



## **Student Management Plan v.3.1**

### **Britannia Street Development**

The Student Housing Company

September 2024

The below Student Management plan will provide an overview of how the development will be managed. This will include procedures on the following topics:

1. Development details
2. Staffing procedures
3. Security procedures
4. Parking and transport matters
5. Student behaviour

The Plan may be updated as the property is completed, to respond to changes in best practice, policy or legislation introduced by Yugo or others. In this respect, Yugo is a member of Accreditation Network UK (ANUK) and adheres to its policies. ANUK is the nationally recognised organisation responsible for providing a Code of Standards for the management of student accommodation.

#### **1. Development details**

Address: Depot Point, 15-27 Britannia Street, London, WC1X 9AH

The building structure:

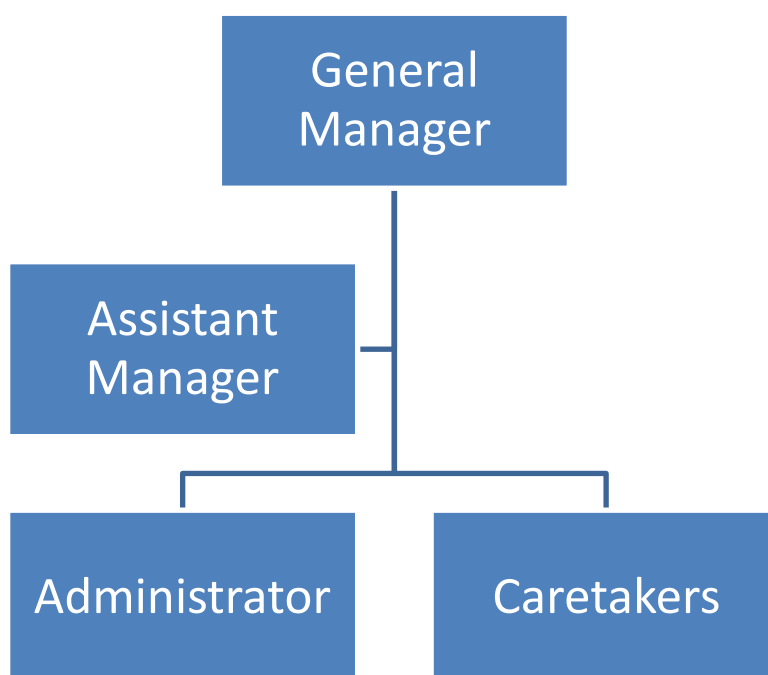
- 242 rooms - comprised of 14 disabled studios, 70 studios, 156 bedrooms (inc. 4 with DDA bathroom) within cluster flats and 2 x 1 bedroom flats
- Cycle racks (130 spaces)
- Court yard area
- Roof terrace
- Performance Gallery Space
- Management suite
- Common room
- On site laundry
- Gym
- Study room
- Bin store

The proposed development is located on Britannia Street in the London Borough of Camden. The site is five minutes' walk from the Kings Cross station and its associated transport links.

## 2. Staffing and support

Using Yugo's staffing strategy based on the size and location of the site, the following team will be working at the residence:

- Management team
- Administrators
- Student ambassadors
- Security
- Maintenance
- Housekeeping



*Figure 1.0 Local staffing structure*

Office opening hours:

