



Workshops



Space Made Simple
for both domestic and
business customers

Welcome to

Elcot Park

Marlborough

Studios



Dear new Tenant,

Our Tenant Guide will ensure that you get the most out of your space and it should hopefully answer any questions that you may have.

We thank you for the opportunity to partner with you. We are here to help you and assist you to move your business forward.

Offices



* Parking available

* Wide range of sizes

* Flexible Leases

* CCTV in operation

* 24hr access

* Space made simple

We also offer an array of rental space and locations in addition to what you see at Elcot Park. I would be happy to discuss various options best matched to you and your organisation's requirements.

More information can be found on our website: www.elcot-park.co.uk

Yours sincerely

Jen Saunders

Jen Saunders
Site Manager



Full site address:

Elcot Park, Elcot Lane,
Off London Road,
Marlborough,
Wiltshire,
SN8 2BG

Storage



George 
Estates



Elcot Park Marlborough

Space Made Simple
for both domestic and
business customers

Like what we do ... leave us a review.

George Estates is a small independent business and we pride ourselves on good customer service and obtaining five star feedback on our services.

We don't rely on Google advertising and paid for marketing campaigns to promote our sites, instead most of our recommendations come from word of mouth.

We would really appreciate you leaving us a review of Elcot Park, whether it's how smoothly the sign up & handover process went or how suitable the site is to meet your needs, it would be hugely valuable to help us learn and develop in the future.

Step 1: head to Google and search for Elcot Park, Marlborough.

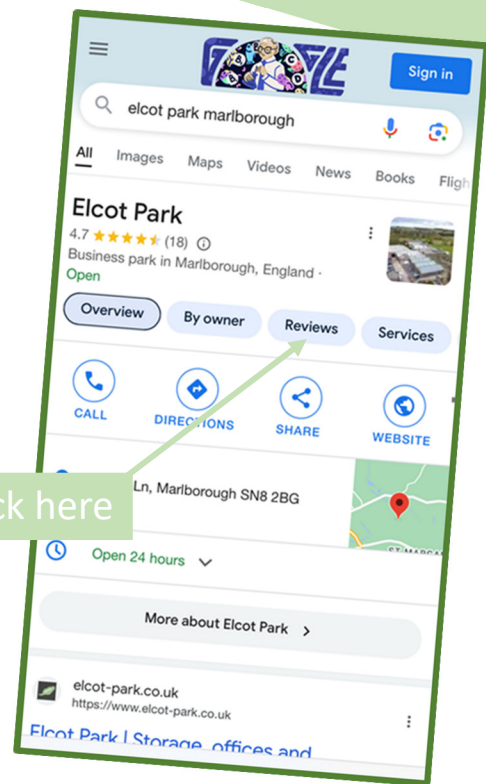
Step 2: our listing for Elcot Park should appear at the top, click on Reviews.

Step 3: you will be prompted to sign in or create a Google account (it's very quick & easy if you haven't already got an account).

Step 4: the next page should show you the option of giving a 1-5 star rating (5 would be fantastic) and allow you to add your comments.

If you have any difficulties along the way please do give Blossom a ring on the main office number: 01666 828903 and she will be able to help.

We really thank you for your time spent doing this for us.



Refer a friend to George Estates & earn up to £200*.

Recommend George Estates to a friend or a business contact who is looking for either a large storage unit, a new office or workshop space and earn up to £200 as a 'thank you' from our team.

For more information and to take advantage of this offer, please speak to your Site Manager.

**A £200 credit will be applied to your account if your referral leases a space for a minimum of 12 months. A £100 credit will be applied to your account if your referral leases a unit for six months to one year. A minimum monthly rent of £200 plus VAT on the new space is required.*

You can also follow us here
(search for George Estates):



Facilities at Elcot Park

24 hour access

Tenants are welcome to be on site at all times but are advised to keep noise to a minimum outside of working hours (subject to any Lease restrictions).

Car parking

Car parking is available for Tenants who have been allocated space within their Lease. Please refer to your Lease for your parking bay number(s) and please park responsibly.

Please report any car parking issues or hazards in the car parking areas promptly to your Site Manager.

Alternative parking options are available off-site and there may be additional car parking bays available to rent; please ask your Site Manager.

Cleaners

Our professional cleaners are on site every Tuesday to uphold cleanliness in the communal areas such as kitchens, toilets and corridors. They will not wash or put away your crockery or cutlery so please be responsible for your own washing up and dispose of any surplus food products.

