

1-19 Torrington Place
Student Management Plan

On behalf of: University College London
October 2024

U0014448

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Contents

Page

Appendices

| | | |
|---|--------------------------------|----|
| 1 | Introduction | 3 |
| 2 | Site and Surroundings | 4 |
| 3 | Consultation | 6 |
| 4 | Site Management and Procedures | 7 |
| 5 | Mechanism for Review | 11 |

Appendix 1 – Access points

Appendix 2 – Signage

1 Introduction

- 1.1 On the 7 February 2024, planning permission was granted for the “Temporary change of use for a period of up to 10 years for flexible office E(g) and education F1(a) (excluding retail and other commercial units on Tottenham Court Road frontage, the data centre at basement and part ground floor levels and the UKPN substation.”
- 1.2 Planning Permission was granted, subject to a legal agreement, whereby Section 4 of the signed S106 Agreement requires the submission of a Student Management Plan (‘SMP’) setting out a package of measures to be adopted by the Owner in the management of the Students in the Development.
- 1.3 Specifically, the plan is required to include the following:
 - (a) measures to ensure the behaviour of students both on and off the Property causes minimum impact on or disruption to local residents and community, including measures to prevent the congregation of students and ensure their rapid dispersal once they have vacated the site;
 - (b) provision of a contact in order that any issues affecting local residents can be dealt with in an efficient manner and creating a tangible point of reference if local residents wish to raise any issues;
 - (c) identifying means of ensuring the provision of information to the Council and provision of a mechanism for review and update as required from time to time.
- 1.4 This document sets out the specific measures to be adopted in the management of students.

2 Site and Surroundings

- 2.1 The Site is a part 2, part 6 and part 11 storey building located at the corner of Torrington Place and Tottenham Court Road. The building is currently occupied by various UCL academic departments, professional services and teaching and learning spaces, as well as a data centre at sub-basement level. The location is exceptional for students, being close to the centre of campus and near the amenities of Tottenham Court Road.
- 2.2 The Site has been occupied by UCL since 1992. Principally the Site is used for both teaching, and office-based research purposes, with the majority of the function being for desk-based research. However, this at any point will vary and is accommodated by the flexibility of the planning permission for the Site.
- 2.3 Due to the flexibility of the space, and the different faculties that occupy the building, the number of undergraduates, postgraduates, academic and administrative staff using the building at any one time will vary. However, at all times the provisions set out in this SMP will apply. This is to ensure an appropriate relationship with surrounding land uses and minimal impact on the amenity of nearby residents.
- 2.4 The Site is located within the Bloomsbury Conservation Area but is not a listed building. It does, however, sit within the vicinity of a number of listed buildings, including 18-26 Torrington Place which is Grade II* listed.
- 2.5 Surrounding uses are mixed and comprise university and hospital buildings to the north and east. There are a mix of commercial and retail premises to the west of the Site and along Tottenham Court Road. There is also a concentration of residential properties in the zone between Tottenham Court Road and Gower Street, with several residential blocks of flats on Torrington Place. The nearest residential properties are Gordon Mansions, with the first block of Gordon Mansions sharing a

common boundary with the Site, and Woburn Mansions located directly opposite. Further to the east are Ridgmount Gardens mansions flats; and Chenies Mews with mews houses and flats.

- 2.6 The Site benefits from a public transport accessibility level (PTAL) of 6b, which is the best rating. The high rating can be attributed to the Site's proximity to a number of underground stations including Godge Street, Tottenham Court Road, Euston Square and Warren Street. There are also a number of bus routes serving the Site.

3 Consultation

- 3.1 Prior to the submission of the Student Management Plan, UCL have sought to engage with local residents to ensure their views are taken into account.
- 3.2 In November 2023, UCL held a meeting with representatives from the Gordon Mansions Residents Association ('GMRA') to discuss their concerns. Following the meeting a draft Student Management Plan was issued to the Residents Association for comment.
- 3.3 Where it has been possible to address the comments of the GMRA through mechanisms in the Student Management Plan, these have been taken on board.

4 Site Management and Procedures

- 4.1 In order to ensure the behaviour of students (both on and off the Site) causes minimum impact on, or disruption to, local residents and the wider community, a number of measures will be adopted.

