

August 2018

623-634 Commercial Road, E14 7HS

Operations

Once planning is secured for the above address, the operations of the business will change from its current Hotel standard. Below sets out how we, the Landlord would operate the business.

Staffing

The building will have a full-time Building Manager at the site. This person is responsible for the day to day management of the property, including reactive maintenance and planned preventative maintenance. The Building Manager is also responsible for ensuring rent payments are received on time, working with our accounts team located at our head office. The Building Manager deals with any changes of tenancies when tenants leave & new tenants arrive.

Any antisocial behaviour and complaint management from residents, local businesses or members of the public will also be addressed by the Building Manager. Tenants are issued with a warning and if the problem persists a Section 21 would be issued to the tenants to regain possession of the property.

Security

The building will have 24/7 surveillance cameras internally and externally to ensure the safety of our residents, contractors and staff. These cameras are serviced every 12 months to ensure good visual quality in the event of any incidents that may occur and if local authorities need assistance with criminal offences. The residents also have the mobile number of the Building Manager in case there are any issues out of hours, it is also displayed in the reception area. The building will be manned 24/7. During office hours of 9am – 6pm by the Building manager, support team which will consist of admin support, cleaning and maintenance. During out of hours and weekends it will be guarded with Security which will be vetted and have SIA badges to carry out their duties. The building card access system into rooms will be programmed by the team, the key fob will be programmed for the tenant for the duration of their stay, it will give them only access to their allocated room. It will also give them access to their nearest communal kitchen, all common facilities such as the gym, cinema room, laundry and main entrance to the building.

Cleaning

The communal areas of the building will be cleaned daily by our in-house cleaners to ensure all stairwells, communal kitchens, all common area facilities and the perimeter of the building is always kept clean. The cleaners will also clean rooms at the end of the tenancy for the room to be ready for the next tenant. Cleaning of individual units is the responsibility of each tenant. The refuse point is at the back of the building in the yard where the bike storage is located, the refuse will be collected twice a week by Barnet Council.

Maintenance

We will have an in-house maintenance team and general handyman to deal with end of tenancy check outs, preparing rooms for new tenants, reactive maintenance and planned preventive maintenance. With any plumbing or electrical issues, we have contractors who are called out when necessary to ensure we provide a good service to all our residents.

Within the building there is a fire panel which has heat/smoke detectors in each unit, if any are triggered it raises an alarm to the main panel located in reception so the Building Manager on duty can check the location and investigate the issue and call emergency services if necessary. The fire panel and emergency lights are checked annually by a competent person, certification is issued and stored in the fire log book which is always kept on site.

Tenancy Management

We would like to offer flexible contracts to our customers therefore offering short term licenses up to three months and 12 months Assured Shorthold tenancies.

Currently, for our portfolio we use two booking systems called Qube & Mews both programmes have the capability for us as the Landlord to allocate rooms into categories such as:

1. Scheduling floors for only licenses for under 3 months
2. Scheduling floors for 12 month Assured Shorthold Tenancy Agreements

This would mean the building would be segregated into the two groups with more frequent turnarounds and up to yearly turnaround making it easier for the cleaners when doing room turnarounds.

The booking systems can also allow us to split floors by age and gender, so we do not book for example a two-week license for a summer camp group where there are teenagers aged approx. 16 mixing them with customers over the age of 30+.

Short term licenses are advertised through websites such as Booking.com. Using the Backoffice system would enable us to allocate specific rooms for short term lets under 3 months. This would make the booking process and the operations of the building easy to manage. Payments for these would be taken directly by the website and transferred minus commission to our bank account. The charge for a Short-Term license would be calculated on a daily or weekly rate depending on duration.

For the units available on Assured Shorthold Tenancies, We would work with third party agents; Face London, Paramount & Berns and Co, who advertise our rooms as they become available, undertake reference checking on our behalf, tenancy signing and taking of the first month's rent & deposit. Once this is completed all information is sent to the Building Manager & money transferred to our bank account, so information can be uploaded into our in-house systems called Qube or Mews.

The Building Manager is also responsible for protecting the deposit with MyDeposits and ensuring the tenants has received the certification, booklet and prescribed information within 14 days. Once the resident is in occupation all rental income is paid directly to the Landlord.

All 12-month AST's will have a six-month break clause. After the 11th month the tenant would have the opportunity to renew should they wish too.

Utilities

All utilities; gas, water, electric and broadband are paid by the landlord, all rents are inclusive. Therefore, the rent the tenant pays includes all utility bills.

premium yet affordable accommodation

