

TENANT HANDBOOK

Sample Handbook

YOUR BUSINESS

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USEFUL CONTACTS

MAIN OFFICE

The Crichton Trust
Grierson House
The Crichton
Dumfries
DG1 4ZE

E enquires@crichton.co.uk
T +44(0)1387 247 544
F +44(0)1387 257 616
W www.crichton.co.uk

GORDON CLARK

Property Manager
E gordon.clark@crichton.co.uk
T +44(0)1387 702 213
M +44(0)7850 669 440

CLAIRE MULRANEY

Administrator
E claire.mulraney@crichton.co.uk
T +44(0)1387 702 200

Our office is open between **9AM TO 5PM MONDAY TO FRIDAY**, if you have an emergency out with our normal office hours please contact **GORDON CLARK** on **+44(0)7850 669 440**

EMERGENCY SERVICES

POLICE (NON-EMERGENCY)

FIRE SERVICE

EASTERBROOK HALL

NEURO'S RESTAURANT AND BAR

NEURO'S SPA AND BEAUTY

FRESCO TAKEAWAY

HOLIDAY INN

DUMFRIES AND GALLOWAY HOSPITAL

DUMFRIES AND GALLOWAY COUNCIL

999

101

+44(0)1387 252 222

+44(0)1387 702 020

+44(0)1387 702 500

+44(0)1387 702 224

+44(0)1387 702 234

+44(0)1387 272 410

+44(0)1387 246 246

+44(0)303 333 300

INTRODUCTION

This handbook is intended to give you information on the Crichton Estate, guidance to assist you with the day to day running of your premises and the services The Crichton Trust can offer. This document is an accompaniment to your lease, please ensure you are familiar with both documents. We would advise that you keep a copy of the handbook on your premises for your staff to refer to when required.

This handbook is for guidance only. The information contained within is the opinion of The Crichton Trust and is not legally binding. We hope you find the handbook useful. But remember we are only a phone call away if you have a problem.

HISTORY OF THE ESTATE

The Crichton estate is the jewel in the crown of the Region comprising of some 85 acres of manicured parkland and home to 22 listed buildings including the Crichton Memorial Church. All are superb examples of Victorian and Art Deco architecture spanning exactly 100 years from 1834 when construction of Crichton Hall commenced, to the last building – Easterbrook Hall - in 1934. Despite Elizabeth Crichton, the founder, aspiring to create a place of higher learning in Dumfries, the Crichton was originally established as a world leading psychiatric hospital - Crichton Royal Hospital.


The Crichton Trust was established in 1995 and has been tasked with turning the deteriorating Hospital into one of the most significant regeneration projects in Scotland. A goal of The Crichton Trust is to make the Estate a place of academic and economic growth and is now home to many businesses, organisations and universities.