Opening Hours

- 4.2 The building is open between the hours of 07:00 and 21:00 Monday to Friday and 08:00 and 18:00 on weekends (although there are no formal lectures/seminars during the weekends or on Bank/Public holidays).
- 4.3 The building is closed outside of these hours and there is no card access for students or staff. An alarm system is also in place during the hours of closure.

Access and Egress points

- 4.4 For those accessing the property on foot, primary access is through the main student entrance on Torrington Place. A secondary entrance is also located to the west wing of the building and is primarily for staff members. There is also an additional entrance to the rear of the building.
- 4.5 For those using bicycles, the storage racks are located in the basement and access to these is via the ramp to the east of the building.
- 4.6 The east access is also used for delivery and servicing vehicles.
- 4.7 Access/egress points are indicated on the plan included as Appendix 1

On site staffing

- 4.8 The property benefits from a dedicated Facilities Manager, who will make weekly visits at a minimum. It will be the duty of the Facilities Manager to make all other staff

aware of the need to manage students and ensure noise and disturbance is kept to a minimum when entering and exiting the building.

- 4.9 In addition, reception is manned between the hours of 07:00-19:00 Monday to Friday, and it will be the responsibility of those reception staff members and security to quickly manage the movement of students around the premises and ensure that loitering does not occur outside of the premises.
- 4.10 When weekday ad hoc student events are scheduled within the building, security staff will be present between the hours of 19:00-21:00.
- 4.11 The presence of an on-site team, including receptionist and security officer during operational weekday hours will ensure that local residents have a point of contact should there be any problems relating to noise or disruption. This will ensure that any problems can be dealt with quickly.
- 4.12 During weekdays, between the hours of 19:00-21:00, and the weekends, when the premises are unmanned, the out of hours UCL security team (based in Foster Court, Malet Place) can be contacted 24/7 on **0207 679 3333**.

Deliveries

- 4.13 Delivery and servicing vehicles access the property using the east entrance (via a ramp which leads to the rear servicing area). The ramp benefits from a speed shutter, which is inset from the entrance in order to avoid congestion on Torrington Place. Deliveries to the building will only be accepted during operational/opening hours, Monday through to Saturday. Deliveries outside of these time frames will be refused.

4.14 UCL understand that the space adjacent to the vehicular ramp has previously been used as an area for students to congregate. Security is aware of this issue and will regularly monitor via foot patrol. There is also a camera on this area that is monitored by the reception. Where issues arise, reception are instructed to escalate these to the security team.

Signage

4.15 Signage will be placed around the premises, particularly around entry and exit points, including the eastern cycle entrance, to ensure that students are aware that they are not allowed to congregate or loiter outside of the premises and to ensure they move on quickly and quietly after leaving the site.

4.16 In addition, notices advising students of their responsibilities when accessing and leaving the premises will also be erected on internal noticeboards. Please see Appendix 2 for example signage.

Internal communications

4.17 All staff members will be made aware of the requirements of the Student Management Plan.

4.18 Students and staff will be reminded of their responsibility to be respectful of residents via Week at UCL and Student Union internal communications.

Point of contact

4.19 During operational hours, residents are directed to notify the team at reception in person or by contacting estates.afm@ucl.ac.uk.

