

Appendix

Site Information

I. **Wi-Fi**

The Wi-Fi is managed by Signal Telecom. It is an open system that has two points on the site - on the post between reception and Twenty One (21) and, on the post at the back of Rebecca (18) - the dishes on these two sites communicate with the receptors on the lodge roofs to beam Wi-Fi across the site. Download speeds are up to 250Mbps for the site, limited to 30Mbps per lodge. When the site is fully occupied, pressure on the system could result in reduced speeds in lodges.

Annual maintenance from Signal keeps hardware updated, and Holiday at Home cuts back trees and foliage to maintain a clear line of sight to the lodge to prevent site-wide interruption. When the system is well maintained the Wi-Fi works effectively; issues raised by guests are lodge specific issues or a wider network issue.

In case of issues in multiple lodges, hard reset (On/Off) at the box on the pole behind Rebecca (18). In here there is a backup 4G sim card that has 1TB of data, giving 1-2 days of cover if the Signal Telecom network went down. In each lodge the external receptor leads into a small Wi-fi black box in the utility room; this can be turned on and off at the plug to try and hard reset the lodge's individual system. Any site issues should be referred to Signal Telecom, telephone 01748 835599; they can remotely check broadband speeds, update us on any issues with the mast situated in Richmond or attend to resolve site wide issues.

I. **Private water**

Brompton Lakes uses a private water supply. The water treatment system is located in the shed to the right of reception, along with a reserve water tank.

The water bore hole is located behind reception in a raised brick housing. The private water is treated using UV light treatment to kill bacteria and salt tablets to soften the water. The salt is stored in the shed with the treatment system and the salt is topped up as part of the site weekly maintenance.

In the event of water supply being interrupted follow the private water contingency plan:

Aim: To establish a contingency plan to manage worst case scenarios for holiday lets owned or managed by Holiday at Home Ltd that have a private water supply.

Properties with a private water supply

Brompton Lakes – 21 residential properties sleeping up to 132 guests and reception / office with typically 2 members of staff using toilet and kitchen facilities.

Holly House Farm – 3 residential properties sleeping up to 16 guests.

Treatment system in place for private water

Private water supply treatment system comprising of a filtration unit, water softening and UV sterilisation for the treatment of bacteria.

Current controls in place for safe drinking water

Dales Water service the water treatment systems annually.

North Yorkshire County Council complete annual water sampling and risk assessments

Monthly checks completed by a competent person to ensure salt levels are maintained and the system is operational.

Weekly visual checks to ensure UV is operational and limescale is not building up.

Scenario 1: Drinking water is contaminated

If an incident has occurred on the site that could cause the contamination of the bore hole or the water course contact the Environment Agency using the incident hotline 0800 807060 to inform them of the incident in the first instance and then follow the steps below.

Where we are notified that contaminants have entered the water course that may affect the purity of the water within the private water supply after it has completed the on-site treatment process:

- i. Contact any guests within the property to notify them that the water was suitable for bathing but not for drinking.*
 - ii. Alternative drinking water in the form of bottled water will be supplied to the guests. A reserve supply of bottled water is stored at Holly House Farm in the garage/store attached to Georgia and in the water treatment shed to the right of reception at Brompton Lakes.*
 - iii. Contact the local authority to clarify the site a severity of the contamination and confirm when the water will be safe to drink again.*
 - iv. Communicate the date at which the water supply will return to normal to all relevant parties, i.e. staff using, managing or booking out the properties on the site, guests currently staying at the property and any future guests affected.*
- i. Monitor the Powergrid (using the messaging service) to minimise the time taken to respond to a power cut.
 - ii. Contact affected guests wherever possible to communicate the actions to be taken to resolve the issue and what limited services will be available.
 - iii. Respond to the power cut by linking up the relevant generator to return power to the site. Check fuel levels and leave back up fuel in case the power cut is prolonged. The generator is stored in the unit for Brompton Lakes and is connected by positioning next to the water treatment shed.

Scenario 2: Bore hole dries up

Where the water supply is compromised it is important to understand the cause. Contact Dales Water 01765 640646 for assistance with establishing the cause and planning the appropriate actions to resolve the issue, which could be:

- i. Drought or low water table – if the water table is naturally low due to a drought or other factors, the borehole might temporarily dry up.
- ii. Sedimentation – Over time sediment can accumulate in the perforated casing of the borehole, restricting water flow

Potential solutions:

- i. Cleaning & rehabilitation – blowing out the borehole with a high-volume compressor can help remove sediment and debris. Well rehabilitation techniques, such as chemical dosing and airlifting can also address issues like mineral crusting.
- ii. Deepening the borehole – if the borehole is not deep enough to reach a stable water source, deepening it may be necessary.
- iii. Creating a new water source – establishing a new borehole or well may be the most effective solution.

