

# Oxo Tower Wharf Tenant Handbook

## Introduction

### Welcome to Oxo Tower Wharf!

Coin Street is committed to safeguarding space for creatives in central London and provides a thriving creative community in the cultural heart of the city.

Please find within this pack essential information and key contact details. This handbook is to be considered in addition to the specific terms of your tenancy, found within your lease agreement.

As a tenant you are responsible for the upkeep of your unit (“demise”), whereas the landlord is responsible for the common areas, the building structure, and the plant. It should be noted that the cost of maintaining the common areas and running general services such as security are recovered from you by the way of service charge.

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## Useful Contacts

We have provided some key contact details below, however we would generally recommend that you treat the Help Desk as your first point of contact, unless specified within this handbook. This means they will automatically direct your enquiry to the correct individual, this also enables us to monitor the performance of our maintenance contractors.

COIN STREET CONTACT DETAILS	
Head Office Address	Coin Street Neighbourhood Centre 108 Stamford Street London SE1 9NH
Help Desk	Tel. 020 7021 1600 Email. <a href="mailto:helpdesk@coinstreet.org">helpdesk@coinstreet.org</a>
Commercial	Tel. 020 7021 1650 Email. <a href="mailto:l.bird@coinstreet.org">l.bird@coinstreet.org</a> Lucy Bird Or <a href="mailto:w.bamber@coinstreet.org">w.bamber@coinstreet.org</a> Will Bamber
Marketing	Tel. 020 7021 1635 Email. <a href="mailto:j.ehrhart@coinstreet.org">j.ehrhart@coinstreet.org</a> Jason Ehrhart
Security Team	Tel. 020 7928 5969 Email. <a href="mailto:S.CSCB@coinstreet.org">S.CSCB@coinstreet.org</a>
Finance	Tel. 020 7021 1613 Email. <a href="mailto:C.control@coinstreet.org">C.control@coinstreet.org</a> Or <a href="mailto:accountspayable@coinstreet.org">accountspayable@coinstreet.org</a>
Properties and Facilities Management Team	Tel. 020 7021 1690 Email. <a href="mailto:pfm@coinstreet.org">pfm@coinstreet.org</a>

## Alterations to Your Studio

Coin Street must be consulted and formal approval given before any works or modifications are made to the fabric/structure of your unit, or to the electrical or plumbing installations.

This applies at any time during your occupancy.

Ahead of any works, please provide a comprehensive method statement and risk assessment and send to [pfm@coinstreet.org](mailto:pfm@coinstreet.org) and await written approval.

If you have any questions directly relating to your fit out, or any planned alterations (at any time during your occupancy) please contact us to discuss.

If you plan to make any alterations to your unit relating to electrical or plumbing work, you are required to inform our technical services before work commences and provide test certificates once the work has been completed. If you require any further information on this, please contact us.

You must always check with Coin Street before you start any building work so that we can advise and approve where necessary.

## Electric Supply

During your hand in process, you will be informed of which provider currently supplies electricity to your unit. We will inform the provider that you are the new occupier of the unit and transfer the account to you.

You are free to change suppliers and must update Coin Street of the supplier in use on exit of the unit.

**Smart Meters:** If you wish to have a smart meter installed via your provider, you will need to inform Coin Street and arrange access to the feed in for the unit via our PFM team, ahead of your smart meter engineer attending.

## Landlord Lighting

The track lighting along the inside of your window is landlord lighting. This is on a timer system to allow for early morning and evening illumination of the building. Please do not tamper with this. The electrical supply for the landlord lighting is charged to Coin Street.

## Electrical Testing and Portable Appliance Testing

**Fixed wire testing (EICR)** is carried out by a Coin Street contractor every 5 Years. Contractor will contact you to make an appointment for a convenient date.

**Portable Appliance Testing (PAT)** is down to the owner of the equipment to make sure that it is a safe useable condition. For guidance please see the government website below:

<https://www.hse.gov.uk/pubns/indg236.pdf>

## **Dangerous / Hazardous Substances and Flammable/Toxic Materials**

For any dangerous, hazardous, flammable/toxic materials a COSHH (Control of Substances Hazardous to Health) cabinet is to be purchased and positioned in a safe, secure area within the unit. On the inside of the front door is to be a register of all products being held in the cabinet along with copies of the data sheets for each product.

## **Keys**

You receive one or two sets of keys when you move into the unit. If you require an additional set of keys, you will need to request this via [helpdesk@coinstreet.org](mailto:helpdesk@coinstreet.org) who will arrange for an invoice to be raised. Once the invoice has been settled, the keys can be ordered.

