

## 1-4 Lansdowne Terrace and 89-92 Guildford Street: Student Accommodation Management Plan



## Introduction

This document has been prepared to support the planning application at 1-4 Lansdowne Terrace and 98-92 Guildford Street, London, WC1N 1DJ, for the refurbishment and extension of the existing (vacant) student accommodation to provide 37 units of student accommodation.

In accordance with Camden's Local Application Requirements (2020), a Student Housing Management Plan must be submitted alongside the planning application to include the following matters:

- Health and safety standards and procedures;
- Maintenance and repairs;
- Environmental quality;
- Landlord and tenant relationship;
- Student welfare;
- Anti-social behaviour and disciplinary procedures;
- Administration, accreditation and compliance procedures;
- Secured by design principles as outlined in CPG;
- Student tenancy agreement; and
- Move in/out strategy for arriving/departing students.

The University of London (UoL) will be responsible for the management of the proposed student accommodation. The UoL is highly experienced in the management of student accommodation and runs a number of existing student accommodation facilities in Camden and London. All students will have access to a handbook which will set out all relevant information.

UoL is experienced at managing relationships with neighbouring residents and businesses. Details of how the management team can be contacted will be provided to neighbouring homes and businesses.

Details about the UoL's existing accommodation services can be found on our website: <https://www.london.ac.uk/about/services/halls>.

Key documents including the existing handbooks, relevant policies and procedures can be found here: <https://www.london.ac.uk/about/services/halls/current-residents/useful-documents>.

# Management Plan

## Overview

Prior to students' arrival they will be asked to complete an online induction as part of their registration. It includes guidance on Health and Safety requirements, personal safety and provides details on the welfare provisions that the accommodation provides.

Each accommodation facility run by the UoL has a dedicated team who looks after student experience and provides wellbeing support.

## Health and safety standards and procedures

The handbook will incorporate information on health and safety standards and procedures, and local contact details for police and emergency services.

Every room/flat and all communal areas will be equipped with smoke detectors. All residents must acquaint themselves with the location of their nearest fire exits and extinguishers. Students will be informed that fire doors must never be propped open, and exits and corridors must always be free of obstruction. Access to fire extinguishers must not be blocked.

Residents must acquaint themselves with the fire procedure and be prepared to act accordingly. With the exception of sounder tests residents must leave the building immediately by the nearest exit when the fire alarm sounds. Lifts must not be used.

To comply with the Electricity at Work Regulations, all electrical equipment owned by the University is regularly tested and the test outcomes recorded. If students wish to bring any electrical equipment into their room/flat they must ensure that it is EU approved and/or British Standard kite-marked.

## Maintenance and repairs

Our management team will look after the buildings and furnishings and is responsible for all services and facilities. The management team is the first point of contact for accommodation, health and safety, maintenance, and cleaning services queries.

Maintenance repairs are managed according to their priority. We aim to rectify all repairs classed as 'emergency' (which could cause danger to the health or safety of residents) within 24 hours.

## Environmental quality

Students are responsible for the cleaning of their own room/flat. Room/flat checks are undertaken termly (or annually depending on the building). These checks are to ensure that rooms/ flats are being maintained and there are also no health and safety issues.

In line with the University Heating and Cooling Policy, we aim to ensure that the accommodation is comfortably heated. Hot water is provided at all times, depending on usage. Mains drinking water is available through the cold water tap in the kitchens.

All students will be made aware of the expectations regarding noise and how to report any noise issues. If the same room/flat is found on multiple occasions by a member of staff to be responsible for excessive noise, staff members will take action under the Student Disciplinary Procedure.

### Landlord and tenant relationship

The UoL provides an online Accommodation Portal where students can manage their account with the UoL. Here, they are able to update their details, the details of emergency contacts and GP details.

The online newsletter Campus Life along with physical noticeboards across the university provide students with regular updates of any events and news in relation to their accommodation. Day-to-day, students are made aware of the relevant contact that they can approach for advice/assistance.

