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## **CUSTOMER GUIDE**

**February 2018**

### **We would like to take this opportunity to welcome you to Priory Park.**

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!

#### **WHAT CAN I USE THE CONTAINERS, STORAGE AND WORKSHOP UNITS FOR?**

The units are suitable for a variety of uses including self storage where most household and business items can be stored. Popular uses are household goods, business stocks and archive records. We do ask that if items are susceptible to damp you use a "Dampstick" or equivalent in case of condensation, as well as put a cover over the items and keep them off the floor. We recommend that cardboard boxes or fabrics are not put directly onto floors but either a polythene sheet or another material impermeable put beneath.

#### **WHAT IS NOT SUITABLE FOR STORAGE?**

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

**SITE PLAN & ACCESS:** Our website and at the entrance to Priory Park is a site plan. Do familiarise yourself with onsite traffic flow and be careful when entering and leaving the site as cars can speed along the estate road.

**PARKING:** Only where parking is expressly part of the lease should vehicles be left and if unauthorised vehicles are left a charge of £5 per day will be charged. **PARKING IS NOT ALLOWED IN FRONT OF ROLLER SHUTTER DOORS.**

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

**REFUSE:** The disposal of rubbish is the responsibility of the tenant. If a commercial waste bin is required, its siting must be agreed in advance with the Landlord. Materials, including pallets, should not be left outside and certainly no closer than 6 metres to a building for fire reasons.

**INSURANCE:** Customers are strongly recommended to arrange insurance cover. The contents of each unit are not inspected by us and are expressly not covered by our insurance policy. Many customers 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.

**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.

**ICE & SNOW:** There is a bin for grit which is in the meter cupboard. Within it is a shovel. If conditions warrant it please grit the pathways to your premises.

**HEALTH & SAFETY** Please consider appropriate Health & Safety regulations if you have employees or subcontractors working on site for you

**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 i.e. is all fed from the mains.

**ADVICE TO TENANTS:** 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; 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 alarms are tested weekly by site management and sounded throughout the site. It is important that you familiarise all members of your staff with fire routines, emergency exits and the designated assembly point which is outside the main entrance where there is a green assembly sign. 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 emergency lighting weekly and keep a log of that testing.*

### **IMPORTANT NOTICES**

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

- A) Take care in moving heavy or bulky objects especially in the manner you lift them. Items containing water need to be emptied prior to storage. Batteries should be removed from electrical items to prevent leakage problems and from cars to avoid accidental fires. Battery chargers should not be left on with no one present. Where cars are stored, you must provide a suitable fire extinguisher.
- B) It is recommended that you inspect the unit regularly (monthly if possible).
- C) Locks must not be changed.
- D) There will be a charge of £25+VAT for each occasion the Landlord has to telephone or write to chase for payment because payment has not been received in accordance with this Lease irrespective of whether payment is ultimately made.
- E) Rates are the responsibility of tenants. Small Business Rates Relief will be appropriate in most units and we can help you complete the form for the relevant Council, so please ask us.
- F) Everyday maintenance such as light bulbs and tap washers are the responsibility of the tenant.
- G) Nuisance to neighbours will result in termination of the lease.
- H) The Fire Assembly point is at the entrance by the Estate Plan. Please keep out of the way of any incoming/exiting emergency vehicles.
- I) Customers must satisfy themselves for the suitability of the space for their needs as we do not know what you may be storing.
- J) Nothing should be left outside the unit or in communal areas.
- K) At the end of the tenancy, please completely empty and sweep out the unit. For offices and workshops please make sure the space is left in the same state as when you rented it and if it needs repainting please arrange for that to be done. Carpets should be properly cleaned. If the Landlord has to remove items or undertake cleaning, the Landlord reserves the right to charge for doing so.
- L) The gate to the site should be shut and padlocked by the last person leaving the site at then end of the day.
- M) No animals are to be brought into the offices or workshops, except for guide dogs
- N) Only battery fork lift may be used inside any building.

**ELECTRICITY:** Electricity charges in units with meters are the responsibility of tenants whether they are landlord meters or electricity supply co meters. If there is no meter, excessive usage will be charged for. Examples would be where freezers 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. Company meters are located in the meter cupboard next to the Oaksey unit.

**WATER:** The landlord is conscious of the potential risk of legionella and on the grounds that no water is stored (ie all fed from the mains) has 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. Water is re-charged to tenants by Landlord's water meters. There are internal stop taps in each area where water is connected. The external stop tap for the whole site is in the pavement in front of 16 Cherry Orchard Road. Water will be recharged by the landlord where there are meters or via the service charge.

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

Jan Houldcroft: 07715 856 268 in an emergency out of hours