

Ferry Island Tottenham Hale

BUILDING USER GUIDE

Non Residential



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1| INTRODUCTION & HOW TO USE THE GUIDE

This user guide will give building occupiers, facilities management and visitors the information they need to use / operate the building correctly.

This is a non-technical guide, in the event more detailed information is required please refer to the Operation & Maintenance Manuals.

2| OVERVIEW OF THE BUILDING AND ITS ENVIRONMENTAL STRATEGY

Building Overview

Building 1 and 2 of Ferry Island are the final residential buildings at its development in the heart of The Tottenham Hale in London N17.

The building comprises 484 new rental homes with commercial spaces at the ground floor including a cinema space within the basement level.

Environmental Strategy

The proposed building has been designed to maximise energy efficiency and minimise resource consumption, ensuring a highly sustainable and environmentally responsible development. This is achieved through achieving BREEAM score of 'Very Good'.

- The building fabric incorporates high-performance insulation to significantly reduce heat-loss and lower overall heating demand.
- Responsible sourcing of materials for use on site
- Site ecology
- External lighting levels, zoning & control

Maintaining Energy Efficiency:

The UK government is committed to reducing the nation's carbon emissions by 80% by 2050, compared to 1990 levels. You can help by carrying out some of the following measures:

- Set heating controls so that the building is not heated when not in use for long periods of time.
- Avoid blocking the trench heating grilles with equipment or other furniture; this will result in poor heating.
- Only switch lights on as and when necessary. Lighting uses electrical energy that causes significant emissions of carbon dioxide into the atmosphere, contributing to climate change.
- Ensure that electrical appliances such as computers and printers, etc., are not left on unnecessarily, and enable any energy-saving features they may have.
- Ensure the ventilation and heating and cooling systems are properly maintained to ensure they are running efficiently.
- Facilities managers are encouraged to label light switches to avoid any confusion and the wrong lights being switched on/off.

Contributing to the reduction of greenhouse gases, the development has combined high specification insulation, with advanced boiler technology, low energy use light bulbs, airtight construction and future tenant controlled ventilation ensuring that energy costs will be greatly reduced.

In order to maintain and improve energy efficiency, you must first measure it. The best way to do this is by using a BMS system with various meters connected to it.

Water Use

Here in the UK, water conservation is becoming increasingly important. As our weather has become

more irregular, with periods of drought followed by periods of flash flooding, the demand for clean potable water has increased. The following advice can assist in reducing the water during building operational hours:

- Check for water leaks on a regular basis and ensure they are fixed as soon as possible;
- A running tap wastes more than 6 litres of water a minute, so turn off the tap if you do not need it. Also, use cold water unless hot water is required;
- Increase awareness among building users of the value of water. Regular reminding as well as feedback can help to strike a balance between more efficient use of water and maintaining hygienic and effective catering practices;
- When possible, use toilets with a dual flush system. This could save as much as 2,000 litres of water per person per year.

Facilities Manager: All water systems in the building should be designed in compliance with the measures outlined in the Health and Safety Executive's "Legionnaires' disease - The control of legionella bacteria in water systems". Approved Code of Practice and guidance, 2000.

Landscaping

The external areas are suitably landscaped and benches have been installed at suitable locations around the development. Green roofs have been provided in order to enhance the ecology of the development and provide a cleaner environment. There is also the installation of various boxes to encourage bird and bat occupation to further enhance the ecology of the area. There will be a portion of the development which, once complete, will be in shade during the hottest times of the day which can be used for building users to cool down.

Public Restrooms

There are available restrooms at Lidl situated at 4B, Tottenham Hale Retail Park, London N 15 4QD. There are also public toilets up on the River Lea located at Stonebridge Lock Cottages, Marsh Ln, London N17 OXD

3| BUILDING CONTROLS AND OPERATIONAL PROCEDURES

The scheme segregates the non-residential waste from residential waste. The non-residential waste shall be kept within each individual which is to be designated by the tenant. Refer to the Commercial Waste Management Plan appended to this document for more information on the strategy.

Waste in the asset can be reduced by:

- Recycling paper, plastic, cardboard, glass and cans where possible;
- Re-use of materials wherever feasible;
- Reducing waste at source, re-using or recycling material wherever practical with over 85% of all waste generated from construction to be diverted from landfill.

MVHR system

The MVHR system to be installed by tenant will contain filters which, if not changed regularly can impede the working of the system and reduce efficiency and lifetime. As such, filters should be changed at regular intervals in order to maintain good working condition.

