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Welcome

The
Langham
Estate

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“Welcome to The Langham Estate. We are excited to welcome you and your company to your new premises in our unique neighbourhood.”



Malcolm Pugh Chief Executive Officer

“This guide will help you familiarise yourself with your property and the area, answer your questions and outline the support services we offer.

We're proud to have guided our corner of Fitzrovia through its evolution over the last 100 years – and counting. From creative visionaries and tech innovators to cultural influencers and progressive thinkers, the people who work, live and play here have built our community's unique culture.

As you know, our neighbourhood offers the best-of-both-worlds. A short stroll from Oxford Street and Regent Street in the heart of elegant Fitzrovia, where the creative buzz of the area's livelier spots creates a charming counterpoint to the quiet sophistication of its more peaceful pockets.

You're in excellent company here – our current clients include market-leading media companies, cutting edge health tech businesses, dining hotspots, independent hotels and contemporary art galleries. They may sound diverse, but they all have one thing in common: like you and your business, they're future-facing and ready to make their mark.

We hope you enjoy your time on The Langham Estate and we look forward to working alongside you in this amazing neighbourhood.”

Malcolm Pugh
Chief Executive Officer,
The Langham Estate

Note: You'll find important building-specific information in your Property Information Sheet. You can request extra copies from your Property Manager who looks after your building if required.





FAROS

FAROS

GREAT PORTLAND STREET

ROXBURGH HOUSE

getir groceries by delivery

LL6 45

Every member of our talented team shares our commitment to the *neighbourhood's continuous evolution.*

As a forward-facing company, we invest in relationships with our clients and collectively nurture our vision for a future filled with possibility.

We're here to help you manage every aspect of your tenancy from day one. If you have any questions or need help, you can get in touch with any of our team members through The Langham Estate FM Helpdesk **020 7907 4985** / out of hours **020 7636 4870**.

MARKETING

Our in-house Marketing Team is well-placed to promote your business, with deep expertise and a broad list of contacts in the area, including the local press.

If you'd like to find out more about our extensive events programme and how you can get involved, please get in touch at **marketing@langhamestate.com**.

ASSET MANAGER

The Asset Manager is your go-to expert on both your premises and our neighbourhood. You will find their contact details in your welcome letter.

The Asset Manager can answer any questions on your lease and rent and also deal with the day-to-day running of your building. This includes managing service charges as well as cleaning and maintenance of common areas.

If you have an urgent maintenance issue in your building, please call the FM Helpdesk or you can email them at **FMhelpdesk@langhamestate.com**.



We can help with ensuring seamless utility services for our occupants efficiency and convenience.

WATER

Your water supply may be included in your Service Charge, charged based on a meter reading or standard water rates depending on the individual location. If you have any questions about water billing for your premises, please ask your Asset Manager.

ELECTRICITY SUPPLY

Your Asset Manager will be able to show you the location of your electricity meters.

As soon as you have signed your lease, please take meter readings and share them with your electricity supplier. If the supplier needs more information, your Asset Manager will be happy to help.

On the last day of your tenancy, please submit final meter readings along with the property's MPAN number and let your supplier know you are moving out. (You will find the MPAN number on your latest supplier invoice.) Please share this information with your Asset Manager too. It would be helpful if you could also send us photos of meters with final readings and the meter number clearly visible.

ELECTRICITY SAFETY

You are responsible for electrical safety on your premises. This includes testing of fixed electrical installations and all electrical equipment and appliances. You will need a valid Electrical Installation Condition Report and a Portable Appliance Testing procedure in place. Please keep all the certificates up-to-date and available for inspection.

CONNECTIVITY

You can arrange your internet connection and billing package with your provider of choice.

In some cases, the provider's contract may mention wayleaves and other legal aspects involved in the supply of their services. Your Asset Manager can guide you through this and any other questions you may have.

If your provider needs to run cabling outside your premises, please get in touch with your Asset Manager. You'll need our permission before any work begins.





Our team is here to help make the day-to-day running of the Estate *as smooth as possible for everyone.*

If you have any questions about specific aspects of the operations outlined here or if you can't find the information you need, your Asset Manager will be happy to help.

BUSINESS RATES

For information about business rates for your premises and how to pay them, please visit the Westminster City Council website: www.westminster.gov.uk/businesses/business-rates

CLEANING

Our team of cleaners take care of the common areas of your building on weekday evenings between 7 and 9 pm. The FM Helpdesk can share the cleaning schedule for exact timings.

Please note, our cleaners will only look after the common areas. You will need to organise your own contractors to clean your office space.

COMMON PARTS

Just as we all play our part in keeping the streets of our neighbourhood clean and welcoming, it's important to look after the common parts of your building. Please keep shared areas clear – any obstruction breaches health and safety regulations. We reserve the right to remove any items left in these areas to keep everyone safe while they are on the premises.

DATA PROTECTION AND PRIVACY POLICY

We take your data protection and privacy very seriously. Our General Data Protection Regulation (GDPR) policy explains the steps we take to protect you – you'll find it here: www.langhamestate.com/privacy-policy

EXTERNAL SEASONAL DISPLAYS

We believe seasonal displays are a great way to capture people's attention while adding another layer of vibrancy and interest to our neighbourhood. Whatever the occasion, we'll need to review your plans to make sure they meet building preservation and public health and safety standards. Please share your plans before you commit to creating an external display.

