



George Blandford

ESTATE

Occupier Handbook

A guide to your new workspace

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Welcome

Family owned for over 50 years – a complete city block bordered by Blandford Street, George Street, Kendall Place and Manchester Street in the heart of Marylebone Village. The Estate sits adjacent to Chiltern Street, the West End's most fashionable independent lifestyle destination, and only a stone's throw from the vibrant Marylebone High Street.

The Estate has been meticulously developed and comprehensively refurbished over the past 25 years, winning numerous Civic Trust and design awards.

Comprising eighteen shops, beauticians and restaurants, thirty five residential units, and private offices, the Estate is home to a vibrant mix of established businesses. From leading restaurants to lifestyle stores, hairdressers, major corporate office occupiers as well as a number of established investment companies and private family offices.





Introduction

This handbook is designed to provide a guide on how the property will function during the term of your tenancy. It contains site rules: 'regulations' under the terms of your lease to ensure the following:

- The building adheres to all relevant statutory requirements
- That your experience on site is enjoyable and productive

The handbook will highlight areas where the Occupier and Metrus must work together in relation to important health and safety and other considerations. More detailed information will be contained in your lease agreement.

The handbook may be updated in the course of time, and any changes will be communicated to you in writing.

Nothing in this document shall in any way affect the provisions of statutory regulations including:

- Health and Safety at Work Act 1974
- Environmental Protection Act 1990
- Equality Act 2010
- Regulatory Reform (Fire Safety) Order 2005

Meet the Team

Overall running of the George Blandford Estate is managed by METRUS Ltd acting on behalf of the Landlord.

The Metrus team responsible for managing your property:



Giles Loveday

Overall responsibility for portfolio

Direct 0207 079 2492

giles.loveday@metrus.co.uk



Daniel Major

Day to day property manager

Direct 020 7079 3212

daniel.major@metrus.co.uk



Iain Hannam

Building Manager

Direct 07557 154288

iain.hannam@metrus.co.uk



Steve Shelts

Billing enquiries

Direct 020 7079 3985

steve.shelts@metrus.co.uk



The Property Management Team is responsible for the operation and control of the building, the maintenance of its plant and equipment and for all security, safety and emergency procedures, drills and evacuations and all other building services including the common parts.

METRUS Ltd will ensure that all contractors employed comply with all appropriate legislation regarding Health & Safety and general operating procedures.

Tenants on standard leases are responsible for Security, A/C, lighting, small power, fabric, repairs, general maintenance, cleaning and pest control within their demised premises.

Serviced office tenants who have taken premises on a fully furnished, managed basis will have all of the above provided by Metrus, which is included in their monthly charges.

Metrus' appointment covers accounting procedures in respect of invoicing for the rents, service charge and insurance due for occupation of the property you occupy. Please make a note of the account details below and ensure all future payments are made to this account;

Bank:	Natwest Bank
Sort Code:	50-00-00
Account No.	20786042
Account Name:	Metrus Client account
Account Address:	8-10 Hallam Street, London W1W 6NS
IBAN:	GB80NWBK50000020786042
BIC:	NWBKGB2L
Bank Address:	National Westminster Bank Bishopsgate



24/7 Support

The Metrus Helpdesk

Metrus runs a 24/7 help desk facility for tenants to report maintenance issues.

To report any problems that may affect air conditioning, heating or any other issue including damage to the common areas, please call or send an email during normal operational hours (Monday to Friday between the hours of 09:00am-17:00pm) to:

020 7079 3970

Email: adele.inzani@metrus.co.uk or helpdesk@metrus.co.uk cc Iain Hannam and Daniel Major

To report a maintenance issue outside the helpdesk normal operational hours and during weekends please call:

0207 481 0222





24/7 Support

The Metrus Helpdesk

If details of the fault can be included, for example if the temperature is too hot or too cold, the area concerned and the details of the person raising the fault along with a contact number should be given. Confirmation of the fault notification will be given and a completion message on conclusion of the work by the property management team will be sent.

All maintenance issues reported are logged in a logbook managed by Metrus Limited and are checked on a weekly basis by the Property Management Team.

In the event of failure from any of the building's critical systems (chillers, boilers, power cut, etc...), the Landlord team or the Building Manager will ensure one of the contacts from your emergency escalation list is notified via email and/or telephone calls. The email notification will include the nature and timings of the failure and confirmation that the fault is being investigated. A confirmation email will follow to confirm when the fault has been addressed/rectified. If the fault cannot be rectified straightaway, an email will be sent as an update on the current situation.