Other Heat Sources (Gas & Electricity)

Any units being developed for use as a A3 restaurant/café should be aware that everyday tasks in using gas hobs/electrical appliances will create internal heat gains that could case overheating on hot days. Ventilation systems should be designed and installed accordingly.

4| HEAT NETWORKS

The principal heating provision for the Ferry Island development is an Energy Centre (EC) located at the base of Block C. This EC is equipped with 3No gas-boilers.

It is intended that, in the future, the source of LTHW becomes the Tottenham Hale Heat Network which will interface with the EC via dedicated Plate heat Exchangers (PHE). This integration is not expected to require any works anywhere on the network other than the designated PHE plantroom.

The LTHW system operates continuously and at a constant temperature. It is a closed loop system comprised of 2No pipes: flow and return. This set of pipes extends into all areas supplied with heat.

The LTHW system will operate at 65/35°C.

The LTHW system is fully thermally insulated to minimise heat losses.

Retail & Cinema LTHW & CHW Service Provision

The LTHW Flow & Return Pipes are Looped at each area it is serving. The Loops are installed to ensure water circulation that is aimed at preventing water stagnation and deterioration of water quality. Each Loop is fitted with a Temperature Limiter Valve which is Thermostatically controlled and limits unnecessary energy use/waste.

The CHW Flow & Return Pipes are Looped at each area it is serving. The Loops are installed to ensure water circulation that is aimed at preventing water stagnation and deterioration of the water quality. Each Loop is fitted with a PIC Valve which is controlled via BMS Timeclocks and limits unnecessary energy use/waste.



Figure 1. CHW loop shown on left and LTHW shown on the right

Non-residential Connection Methodology

The LTHW/CHW system must not be tapped into without previous consent and agreement from the Operator.

In order to connect to the LTHW & CHW the tenant is to submit their proposed design of the tenant-side heating and hot-water systems. Proposed Design which should include the Test & Commissioning Strategy for each LTHW or CHW System

The proposed design shall ensure that:

The tenant-side's system operates at temperatures that are consistent with the LTHW/CHW system's. In particular, return temperatures must be no higher than the LTHW/ system's design temperatures (while taking into account the temperature drop provoked by the presence of a heat exchanger);

The specified heat exchanger must be compatible with the LTHW/CHW system. In particular on:

- Operating and maximum pressures; and
- Material (to be compatible with the existing water quality strategy)

Once the design has been approved by the Operator, the tenant shall offer the system for review by the Operator. If comments are made, these are to be actioned upon suitably by the tenant.

Once the Operator has issued written confirmation that the system can be livened, a date shall be agreed between both parties so that an Engineer from the Operator can attend the livening. This should be in line with the Testing & Commissioning Strategy

Once the system is live, tenants must not isolate their demise (ie, shut IVs) for periods longer than 1 day without notifying the Operator.

5| PRE-ARRIVAL INFORMATION

Security

There is an existing building CCTV system in place which covers the internal residential areas and all external areas including the retail/commercial units. The specification of this system can be requested from building management if required.

Fit out of the units in terms of CCTV and access control are by future tenants.

Any crimes should be reported to the police on 101 or in case of emergency 999. For more details please refer to the Emergency and Safety sections of this User Guide.

The following tips have been provided by The Metropolitan Police:

- Ensure external areas such as gates, cycle stores and bin stores are locked out of hours
- Security locks on windows and doors are kept locked when not in use
- Do not allow hedges to obscure windows and doors
- Insure contents to adequately cover loss. Items of significant value should be photographed and insured separately. Make a note of serial numbers on electrical equipment.

6| SAFETY

Fire and security system should be installed before occupancy in order to ensure safety to both people and property. Systems would ideally run 24 hours/day.

Fire procedures

In the event of discovering a fire:

- Do not use the lifts;
- Do not stop to collect any personal belongings;
- If you can safely do so, close the door of the room where the fire has started and close all other doors behind you. This will help delay the spread of smoke;
- Before opening a closed door, use the back of your hand to touch it. Do not open it if it feels warm the fire may be on the other side;
- Exit via the nearest safest fire escape as quickly as possible. Make your way out to the designated assembly point and try not to panic;
- Never go back into the building until a fire officer or the facilities manager has told you it is safe.