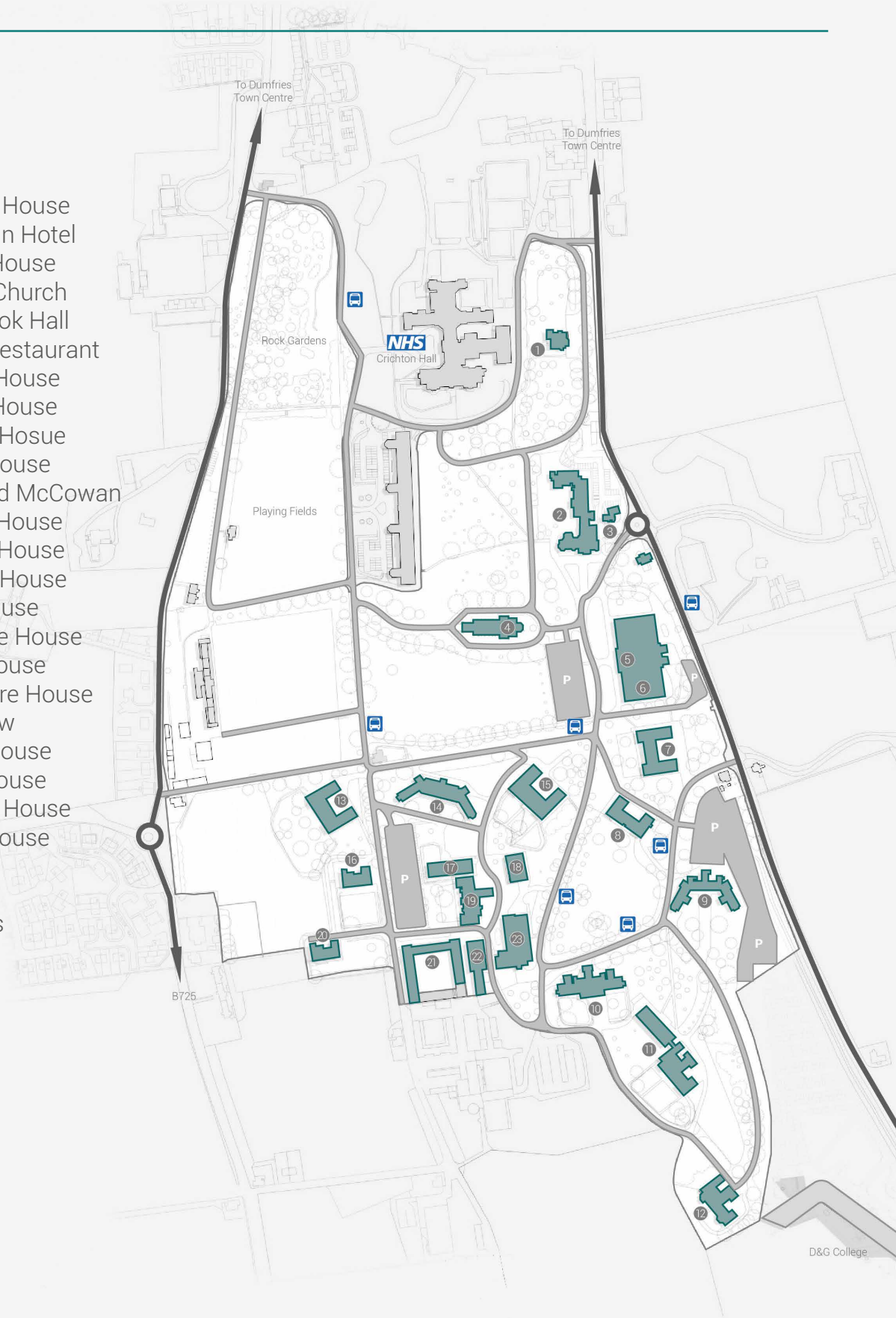
**85 ACRES OF
MANICURED
PARKLAND AND
HOME TO 22
LISTED BUILDINGS
INCLUDING
THE CRICHTON
MEMORIAL
CHURCH**

**ONE OF THE MOST
SIGNIFICANT
REGENERATION
PROJECTS IN
SCOTLAND.**

SITE MAP

- 1 Campbell House
- 2 Holiday Inn Hotel
- 3 Hillhead House
- 4 Crichton Church
- 5 Easterbrook Hall
- 6 Neuro's Restaurant
- 7 Grierson House
- 8 Maxwell House
- 9 Dudgeon Hosue
- 10 Browne House
- 11 Rutherford McCowan
- 12 Carmont House
- 13 Monreith House
- 14 Galloway House
- 15 Kindar House
- 16 Annandale House
- 17 Hestan House
- 18 Cairnsmore House
- 19 Criffel View
- 20 Eskdale House
- 21 Solway House
- 22 Old Boiler House
- 23 Merrick House

 Bus Stops



CUSTOMER CARE

CUSTOMERS SERVICE PROMISE

As our tenant you are our most important asset, as such your views on our service delivery and products are very important to us. We always aim to be open, honest and easy to deal with. This Customer Care Standard is our promise to you about the levels of customer service you can expect from every member of staff within The Crichton Trust. It sets out our customer service principles and the service standards that we aim to meet.