### Student welfare

The University is committed to supporting student wellbeing and recognises that a positive and recovery-focussed approach to the management of physical and mental health is crucial. All members of the University community have a responsibility to support each other in creating a safe environment which is conducive to study, living and working.

The University's 'Support to Reside' Policy sets out what support is available for students and the steps to be followed in circumstances where safe and appropriate participation in the life of the accommodation cannot be sustained by the available support pathways.

Students have access to wellbeing support provided by the Residential Life team contacts for their accommodation. A member of staff is available to contact 24/7 in the event of an emergency.

Should further support be required, the Warden or other appropriate staff member will conduct a risk assessment of the student's health, wellbeing, and behaviour. The staff member will then take appropriate action including, for example, signposting or referral to appropriate support or healthcare services, direct referral to the Student Assistance Programme, supporting the student to apply for extenuating circumstances or an appropriate change to their programme status. The procedure is set out in full in the 'Support to Reside' Policy.

## Anti-social behaviour and disciplinary procedures

The ultimate aim of the university's philosophy is to encourage our residents to be self-directed and self-disciplined in their behaviour. Occasionally residents will abuse their freedom to control their mode of living, and their behaviour will threaten the learning process of the community. In these cases, disciplinary action will unfortunately be necessary. The Warden has authority to take disciplinary action for misconduct in the accommodation. The emphasis is on informality, with the object of solving problems quickly, simply and fairly. It is hoped that the great majority of issues can be settled amicably at an early stage, without resorting to the Student Disciplinary Procedure.

Where formal disciplinary action is required, the Student Disciplinary Procedure sets student rights and the procedure that will be followed. There is a right of appeal against any finding of misconduct or any penalties imposed.

Should any neighbouring occupiers have complaints regarding the management of the property or the conduct of student occupiers, there is a complaints procedure in place. We treat all complaints seriously and have a structure which allows complaints to be escalated as required. This is managed in accordance with the requirements of the Universities UK Code of Practice for the Management of Student Housing.

Where practicable, we aim to acknowledge all third-party complaints on the day of receipt, and follow these up with a written response within five working days. All complaints will be logged within a complaint log which includes dates, responsibilities, follow up action taken and resulting outcome. Complaints in relation to student behaviour will be dealt with in line with our Student Disciplinary Procedures where necessary.

## Administration, accreditation and compliance procedures

The University has signed up to the Universities UK Code of Practice for the Management of Student Housing and will ensure that management practices and procedures comply with this code.

## Secured by design principles

The UoL has been heavily involved in the design of the scheme to ensure that it meets the highest safety and security standards.

Students will be provided with a key/fob/access card on arrival which must not be shared or lent to any guests or visitors. Students are advised of key security measures including never admitting anyone else into the accommodation that they do not know. Where appropriate other safety measures will be incorporated, such as window limiters to prevent people climbing through windows.

### Student tenancy agreement

Each tenant will sign up to a Tenancy Agreement which binds them to adhere to rules and codes of conduct during their stay. Where students breach the agreement, the disciplinary procedures set out in the 'Student Disciplinary Procedure' document will be followed.

### Move in/out strategy for arriving/departing students

Prior to arrival at the accommodation, students will be required to select an arrival time slot on the designated move-in day so that arrivals can be managed effectively.

Students will be advised of the relevant parking arrangements; for the majority of UoL's accommodation, they are permitted to stop outside only briefly for unloading. On arrival, students receive a room/flat inventory that they must complete within 72 hours. Staff members will be present to assist students with the move-in process.

Similarly when moving out, students will be encouraged to stagger their departure; typically students move out over a number of days/weeks. The University has a successful relationship with the British Heart Foundation who collect any unwanted but usable items that would otherwise enter the waste stream. Any such items can be deposited in the relevant containers which will be provided in the accommodation.