7| EMERGENCY

Tottenham Police Station

Emergency: 999 • Non-emergency: 101 • Text for the deaf: 'police' to 60066

Address: 398 High Rd, London N17 9JA

Telephone: 020 7230 1212

Tottenham Fire Station

Emergency: 999 • Non-emergency: 101 • 020 8555 1200 (general enquires)

Address: 49 St. Loys Rd, London N17 6UE

North Middlesex University Hospital

Address: Sterling Way, London N18 1QX

Telephone: 02088872000

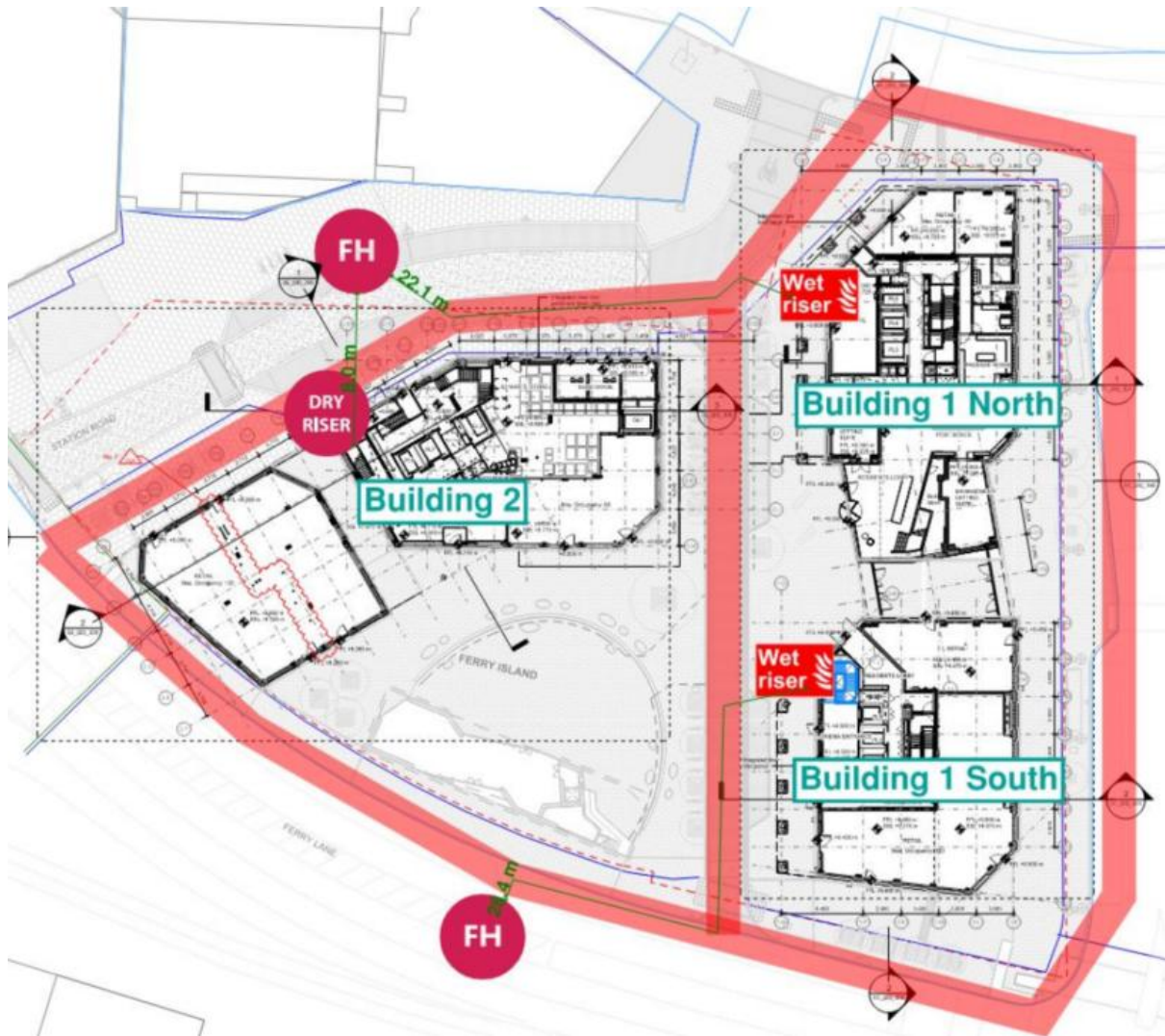
Dr K R Jeyarajah - Tottenham Health Centre Health Centre

Address: 759 High Rd, London N17 8AH

Telephone: 02084931630

Emergency Vehicle Access

Access for emergency vehicles has been considered in the design of each building within the Proposed Development. Fire tender vehicles are able to stop within 18m of each external riser inlet and a minimum clear route of 3.7m has been provided to ensure unobstructed access in the event of an emergency. Tender access routes, dry riser and fire hydrant locations shown in the plan below.



8| TRANSPORT

Buses

There are many bus services around the building, the following services can be found within a 5 minutes' walk of the site. Your nearest bus station is in Parkview Road (Stop Z). Further detail in Table 1.

