

Management statement – Linfield Residence

Introduction

Castle Accommodation is committed to establishing the necessary procedures and policies to ensure the well-being and safety of tenants, prevention and response to ASB, property maintenance and local community relations.

Linfield Residence will feature

- A concierge office
- CCTV monitoring of communal areas in- and outdoor
- Digital access to main entrance and individual rooms

Concierge duties and responsibilities

Providing on site presence for the purpose of the safety and security of the occupants and the building.

Liaising with housekeeping, cleaning and groundskeeping staff to ensure that safety and cleanliness standards are maintained.

Meet and greet and handling daily requests of the residents.

Briefing residents of property rules and regulations.

Acting as a first point of contact for queries and complaints.

Contributing to the maintenance of the building by reporting faults or damages.

Maintaining positive contact with the neighbours and local community.

Reporting and dealing with anti-social behaviour.

Staff on call within reach outside office hours.

Daily management and record-keeping of incidents.

Maintaining the necessary environmental health policies for the property and surroundings.

Maintaining the necessary safety policies and procedure (fire, health and safety).

Residence reference checks where necessary.

Exercise eviction policy if necessary.

Prevention and response to anti-social behaviour at the property

Property rules and written regulations are in place to comply with Mandatory License Conditions for HMOs under Housing Act 2004, with a specific reference to prescribed condition(s) relating to “Tackling Anti-Social Behaviour”. This includes (but is not limited to):

- Noise restrictions and reductions between the hours of 11.00pm and 08.00am.
- No overnight visitors are allowed at the premises.
- No nuisance behaviour on the property or affecting neighbouring residents.
- Proper disposal of waste and waste management.
- Directing any neighbour disputes to the concierge for follow-up.
- Zero tolerance on racial, sexual, and personal abuse.
- Zero tolerance on drug and alcohol abuse and misuse.
- No animals allowed (unless for assistance with a disability).
- Smoking strictly in designated areas.