

# market focus asset management

Unit 16, Europa Studios, Victoria Road, London NW10 6ND  
tel 020 8965 9652 fax 020 8965 9606 mob 07977 120 466 e-mail [seifertce@mfam.co.uk](mailto:seifertce@mfam.co.uk)

---

## **Estate Management Statement** **Wards Corner, Seven Sisters, Tottenham**

**Date 08/01/2008**  
**Revision 2**

### **Structure**

An Estate Management Company will be established whose responsibility will be to provide a range of services consistent with good estate management practice. These services will include maintenance of the communal areas, landscaping, refuse collection, control of car parking, security etc. The Management Company will be administered by the leaseholders of the residential and the commercial units. The cost of the services will be shared between the occupants in a fair and reasonable proportion.

The Management Company will appoint a firm of chartered surveyors who specialize in estate management, they will have overall responsibility for the day-to-day administration and management of the estate.

It is intended that there will be a 24 hour management presence on the development. The estate will be staffed by a caretaking and security personnel. Overall responsibility for contracted services, health and safety and financial accounting will rest with the appointed managing agent.

It is anticipated that representatives of the Management Company will liaise regularly with the managing agent. A reporting system will ensure that the managing agent is informed of issues that arise and the effects of actions taken can be measured.

The aim is to provide a safe and harmonious living and working environment.

### **Vehicle Access and Egress**

Vehicle access is restricted to the gated mews which is located between the commercial and residential units off Suffield Road. It is anticipated that the gates will be mechanized and linked to an access control system. They will be kept closed unless access is required (provision will be included for emergency services to override the access system when the gates are closed), egress will be automatic by way of pressure pads located in the road surface.

There will be an access barrier to the ramp leading to the residential car park. Residential leaseholders who have purchased spaces will be able to operate this by way of a key fob.

The caretaking and security personnel will be able to operate the gates and barrier from the estate office to facilitate service and disabled access during working hours.

A turning area in the mews will enable larger commercial vehicles (up to 11m) to maneuver.

### **Pedestrians and Cycles Access and Egress**

The main access to the residential flats will be through an entrance on Tottenham High Road. This main entrance will lead residents and visitors along a well lit hallway to a staircase and lift both of which terminate at the landscaped first floor podium level from where access to the residential blocks can be gained.

A call panel will be located adjacent to the main entrance, this call panel will be linked to all flats and will enable visitor access if enabled by an estate occupier. There will be secondary access to control adjacent to the front doors of each block at podium level.

There is a pedestrian gate located adjacent to the vehicular gates. These pedestrian gates will be linked to an access control system that will provide key fob or code pad access and will enable occupiers to access the cycle store located in the mews. Egress will be by means of a single push button located adjacent to the exit, the button will release a maglock that secures the gate.

The development will be compliant with the Disabled Discrimination Act.

### **Security Strategy**

The security of the development is a key issue and will be based upon a multi-layered approach combining physical, electronic and operational management methods to provide a safe and secure environment for all users.

A strategy will be developed in liaison with the local police crime prevention adviser and the managing agent to ensure an integrated and effective approach is introduced.

It is proposed that the estate office will be in a highly visible location at ground floor level adjacent to the main pedestrian entrance on Tottenham High Road.

Surveillance equipment will extend around the whole development. The CCTV will be capable of being monitored from the estate office and provision will be made to record all images and to link the pictures to a NACOSS approved security contractor, in addition consideration will be given to undertaking out of hours security patrols. A centralized approach will ensure an effective use of electronic and human resources.

The provision of good lighting will deter intruders and reduce fears of crime. Appropriate lighting will be carefully designed to cover high risk areas including the vehicular access and pedestrian entrances.

Each residential flat will be provided with a video access system which will be linked to call panels sited adjacent to main entrances.

All communal access points (the main doors to each block, bin stores and gates) will be operated by programmable key fobs. The estate management staff or access service provider will be able enable or deactivate fobs as required on receipt of instructions from the managing agent.

### **Additional Key Security Points**

#### **CCTV**

- The CCTV system will be digital.
- The system will have a CD writer to allow images to be downloaded.
- The cameras will be capable of recording images in a low-lux environment. A dual colour and black and white operated CCTV system will be installed. Adequate space will be given for the monitors, control and hardware sited in the estate management office.
- Recording equipment located in a remote area where there is no public access.
- Signage will be provided where the CCTV picks up any area to which the public have access.

