

**63 – 71 HIGH STREET, HAMPTON HILL**

**OUTLINE ESTATE MANAGEMENT STRATEGY  
FOR THE  
COMPLETED REDEVELOPMENT OF THE SITE TO PROVIDE  
39 RESIDENTIAL UNITS AND 234M2 OF RETAIL FLOOR SPACE  
TOGETHER WITH ANCILLARY BASEMENT CAR PARK, LANDSCAPING ETC.**

**ON BEHALF OF GREATPLANET LIMITED**

**REVISION SEPTEMBER 2017**

**WEST & PARTNERS  
127 METAL BOX FACTORY  
30 GREAT GUILDFORD STREET  
LONDON SE1 0HS**

## **1.0 BACKGROUND**

- 1.1** Greatplanet Limited is the owner of the site and is proposing to undertake a redevelopment to provide a range of apartments and houses that will be an exemplar for contemporary urban living contributing to the established community of Hampton Hill. It is the expectation of Greatplanet that the development will be of a quality which is regarded as a landmark sustainable regeneration project within the London Borough of Richmond and beyond.
- 1.2** As part of this objective Greatplanet intend to establish an Estate Management Company that will ensure that the high-quality nature of the development is retained in the long term through careful and continued maintenance and management of all building structures, common areas, open areas and ancillary facilities for the benefit of the occupiers of the buildings and, as far as is relevant, the wider community.
- 1.3** The basic principles of managing residential developments are to:
- ensure a safe and secure environment is created and maintained;
  - reinforce the sense of pride and place within the environment created;
  - establish cleaning and maintenance specifications which ensures these objectives;
  - provide a medium for effective communication so that residents are informed and consulted where appropriate;
  - provide a cost effective service appropriate for each property type;
- 1.4** The strategy for the management of this development will be designed to be responsive to all occupiers and users of the buildings whilst retaining, for the long-term landowner, the final say in all key strategic management decisions. This corporate overview will contribute towards the establishment of a sense of community among the occupiers of the apartments and houses.
- 1.5** It is considered of vital importance that the appointed Estate Management Company while being responsive to the wishes of the occupiers retains control over the entire estate so that the principles of the design intent operate effectively and consistently and without conflict to all occupiers.
- 1.6** The specification of the buildings and ancillary spaces are to the highest standards commensurate with the form, function and the principles of sustainability. Careful specification of finishes with a regular maintenance plan for the upkeep of the finishes and planting when combined with a secure environment that inhibits vandalism and maximises security, are all part of this principle.

## **2.0 SECURITY**

- 2.1** A co-ordinated security strategy will be established which interfaces with the Fulwell and Hampton Hill Safer Neighbourhood Metropolitan Police. Specific elements are to include external and internal CCTV installation to monitor building entrances, the basement parking and cycle stores and the areas of open space of the outer and inner courts. The system will be linked to allow online (and therefore) remote monitoring as deemed appropriate.
- 2.2** External Lighting is an important element to feeling and being safe and therefore the detailed lighting scheme for the entrances to the apartments and houses; the basement parking, cycle and refuse stores and the routes through the outer and inner courts will be designed to ensure the appropriate level of light. The light fittings will be linked to the overall building management system (BMS) which will ensure early identification of any failed unit. These will then be replaced at the earliest possible opportunity.
- 2.3** Secure access to all entrances and individual apartments will be to BS 3621: 2007+A2: 201 as a minimum and apartments will be fitted with inter-vision visitor access control.

### **3.0 MAINTENANCE**

- 3.1** The appointed Estate Management Company will be responsible for establishing and undertaking an effective maintenance and cleaning regime which will ensure the high quality nature of the residential buildings and associated landscaping is maintained together with the basement parking, cycle and refuse stores.
- 3.2** Window cleaning will be undertaken on a regular basis (monthly) using a long reach system served by the external taps located in the courts and to the rear of the houses.
- 3.3** Any repairs to the fabric of the buildings shall be undertaken in matching materials and detailing.
- 3.4** External Landscape maintenance will be implemented in line with the hard and soft landscape management plan which forms an integral part of the Landscape Design Statement, as submitted with the planning application.
- 3.5** For hard surfaces this includes removal of all litter, leaves, weeds and other debris; emptying traps and flushing gulleys snow clearance and de-icing and stain removal. Any necessary repairs will be undertaken in accordance with the original paving specification. The composite timber decking to the private terraces will be inspected and power washed as necessary.
- 3.6** The litter bins which are to be provided in the outer court will be emptied cleaned and have replacement bags installed weekly.
- 3.7** The soft landscaped areas will be inspected and the relevant works to maintain the trees, hedges, shrubs, climbers and lawn will be implemented
- 3.8** Cleaning the internal common areas will be undertaken on a weekly basis. A deep clean will be undertaken on a quarterly basis to include carpet cleaning, high level cleaning and any other required specialist cleaning.

### **4.0 PARKING**

- 4.1** Access to the basement car park will be controlled by electric operated gate and traffic lights signals. These will be operated by number plate recognition cameras to provide quick and immediate access with the traffic lights set to default to green for entering vehicles. Each house has a dedicated garage and access to a second space in the west side of basement secured by an electrically operated sliding gate which will also be operated by camera plate recognition. Each apartment will have a designed parking bay and there will be an online option to enable any spare space to be utilised by visitors, daily.
- 4.2** Electrical charging points for battery operated cars and bikes are to be installed and will be managed and maintained as part of the management strategy.
- 4.3** The secure cycle stores will be fitted with key pad doors, CCTV over view and secure lockable stands. Cyclist will be provided with electric key fobs which will enable partial opening of the basement ramp door.

### **5.0 REFUSE STORAGE**

- 5.1** Three separate refuse stores are located in the basement close to the individual cores serving the apartments. A separate store to serve the town houses is located to the south side of the inner garden court. Each of these is sized to accommodate the requisite brown waste and recycling bins. The bins will be moved by the appointed Estate Management Company to the designated collection holding area next to the High Street at the top of the ramp using the electrically operated goods lift from the basement stores and along the path adjacent to the south boundary, for collection by the Council's refuse service on the allotted day. The individual stores will be cleaned and washed down once the bins have been transferred for collection.

Following collection the bins will be immediately transferred back to the stores and the holding area will be cleaned down.

- 5.2 Residents with abnormal items for collection shall inform the Estate Management Company to arrange for these to be responsibly removed for disposal.
- 5.3 A separate store is provided for use by the occupiers of the two retail units to the south side of the ramp which will be accessed from the path adjacent to the site's southern boundary. The tenants of the units will have responsibility for the transfer of their waste from the unit to the bin store but the bin store will be cleaned and overseen by the Estate Management Company.

## **6.0 OCCUPIER / ESTATE MANAGEMENT COMMUNICATION**

- 6.1 An essential part of establishing and maintaining the quality of the estate will be communication between the occupiers and user ant the appointed Estate ManagementCompany.
- 6.2 The Company will identify a single point of contact for residents providing 24hr telephone help lines and provide a comprehensive list of relevant contact personnel by e-mail and SMS messages together with the establishment of a Smart Phone App for publication of news and other updates.

Section 5 revised September 2017 (November 2016)