Coin Street retain a set of keys to your unit at our Stamford Street Offices. If for whatever reason you find you are unable to access your unit you will need to sign out the keys from Stamford Street. In the first instance please contact Help Desk on 020 7021 1600 to advise them that you will be requiring the key. You will need to provide them with photo ID and proof that you work in the unit. Keys **must** be signed back into Help Desk on the same day.

## **Security Systems**

If you plan to install a security system or intruder alarm, you must liaise with Coin Street prior to installation and an emergency access plan must be agreed. Your unit must be accessible in the case of an emergency.

## **Emergency Contact Information**

You will be provided with an **emergency contact form**, please complete this at your earliest convenience in order that we can keep our records up to date and return to [lettings@coinstreet.org](mailto:lettings@coinstreet.org).

If your details change at any point, please inform [lettings@coinstreet.org](mailto:lettings@coinstreet.org) as soon as possible.

## **Emergency Procedures**

**Burglary, fire or serious incident:** In an emergency call 999 when safe to do so.

**Power failure, flood:** If during office hours Monday to Friday 8am to 6pm, call Helpdesk on 0207 021 1600 ; or if out of hours call security on 0207 928 5969. The matter will then be escalated to the appropriate team member.

**Security breach:** call Security on 020 7928 5969.

Routine maintenance issues can be reported via e-mail to: [helpdesk@coinstreet.org](mailto:helpdesk@coinstreet.org)

## **Reporting a Crime**

If you are the victim of or a witness to a crime then please report this to the police immediately and get a crime reference number.

Once you have this then please notify Security. We are unable to report on your behalf and for us to tackle any ongoing problems we need to have a record of the incident(s).

## Fire Evacuation Procedures

Each tenant is required to create their own Fire Risk Assessment (FRA). Please email a copy to [lettings@coinstreet.org](mailto:lettings@coinstreet.org) so this can be added to your file.

For guidance and templates, please follow the link to the gov HSE website here: [Risk assessment: Template and examples - HSE](#)

The emergency evacuation assembly point is located on Bernie Spain Garden's North Park – the grass area on the other side of the service yard. In the event of an alarm, evacuate your unit immediately via the fire exits, leaving belongings behind. **Do not ignore a fire alarm.**

There is a fire alarm system in place in all units and these are tested on a weekly basis, every Monday at 9am.

## Walkways, Staircases and Accessways

You must not obstruct, store or leave goods and materials on any walkways, accessways, stairways or fire escape routes. This includes bicycles chained to the railings which will be removed (see bicycle storage further down).

## Security

The Security Team are based in the basement at Oxo Tower Wharf and are present on a 24 hour basis. To contact security please phone 020 7928 5969.

## Maintenance Requests

Our Help Desk Team manage all enquiries regarding maintenance and technical matters relating to the building external areas and co-ordinate the staff who will be able to respond to any reports. Any technical queries regarding your unit need to be directed to [helpdesk@coinstreet.org](mailto:helpdesk@coinstreet.org) or call them on 020 7021 1600.

This will ensure your query will then be added to the Technical Services database and responded to accordingly.

## Mail & Deliveries

Your mail will be taken directly to your unit. Please arrange deliveries and courier collections for times where you will be on site. We do not have a conciergerie and can't take responsibility for parcels.

## Parking and Loading

Tenants are not entitled to park on the service yard. If you need to unload/load vehicles we allow parking up to 20 minutes duration on the service yard, subject to availability. On occasions the loading bay may be busy and therefore access is not guaranteed. For larger deliveries please provide security with 48 hours notice. Please email security on [s.cscb@coinstreet.org](mailto:s.cscb@coinstreet.org).

If you require all day parking, you will need to use the **Cornwall Road car park**. To contact them directly please phone [020 7620 1931](tel:02076201931).

## Bikes and Scooters

There are bike racks available to commercial tenants at the entrance to the basement (beyond the service yard). These are used at your own risk.

## Rubbish Collection

General rubbish will be collected from your units on Monday-Friday around 3pm. On Saturdays and Sundays rubbish will be collected at approximately 2.30pm.

Recycling will also be collected at these times. Please ensure all recycling items are put into the clear plastic bags provided by the cleaners (if you require additional bags, please ask the cleaners directly).

If rubbish needs to be removed of outside these times, please take directly to the bin store in the basement and **do not leave on the walkway**. If your rubbish is not collected, please contact Security at Oxo who will arrange for this to happen. The cleaners are available from 7am-6pm Monday-Friday and 7am-3pm Saturday and Sunday.

