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CUSTOMER GUIDE

February 2018

We would like to take this opportunity to welcome you to Elcot Mews

Thank you for taking space. We set out below some reminders and more general information which we hope will be helpful. Any questions, please ask!

WHAT CAN I USE THE OFFICE, STUDIO, STORAGE & WORKSHOP UNITS FOR?

The Mews units are designed to be flexible in their usage. They are suitable for office, showroom, workshop and storage uses. The storage units are specifically Uffcott 1 & 2, and Chiseldon West. In these units most household and business items can be stored. Popular uses are household goods, builders' materials, business stocks and archive records. We do ask that if items are susceptible to damp you use a "Dampstick" or equivalent in case of condensation, as well as put a cover over the items and keep them off the floor. We recommend that cardboard boxes or fabrics are not put directly onto floors but either a polythene sheet or another material impermeable put beneath.

WHAT IS NOT SUITABLE FOR STORAGE?

- A) Inflammable or combustible materials. Any items containing petrol/oil etc. need to be drained down prior to storage. Gas containers are also unsuitable.
- B) Perishable Foodstuffs
- C) Animals or animal products.
- D) Hazardous and dangerous items – explosives, ammunition, toxic waste, asbestos, chemicals, radioactive materials etc.
- E) Illegal items and goods not owned by you.

SITE PLAN & ACCESS: On our website and at the entrance to Elcot Mews is a site plan. Do familiarise yourself with onsite traffic flow and be careful when entering and leaving the site as cars coming off the road to the football club may be travelling at speed. It also shows where the stop cocks are in case of an emergency.

PARKING: Only where parking is expressly part of the lease should vehicles be left and if unauthorised vehicles are left a charge of £5 per day will be charged. There is lots of free parking on Elcot Lane, a very short walk away.

KEYS: If keys are not returned at the end of a lease or by some other time agreed by the Landlord, George Estates Ltd. reserves the right to charge £40 per key, deductible against any deposit held to cover the time and material costs of a replacement.

REFUSE: The disposal of rubbish is the responsibility of the Tenant. If a commercial waste bin is required, its siting must be agreed in advance with the Landlord. Materials whether waste or not, including pallets, should not be left outside and certainly no closer to buildings than 6 metres.

INSURANCE: Customers are strongly recommended to arrange insurance cover. The contents of each unit are not inspected by us and are expressly not covered by our insurance policy. Many customers extend their household/business insurances to cover stored items. This is likely to be the cheapest option but you will need to talk to your insurers beforehand.

FLEXIBLE TERMS: We aim to be as flexible as possible. Leases are for a fixed period and at the end you have no right to continue. If a lease has ended and no new lease has been signed we ask that you give us one calendar month's notice before the date of leaving.

HEALTH & SAFETY: Please consider appropriate Health & Safety regulations if you have employees or subcontractors working on site for you.

LEGIONELLA: The Landlord is conscious of the potential risk of Legionella and has assessed the risk as low on the grounds that no water is stored ie is all fed from the mains.

ADVICE TO TENANTS: There are certain measures which you are advised to take. If the premises have been unoccupied for a period, flush out the system before taking up occupation; ensure that hot water is stored at 60 degrees C; if applicable, regularly clean and disinfect shower heads.

Please advise the Landlord if the hot water is not heating properly or if there any other problems with the system, so that appropriate action can be taken

ICE & SNOW: There is a bin for grit which is near the bike rack on the west side of the Mews. Within it is a shovel. If conditions warrant it please grit the pathways to your premises.

FIRE ALARM & FIRE RISK ASSESSMENTS (FRA):

Communal areas: There are no internal communal areas from a fire perspective except for the meter cupboard. We have implemented the recommendations our own FRA identified.

The fire alarm is tested weekly and sounded throughout the building. It is important that you familiarise all members of your staff with fire routines, emergency exits and the designated assembly point which is on Elcot Lane by the sign to Elcot Park & Mews. In the event of a fire or fire drill it is the responsibility of each tenant to ensure that staff & visitors are accounted for at the assembly point. Please keep out of the way of any incoming/exiting emergency vehicles. After an evacuation please do not re-enter the building until the Premises Manager has told you to do so.

Your space: You are responsible for undertaking a FRA for the area you or your employees occupy. You also need to test the emergency lighting weekly and keep a log of that testing. There is a step ladder provided, if required, which is kept in the meter room.

IMPORTANT NOTICES:

These are items we draw your attention but they do not replace or override any terms in our leases.

Take care in moving heavy or bulky objects especially in the manner you lift them. Items containing water need to be emptied prior to storage. Batteries should be removed from electrical items to prevent leakage problems and from cars to avoid accidental fires. Battery chargers should not be left on with no one present. Where cars are stored, you must provide a suitable fire extinguisher.

It is recommended that you inspect the unit regularly (monthly if possible).

Locks must not be changed

There will be a charge of £25+VAT for each occasion the Landlord has to telephone or write to chase for payment because payment has not been received in accordance with this Lease irrespective of whether payment is ultimately made.

Rates are the responsibility of tenants. Small Business Rates Relief will be appropriate in most units and we can help you complete the form for the relevant Council, so please ask us.

Everyday maintenance such as light bulbs, internal & external, and tap washers are the responsibility of the Tenant.

Maintenance in communal areas is looked after by the Landlord.

Customers must satisfy themselves for the suitability of the space for their needs as we do not know what you may be storing or undertaking on a day to day basis.

At the end of the tenancy, please completely empty the unit, remove any fixtures you have installed and make good including redecorating where necessary. If the Landlord has to remove items, remedial works or undertake cleaning, the Landlord reserves the right to charge for doing so.

No animals are to be brought into the building except for guide dogs.

ELECTRICITY: Electricity costs are the responsibility of tenants. The supplier of electricity can be changed but you must ask us beforehand and tell us who the supplier is and the account number once changed. Company meters are located in the meter room adjacent to Ramsbury East. The cost of electricity used for communal purposes eg the fire alarm is recovered via the service charge.

WATER: The Landlord is conscious of the potential risk of legionella and on the grounds that no water is stored (ie all fed from the mains) and has assessed the risk as low. However, there are certain measures which you are advised to take. If the premises have been unoccupied for a period, flush out the system before taking up occupation; ensure that hot water is stored at 60 degrees C. Water is re-charged to tenants by Landlord's water meters. There are internal stop taps in each area where water is connected. The external stop tap for the whole site is in the raised brick enclosure close to the corner of Rockley 1. Water is recharged to tenants by way of landlord meters.

NEIGHBOURS & NOISE Adjacent to Elcot Mews are a number of houses. We are keen to maintain excellent relations with our neighbours and would ask that if arriving or departing out of normal working hours you keep noise (eg car door slamming, engine rev's, and shouting) to a minimum. Nuisance to neighbours could result in termination of the lease. Please also keep a general look out for anyone acting suspiciously and do give us a call if concerned.

SULLVEILLANCE CAMERA'S ARE IN USE ON THIS SITE: If you would like more information please contact the site manager or George Estates Ltd. directly. Our contact details are below or via our website. We have a strict policy as to who can access CCTV footage.

If you need any further assistance please do not hesitate to contact:

George Estates Ltd.: 01666 828903 Jan Houldcroft: 07715856268 emergency out of hours.