, reporting on Health and safety issues and general logistics of the parking and movement of all vehicles in the basement.	50.00
Campus	Estate Patrol Mon - Fri	Responsible for Patrols internally and externally, planned preventative maintenance checks, controlling access and egress for contractors, visitors, members of the public. Role will also call for the monitoring of CCTV, Contractor monitoring, Key control, responding to incidents.	60.00
Campus	Permit Officer Mon - Fri	Responsible for Patrols internally and externally, planned preventative maintenance checks, controlling access and egress for contractors, visitors, members of the public. Role will also call for the monitoring of CCTV, Contractor monitoring, Key control, responding to incidents.	60.00
Campus	Shift Manager - Monday to Sunday	The Duty shift manager is responsible for the operational running of the shift, managing the day to day duties of the team, compiling reports, managing incidents, implementing security policy, training of team members.	168.00
Campus	Controller - Monday to Sunday	The control room supervisor is dedicated to the monitoring of CCTV across the campus. This is 24 hours and based on the monitoring and review officers are directed to incidents, emergency services are called, incidents are coordinated.	168.00
Campus	SO - Monday to Sunday	24 Hour position with 4 teams rotating. Responsible for Patrols internally and externally, planned preventative maintenance checks, controlling access and egress for contractors, visitors, members of the public. Role will also call for the monitoring of CCTV, Contractor monitoring, Key control, responding to incidents.	168.00
Campus	SO - Monday to Sunday	"	168.00
Campus	SO - Monday to Sunday	"	168.00
Campus	SO - Monday to Sunday	"	168.00
Campus	SO - Monday to Sunday	"	168.00
Campus	SO - Monday to Sunday	"	168.00



Area	Staff Category	Description	Total Weekly Hours
350	SO - Monday to Friday	Dedicated Front of house officer for the building working Monday to Friday to maintain consistency for the occupiers.	60.00
338	SO - Monday to Friday	Dedicated Front of house officer for the building working Monday to Friday to maintain consistency for the occupiers.	60.00
20TS	SV - Monday to Friday	Supervisor covering the front of house at 20 Triton	50.00
20TS	SO - Monday to Friday	Loading bay officer dedicated to 20 TS. Operational role based in the Loading Bay and Carpark. Banking vehicles, security the area, reporting on Health and safety issues and general logistics of the parking and movement of all vehicles in the basement.	55.00
10 Brock Street	Manager - Mon to Fri	Responsible for managing the Brock Street team (15 staff), 2 <sup>nd</sup> in command to the whole estate team (51 staff) Liaising with the police, Stakeholders, Local businesses. Creating and enforcing security procedures, policies, and culture.	50.00
10 Brock Street	Controller - Monday to Sunday	10 Brock Street FCC Duty Shift Supervisor is dedicated to the monitoring of CCTV and access control across the North East Quadrant. This is 24 hours and based on the monitoring and review officers are directed to incidents, emergency services are called, incidents are coordinated.	168.00
10 Brock Street	SO - Monday to Sunday	24 Hour position with 4 teams rotating. Responsible for Patrols internally and externally, planned preventative maintenance checks, controlling access and egress for contractors, visitors, members of the public. Role will also call for the monitoring of CCTV, Contractor monitoring, Key control, responding to incidents.	168.00
10 Brock Street	SO - Monday to Sunday	24 Hour position with 4 teams rotating. Responsible for Patrols internally and externally, planned preventative maintenance checks, controlling access and egress for contractors, visitors, members of the public. Role will also call for the monitoring of CCTV, Contractor monitoring, Key control, responding to incidents.	168.00
10 Brock Street	Brock Street Loading Bay Officer – Mon to Fri	Operational role based in the Loading Bay and Carpark. Banking vehicles, security the area, reporting on Health and safety issues and general logistics of the parking and movement of all vehicles in the basement	55.00
10 Brock Street	Brock Street Front of House Officer – Mon to Fri	Operational role based at 10BS Ground Floor Reception. Checking in staff/visitors, securing the area, reporting on Health and safety issues, and managing all access and egress into the building via ground floor reception.	50.00

## Patrols Campus Only

External Patrols – 334 Hours per week

Internal Patrols – 112.5 Hours per week

MyTag system currently in use on the Campus. Below is a breakdown of the external and internal NFC tags that were swiped as part of the patrols. This is not exhaustive and does not include the static and randomised patrol intervals or those patrols carried out within the buildings.

Time period	External Patrol	Internal Patrol
Monthly average	5690	3276

### External Patrol

External Patrols are conducted on regular occasions. The site is extremely high profile so continuous thorough patrols are needed. The following should be checked on external patrols;

- Look for and report any suspicious people/persons.
- Look for and report any suspicious packages.
- Look for and report any suspicious vehicles.
- Check building for external damage (cracked windows, etc.).
- Check area around building for Health & Safety hazards (cracked paving slabs, ice, etc.).
- Ensure entrances to building are kept clear.
  - Be polite and helpful to any people entering/exiting premises.
  - Check fire exits are secure.
  - Report any issues to the Control Room.
  - Respond to any requests as directed by Control Room.
  - Check for graffiti on any of the buildings structure.
  - Patrol start and end times to be logged in the DOB.