For bulkier items such as cardboard and glass please ensure these are taken to the service yard and disposed of in the relevant bins provided.

Do not allow waste to accumulate inside your unit.

If you have any queries regarding this or other cleaning matters please contact [helpdesk@coinstreet.org](mailto:helpdesk@coinstreet.org) or 020 7021 1600.

## Window Cleaning

It is your responsibility as a tenant to ensure your windows are clean and presentable at all times.

## Toilets

Tenant toilets are located on the first floor of Oxo Tower Wharf. The code for the door is **1524** (as of December 2024). If this code is changed, you will be notified via email when this takes place. The public toilets and accessible toilets can be found on the ground floor of the building.

## Awning

Security is responsible for the awning above the second floor units. The awning is operated on tenant's request, however, if the wind is strong Security will not lower the awning. Please note, if the request to lower the awning clashes with other requests, meaning a tenant wanting it open and another wanting it closed, the team will use their discretion.

## Accessibility

Full accessibility information for Oxo Tower Wharf can be found on the link below. AccessAble carried out a full assessment as part of the Accessible South Bank project. <https://www.accessable.co.uk/venues/oxo-tower-wharf>

## Finance Queries

If you have any finance queries, please contact: [c.control@coinstreet.org](mailto:c.control@coinstreet.org)

## Business Rates

Southwark have already been notified that you have moved into the unit and have been provided with your contact details. You are responsible for requesting exemption of business rates, you can contact them at [businessrates@southwark.gov.uk](mailto:businessrates@southwark.gov.uk)

## Marketing Your Unit

You will be contacted on move in by the marketing team; Melody Solaimaninajad [m.solaimaninajad@coinstreet.org](mailto:m.solaimaninajad@coinstreet.org) or Jason Ehrhart [j.ehrhart@coinstreet.org](mailto:j.ehrhart@coinstreet.org)

**Website Listings:** You will have a page [on our directory here](#), and we'll request copy and images from you.

If you have an existing page and wish to update copy or images, email: [m.solaimaninajad@coinstreet.org](mailto:m.solaimaninajad@coinstreet.org)

**Sail Banner:** You will have a banner outside your unit and will be contacted for imagery for this. The banner is produced and paid for by Coin Street in the first instance. If you would like to change / update your banner at a later time, this will need to be organised through the Coin Street marketing team, but paid for by you.

**Lift Lobby Directory:** You will have a panel on the lift lobby directories (ground, 1<sup>st</sup>, 2<sup>nd</sup> and 8<sup>th</sup> floors) and will be contacted for copy.

**Website and Social Media:** Please provide your own website link and social media handles to marketing.

**Google My Business Profile:** When setting up your Google My Business profile, please ensure that you list your unit as 'Located In: Oxo Tower' rather than '[OXO Tower Restaurant, Bar and Brasserie](#)'. Please ensure this is updated regularly with the relevant opening hours.

**Updated Imagery and Information:** Please send over any updated imagery and opening hours to [m.solaimaninajad@coinstreet.org](mailto:m.solaimaninajad@coinstreet.org) to update your profile on the Coin Street website.

**Sharing your news:** We produce marketing collateral year-round and encourage you to share your news and updates with us so we can share with our audiences – anything from new product launches, events, awards, etc, we'd love to hear from you. Email [m.solaimaninajad@coinstreet.org](mailto:m.solaimaninajad@coinstreet.org)

**Events:** Periodically, we host events to build the profile of Oxo Tower Wharf as a creative hub for designer makers. Past examples include late night shopping evenings, and PR events. To help the success of these campaigns, we request that your unit is open for the duration of these events.

**Oxo Tower Wharf information:**

**Correct name and address:**

Oxo Tower Wharf  
Bargehouse Street  
South Bank  
London SE1 9PH

Please note the correct name and capitalisation of our building is **Oxo Tower Wharf**

**NOT:** OXO Tower Wharf, OXO Tower, Oxo Tower, The Oxo etc.  
OXO Tower can be used when referring to the actual tower with the O X O windows and lights (all the way above the eighth floor restaurant)  
The name of the restaurant is OXO Tower Restaurant, Bar & Brasserie

**Social Media and Website:**

**Instagram:** [@oxotowerwharf](#)  
**Facebook:** Facebook.com/OxoTowerWharf  
**X:** [@oxotowerwharf](#)

**Coin Street Website:** <https://coinstreet.org/>  
**Oxo Tower Wharf direct link:** <https://coinstreet.org/oxotowerwharf>