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CUSTOMER GUIDE

Feb 2018

We would like to take this opportunity to welcome you to Gable House

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!

MAIL: This is sorted into the mail rack by the atrium door.

CLEANING: Cleaning of communal areas is carried out by the Landlord. Cleaning of individual offices is the responsibility of the tenant. Please keep communal Kitchens and WCs tidy and turn off lights when not required. Refuse generated within your space is your responsibility to dispose of. The waste bin in the car park is for communal use only.

PARKING: Only where parking is expressly part of the lease should vehicles be brought on to the site.

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

SECURITY: Tenants have individual entry codes for the intruder alarm. Please ensure that the outside door to the atrium latches and is deadlocked at the end of the day. Please indicate your presence in the building on the in/out board by the entrance.

HEALTH & SAFETY: You need to ensure you have considered appropriate Health & Safety regulations, if you are going to work or have people working for you. All Tenants are responsible for holding & maintaining their own First Aid Box and Accident

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 un-occupied 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

FIRE RISK ASSESSMENTS (FRA):

Communal areas: A FRA has been carried out for the communal areas and the recommendations implemented. The fire alarm is tested weekly on a Wednesday between 11am and 2.30pm 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 the High Street. 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. 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 fire exit lighting weekly and keep a log of that testing.

INSURANCE: Customers are strongly recommended to arrange insurance cover. The contents of offices are expressly not covered by our insurance policy.

FLEXIBLE TERMS: We aim to be as flexible as possible and will normally accommodate bookings at short notice. 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.

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

- Locks must not be changed.
- Electricity charges in offices with meters are the responsibility of tenants. Readings are taken at the start and end of the tenancy. If there is no meter, excessive usage will be charged for. Examples would be where heaters are left permanently switched on. Electricity providers can be changed but you must ask us beforehand and tell us who the supplier is and the account number once changed. Meters are in the cupboard in the ground floor Kitchen. Areas supplied by Landlord's meters have readings taken at the start and end of the tenancy. Electricity used through Landlord's meters will be re-charged to tenants at regular intervals.
- Telephone. Telephone is for the tenant's own account.
- Rates are the responsibility of tenants. Small Business Rates Relief will be appropriate in most offices and we can help you complete the form for the relevant Council, so please ask us.
- Everyday maintenance such as light bulbs and tap washers are the responsibility of the tenant, except in communal areas.
- Nuisance to neighbours could result in termination of the lease.
- No animals are to be brought into the offices, except for guide dogs.

WATER: We are conscious of the potential risk of Legionella and on the grounds that no water is stored (ie all fed from the mains) have 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. In units where the facilities are shared, please advise us if hot water is not heating properly or if there are any other problems with the system, so that appropriate action can be taken.

ICE & SNOW: There is a bin for grit which is by the bike rack in the car park. Within it is a shovel. If conditions warrant it please grit the pathways to your entrance.

The outside stop cock for the whole of the building is in the pavement to the front of the building. There is an internal stop cock in the front corner of the Foxley office.

There is a disabled toilet and shower on the ground floor.

If you need any further assistance please do not hesitate to contact the Premises Manager, Jan Houldcroft.

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