Table 1: Shows Bus Routes Local Stop, Beginning and Termination

Service	Route	Service	Route
76	ParkView Road - Tottenham Hale Bus Station - Baylis Road / Lower Marsh Waterloo Station / Waterloo Road	W4	Tottenham Hales Bus Station - Ferry Lane Primary School - Ulster Gardens
123	ParkView Road - Hainault Street - Lordship Lane	41/N41	Tottenham Hale Bus Station – Turnpike Lane Station – Archway Station
230	ParkView Road - Wood Green Station - Fyfield Road	149	Tottenham Police Station London - Bridge Bus Station - Edmonton - Green Bus Station
N73	ParkView Road - Walthamstow Bus Station - Holles Street	243	Tottenham Police Station - Waterloo Station / Mepham Street - Redvers Road
259	Tottenham Police Station - Kings Cross - Edmonton Green Bus Station	279/N279	Tottenham Police Station - Manor House Station - Waltham Cross Bus Station
341	Tottenham Police Station – Waterloo Station - Meridian Water Station	318	Tottenham Police Station – Rookwood Road - Wilbury Way
349	Tottenham Police Station - Rookwood Road - Glyn	476	Tottenham Police Station - Kings Cross Station - Northumberland Park
192	Tottenham Hale Bus Station – Edmonton Green Shopping Centre - Little Park Gardens		

Trains

The nearest train station is Tottenham Hale train station located on The Hale which is approximately 0.3 miles away. Victoria services operate from this station.

Cycling facilities

The final use and occupiers of the flexible commercial space have yet to be determined. As such, these units are to be provided as shell and core which can facilitate the future installation of the compliant number of cycle parking spaces in accordance with Draft London Plan standards. Tenants will be obliged to provide the required number of spaces for their unit through the terms of their lease.

Long-stay cycle parking spaces should be provided across the site, assuming this comes forward as either A1 food retail or A3 land use. Fewer long-stay cycle parking spaces may be provided should elements of A1 non-food land use come forward, ample space is provided to meet this requirement within the units.

Short-stay cycle spaces, provided as Sheffield Stands, for Ferry Island will also be provided for visitors to the various land uses. These will be provided in easily accessible locations at ground floor level within the public realm.

Cycle Safety

Cycling is continuing to grow more popular as a mode of transport. Help make London City a safer place to ride and drive by following these tips:

Always take extra care at junctions as this is where most collisions between drivers and cyclists occur;

- Pay attention to what is going on around you and be aware of what other road users might do;
- Try to make eye contact with drivers so that you know they have seen you;
- Wear bright clothing in the day and reflective clothing or accessories at night;
- Use appropriate hand signals when making a left or right turn;
- Use lights after dark; white at the front and red at the rear.

Like all road users, cyclists should be aware of their legal requirements. The Highway Code informs, advises, and guides road users in the UK, including cyclists, and offers advice and useful information including road etiquette, correct use of bus and cycle lanes, awareness and more.

Cycle training

There is a plethora of available courses on the [Haringey.gov.uk](https://haringey.gov.uk) website for children, adults, community and refresher courses so people can learn the cycle in a safe way around the city. Children and adults can get free lessons for Haringey residents as well as lead rides and bike maintenance courses. <https://haringey.gov.uk/streets-roads-travel/travel/cycling>

There is also a wide range of online resources available free on <https://tfl.gov.uk/modes/cycling/cycle-skills>.

Car Club

Car Clubs provide the convenience of using a vehicle without having to pay for upkeep, licensing, insurance or residents' parking charges. Not only do car clubs help to ease parking problems they also help reduce CO2 emissions.

There are a wide range of car club services currently operating in the area:

CoMoUK: these offer a wide range of services from cars to car pools

Co-wheels/Ubeeqo: These both offer car hire across the country

Hiyacar: This is more focused around the London area with cars available for short term hire.

E-bike

Many cities and towns now have e-bike/e-scooter hire spots using apps. These are fairly cost effective and low carbon ways of getting around in urban areas.

Walking

Incorporating some walking into your daily commute is a great way of keeping active and staying healthy. Not only is it good for your health, it costs nothing and in busy areas walking can often take the same amount of time as driving.

London is a good city for walking and as such has a range of projects that promote walking within the area.