For more details of what we'll need from you or if you have any questions, please get in touch with the FM Helpdesk.

FOOD OPERATORS

One of the great joys of our neighbourhood is the amazing variety of restaurants, cafés and bars. But this can also mean increased fire or pollution risks for the businesses involved. If your business cooks or produces food, you are responsible for managing these issues. This includes the regular maintenance of air extraction systems and drainage equipment, including fat, oil and grease management.

Your Asset Manager will do an audit from time to time to ensure everything is set up properly and working effectively. Please keep your maintenance logs up to date and available for review if needed.



DAY-TO-DAY

FIRE SAFETY

Fire is the biggest risk to any property, so you must always ensure appropriate fire safety measures on your premises.

Make sure you carry out a fire risk assessment and then comply with the latest fire safety laws.

You'll find lots of helpful advice and guidance here: www.gov.uk/government/publications/making-your-premises-safe-from-fire and on the Health and Safety Executive website at

HEALTH AND SAFETY

We are always mindful of the health, safety and welfare of all staff, contractors and clients who use our properties. As our tenant, you are responsible for everyone while they are on your premises, so please make sure you have read, understood and followed all the latest relevant legislation and guidance. You can find out more on the Health and Safety Executive website at www.hse.gov.uk

INSURANCE

We believe a vital part of excellent estate management is ensuring the right insurance is in place on all our properties. Your property must be suitably insured beyond the building insurance we put in place – it is up to you to arrange cover for contents or personal possessions.

PLANNED WORK MAINTENANCE

We strive to keep our buildings and the neighbourhood to the highest standards.

To do this, we have a rolling programme of planned maintenance works to the common parts and exterior of our buildings. We will let you know in advance about any work that will affect you and we will do everything we can to minimise disruption to your business.

For any questions about ongoing or planned maintenance work, please speak to your Asset Manager who will be happy to help.

If you find any maintenance or repair issues in the common parts of your building, please notify the FM Helpdesk so they can resolve them as soon as possible.

RECYCLING AND REFUSE COLLECTION

It is vital we all work together to keep the Estate clean and tidy – we want our neighbourhood to live up to its reputation as a pleasant, welcoming and inspiring place to work and live in and to visit.

To play your part, you will need to organise your own waste collection services (unless already included in your Service Charge).

If not covered by your Service Charge, there are many commercial waste collection contractors that operate in our area. Two options we recommend are First Mile and Westminster Council.

First Mile:

Visit www.thefirstmile.co.uk for an overview of the services they offer in our neighbourhood. Please contact them through langham@thefirstmile.com for more details and preferential rates for clients of The Langham Estate.

Westminster Council:

Visit www.cleanstreets.westminster.gov.uk for full details.

Whichever provider you choose, please ensure you store all rubbish and recycling safely inside your premises until collection time.

REFURBISHMENT AND RENOVATIONS

We want all our properties to be fit for purpose and kept to the highest standards, now and in the future. So please do not make alterations without written consent from us before any work starts.

If you wish to make alterations, please send your Asset Manager a detailed specification and plan of the proposed works, any information about relevant assessments you have commissioned along with details of health and safety considerations during the works.

To avoid any delays, please make sure your plans meet the standards set out in our fit-out

REGULAR REVIEW MEETINGS

We want you to get the most from your time on The Langham Estate. Your Asset Manager will arrange regular review meetings for you to share feedback about your premises, our services and your experiences on the Estate.

DAY-TO-DAY

SECURITY

We want you, your colleagues and clients to always feel safe in our neighborhood. So it is important you put security arrangements for your premises in place to meet your business needs and the requirements of your contents insurer. You may fit an intruder alarm as part of your fit-out works but, in keeping with the character of the neighborhood, you cannot fit external bell boxes.

Please keep accurate records of all key holders. You will need to return labelled keys/fobs to us at the end of your tenancy.

Some buildings have nightly patrols to make sure they are secure. If your building is locked and you need 24-hour or out-of-hours access, please get in touch with our out-of-hours support team on 020 7636 4870.

WINDOW CLEANING

In most cases, you will be responsible for keeping your building's windows clean. Your Service Charge may cover some external windows – your Asset Manager can tell you if this is the case for your property.

Where you are responsible for keeping the windows clean, you must use a professional window cleaning service. You must consider appropriate health and safety measures, particularly if you can't reach the exterior or the windows without dedicated safety equipment.

Your FM Helpdesk will be happy to recommend a selection of trusted professional window cleaning companies.

CONTACT

And so, *to business...*

We hope you have found the information in this guide useful.

We are looking forward to having you on the Estate and seeing how you and your business add to the already rich, diverse and inclusive nature of our neighbourhood.

Remember, we are always here to help and work with you as your business evolves in step with The Langham Estate. Please do not hesitate to contact us about anything in this guide or if you have suggestions about how we can improve it.

We're here to help you manage every aspect of your tenancy from day one. If you have any questions or need help, you can get in touch with any of our team members through either your Asset Manager or the FM Helpdesk on **020 7907 4985** or **FMhelpdesklanghamestate.com**



CONTACT

Office Hours

Monday to Friday
8.30am – 5.30pm
020 7907 4985

Out of Hours

020 7636 4870
FMhelpdesk@langhamestate.com

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