	External Patrol points
HDE1103	New Diorama Art Studio
HDE1104	Brock street gates
HDE1105	West Euston Partnership
HDE1107	Prett Planter Gate
HDE1108	Euston Tower Goods Lift
HDE1109	Santander Wall (Euston Road)
HDE1110	338 East Fire Exit
HDE1111	20 Triton Core 3 Fire Exit
HDE1113	350 Fire Exit (Natwest Bank)
HDE1114	10 Triton Reception Intercom
HDE1115	Rear of 350 (Dry Riser)
HDE1116	20 Triton Reception Intercom
HDE1117	Osnaburgh Gates
HDE1118	7 Osnaburgh Letter Box
HDE1119	EDF Gates
HDE1146	By Cycle Republic Near Main Door

### Internal Patrol

Internal Patrols are conducted on regular occasions. The site is extremely high profile so continuous thorough patrols are needed. The following should be checked on external patrols;

- Security Officers will be tasked with conducting internal patrols, the following should be checked on internal patrols;
- Ensure patrol start time is entered in the DOB.
- Check fire doors are clear of hazards, including routes to and from and that each door is secure.
- Check stairwells are clear of hazards.
- Check for lone workers – Ensure that they are ok.
- Check for any damage.
- Check toilets – Leaking taps, toilets flush correctly and all lights are in good working order.
- Check windows (Cracks, or broken Glass).
- Check floors for Health & Safety hazards.
- Check basement rooms.
- Report any issues to the Control Room.
- Ensure patrol end time is entered in to the DOB.

	Internal Patrol Points
HDE1123	Brock Street Bins
HDE1124	Scissor Lift 2 (Pillar)
HDE1125	Bay 123 (Wall)
HDE1126	Euston Tower Goods Lift Basement
HDE1127	Pret Planter Basement
HDE1128	Events Store Room Door
HDE1129	Compactors (Pillar)
HDE1133	350 Basement Core 4 Door
HDE1135	Loading Bay Office
HDE1136	20 Triton Bike Cage
HDE1137	20 Triton Basement Entrance
HDE1139	350 Ramp/Bins
HDE1140	Roundabout (Pillar)
HDE1145	338 Basement Entrance
NTP1494	350 Basement Entrance
NTP1495	338 Fire Shutters

### **Snap Patrols – As and when required**

Snap patrols are conducted throughout the duty by various members of the Security team. As the duty is busier throughout the day, on occasion we may not have time to complete a thorough daily checklist. The Snap patrol was created to patrol certain areas, highlighting any risks/issues that are discovered.

- Ensure patrol start time is entered in to the DOB.
- Ensure Officer is in possession of a Snap patrol check list.
- Inform Officer what patrol they are conducting.
- Ensure patrol admin details are entered on to sheet.
  1. Name of patrolling officer
  2. Date
  3. Time of patrol
  4. Building they are patrolling
- The snap patrol checklist is split in to three separate sections, basement, fire route and external.
- Depending on time, the Officer may only have time to patrol one section.
- On the Snap patrols we are checking the following;
  - a. Fire exits secure?
  - b. External doors closed?
  - c. Exits clear of rubbish/equipment?
  - d. Walkways clean?
  - e. Windows clean?
  - f. Any cracks in windows?
  - g. Any damage on walls?
  - h. Any graffiti on walls?
  - i. Any contractors working, if yes, were permits checked?
  - j. Fire doors secure?

- k. Corridors clean and tidy?
- l. Plant room doors secure?
- m. Access control doors working?
- n. Toilets clean?
- o. Lights working?

### **Plaza Patrols (Patrol C) – 0700 – 1900**

While carrying out Plaza Patrols it is important that you make yourself highly visible and not standing around with your hands in your pocket as you will be giving a very bad impression to all visitors and staff of how Security look after the Campus. Also look to be helpful to anyone who looks lost and may need directions also move around frequently

### **Triton Street Taxi roadway (Patrol F) – 0700 – 1900**

Patrol F is a partially static duty on the Triton street taxi roadway located between 10 and 20 Triton Street. Officers are expected to portray an image of professionalism while conducting this duty. As stated in the brief above (External Patrol) officers should be checking for the stated items. If anything is found first point of contact should be the control room. If deemed relevant information should be passed onto RPM. There are currently landscaping works taking place in area but upon completion this duty will recommence. In the interim this officer will be patrolling the hoarding areas where the works are taking place.

Replacing static patrol F, this patrol will cover the area highlighted in red and means the officer covering the position will be responsible for patrolling this area and responding to any incidents and requests within these buildings.

This is a perimeter patrol covering the outskirts of the campus where officers will assist and observe any suspicious activity and carry out vehicle checks for vehicles parked on the surrounding roads.