Kitchen facilities (if applicable)

If you do not have your own we provide complimentary use of a communal kitchen. This is professionally cleaned every week. Please bring your own crockery & cutlery.

Maintenance

General maintenance, upkeep, landscaping and repair work is regularity monitored and actioned. Please familiarise yourself with your responsibilities for your unit and please do report any issues you find to your Site Manager. We are happy to quote for any additional maintenance works you may require in your unit.

Networking within the site community

We have a great community on site offering a variety of support and discounts. If you would like an introduction to another business, please contact your Site Manager.

Postal services

Royal Mail and other courier services will deliver post & parcels to your unit. To update the Postal Address File database (PAF) please register your new address and follow the steps on the website here:
<https://www.royalmail.com/personal/receiving-mail/update-your-address>

Site Manager

Your Site Manager visits regularly; if they are not around they are just a phone call or email away to answer any queries.

Toilet facilities (if applicable)

If you do not have a private WC within your unit then we provide complimentary use of communal toilet facilities, which are professionally cleaned every week. Please always leave the communal WCs in a condition you would expect to find them.

Waste removal

There is one mixed general waste bin and one recycling bin for each main building that you are welcome to use for small items. The Landlord is charged extra if bins are overweight and so we will recharge Tenants if abuse of this facility is discovered.

You will need to dispose of any large or bulky items yourself. The nearest recycling centre is located just three minutes away at Marlborough Business Park, Salisbury Road, SN8 4AN.

Elcot Park - your assigned general & recycling waste bin is located by the corner of the Burbage Building and collected every other Friday.

The Mews - your assigned general & recycling waste bin is located by the Ambulance Station and collected every other Friday.

Heath & Safety

Along with your help we want to ensure the safety & security of the site premises, your unit, employees & visitors, and your fellow neighbours.

Electrical safety

George Estates is responsible for the upkeep of the fixed wire electrical installation which is tested every five years (EICR). As a Tenant, please ensure that all your portable appliances are tested every two years (PAT). We have a contractor that is able to assist if you require their help; Your Site Manager can help arrange a day for them to visit.

Emergency lighting testing

Communal areas are tested monthly by a member of the George Estates' team. A full annual service is arranged via a contractor which includes the emergency lights within your unit.

Fire alarm testing (weekly)

Fire Alarm systems are tested weekly and usually on a Tuesday morning by your Site Manager. A full service is arranged via a contractor which is conducted every six months.

Fire evacuation (annual)

Conducted by George Estates, we will give you prior notice of when the annual fire evacuation will take place.

Fire extinguishers testing

All communal areas are covered by George Estates and are serviced annually. You may be required by law to install your own fire extinguishers; please see you Site Manager if you have any questions.

Fire Marshall

You may be required by law to appoint a Fire Marshall who will be responsible for various tasks i.e. for ensuring that your unit has been cleared in the event of an evacuation. If there are two or

more people in the office, a deputy should also be nominated to cover for holidays, sickness etc. Please see your Site Manager if you have any questions.

Fire procedure

If you detect a fire, operate the nearest alarm call point and make your way safely out of the building via your nearest emergency exit.

Do not stop to collect any personal belongings

Dial 999, ask for "Fire" and give the operator the following name and address: **Elcot Park, Elcot Lane, Marlborough, Wiltshire, SN8 2BG.**

Our what3words location is: relating.scout.obligated

In the event of an evacuation our fire assembly point is located at the top of Elcot Lane.

Your employees, visitors and any contractors that you appoint are your responsibility; please guide them accordingly. Should any of your colleagues be unaccounted for, under no circumstances are you to re-enter the building. Should a search be necessary, this will be undertaken by the Fire Brigade.

Do not re-enter the building until you are told it is safe to do so by a Fire Officer.

Fire Doors must not be obstructed in any way at any time!

Fire risk assessment (FRA)

We have implemented any recommendations our own FRA identified in respect of the communal areas. It is important that you familiarise all members of staff and visitors with fire routines, emergency exits and the designated fire assembly point.

You are responsible for undertaking a FRA for the areas you and your employees occupy. If we deem your usages as "high risk" i.e. a kitchen or laundrette, we will ask for a copy of your FRA annually for our records.

First aid

We recommend that you have your own first aid kit inside of your unit and check it regularly.

Ice policy

We have provided bins for grit and included within it a shovel for your use. If conditions warrant it, please grit the pathways to your premises. The grit bins are located at:

- 1) Avebury glass door.
- 2) In front of Rockley 1 entrance.