Building Maintenance

The maintenance services include reactive and planned maintenance to the Landlord's Heating, Ventilation and Air Condition System (HVAC). Mitie PLC have been appointed to maintain the HVAC Systems. The site-based engineering team that maintains the HVAC consists of one site-based manager, and two engineers working various shifts between 0700-1800hrs, Monday to Friday.

For out of hours emergencies, please contact the Metrus helpdesk. Certain specialist contractors which are appointed to maintain specific plant are not site based.





Parking

A secure underground garage serves the estate in Kendall Place.

For more information on and costs of annual car park licenses or secure bicycle parking, please contact Metrus.

Lifts

Amalgamated Lifts are the appointed service partners. All lifts have 24 hour availability. Building Management are responsible for the maintenance /statutory inspections and cleanliness of all lifts with a 24 hour all year-round breakdown and repair facility.

Building occupiers should report any faults directly to the Metrus helpdesk.

020 7079 3970

To report a maintenance issue outside the helpdesk normal operational hours and during weekends please call:

0207 481 0222





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George
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Operating Hours

The normal working hours of the estate is 08:00 – 18:00hrs, Monday to Friday. The buildings are however accessible 24/7.

Out of Working Hours

Outside of normal office hours access to the estate is permitted to occupier's staff who have valid programmed access cards. Occupiers must always exercise care to avoid other people tailgating on their entry.

When occupier works are planned out of hours reasonable prior notification must be provided to the Property Management team giving contractors names and if works are to be carried out in the common areas. In such cases a work permit will be required.

Occupier Deliveries

Large Deliveries

Where large deliveries are required, these should be co-ordinated with Metrus. Access and protection of the common areas should be arranged as appropriate. All necessary expenditure to protect the property will be covered by the occupier and a schedule of condition will be carried out as requested.

The main passenger lifts are not to be used for deliveries, and delivery of items to your floor should be agreed as appropriate.

The common parts staircase may only be used for large deliveries after 18:00, subject to prior agreement with Metrus.

Neither the landlord or their managing agents can be held responsible for any loss or damage which may occur to any items or goods delivered to the building or to those items or goods during delivery to the building.

Post

Post will be delivered and sorted into the post boxes situated in the reception area of each building.





Cleaning

Salus are the appointed cleaning service partners for the common parts.

Cleaning staff carry out specific cleaning duties, including common parts, toilets, lifts, stairwells, etc.

Window cleaning is completed monthly.

Occupiers on standard leases are responsible for cleaning their own demised area. Occupier's cleaners are requested to take all office waste to the refuse areas situated on Kendall Place.

Contract cleaners provided under the serviced office provision will be issued with their own access keys.

Refuse

Refuse and recycling facilities are available in Kendall Place. The door code for the non-recycling rubbish store (situated George Street end of Kendall Place) is 1368X.

Statutory Obligations on Occupier

All occupiers are reminded of their statutory obligations under numerous statutes affecting employment, including:

- Health & Safety at work Act 1974
- The Regulatory Reform (Fire Safety) Order 2005/Fire Safety Act 2021; and
- the Management of Health & Safety at Work Regulations 1999 as subsequently varied.

These statutes place responsibilities upon employers and employees alike.

The legislation is wide ranging, and we would advise that any queries concerning occupiers' responsibilities are addressed to Metrus.



Emergency Procedures

FIRE ALARM

The Fire Alarm is tested weekly on Thursdays. The duration of the test is brief, and the sounding of the system is not intermittent but continuous. It is a requirement that building occupier's fire marshals confirm satisfactory audibility levels with Security or the Building Management.

FIRE DRILLS

In accordance with Health & Safety at Work Act 1974, The Regulatory Reform (Fire Safety) Order 2005 and the building's fire risk assessment, a full Fire Drill will be held on a six-monthly basis. As accepted best practice, occupiers are advised to comply with the mandatory Fire Drill procedure.

Each floor is fitted with sounders. Please advise the Building Management immediately if any of the fire alarm sounders in the closest proximity do not sound at the time of the weekly tests. Should the Fire Alarms sound at any other time, you should evacuate the building from the nearest fire escape.

FIRE SAFETY

A copy of the building's Fire Strategy and latest Fire Risk Assessment is held BY METRUS.

Occupiers are to provide copies of their annual Fire Risk Assessments and certificates to the Building Manager at intervals of no longer than 12 months. Occupiers are to ensure Building Management have up to date lists of their Fire Wardens. Alterations may require District Surveyor or Building Controls approval; copies of which should be sent to the Landlord's agents for consideration.