We will demonstrate our commitment to providing excellent customer service by:

Dealing with your enquiries in a courteous, professional and efficient manner.

Treating your enquiries seriously, aiming for the right answer the first time.

Explaining to you clearly what can and cannot be done.

Treating all customers fairly and recognising your point of view.

Treating all customers equally and without discrimination.

Actively seeking your views to help us improve the service.

Providing you with clear, accurate and helpful information.

Maintaining customer confidentiality at all times.

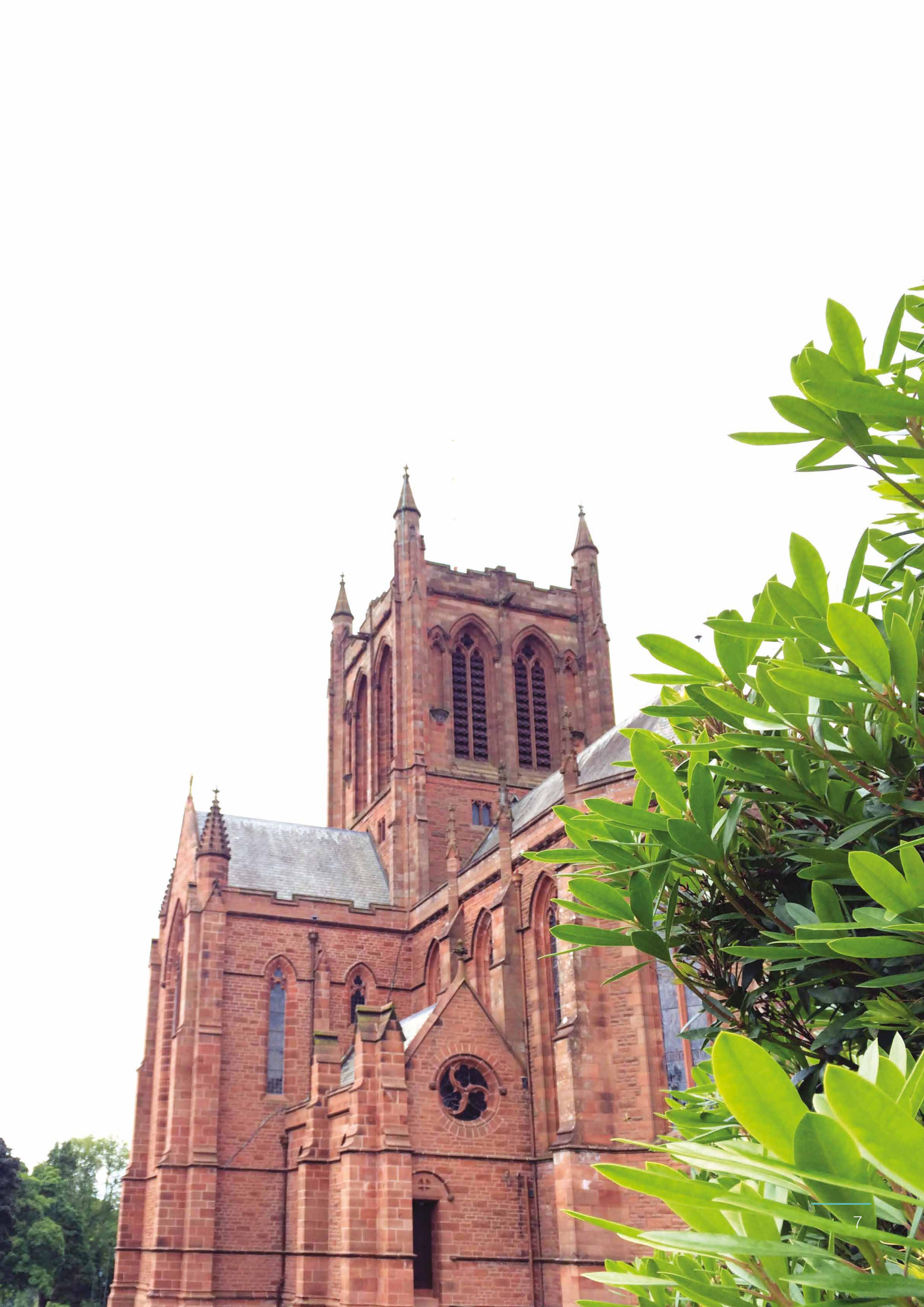
Finding new and better ways of delivering our service to you.