We will endeavour to keep the grit bins appropriately stocked during the winter season. Should stocks of grit run low stock, please advise us by calling the main office number on 01666 828903 or email info@georgeestates.co.uk so we can replenish them as soon as is reasonably practicable.

Legionella

George Estates is conscious of the potential risk of Legionella and has assessed the risk as low on the grounds that no water is stored on site i.e. the water is all fed from the mains supply.

Property Codes

If applicable the property codes to the areas you are able to access will be given to you during your move in handover.

Security

We ask that you please to pay strict attention to ensuring this at all times, and especially outside of normal working hours:

- Please ensure all external doors and all internal security doors are kept closed & locked. If alarms are installed please remember to set/unset these upon exit or entry.
- Remember that your visitors on site are solely under your supervision.
- Please ensure your visitors and contractors are not left unattended.
- Please make George Estates aware immediately of any persons seen acting suspiciously by calling the main office number on 01666 828903.
- Remember to let your employees know how to contact George Estates should there be an emergency and you are not present.
- If you are worried or in danger call 999.
- CCTV cameras are in use on this site. We have a strict policy as to who can access the CCTV footage. Please contact your Site Manager for more information.

Smoking/vaping

Inside all buildings smoking and vaping is prohibited. There are designated smoking areas outside and cigarette bins are provided. Please ensure all employees, your contractors and any visitors comply with the arrangements in place.

Water stop cocks

Our site plan shows the location of the mains water stop cocks. Do familiarise yourself with their location in case of an emergency.

General Guidelines

Additional works

Should you require any changes or improvements to your unit, please contact your Site Manager to formally understand our process. Please note that the Landlord needs to approve, in writing, any changes within your unit before works commence, and we may need to alter your Lease to reflect any changes.

Dog policy

Your Lease will state that no dogs are allowed on site or in your unit. George Estates does allow dogs at Elcot Park subject to the tenant signing a Dog Policy Agreement as well as providing a separate deposit. Please ask your Site Manager for more information.

Energy performance certificate (EPC)

If your unit requires an EPC it will be renewed by George Estates every 10 years. Our head office can provide you with a copy of the current certificate if required.

Everyday maintenance

You are responsible for the housekeeping inside your unit. Everyday maintenance such as lightbulbs and taps are the responsibility of the Tenant. Please refer to your Lease for more information.

Maintenance of the communal areas is looked after by George Estates. Communal areas must be respected at all times and left in conditions suitable for the next user.

Please ensure that pallets or other waste materials which could cause a fire hazard are not left by any buildings. Instead please get them removed or stored within your unit until collection.

For long-term storage usage, it is recommended that you inspect the unit regularly (monthly if possible).

Inspection

From time to time George Estates will conduct health & safety monitoring and inspect all units internally and externally. You will be given 24 hours' notice when we need to inspect your unit. On these occasions we ask you please to give your full cooperation by being prepared to answer questions and provide documentation if required.

Neighbours & noise

Adjacent to Elcot Mews are a number of residential houses. We are keen to maintain excellent relations with our neighbours and would ask that if you are arriving or departing outside of normal working hours you keep all noise to a minimum. Nuisance to neighbours could result in the termination of your Lease.

FAQs & Notices

Where can I find a site plan?

As well as inside this Tenant Guide there is a site plan on our website and at the entrance to Elcot Park. Do familiarise yourself with onsite traffic flow and be careful when entering and leaving the site as vehicles may be travelling at speed.

What can I use the units for?

Many of the units at Elcot Park are designed to be flexible in their usage. They may be suitable as offices, showrooms or simply as storage spaces where most household and business items can be stored. The workshops at Elcot Park are suitable for a variety of light industrial uses.

Popular items to store are household goods, business stocks and archive records. We do ask that if items are susceptible to damp that you use a "Dampstick" or equivalent in case of condensation.

We recommend that cardboard boxes, fabrics and high-value items are not put directly onto floors, but either on a polythene sheet or another impermeable material put underneath. We also recommend as well to put a cover over the items and raise them off the floor.

What is not suitable for storage?

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

Do I need to arrange insurance?

We insure the building and insurance of the contents is the occupiers responsibility.

We strongly recommended that Tenants arrange their own adequate insurance cover. The contents of each unit are not inspected by us and are expressly not covered by our insurance policy. Many Tenants 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.

Who handles the electricity & water supply to my unit?

Electricity and water costs are the responsibility of the Tenant. Our site has a mix of Tenant and Landlord meters; the type of meter you have in your unit would have been explained during the viewing and move in handover.