### **Entry System**

- The entry phone panels installed will be flush fitting.

### **Site Management Facilities**

Located in the estate office will be the main fire alarm panel, CCTV monitoring equipment and BMS monitoring panels. There will be facility for the estate management staff to receive and securely store packages for the residential occupiers. All site health and safety files, servicing records and O&M manuals will be stored in the office and there will be provision for estate occupiers and contractors to meet with the estate management staff in this area.

### **Management Suite – Minimum Requirements**

- Telephone lines required: 1 fax line, 1 IDSN/Broadband, 1 incoming/outgoing telephone line.
- Furniture (desks, chairs filing cabinets), PC, fax, photocopier
- The estate office will be decorated and finished to similar standards as the rest of the development.

### **Staff Mess/Welfare**

Mess facilities will be provided in accordance with Regulation 20 of the Workplace (Health and Safety and Welfare) Regulations 1992. These will include readily accessible sanitary conveniences, a locker for each member of staff, a small rest/mess area which will have hot and cold water, a microwave, sink, fridge and storage cupboards and good ventilation.

### **Cleaners Stores:**

Stores will be provided for the storage of cleaning materials and equipment. The areas will comply with COSHH regulations, building control and fire safety and will be equipped with water (with butlers type sink) lighting and power supplies, floor surfaces will be impervious for ease of cleaning and if warranted drainage to floor area and the room should be suitably ventilated and secured (possibly by FB key).

### **Residential Management Strategy**

It is anticipated that the estate managing agents will also manage the private residential facilities, structures and common areas. The agents will be members of the Royal Institution of Chartered Surveyors. The managing agents will collect on-account service charges based on an annual budget. The agent will undertake a full range of property management services as provided for in the residential leases. Details of the services will be set out and costed in a service charge budget and a detailed set of accompanying notes will be provided.

### **Commercial Management Strategy**

The estate managing agent will be responsible for arranging the maintenance of any communal plant and collecting a fair proportion of the costs of the estate services provided.

### **Parking Enforcement**

There will no visitor parking on the development. Parking restrictions will be in place in the mews, they will be well signed and enforced through periodic visits by a specialist parking-contractor. The estate management staff will hold a number of permits that will enable commercial vehicles to off-load, deliveries to be made and service engineers to attend without incurring enforcement action.

### **Car Parking Strategy (inc Disabled)**

There is provision for both private and disabled spaces on the site, these spaces will be sold to residential leaseholders. Access to the basement car park (located under the area of the property fronting Seven Sisters Road) will be controlled by means of key fob or swipe card linked to a shutter or gate.

- A separate service charge schedule will be reserved for the car park area in order to recharge the costs to those with spaces.
- Rights to use parking spaces should be granted rather than specific spaces being allocated; this provides the scheme managers flexibility to reallocate spaces.
- The car park will be designed within the principles of “Secured by Design” (design out dark corners and blind spots).
- Consideration will be given to CCTV surveillance through PTZ (Pan Tilt Zoom) cameras.
- PIR activated lighting will be installed to reduce the electrical operating costs.
- Extract fans will be on carbon monoxide detection switches.
- Manholes and gullies will be easily accessible for clearance.

Dedicated motorcycle spaces will be sold on leases. Suitably secure anchor points will be provided.

### **Service Vehicle Strategy**

Provision will be made for service and emergency vehicle access throughout the development.

### **Cycle Parking**

Adequate provision for bicycle parking will be made in accordance with Transport for London’s and planning requirements. Well lit cycle racks will be secure and located in the mews.

### **Postal and Delivery Service**

Postal deliveries to the residential units will be made to banks of mail boxes located in the ground floor hallway in the main entrance and to the front door of each house in Suffield Road.

### **Refuse and Recycling Strategy**

The commercial and residential units will be provided with communal bin stores. There will be five refuse chutes located on the podium level, residential leaseholders will deposit rubbish which will be collected in bins located in stores below at mews level. The rubbish will be collected in Euro bins which will be swapped over as they fill up. There will be separate bin stores for the commercial units located off the mews. The commercial leaseholders will make their own refuse collection arrangements with private contractors.