ACCIDENT / INJURY

Occupiers are responsible for making their own provisions for first aid and/or medical facilities to satisfy statutory or other requirements including the maintenance of an accident book.

In the event of an accident or illness beyond the scope of immediately available first aid/medical facilities, an ambulance should be called. Metrus should be informed that this has been done and location details given to assist the emergency services for direct access to the casualty.

The Building Manager must be advised of any accidents/injuries suffered on the premises to ensure the wellbeing and safety of all persons working within the premises and of the building fabric

GENERAL

Any situation or circumstance not specifically covered in this instruction which endangers or appears to endanger the safety or security of the building or any of its occupants, or which is damaging or likely to cause damage to the building or its contents, should be reported to Metrus immediately.

Occupiers should provide a list of essential contact names (minimum of 3 contact names per occupier) including telephone numbers and email addresses (both for working hours and outside of working hours) to Metrus. These persons will be contacted in the event of any major emergencies regarding the building.

Fire Procedures

MUSTER POINT(S) – EVACUATION

There are indicated on the fire action notices located at the front of each Premises.

NON-FIRE RELATED EVACUATIONS

On occasions it may be necessary to evacuate the building for another type of emergency other than a 'fire' scenario, i.e. a bomb alert.

If this is the case then the site Security & Management team or Fire Coordinators (as instructed by Security or Management) will circulate through the floors of the building using an air horn, loud hailer or voice, to instruct staff and visitors to leave immediately and make their way to the indicated muster point. Where this occurs then the designated Fire Wardens of the floors are to join in with the process and commence their normal clearance duties (See section 'Fire Wardens').

During this type of evacuation specific instructions may be given as to which core exits can or cannot be used; e.g. during a bomb threat evacuation, Police may cordon off areas by specific exits.

OUT OF HOURS EVACUATION

Between 17:30 – 09:00hrs on weekdays and all day during the weekend, Building Management do not have a full complement of staff to affect a fully-managed fire evacuation. Therefore, during these times occupiers are at liberty to utilize the building's fire procedures and muster points, however the responsibility to evacuate rests solely with the Occupier.

Metrus Helpdesk can be contacted to establish whether it is safe to come back into the building. They can be contacted on:

020 7481 0222

Fire Wardens & Fire Coordinators

It is the statutory duty of the Building Management to have a system to detect fire in the building and to have a coherent process for ensuring that the building occupants evacuate the building according to a managed plan.

It is the statutory duty of the occupier to ensure that their staff, management and visitors comply with any training, drill, process or rules intended to ensure their life safety and not to put themselves or others in danger through action or inaction.

In order to clear an estate as large and with as many occupants as the George Blandford Estate, our evacuation plan requires that occupiers take responsibility for the provision of the following to assist the clearance of their floor(s):

Fire Wardens assigned to a specific area of the occupier's demise in the event of an evacuation are required to go and check to ensure that there are no persons remaining before leaving themselves. There must be a sufficient number of Fire Wardens appointed to allow for absence, holiday, etc. They must be trained on how to carry out their tasks and know the area that they are responsible for. They must also use the correct personal protective equipment (PPE) and equipment as set out below.

- Yellow vest or coat (N.B. remember it may be dark and/or raining).
- Green hard hat.
- Depending on demise size at least one loud hailer (provided by Building Management – occupier to maintain optional).
- Torch (optional).
- Fire Coordinators will, in the event of an evacuation alert, go straight to the muster point and collate the Fire Wardens that are reporting into them and by that process ensure that the occupier's demise is all clear. When the Fire Coordinator has collated all their Fire Wardens, they must in turn report to the Building Management Fire Coordinator to confirm that the relevant demise is all clear. The position must be covered during absence, sickness, holidays, etc. They must be trained on how to carry out their tasks, carry a 'tick sheet' or 'check list' corresponding to their relevant demises and know the Fire Wardens reporting into them. They must also use the correct personal protective equipment (PPE) and equipment as set out below.
- Orange vest or coat (N.B. remember it may be dark and/or raining).
- Green hard hat
- Depending on demise size at least one loud hailer (provided by Building Management – occupier to maintain optional).
- Torch (optional).
- A4 clipboard and Fire Warden area/check record sheet / pencils.
- A 'lollipop' notice sign (to be stored in a useful location, e.g. an escape route) to collect when leaving the building. This is to display at the muster point for Fire Wardens to locate.

Please note that the longer it takes for Occupiers to report that their areas are 'all clear', could have ramifications for the emergency services. It is therefore essential that the Fire Wardens and Coordinators are of a sufficient number, know their tasks/areas and act quickly.