If you have a Tenant meter then the electricity provider can be changed but you must seek approval first from George Estates, and pass on all information when you leave. You will be shown the meter location during your move in handover.

If you have a Landlord meter then George Estates will obtain various quotes to get the best prices for the supply. Please note the Landlord's decision is final and we do charge a small admin fee to look after your utilities. Electricity and water usage is checked and recharged quarterly. If we deem your unit's usage as "high usage" we may arrange for this to be recharged monthly instead as well as take a higher deposit.

The cost of utility usage in communal areas i.e. lighting, the fire alarm, shared toilet facilities, is recovered via the Service Charge.

How do I organise my business rates?

Business rates are the responsibility of the Tenant and George Estates will inform the Council when you begin to occupy your unit.

Small Business Rates Relief will be appropriate in most units. You will need to liaise with the Council direct regarding any business rates or relief if you are entitled to it. For more information please contact the Council direct.

What is my Service Charge for and do I need to pay it?

Depending on your Lease you may be subject to a monthly Service Charge. This charge contributes to the management and upkeep of the site and communal areas such as CCTV, fire alarms, landscaping and waste removal. Please refer to your Lease for more information.

Am I allowed to park onsite?

Only where parking is expressly part of the Lease. Parking is not permitted in front of roller shutter doors or in other Tenants' bays. Alternative parking options are available off-site; please ask your Site Manager.

Can I add a padlock to my unit?

If you choose to add additional security measures to your unit, you must inform your Site Manager of any padlock codes and/or supply a spare key. These are kept securely; they may be required for site management tasks and in the event of an emergency.

What are the policies for Health & Safety?

Please consider appropriate Health & Safety regulations if you have employees or subcontractors working in your unit, and adhere to the guidelines in this Tenant Guide.

What about frozen pipes during the winter months?

The pipework in your unit will be insulated and it is the Tenants responsibility to turn off the water when freezing temperatures are forecasted.

In case of emergency, please refer to the site map for the locations of the main stop cocks.

Who's responsible for refuse disposal?

The disposal of rubbish is the responsibility of the Tenant. Materials, including pallets, should not be left outside and certainly no closer than 6 metres to a building for fire regulations.

There is one complimentary mixed general waste bin and one recycling bin that you are welcome to use. Should we decide that your waste usage is excessive, you may be asked to organise your own bin collection. If a commercial waste bin is required, its location must be agreed in advance with the Site Manager.

Who does the general cleaning and window cleaning?

George Estates is responsible for the cleaning in communal areas.

Your unit will be cleaned ready for your move in handover and this will be illustrated in your Schedule of Condition. After this, all cleaning and the window cleaning of your unit is your responsibility.

Can I come to site whenever I like?

You can access the site 24 hours a day and 365 days a year; there are no restrictions unless your Lease states otherwise. If you are arriving or departing outside of normal working hours please keep all noise to a minimum.

When will I know it's time to renew my Lease or what do I need to do when I want to leave?

If your Site Manager hasn't already been in contact directly we ask that you notify us at least six weeks prior to your Lease end date so we can discuss either your renewal or departure. Within four

weeks of your end date, we hope to have either a new signed Lease or a date set for your exit handover.

How flexible are your "flexible terms"?

We aim to be as flexible as possible and will often accommodate short notice requests at the Site Manager's discretion. Our Leases are generally fixed at a minimum of a year.

Leases are for a fixed period and at the end of your Lease you have no right to continue if a new Lease/License has not been signed. If you or the Landlord don't choose to renew, you will need to empty the unit, make good any repairs leaving the unit as per your Schedule of Condition and vacate at the end of your Lease.

What do I do with my keys at the end of the Lease and how do I get a replacement key?

If you have lost a key during your Tenancy or if your keys are not returned at the end of a Lease, George Estates reserves the right to charge a reasonable amount for any call outs that are required and £25.00 plus VAT per key to cover the time and material costs of a replacement. Please refer to your Lease for more information.

What is an exit handover and what do I need to do?

Your Site Manager will arrange a convenient date and time for your exit handover. Please refer to your Schedule of Condition as we will expect the unit to be returned to us in the same, if not better condition.

Your unit must be fully emptied, any holes in the walls i.e. for picture frames must be filled, walls repainted if applicable and carpets should be cleaned & shampooed if needed.

