

TANFIELD EDINBURGH

Management Overview

At Tanfield it is our aim to provide tenants with top quality service together with relative certainty on occupational costs throughout the duration of their lease.

Given the environment provided for tenants and staff, we have carefully considered how the management systems work on site.

As well as a highly qualified Facilities Manager, we have one site based engineer working proactively to maintain essential services. In addition, the Facilities Manager and engineer are available to provide help and assistance to tenants and offer full mechanical and electrical back up 24 hours a day if this is required.

Our Facilities team co ordinate all common part site services including :-

1. Tanfield facilities helpdesk and Tenant intranet
2. Manned Security
3. Plant Maintenance and Repair
4. Common Part Repairs and Maintenance
5. Fire Precautions and Health and Safety
6. Utility Management
7. Cleaning and Refuse Removal

- Facilities Helpdesk and Intranet

An experienced facilities manager is based on site to ensure a high level of service from our retained contractors and to provide a one stop contact to tenants and their staff. In addition, a building specific intranet will be set up using “Occupeye” system . This system provides a password protected gateway in which tenants will be able to log on and search for building specific information including service charge, health and safety , Emergency Plans, together with their own lease and occupational information. The system also has a variety of lifestyle and interactive services including building specific discounts from local businesses, local travel and news and links to our helpdesk and building management.

- Manned Security

There is a centrally operated security CCTV system offering 24 hour seven-day per week cover of the building as a whole and we work with tenants and their specific requirements. The building is manned by two officers, 24hrs per day, 7 days a week.

- Plant Maintenance

We have a site based engineer on site that will undertake repairs and maintenance to common plant items and will also undertake other minor property repairs.

- Repairs and Maintenance

The site management deal with all common toilets, exterior building maintenance and repairs and all other external repairs and decoration items. This exterior maintenance provision includes maintenance to the pathways, lighting and all landscaping maintenance.

- Health and Safety and Fire Precaution

Your Landlord will employ an interactive web based system called “ Worksafe” which will centralise the storage of all health and safety and statutory inspection information. This system acts as a central source of health and safety information and provides a weekly schedule of tasks for building staff to undertake or organise to ensure that the building common parts are compliant in full with Health and Safety and other pertinent legislation.

- Utilities

The Landlord co ordinates the purchase of all electrical supplies and gas as they relate to the common parts. This includes running the chilling, heating, mechanical and electrical plant serving the building. As you might expect, it also includes the supply costs of utilities for the common toilets, corridors and management offices. There will be a sub metering arrangement and from those readings, tenant demised electricity will be charged back.

- Cleaning and Refuse Removal

Included within the service charge cost are those costs for the employment of cleaning staff . We co ordinate all cleaning of the toilets and internal common parts, landscape maintenance, external window maintenance together with pathways and the car park.

- General Service Charge Items

As you might expect the above list of services are by no means exhaustive and other general items included in the occupational cost are as follows:-

- Provision of toilet replenishments and sanitary services.
- Management fees and common part rates charges.
- Common parts water supply charges.
- Payroll and Administration of site staff

- Key Benefits

- Accurate forecasts of costs over the duration of the lease.
- Peace of mind on maintenance and repair with the landlord coordinating all common services.
- If required, we can co ordinate soft services for your occupation with the help of our service partners at additional costs to cut down on your administration.

- Tenant Amenities

- A tenant helpdesk will be available, offering tenants direct access to assistance for any problem they may have.
- Tenant intranet offering direct access to building and extensive local information.
- Environmental Initiatives
- Regular Tenant / Management meetings to ensure quality of service delivery
- 24hr assistance from Security and Facilities Teams.
- Pleasant landscaped gardens and roof garden.

Corporate and Personal Services are now available at Tanfield reception with our concierge facility

At Tanfield we recognise the underlying need for services and errands to be made during normal business hours. Rather than running an errand and using up valuable productivity time, let the Tanfield team assist your business and the people that work within it.

Let the Tanfield onsite team help put you in touch with local service providers such as couriers, florists and dry cleaners. We can also help with local parking, meeting venues, travel plans and postage.