These include:

- Range of Walking Groups call 07971 113 463 or email get.active@haringey.gov.uk for more information
- Weekly Health Walks - <https://beta.ramblers.org.uk/>
- Volunteer to be a walk leader- Email pamela.harbige@fusion-lifestyles.com for more information

9| LOCAL AMENITIES WITHIN 500M

Shops

ASDA living: Unit 4a, Tottenham Hale Retail Park, Broad Ln, London N15 4QD

Lidl: Tottenham Hale Retail Park, 4B, London N15 4QD

The Food Warehouse by Iceland: Tottenham Hale Retail Park, 4B, London N15 4QD

Tesco Express: Hale Village, London, N17 9NE

Asda Express: Unit 1, Hale Works Apartments, Daneland Walk, N17 9GW

Post Office

Page Green Post Office: 87 Broad Ln, London N15 4DW

Healthcare

Tottenham Police Station

Emergency: 999 • Non-emergency: 101 • Text for the deaf: 'police' to 60066

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Address: 759 High Rd, London N17 8AH

Telephone: 02084931630

Banks

In order of increasing distance from the school:

Halifax Bank: 444, 446 High Rd, London N17 9JW

Barclays Bank: 858, 852 High Rd, London N17 OEY

Tesco Express ATM: Hale Village, London, N17 9NE

Asda Express ATM: Unit 1, Hale Works Apartments, Daneland Walk, N17 9GW

Places of worship

There are several churches within a short walk of the development. These include:

The Anglican Church of the Good Shepherd: Mitchley Rd, London N17 9HG

Holy Trinity Church, Philip Lane, Tottenham: Philip Ln, London N15 4GZ

St Philip The Apostle C Of E Church: Philip Ln, London N15 4HJ

There are places of worship for other faiths also including:

Masjid Ayesha: 115 Clyde Rd, London N15 4JZ

Edmonton & Tottenham Synagogue: 41 Lansdowne Rd, London N17 ONA

Community Centre:

Chestnuts Community Centre: 280 St Ann's Rd, London N15 5BN

399 Community Centre: Library Court, London, N17 6QN

Parks and play areas

Down Lane Park: 43A Parkview Rd, London N17 9AU

Hartington Park: 1 Stirling Rd, London N17 9UN

Local interest

Parkview Rangers Football Club: Building 109 Crowland Rd, London N15 6UR

Finsbury Park Rugby Club: 126 Downhills Park Rd, London N17 6PE

Tottenham Community Sports Centre: 701-703 High Rd, London N17 8AD

Cultural:

Millfield Theatre: Silver St., London N18 1PJ

Fictive Theatre: 32 Nelson Rd, London N15 4LE

10| FUTURE WORK AND MAINTENANCE

Re-fit and refurbishment considerations

Refit and refurbishment considerations should understand that the building has been designed to operate efficiently to provide the desired design conditions. Systems found within the building have been calculated to be effective within the building design and build. Alterations such as removing walls, changing window size or specification could affect the overall efficiency of the building and building systems.

Therefore, any alterations should be liaised with the original building designers who can consult on any alterations and the effect on the systems installed. Any substantial alterations will require the new design to achieve a BREEAM level the same or higher than it already has.

Furniture layouts should take into consideration the fire strategy making note of the fire exists and ensuring no obstructions. Care should also be taken in not locating furniture of any ventilation grilles that may be installed as part of fitout as this could affect overall performance of the system.

It may be likely that re-arrangement, expansion and refit could occur in the future. In this instance, it is recommended that FM consider the 'best practice' environmental practices of the time, such as those outlined in the BREEAM standard. Practices to consider might include some of the following:

- Re-use of materials from the original construction (flooring, furniture and fittings);
- Use of environmentally certified material;
- Installation of renewable energy technologies;
- Installation of additional or best-practice systems that will remain suitable if user levels rise above those designed for.

Indoor Air Quality

It is widely acknowledged that indoor air quality is closely linked to the health and wellbeing of building occupants. It is therefore important to ensure that good internal air quality levels are maintained throughout the building's operational life.

Volatile Organic Compounds (VOCs) are chemicals that are emitted from paints, varnishes, carpets and other fittings and finishes. Some have a distinct smell, whereas others are odourless and are therefore difficult to detect without specialist equipment. They can cause headaches, dizziness, nose and throat irritation and allergic skin reactions, the use of VOCs and formaldehyde emitting products and materials should be minimised.

It is also good practice to ensure that the building interior is cleaned regularly to prevent the build-up of dust and other airborne pollutants. This should also include the regular maintenance of ventilation plant, cleaning of HVAC systems and ductwork, and replacing filters to air supplies at regular intervals in accordance with the manufacturer's recommendations. Ventilation systems should be checked regularly by an appropriately qualified person to ensure that they are working efficiently to provide the required ventilation rate for the space.