MEETINGS

To help maintain a strong relationship with your business we intend to hold optional quarterly meetings. This will provide a forum to discuss your future plans and how we can assist and ensure you are aware of the resources available to you through The Crichton Trust.

The table below outlines proposed dates for the meetings, the Property Manager will contact you prior to these dates to arrange a suitable meeting time.

Quarter One	01 MAY '16	Meeting TBC
Quarter Two	02 AUG '16	Meeting TBC
Quarter Three	03 NOV '16	Meeting TBC
Quarter Four	04 FEB '17	Meeting TBC



CRICHTON INTEGRATED SERVICES

WE TAKE YOUR BUSINESS PERSONALLY

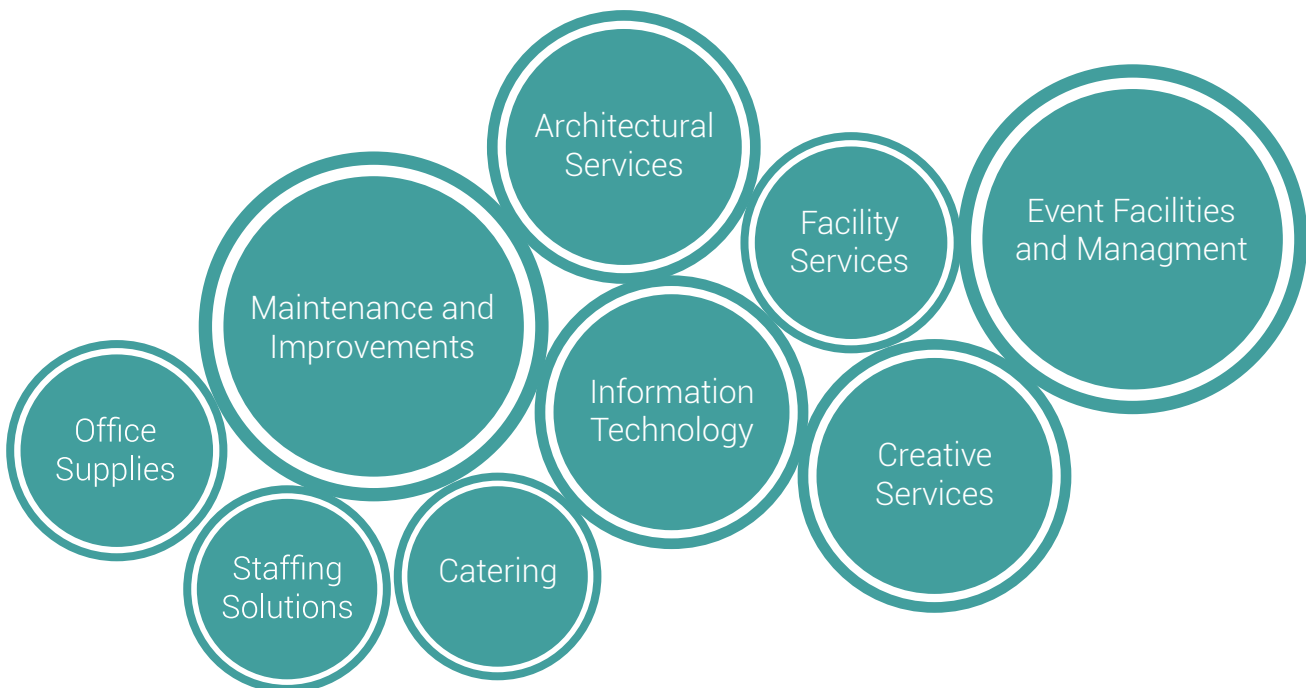
The success of your business is important to us and we will work with you to deliver any business goals and needs you may have. This document contains the disciplines and services we have available to you within the Dumfries and Galloway Region.