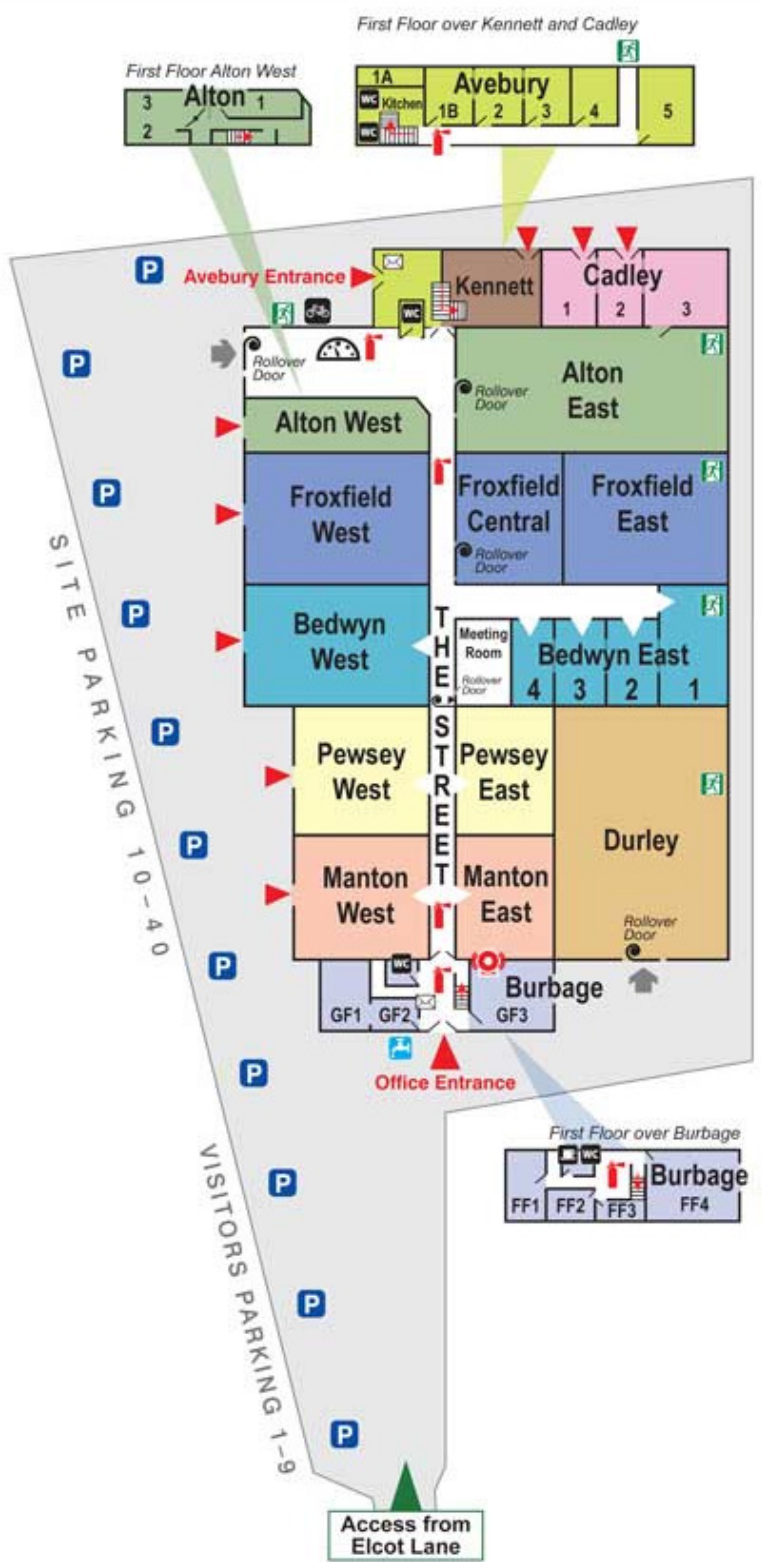
Your last utility meter readings will be taken. If the electric provider is in your name, please inform them of your departure, settle your final bill and put the electricity account back into the name of George Estates.

Once the Site Manager is happy with the exit handover conditions, all utilities are paid, and your account with George Estates is up to date, then your deposit will be returned to your chosen bank account within 28 days.

If George Estates has to remove items, conduct any remedial works or undertake any cleaning, the Landlord reserves the right to charge for doing so. This may be deductible against any deposit held.

If you need any further assistance please do not hesitate to contact the Site Manager.