Scenario 3: Power cut

Where there is a power cut the treatment system will stop working so it is important to reestablish some level of power as soon as possible so that the water treatment is operational. Both sites have a generator to offer power on

a short-term basis until the main power source can be restored:

- i. Monitor the Powergrid (using the messaging service) to minimise the time taken to respond to a power cut.
- ii. Contact affected guests wherever possible to communicate the actions to be taken to resolve the issue and what limited services will be available.
- iii. Respond to the power cut by linking up the relevant generator to return power to the site. Check fuel levels and leave back up fuel in case the power cut is prolonged.

Scenario 3: Treatment unit fails

Where the treatment unit fails contact Dales Water Services Ltd 01765 640646 to arrange for them to attend and resolve the issue and then follow scenario 1 (5) for action to be taken contaminated water.

I. List of contacts

Environment Agency 0800 80 70 60

Dales Water Services Ltd 01765 640646

Reception 01748 850333

Directors Will +44 7986 591490 Charlotte +44 (or +971 for Dubai) 7986 591482

II. Sewerage treatment system

The site has a sewerage treatment system that processes the waste water from Brompton Lakes site. There is a Klargestser that processes the waste and works in similar way to local sewerage treatment plants but on a smaller scale, filtering the water to create clean water that can be returned to the River Swale. The solids are transported and stored in a septic tank

There are 3 cells that collect the waste across the site and start the process before the waste is transported to the Klargetser. The Klargestser has a beacon that flashes if there is an issue with the system. These are monitored as part of the maintenance weeklies and SIMS are located in each cell to notify the call out phone if there is an issue.

The septic tank is located to the left of the main driveway, behind bushes, next to the football pitch. This is emptied every six months by TWC - January and June (quieter periods where there is less impact on guests). TWC also complete annual servicing and repairs on the system. Brompton Lakes | Sewerage system

III. The sewage tanks are connected to monitors which communicate with the Director's, the Maintenance Manager's, the Callout and the contractor's phone, alerting them when there is a concern.

Cell 1 – 07551634593

Cell 2 – 07407674665

Cell 3 - 07407674877

IV. Reception

There is a key box at the back of reception to gain access (0333), there is a an alarm to the left of the door as you enter (code 1800). Directly ahead are staff toilets and thn, to the right is the store room with spare housekeeping stock, charcoal and light fluid for Electriq barbecues. The hub for the sites CCTV is also in this room.

Outside the back door is a log store which is topped regularly for reception use and back up stock.

Through the left door from the back entrance is reception and the shop, directly to the left of the door is a key safe which holds spare keys for the lodges along with any owner keys for their private storage. It also

holds keys for the electricity huts on site, the code for this is on the password sheet. Above the main key safe is a smaller safe which holds keys for the bike shed so that guests can borrow bikes. Helmets are stored in the cupboard in reception, just behind this key safe.

V. Bike store

The bike store contains 13 bicycles of various sizes, suitable for children and adults. These are lent out to guests only on a first come first served basis. The guest fills in a disclaimer before taking the bike out and must return it by the end of the same working day so they can be stored securely.

VI. Refuse & Recycling

There are 3 bin stores across the site for general waste and recycling; opposite Imogen, opposite Reception and by Charlie. J&B Recycling collect the refuse. If there is a build up check if the collection is due, consider burning excessive cardboard on the fire pit in the field at Brompton Lakes or, transfer rubbish to the unit bins. Don't not allow an overflow as this can encourage vermin.

VII. Pest control

North Yorkshire Council have a contract with Brompton Lakes site to manage pest control. Basic pest control is managed by the maintenance team but where wasps nest or infestations pose a greater risk, contact the local pest control contractor Simon Sweete telephone: 07787 516768. Simon also deals with moles independently and can be contacted on the same number.

VIII. Solar Panels

The solar panels produce power that is used for the site and any excess power generated is sold back to the powergrid. The input from these panels go through the router in the electric shed near the entrance of the site and data is gathered remotely and monitored by the Accounts department and the Directors. If the system fails the router can be checked and rebooted. The keys for the electric shed are located in the reception key safe.

The solar panels are cleaned annually by a contractor and the grounds contractor monitors for overhanging branches and manages the trees to prevent damage.

IX. Electricity

The entry point for the electricity to the site is to the right of the entrance, by the electricity hut. Power is required to supply the lodges, and to keep the sewerage and water treatment systems operational. This is why it is imperative to minimise disruption to the supply. If there is a planned interruption to the electricity on-site the guests must be notified of the planned time it will be off and the generator must be used to maintain basic services.

Where there is an unplanned power cut check the Powergrid website for the powercut map <https://www.northernpowergrid.com/power-cuts-map> or telephone them on 0800 668877

X. Fire pit

The fire pit is regularly used to dispose of garden waste and other combustible items. It should only be lit when the winds are low and occupancy is low (mid week) bunding has been created to reduce the visual impact of the fire pit and this should be maintained regularly. The fire should be monitored closely when lit and should not be lit where there has been a long period of hot dry weather.

XI. CCTV

There are CCTV cameras at the entrance of the site, directed along the main driveway into the site, in front and behind reception, in reception and by the electric hut near Charlie. The data from the cameras is stored in the hard drive at the back of Reception and can be monitored remotely. Reception staff, management staff and can view this remotely and there are active screens at the main office. Passwords are on the password sheet.