

May 2020

Portal Estate Management Policy

**North West Cambridge Development
Version 1.0**

1 Introduction

The University of Cambridge (“the University”), acting through its North West Cambridge Development (“NWCD”) project team, is committed to managing the Eddington site on the North West Cambridge Development (“Eddington”) in a manner which ensures it is a safe, clean, secure inclusive and desirable place, where residents can be proud to live. The University has appointed Portal Estate Management Limited (“Portal”) as the estate management company with responsibility for the management of the Eddington estate.

Estate management primarily concerns communal and shared areas of the estate. Portal is not responsible for areas which are privately or externally owned or managed.

This policy is intended for both internal and external use and application. This policy will be made available on the Eddington website for the public to access. This policy will be reviewed periodically or in line with changes in relevant legislation and updated without notice.

Whilst Portal shall use reasonable endeavours to perform its estate management obligations under this policy to the standards set out herein, it is acknowledged that there may be circumstances outside Portal’s reasonable control that will delay performance or make performance difficult or impossible. Portal shall not be liable for any delay or failure in performance resulting from circumstances outside its reasonable control. Circumstances outside Portal’s reasonable control include but are not limited to the COVID-19 pandemic, the effects thereof on staffing and supply chains, COVID-19 related government action and guidance, and University policies from time to time.

1.1 Aims

This policy aims to set out Portal’s approach to managing the estate so it can be enjoyed by all users in a safe manner. The procedures to carry out this policy do not form part of this document.

1.2 Definitions

The following definitions apply in this policy:

Estate Service Charges - (also known as estates charges or service charges) financial charges made to residents to recover the costs of services provided to the shared Eddington estate.

Estate – land managed by the NWCD project team for the purposes of future development or open space for public circulation. Includes paths, cycleways, parks, squares, play areas, and landscaped space. This excludes sports pitches, tenanted areas and the public highway, where adopted by the local authority.

Public footpath – defined in the Wildlife and Countryside Act 1981 as “a highway over which the public have a right of way on foot only, other than such a highway at the side of a public road”

Bridleways – defined in the Wildlife and Countryside Act 1981 as “a highway over which the public have a right of way on foot and a right of way on horseback or leading a horse, with or without a right to drive animals of any description along the highway”.

Vehicle – any self-propelled road-going mode of transportation including cars, motorbikes, quad bikes, mobility vehicles, buses and coaches. This definition does not cover bicycles or vehicles which are not legally permitted to use the public highway.

2 Roles and Responsibilities

Portal is committed to managing the Estate in a safe manner, using trained and competent staff and contractors.

2.1 NWCD Operations Director

The University has appointed an Operations Director to manage the NWCD operational site who will:

- Ensure that adequate resources are provided for the purposes of estate management.
- Review the performance of the estate management functions at Portal Management Board meetings.
- Review and, where necessary, respond to complaints in relation to this policy.
- Trigger review of this policy, as required.

2.2 NWCD Facilities Manager/Contractor

Portal has appointed a Facilities Manager and a Total Facilities Management (TFM) Contractor who will:

- Ensure all estate management personnel and contractors are suitably qualified and competent.
- Ensure that the Estate is maintained in accordance with good estate management practice.
- Maintain adequate supplies of salt and grit for winter gritting
- Manage the Portal Helpdesk.
- Ensure the Portal Helpdesk responds to estate management requests in a timely manner.
- Ensure inspections of the Estate are carried out.
- Ensure that safe traffic, cycle, and pedestrian routes are provided across the development.
- Produce monthly reports on all areas of estate management and business operation.
- Report all key metrics and management information to the NWCD Estates Board. This includes an annual check is made of the Cambridgeshire County Council Definitive Map and Statement and identifying any areas as having a previous claim as a Public footpath or Bridleway.

3 Estate Maintenance

Portal provides cleaning and grounds maintenance services to maintain the shared and communal areas.

3.1 Public Access

The University and Portal will take all reasonable measures to ensure that all publicly accessible areas are safe to use without conferring any public right to use the land.

The University and Portal retain the right to prevent or restrict access to any land under their ownership or management, where this does not infringe upon the legal rights of tenants or freehold landowners. This may include the temporary closure of any area including footpaths, cycleways and roads.

3.2 Public footpaths and Bridleways

According to the Cambridgeshire County Council Definitive Map and Statement¹ there are no recorded public rights of way, including Public footpaths or Bridleways, on any land owned or managed by the University or Portal, including the entire Eddington development.

3.3 Communal areas and grounds

Portal manages the communal land and ensures that it is maintained to a standard that contributes positively to the Estate. Portal will manage grounds as defined in the Portal Customer Care Charter² and in accordance with industry standards.