ELCOT PARK



	Alton		Entrance
	Avebury		Stairs
	Bedwyn		Post Trays
	Burbage		Kitchen
	Cadley		Toilets
	Durley		Rollover Door
	Froxfield		Fire Exit
	Kennett		Fire Extinguisher
	Manton		Fire Alarm
	Pewsey		Stop Tap
			Electricity
			Bike Rack
			Parking

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Fire Assembly Point on Elcot Lane

**Please note:
CCTV is
in operation**

Partly funded by:

Site Manager
Jen Saunders : 07443 293830

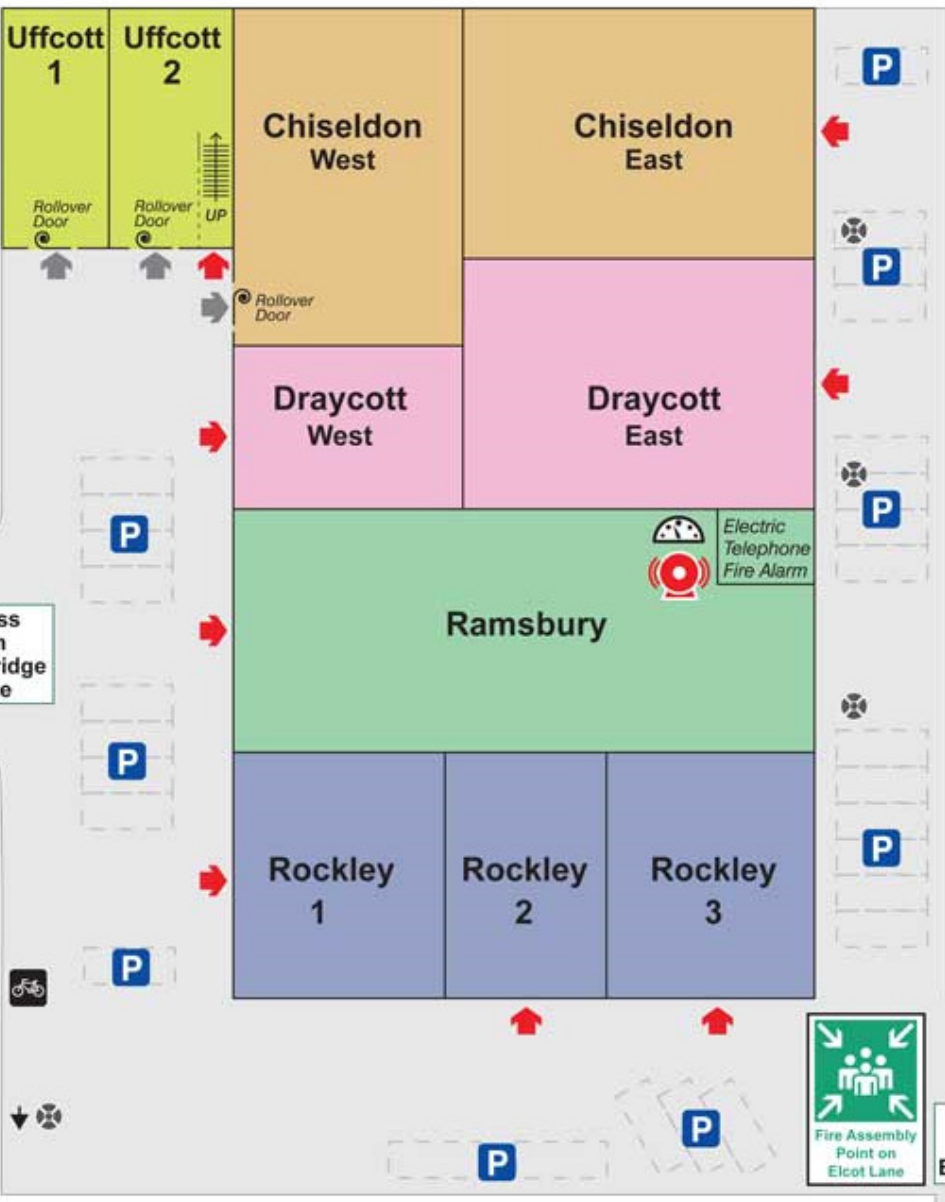
Enquiries & Site Owner
George Estates Ltd. : 01666 828903

info@elcot-park.co.uk
www.elcot-park.co.uk

ELCOT MEWS



- Chiseldon
- Draycott
- Ramsbury
- Rockley
- Uffcott



- Entrance
- Stairs
- Rollover Door
- Fire Alarm
- Electricity
- Stop Tap
- Bike Rack
- Parking

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