Our team has over 30 years experience working with Private and Public sector organisations; in this time we have developed trusted partnerships, ensuring we always have the specialist knowledge available to fulfil your needs and aspirations.

We will always establish a dedicated point of contact to ensure your experience is interactive, constructive and problem free.

If you require additional services for a specific business issue or support to improve, develop and grow your business we look forward to hearing from you.

**OVER 30 YEARS
EXPERIENCE
WORKING WITH
PRIVATE AND
PUBLIC SECTOR
ORGANISATIONS**



INFORMATION TECHNOLOGY

Hardware and Software Solutions

ICT support

Computers

Desktop, Laptop and Tablets

Telephones - Mobile and Landline

Presentation Equipment

Networking

Routers, Fibre optic and WiFi

Website hosting and security

Printers and Supplies

Office 365 and cloud solutions

CREATIVE SERVICES

Branding

Web marketing and SEO

Graphic Design

Info graphics

Illustration

Editorial design

Logo design, re-design or redraw

Photography

Videography

Promotional Materials

Branded Stationery

Leaflets

Flyers

Digital Marketing

FACILITY SERVICES

Cleaning

Security

Key Cutting

CCTV

Dry Cleaning

Archive storage

Space Management

Confidential waste

Pest Control

Signage and Wayfinding

MAINTENANCE AND IMPROVEMENTS

CDM Consultancy

Contract Administration and Certification

Project Management

Options Appraisal

Structural Engineering

Landscape Design

Interior Design

Kitchen design and installation

Space Planning

ARCHITECTURAL SERVICES

Initial Design and Feasibility Studies

Scheme Design

Architectural Illustration

Planning Applications

Building Warrant Applications

Detail Design

Construction information

HEALTH AND SAFETY

Fire Safety Equipment

PPE, Personal protective equipment

Water quality control

OFFICE SUPPLIES

Office stationery

Desk supplies

DSE equipment, organisers, fans etc.

Crockery and Cutlery

Office refreshments and snacks

Tea, coffee and biscuits etc.

Office furnishings

Kitchen equipment

Coffee machines, water dispensers etc.

EVENTS FACILITIES

Conference Facilities

Charity events

Live music and performance

Private events and functions

Team Building

Team meetings (large or small)

1-2-1 meeting space

Interview Space

Seminars

Exhibitions

Networking events

CATERING

Office Catering

Banquets

Private dining

Barbecues

Conference Catering

Restaurant usage

RECRUITMENT

Recruitment and Staffing Solutions

Healthy Office Programme

Temporary Staff Solutions

Permanent Staff Solutions

Staff Uniforms

STAFF TRAINING

First Aid

Health and Safety

Personal license

IT Training



ON-SITE AMENITIES

Set amongst the parkland, listed buildings, university campus and business park, the Crichton Estate boasts various amenities available to tenants and the public alike.

NEURO'S RESTAURANT BAR AND SPA

A place to relax and unwind on the estate, Neuro's Spa features a 12m pool, sauna and steam room, open 7 days a week. Our Spa therapists also offer a wide range of rejuvenating Spa and beauty treatments.

The restaurant serves casual breakfast and lunch menus and a contemporary dining experience in the evening. Serving top quality seasonal ingredients, featuring products sourced on site and locally wherever possible.

**7AM - 8PM
(SEVEN DAYS)**

01387 702 500

www.neuros.co.uk



EASTERBROOK HALL

One of South-West Scotland's premier events venues offering flexible, spacious facilities catering to all. From small meetings to large conferences and events, Easterbrook Hall is the ideal venue. We also have the option of the Crichton Memorial Church as a venue for your next event.