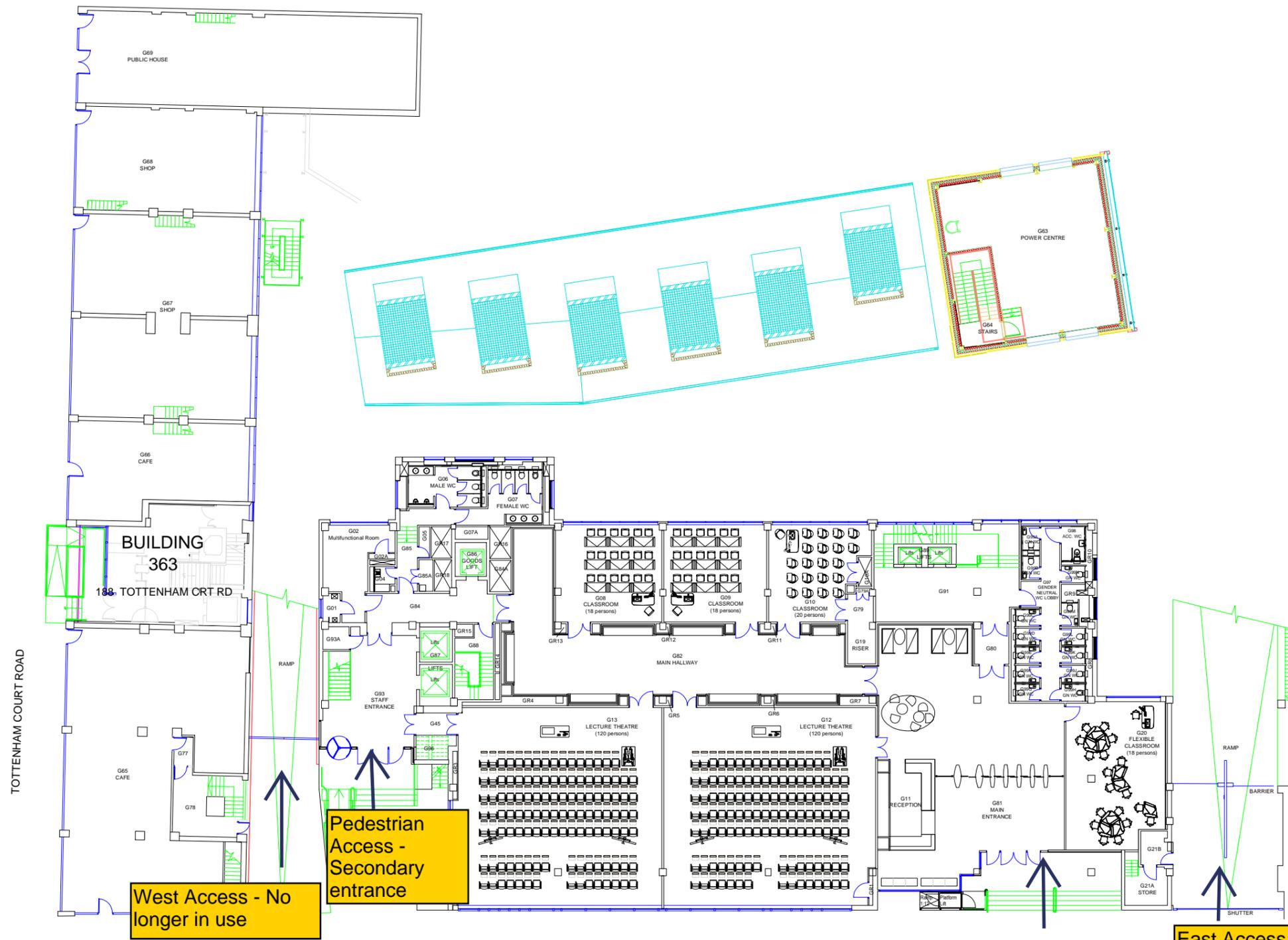
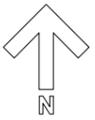
4.20 During weekdays, between the hours of 19:00-21:00, and the weekends, when the premises are unmanned, the out of hours UCL security team (based in Foster Court, Malet Place) can be contacted 24/7 on **0207 679 3333**.

5 Mechanism for Review

- 5.1 UCL will actively seek to engage with local tenants, residents' associations, and community organisations by organising an annual meeting at the end of each academic year to discuss and address any issues. Should additional meetings be required, these will be accommodated. It is highlighted that throughout the year residents will have a point of contact, to discuss any matters which arise, as outlined under Section 3.
- 5.2 On the request of Camden Council, UCL will submit a log, detailing the complaints received from nearby residents.
- 5.3 In the event that additional issues are raised, and this requires an amendment to the Student Management Plan, UCL will submit the amended Student Management Plan to Camden Council for review.

Appendix 1

NOTES
 DO NOT SCALE OFF THIS DRAWING.
 ALL DIMENSIONS MUST BE CHECKED ON SITE
 PRIOR TO ANY WORK BEING PUT IN HAND.
 ANY DISCREPANCIES ARE TO BE BROUGHT TO
 THE ATTENTION OF THE PROJECT MANAGER
 IMMEDIATELY UPON DISCOVERY.



| Rev. | Date | Description |
|------|------|-------------|
| | | |



Drawn: S.S.
 Date: July 2022
 Scale: 1:300 @ A3

1-19 Torrington Place

Ground Floor
 Existing & Proposed plan

DWG. NO. **086 - 01 - 3**

Appendix 2 – Signage examples



Polite Notice

**Please respect our
neighbours.**

**You are requested to
keep noise to a minimum
when leaving these
premises.**