All refuse stores will conform to Building Regulation requirements and Haringey’s waste management requirements. The residential stores will be large enough to accommodate a single weekly collection (as this is provided by the local authority for residential premises). The collection arrangements will be clarified with Haringey. Provision for three different types of recycling bins will be provided in the residential bin stores.

Water supplies will be provided to enable the stores to be kept clean. The design of the estate areas ensures that the refuse vehicle is able to undertake collections. The residents of the residential units fronting Suffield Road will place their bins outside their properties for collection.

### **Bin Store requirements.**

- **Lighting** – A twin lamp fitting providing a minimum lighting level of 150 lux at floor level. The lighting should be activated by PIR.
- **Power** – A single RCD protected 13 amp switched socket mounted adjacent to the door on the opposite side to the door hinge.
- **Door** - Door to be accessed by programmable key fob and 'hold open' device fitted.
- **Protection** - The door to be provided heavy gauge metal guard protection of 300 mm wide centered at 1.10 m from the floor. The internal walls to be provided with 25-mm thick timber protection 300 mm wide centered at 1100 mm from the floor. Note: 1.1 metres is the expected contact height for the bins.
- **Decoration** – The floor and 150 mm skirting to be coated with heavy-duty water resistant, non-slip industrial paint. As a minimum, the walls to be coated with washable vinyl silk emulsion paint of a light colour.
- **Drainage** – Floor drain to be provided incorporating a trap with suitable easily removable mesh basket.

### **Landscaping and Play Area Maintenance**

The design of landscaping to the podium level will require minimal maintenance and the play area will be maintained by an approved contractor and kept clean by the estate management staff.

### **Cleaning and Maintenance Strategy**

Maintenance access and accessible cleaning have been incorporated in the design of the estate's common areas and external fabric.

The estate management staff's time will be divided between provision of services to the residential areas and to the estate in general and costs will be divided accordingly. Responsibilities will be limited to areas within the demise of the estate (this does not extend to the paved and landscaped area outside the main entrance on Tottenham High Road).

- ***Common Area Cleaning***

The estate common areas will be kept clean by the estate management staff, who will regularly clear litter and sweep the paved areas, there will be provision of adequate litterbins.

The walkways and landscaped areas will have an adequate water supply/drainage and power supplies for regular cleaning and maintenance. All cleaning functions will be compliant with health and safety regulations.

- ***Window Cleaning***

An assessment will be made of the requirement for window cleaning as there are service charge cost implications to this, if possible responsibility will be placed on residential leaseholders to clean their own windows with all windows being accessible in accordance with Approved Document N of the Building Regulations. Enhanced powers will be incorporated in the leases to reclaim costs of cleaning if leaseholders fail to carry out their responsibilities.

External surfaces of common area glazing will be accessible either from the inside of the buildings or by the use of specialist access equipment. Input from specialist window cleaning contractors will be obtained to check that the proposals are practical to see whether efficiencies can be made.

Where cherry picker access will not be possible a mansafe solution will be provided.

- ***Planned Preventative Maintenance***

Service contracts will be entered into in respect of any common plant and equipment, this will include external lighting, CCTV, drainage, pest control and the common water tank that supplies the residential blocks. All items will be tested and maintained in accordance with manufacturers recommendations.

The maintenance and testing of the integrated fire detection system will follow the best practice rules.

Where possible systems monitoring panels will be located in the estate management office, these will include fire detection, security systems etc.

- ***Common Area Reactive Maintenance***

The managing agent will provide the estate management staff with a list of approved contractors. The managing agent will arrange out of hours maintenance cover in the event of an emergency. Contractors will only be permitted to work on the estate if they have previously supplied their insurance and health and safety details.

When a requirement for reactive maintenance arises an approved contractor will be called to site.

Health and safety is an absolute priority and every effort has been made in the design of the development to minimize risk.

Annual health and safety and fire risk assessments will be commissioned and the recommendations will be implemented. Health and safety documentation will be held in the estate management office and will include copies of system test certificates. The managing agent will operate a diary system that will ensure that servicing, certification and reporting is undertaken.

The on-site staff will operate a permit to work scheme for all contractors, they will hold an accident book and under the directions of the managing agent will undertake regular inspections of the estate to identify any potential hazards.