We offer the Gilchrist function room for private, family functions and celebrations **free of charge to our tenant's** staff. Group booking discounts also available for tenants and stakeholders at Easterbrook Live events. Please ask a member of staff for details

**9AM - 5PM
(MON - FRI)**

01387 70 20 20

www.easterbrookhall.co.uk



FRESCOS CAFÉ

Frescos Café is located in Criffel View with sit in or takeaway dining options. Frescos offers a wide variety of hot and cold filled rolls, paninis, sandwiches and soups; as well as a wide selection of hot and cold drinks and other delicious treats.

**10AM - 2PM
(MON - FRI)**

MAINTENANCE AND REPAIRS

When you began your occupancy you accepted that the premises were in good, tenable condition, and were fit for purpose for which it was let. Throughout the length of the lease you are obliged to keep the premises in this state and hand them back in this condition.

Your level of responsibility for maintenance and repair will be as agreed within your lease. If you feel there is a repair which The Crichton Trust should be carrying out, for example a common part on a shared building, you must inform The Crichton Trust promptly.

With repairs and maintenance, we can help. We have large pool of multiple trade contractors that have gone through stringent vetting process; who are on hand to attend to any repairs or maintenance required and will carry out a diagnosis within 24 hours. Providing you with a reassurance and the confidence that your problems are being attended to.

If you require any assistance no matter how big or small in the first instance please contact **Gordon Clark** on **07850 669 440** or by e-mail gordon.clark@crichton.co.uk

MAINTENANCE SCHEDULES

As part on your tenancy weekly, monthly and annual checks are carried out in your building, please find a list of the checks that we perform:

Weekly fire alarms checks - carried out on Fridays between 8am-10 am approximately.

Monthly water temperature checks - carried out to help with the prevention of legionella.

Annual smoke/heat and CO detector servicing

Annual fire-fighting equipment and gas safety servicing

Annual intruder alarm servicing

Tenants will be informed via e-mail or letter on the dates specific access will be required.

FIRE AND INTRUDER ALARMS

MAINTENANCE AND REPAIRS

Fire and intruder alarms are monitored by an independent company. If you have any concerns about the operation of these alarms, please contact the Property Manager.

COMMON AREAS

Common areas include; entrances, reception areas, hallways, passages, elevators (where applicable), stairways and stairwells. Therefore, we ask that you refrain from obstructing or using these areas for purposes other than entering and exiting the premises. Your lease entitles you to the reasonable enjoyment of the office as well as the common areas, requiring that your activities do not interfere with the reasonable enjoyment of other tenants in the building. You must take steps to limit as far as possible the transfer of noise or smells you know to be part of your practice.

THE ESTATES TEAM

Our experienced estates team are responsible for the quality of the external spaces on the estate by carrying out the day to day maintenance of the grounds . This includes the following:

Maintenance, repair, renewal, replacement of landscape features and landscaped grounds

Uplifting of litter in the common parts, including roads, footpaths, car parking and service areas

Maintaining and repairing estate signage, estate furniture and waste bins.

Maintaining estate roads and car park maintenance

Clearing snow, ice and drains

Maintaining road and car park lighting

LET US KNOW

If you feel your building will benefit from any maintenance or if you have any comment on the up-keep of the grounds please contact **Gordon Clark, [Property Manager](#)** in the first instance.

ALTERATION AND

RENOVATION

With the estates status as a conservation area it is very important any proposed alterations and renovations, internally or externally, be brought to the attention of The Crichton Trust for assessment before any works are carried out.

To assist with this decision making process, please provide as much information as possible. For example, a works description, possible specification, and proposed contractors.

Please note you may be required to return the altered area back to its condition at the start of your occupation once your lease has ended, this will be at the landlord's discretion.

PARKING

There is ample parking across the Estate, we ask that parking spaces are used at all times. It is essential that roads are not used to park on as these cause a significant obstruction for other road users and emergency services. If your building does not have a dedicated car park or if your having difficulty finding a space the primary overflow car parking is located adjacent to Easterbrook Hall.