Portal aims to keep trees on communal land within Eddington in good health and in a safe condition and will avoid removing or excessively pruning trees which are not dead or dangerous.

3.4 Encouraging our users to travel sustainably

NWCD has sustainability built into its fabric, with a full range of sustainable transport options for getting around the city and beyond as set out in the NWCD Framework Travel Plan. The primary aim of the Framework Travel Plan is to *maintain* a mode share of no more than 40% car driver trips to work. Eddington has been designed to promote the use of sustainable modes of transport over the private car. The following are on offer for our users to support sustainable travel:

- A network of high quality walking and cycling routes
- The main traffic routes have been designed to keep traffic below 20mph
- The Universal bus service connecting users with the main University sites, the railway station and the Cambridge Biomedical Campus
- A car club service

¹ Cambridgeshire County Council is required by the Countryside Rights of Way Act 2000 to maintain a Definitive Map and Statement; a collection of certain maps and other documents which together constitute the County Council's legal record of all known public rights of way in Cambridgeshire. This was accessed 11th June 2019.

² portal.eddington-cambridge.co.uk/downloads/NWCD-Portal-Customer-Care-Charter-A4-4pp-2019.pdf

- Regular Dr Bike sessions and cycle training for residents
- A personalised travel planning service for residents

Further information about the range of sustainable travel initiatives on offer can be found online at <https://eddington-cambridge.co.uk/explore/how-to-find-us>

3.5 Eddington Abandoned Bicycle Procedure

Twice per year in April and September, Portal carries out a bicycle audit in Eddington. This includes checking for abandoned bicycles in designated cycle parking areas and areas where bicycles are fly parked.

Portal will inform residents and other stakeholders in Eddington of the bicycle audit two weeks in advance. If a bicycle is suspected to have been abandoned, a label will be attached to it. The label provides relevant contact details and states that the bicycle will be removed after two weeks if the bicycle has not been moved by then or no contact has been made by the owner.

If after two weeks the bicycle has not been moved, the bicycle will be removed. If the tag has been removed, staff will not class the bicycle as abandoned. Portal will hold the bicycles for a minimum of four weeks and donate any unclaimed bicycles to a social enterprise to be recycled.

Abandoned bikes are likely to show some damage to include buckled wheels, flat tyres, missing wheels and rusty parts. If you notice a bicycle that may be abandoned, please contact travel@eddington-cambridge.co.uk with a description of the bike, so staff make an inspection.

3.6 Eddington Abandoned Vehicle Procedure

Abandoned Vehicles found at Eddington will be dealt with in accordance with the Cambridge City Council policy, which can be found here: <https://www.cambridge.gov.uk/report-an-abandoned-vehicle>

3.7 Professional Advisors

Portal will employ professional advisors to ensure that industry standard methods and processes are adopted in managing all aspects of the estate management process. This includes but is not limited to ecologists, water management experts and heating experts.

3.8 Helpdesk

Portal maintains a helpdesk which is available at all times. This can be reached via:

- Submitting a request via the Portal website (portal.eddington-cambridge.co.uk)
- Telephone on 03332 079 501.

In addition staff can also be contacted via email at portal@eddington-cambridge.co.uk for any non-defect related queries.

3.9 Waste Management

Please refer to the NWCD Waste Management Policy for further details

3.10 Adverse Weather

Portal is unable to grit and clear snowfalls from all areas of the Estate. However Portal is committed to keeping the Estate's roads and public pathways gritted. Private residents are responsible for gritting or clearing snow on any sole or shared pavements to their properties. Portal will take reasonable steps during adverse weather to keep communal main entrance pathways safe and accessible subject to resources.

Portal will attempt to keep access to the Estate open at all times. However, where necessary, weather conditions may require road closures.

The Facilities Manager or nominee will be responsible for checking stores of salt across Eddington regularly and ensure that salt stock levels are appropriate for the prevailing weather conditions.

3.11 Inspections of the Estate

Portal conducts periodic inspections of the Eddington estate, ensuring that all communal areas and services are in good condition, and ensuring that any previously identified repairs have been effective. These inspections ensure Portal is meeting the standards and obligations expected, and provide an opportunity to identify and address any potential issues.

Portal manages a planned inspection programme, ranging from monthly to annually, depending on the facility or service being inspected.

Reports of damage, deterioration or required repairs can be made via the Portal website (portal.eddington-cambridge.co.uk).

4 Estate Service Charges

Portal is committed to keeping the cost of services as low as possible whilst providing high quality services and collecting Estate Service Charges in a timely and cost-effective manner.

Services that are covered by the Estate Service Charge are detailed in the Estate Service Charge leaflet.³

³ <https://portal.eddington-cambridge.co.uk/estate-service-charge/NWCD%20Portal%20estate%20service%20charge.pdf>
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