

ANNEX 4. PROTOCOL FOR STORAGE AND REMOVAL OF ITEMS FROM COMMUNITY SPACES

PROTOCOL FOR ABANDONED ITEMS ON COMMUNITY AREAS

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Background

Secure Storage Facilities:

Every block on La Isla has two secure community storage facilities located on the ground floor and roof of the building. Currently the roof storage facilities are accessible by owners and widely used across the La Isla community. Access is controlled by a physical lock and key and the key can be temporarily borrowed from the La Isla security office by signing out the key. This maintains an audit trail of who has access to the facility.

The ground floor storage facilities are not widely used as access is currently restricted to maintenance staff only. The door is restricted using a physical lock and key which is different to the key used for the storage area on the roof. Inmho have confirmed that the ground floor storage areas are for owners use and access should be allowed.

Due to the popularity of the roof storage facilities, there is now very limited storage space available within some, but not all blocks. Block 7's president has raised specific concerns, and the roof storage facility can be at or above a safe capacity. The key concerns for block 7 are:

- Due to the large number of items being stored, access is difficult.
- There are safety concerns for those entering the storage facilities and attempting to access items.
- The current space restrictions mean some owners are unable to store items.

There is no requirement for owners to register items being stored within the storage facilities and therefore no inventory of items exists. It is not clear whether all of the items currently stored within facilities belong to current owners/residents. It is suspected that some of the items may have been abandoned over time and are currently taking up valuable storage space. In the past safety concerns have also been reported on some items being stored within the storage facilities. For example, highly flammable liquids have been reported to have been stored. There is a lack of guidance/protocol determining what owners can and cannot store within the facilities.

Bicycle Storage Racks

In addition to the two secure storage facilities, each block on La Isla has at least one bicycle storage rack. A block may request for an additional rack to be installed to accommodate a larger number of bicycles. Currently no block has more than two racks. Racks are open access and there is no access restrictions in place for them. The community recommends that bicycles are only stored in the racks when owners are regularly using them. For example, holiday makers are encouraged to store them in the storage facilities within their property. Across La Isla, a number of bicycles in unroadworthy condition are currently being stored in bicycle racks, this is preventing the spaces from being used. Particularly during busy periods, the lack of bicycle storage space results in bicycles being stored in corridors and walkways. This can cause access issues and potentially cause safety risks. The storage of bicycles in such a manner is against community protocols.

Storage of items in non-designated community areas

There are cases of items being stored in non-designated community areas. Again, this creates potential access and safety concerns. As an example, within Block 7 several bicycles have been left on the roof and are in a very poor state of repair. In addition, other individual items such as tables and independent storage units have been left on the roof.

Current Community Protocols

Current community protocols have some provisions relating to the storage of items for both private and communal spaces, for example:

- Walkways
- Parking spaces
- Terraces

The current protocols do not have provisions for treatment of abandoned items. This presents issues for the community as items left in communal areas, where the owner cannot be identified cannot currently be removed. The consequences of this are significant:

For example:

- A storage chest placed on the roof of a building cannot be removed and could potentially prevent maintenance to the roof.
- Fly-tipping could occur within community storage facilities and could not be removed.
- Items placed by bins, create a potential legal liability when removed (Under current protocols they should not be removed).

Problem Statements:

- There is no formal inventory to identify the ownership of items stored within community storage facilities.
- There is no formal inventory to identify the ownership of bicycles stored with bicycle storage racks.

- Space within storage facilities is not being used to best effect.
- As storage facilities reach capacity, access to items stored is challenging and potentially unsafe.
- There is no process to identify the ownership of items or bicycles stored with facilities.
- There is no process to identify and remove abandoned items.
- Items stored in non-designated community areas, where the owner cannot be determined, cannot be removed.

Considerations/Dependencies

- Access to the ground floor storage facility is currently not widely available to the owners within each block. Maintenance staff control access to these facilities and security do not hold the keys for these.
- The community lawyer has confirmed that items identified as abandoned cannot be removed from communal spaces without authorisation from the community of owners. Therefore, the community must authorise a protocol to identify and remove abandoned items.

This paper proposes the following:

- Implement a storage facility protocol
- Implement an abandoned item protocol

It is intended that the storage facility protocol and abandoned item protocol are mutually exclusive.

Implement a storage facility protocol

The key purpose of the protocol is to define the following:

- Prohibited items
- Item identification requirements
- Access conditions
- Storage terms and conditions
- General guidance/best practice for the storage of items
- Item disposal/removal

Implement an abandoned item protocol

The purpose of the protocol is to define the following:

- Reporting of suspected abandoned items
- Owner identification process
- Removal/disposal process of abandoned items

Implement a storage facility protocol

Community storage facilities are available for the storage of items, consideration should be given when storing items to all owners as space is limited.

Prohibited items:

- Flammable substances for example: petrol, bottled gas, fireworks
- Corrosive items such as chemicals
- Illegal items
- Items exceeding xxKg (to be defined by an architect)
- Items which required removal or modification to the existing doors
- Waste
- Food products (human or animal consumption)
- Animals/living organisms
- Poisonous items such as pesticides or rodent control (Unless managed by the Condado de Alhama Administrator)

Item identification:

- All items stored must be identifiable with the owner's name and apartment number
- For example, a label or sticker

Access Conditions:

- Access can be obtained 24/7 via key from the La Isla security hut
- You will be required to provide your name and apartment number to obtain the key
- Keys shall not be replicated
- Keys shall be returned promptly after usage to prevent inconvenience to other owners
- The community accepts no liability should you choose to access the storage facilities. It is user responsibility to ensure items are stored safely
- By accessing the storage facilities, you agree to the terms and conditions of access
- Agree to turn off all lights after use
- Use of community electricity to power electronic devices is strictly prohibited

Storage of items:

- Items must be stored safely in suitable storage containers
- Agree to maintain a clean environment
- Agree to only store permitted items.

Item Disposal/Removal

- Unwanted items should be disposed of as soon as reasonably possible
- Items should be disposed of according to the community protocol
- Agree to only remove/dispose of items owned

General:

- Agree that from time to time to move item's location to assist in the efficient use of storage space for all owners
- Agree for items stored, where the abandoned item protocol has been followed, no legal recourse will be taken

Implement an abandoned item protocol

This protocol outlines the process for identifying abandoned items and the item removal process. It is intended that block presidents would act as a central point of contact for their owners to raise any concerns about storage. The protocol is not intended to be used frequently to avoid over communication with owners.

1. As per the Storage facility protocol all items must be identifiable
2. Where an item is not identifiable the following process will be followed:
3. Items will be inventoried, photographed and a note left attached to the items requesting the owner to contact the administrator
4. All owners will be contacted with photos supplied to identify the items
5. If an owner can be identified they will be asked to identify all items they own as per the Storage Facility protocol
6. If an owner cannot be identified then emails as above will be issued per the following schedule:
7. 1 month after first communication
8. 1 months after second communication, the items will also be labelled with an 'item removal' label.
9. After a further 1 month + waiting period (voted for at the 2024 AGM) from the last communication, items will be removed from the storage facility. A communication will be issued including an inventory of items which have been removed and disposed of:

Hazardous items

- Hazardous items which breach the 'Storage Facility' protocol will be removed immediately

Notes:

- Damaged items can be removed without waiting at the end of point 8.