WASTE DISPOSAL

All waste bins must be emptied daily. We ask that Tenants do not place any type of waste in the hallway or other common parts. It is the responsibility of the building user to ensure that items not intended to be discarded are not placed alongside bins as they may be removed and discarded.

INSURANCES

Buildings insurance is included within your lease. It is up to the occupier to ensure they have the appropriate cover for their contents.

USE OF PROPERTY

Your lease outlines the specified use of the property; This is a condition of your lease, any alteration to this must be agreed by The Crichton Trust. Failure to inform The Crichton Trust of a change of use may result in your lease being ended.

FINANCE

If you have any questions with regard to invoices and charges please contact us on **01387 247 544**

HEALTH & SAFETY

Each individual is responsible for their own health and safety and should not do anything that may endanger the health of themselves; any other persons, building users or visitors to the estate.

Further independent advice and information can be found on www.hse.gov.uk

Your building may be part of a large development that features a door entry system. The entry system should be used at all times. The door should not be left unlocked under any circumstances, as this contravenes building insurance rules and puts the personal safety of yourself and others at risk.

FIRE & SAFETY

Tenants should have their own evacuation procedure in place specific to their building, if you require assistance with this please contact the Property Manager.

FIRE PREVENTION KEY POINTS

All escapes routes must be kept clear at all times

Keep all your fire escapes and routes clear. **DO NOT** block them with furniture, rubbish bags or stock etc.

Please ensure all staff and regular visitors are acquainted with the emergency exits, evacuation routes and muster points.

Do **NOT** overload your electric sockets and wiring

It is your responsibility to PAT test any of your own electrical equipment used within the buildings

If using any mains extension cables please ensure these are fully unwound before use.

If you are uncertain of any of the above points please contact The Crichton Trust staff for additional information.

For further independent advice, please visit:

www.hse.gov.uk/toolbox/fire.html
or www.firescotland.gov.uk

ENDING YOUR TENANCY

If you wish to end your tenancy, please provide written notice to the [Property Manager](#), inline with the termination period of your lease.

Notice of termination must be sent to:

The Crichton Trust
Grierson House
The Crichton Estate
Bankend Road
Dumfries
DG1 4ZE

The Property Manager will visit the property and prepare a Schedule of Dilapidations (a report detailing the work that is required prior to you leaving the property) The rent will need to be paid up to and including the last day of your Lease. CDC will refund any overpayment of rent. Once your final instalment of rent has been paid you should cancel your method of payment.

WHEN YOUR LEASE ENDS YOU WILL BE REQUIRED TO:

Remove all your possessions from the property

Leave the property in a clean and tidy state of repair.

If CDC needs to arrange for a clean of the property you will be re-charged for this.

If any alterations or improvements have been carried out these will need to be removed and the property put back to its condition upon taking the lease on

Unless a prior arrangement has been made with the Property Manager

Keep property insured up to date of termination

Return all keys and security/ door fobs to The Crichton Trust

The rent deposit will be refunded to you after you leave

As long as you have complied with all obligations of the Lease.

COMMENTS AND SUGGESTIONS

To help us continually improve we are interested to hear your comments on the service you receive from us. We would encourage you to provide us with feedback at any opportunity by contacting the address below.

If you have a comment, suggestion or complaint about our service, please tell us and we will try to resolve it immediately. If you are not satisfied with our response you may take the matter further by requesting a meeting with the Property Manager to find a resolution to the matter.

GORDON CLARK

Property Manager

E gordon.clark@crichton.co.uk

T +44(0)1387 702 213

M +44(0)7850 669 440

The Crichton Trust

Grierson House

Bankend Road

Dumfries

DG1 4ZE

If you require any assistance no matter how big or small please contact us on **01387 247 544**.

Please do NOT stop paying rent as this could give The Crichton Trust grounds for taking proceedings against you.

The Crichton Trust

Grierson House

The Crichton

Dumfries

DG1 4ZE

enquires@crichton.co.uk

+44(0)1387 247 544

www.crichton.co.uk