

# Shad Thames and Tooley Street Residents' Association

## CODE OF CONDUCT AGREED BETWEEN BUSINESSES AND NEIGHBOURHOOD RESIDENTS' ASSOCIATIONS IN SHAD THAMES

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| 1.  | <b>Objectives</b>  | 3.1.1      | Businesses shall only accept deliveries outside of the quiet period.   |
| 1.1 | <p>Residents, business, landlords and the London Borough of Southwark are all stakeholders in Shad Thames and the surrounding area. We have a mutual interest in ensuring that the street and surrounding area is a safe, peaceful, healthy and clean environment, which respects the rights of:</p> <ul style="list-style-type: none"> <li>• residents to peace and quiet during a quiet period;</li> <li>• business interests, such as pubs, bars and restaurants, to operate successfully; and</li> <li>• the London Borough of Southwark to deliver public services, such as street cleansing and refuse collection, in the area.</li> </ul> | 3.1.2      | Businesses shall make their suppliers aware of the requirement to respect the quiet period.  |
| 1.2 | <p>These rights are certainly not mutually exclusive. We wish to develop a sense of community in the area in which we live and work, to ensure its continued regeneration and to attract both residents and successful, appropriate businesses into the area.</p>  | 3.1.3      | Any deliveries that do take place within the quiet period will be monitored variously by residents, porters and/or security staff and recorded in a Day Book, which is maintained at the Butlers Wharf porter's lodge. |
| 1.3 | <p>We feel that we can achieve this best through the adoption of the following Code of Conduct. All signatories agree to comply by the Code voluntarily and the expectation is that all parties abide with its spirit as well as letter. The Code does not however constitute a legally binding contract and breaches of the Code or any of its provisions do not confer upon any of the parties a right of action beyond that already available in law.</p>   | 3.1.4      | Businesses agree to warn suppliers in writing on the first occasion of breach of clause 3.1.1 above. Should a supplier breach clause 3.1.1 subsequently, the business agrees to cease dealing with that supplier.      |
| 2.  | <b>Definitions</b>   | <b>3.2</b> | <b>Rubbish/Waste Collection</b>  |
| 2.1 | <p><b>Quiet period</b> – all parties to this Code agree to observe a quiet period between 2300 each evening and 0800 Monday to Friday inclusive, and 2300 to 0900 on Saturday, Sunday and Bank Holidays.</p>   | 3.2.1      | Businesses shall undertake that no trade waste collections in the area will take place within the quiet period.  |
| 2.2 | <p><b>The Area</b> is defined as the region bounded by the Thames to the north, St Saviours Dock to the east, Tooley Street to the south, and Tower Bridge Road to the west.</p>   | 3.2.2      | Businesses undertake to work amongst themselves to engage a single contractor for the disposal of their trade waste, outside of the quiet period, at the earliest opportunity.   |
| 3.  | <b>Businesses</b>  | 3.2.3      | Businesses shall not permit rubbish to be placed outside their premises, nor permit rubbish to be moved noisily within their premises within the quiet period.   |
| 3.1 | <b>Deliveries</b>  | 3.2.4      | Businesses shall place perishable waste, especially food, in tied/sealed bags for collection.  |
|     |  | <b>3.3</b> | <b>Noise</b>   |
|     |  | 3.3.1      | Businesses shall conduct commercial operations in a quiet manner during the quiet period. In particular, there should be no noisy movement/ crashing of bins and other equipment – especially glass.                   |
|     |  | 3.3.2      | Businesses shall place appropriate notices about the need to work quietly in kitchens and bars and ensure that all staff, especially kitchen and cleaning staff, are properly supervised.                              |
|     |  | 3.3.3      | Businesses brief all kitchen and bar staff, fully and regularly, on the necessity to respect the quiet period – in particular leaving quietly and respecting   |

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|           | the quiet period when outside during breaks.   | 4.6 | Residents shall place perishable waste, especially food, in tied/sealed bags for collection.                                     |
| 3.3.4     | Businesses undertake to warn staff and contractors in writing that they may be dismissed or their contracts terminated in the event of repeated breaches of clauses 3.3.1 and 3.3.2  | 4.7 | Residents agree to give adequate notice of any large or potentially noisy parties and to wind down such events after 2300.       |
| 3.3.5     | The effectiveness of clauses 3.3.1 and 3.3.2 will be monitored through the Day Book, as mentioned above in 3.1.3   | 4.8 | Residents shall remind guests leaving within the quiet period that they are in a residential area and ask them to leave quietly. |
| 3.3.6     | Businesses agree that no renovations/maintenance/contractual works shall be carried out, including works for the benefit of residents, outside of those times agreed with the London Borough of Southwark, or on Sundays or Bank Holidays.   | 4.9 | Residents undertake to contribute to the costs of independent monitoring of noise sources referred to in 3.3.8.                  |
| 3.3.7     | Businesses shall remind guests leaving within the quiet period that they are in a residential area and ask them to leave quietly.  |     |  |
| 3.3.8     | Should a dispute arise as a result of repeated and unidentifiable noise (such as machinery) during the quiet period, businesses undertake to work with residents to trace and eliminate such noise. Should this require independent monitoring, both businesses and the affected residents' association(s) will contribute to costs. |     |  |
| <b>4.</b> | <b>Residents</b>   |     |  |
| 4.1       | Residents shall accept no deliveries during the quiet period.  |     |  |
| 4.1.1     | Residents, where they have regular suppliers, shall make those suppliers aware of the requirement to respect the quiet period.   |     |  |
| 4.2       | Any deliveries taking place within the quiet period will be monitored variously by residents, porters and/or security staff and recorded in the Day Book, as mentioned above in 3.1.3.   |     |  |
| 4.3       | Residents shall ensure that they conduct themselves in a quiet manner and especially not play loud music during the quiet period.  |     |  |
| 4.4       | Residents agree that no renovations/maintenance /contractual works shall be carried out during the quiet period or at all on Sundays or Bank Holidays.   |     |  |
| 4.5       | Residents shall not place rubbish outside their premises, or permit the noisy movement of rubbish within their premises within the quiet period.   |     |  |
|           |  |     | 4 May 2006   |