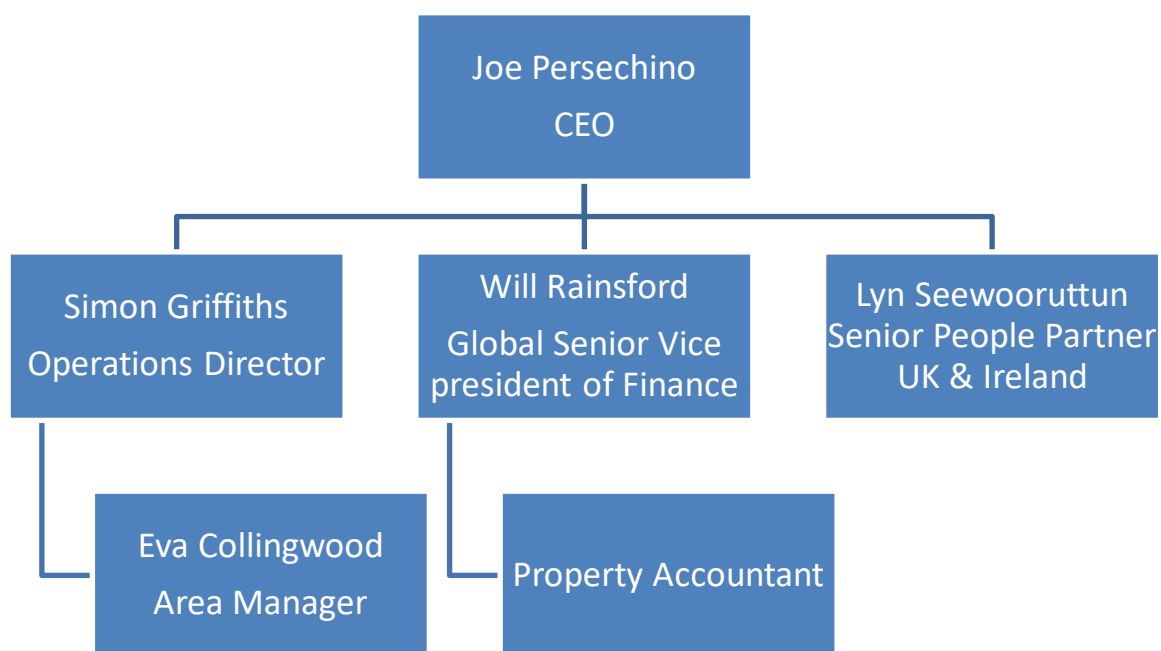
- Monday – Friday 0700-1900
- Periodically the office will open on weekends for shorter hours

Evening cover:

- Security
- A member of Management will be on call out of office hours



The local staff will be supported by a comprehensive central support structure based in Bristol , as illustrated in figure 1.1 below.



*Figure 1.1 Central support structure*



### **3. Security procedures including access to the site**

Security will be available 24 hours a day 365 days a year.

The building is fully equipped with direct access to CCTV equipment. This is located in the main reception/administration area.

#### **Access for residents:**

Residents will be issued with a key/fob. This will access bedrooms, flat doors, block doors and communal areas including the laundry, common area, bin store and secure cycle store. Keys are individually programmed and assigned to the tenant with their details and access rights assigned accordingly. It is included in tenants' Tenancy Agreement that they are not to pass their key/fob to other people. All key cards will expire automatically and be collected on the final day of the Tenancy Agreement.

#### **Access for staff:**

Members of staff will have a key/fob allocated to them; access rights will depend on job responsibilities. Staff will complete a key Log which is kept by management on site.

#### **Access for visitors and contractors:**

Any visitors of The Student Housing Company or contractors will be directed to the main reception. Here they will be required to sign in and out, if spending time on site.

Resident's visitors will be able to dial the tenant's flats directly through the intercom on the block entrances.

Tenants are not able to give access through the intercom system. Tenants will be required to go down to the block door to give access.

Exception to any access controls would be the Emergency 999 services.

Any lost keys or fobs will be deactivated immediately.

### **4. Parking and transport matters**

Disabled residents that are holders of a disabled persons badge issued pursuant to Section 21 of the Chronically Sick and Disabled Persons Act 1970 will be able to apply for a resident parking permit to park a vehicle in a residents parking bay.

Other tenants will be advised when booking that there is no parking on or around site. The Student Housing Company will promote all local transport links to the tenants – including the local bus and train services, and will provide secure cycle storage on site.

### **5. Student behaviour**

Before having access to the complex students will be required to sign The Student Housing Company's Assured Shorthold Tenancy Agreement (AST). In section 4 the AST addresses student behaviour in particular referring to noise nuisance. Behaviour will also be addressed in a Welcome Guide and/or e-induction provided to the tenant at or before contract start date. Staff will monitor excessive noise and raise issues with tenants directly. Any persistent disruptive or anti-social behaviour is in breach of the tenancy agreement. It is made clear to the tenant when signing or e-signing the agreement that it is a legally binding document. Any breach of this agreement would result in appropriate action taking place and could result in the tenant being asked to leave the accommodation.



Yugo Students (UK) Ltd, 1st Floor, Castlemead, Lower Castle Street, Bristol, BS1 3AG Yugo was created when The Student Housing Company, Nexo Residencias and Uninest with UComm merged in 2022. Yugo is plain-speaking, proactive and upfront, bringing a new energy and level of service into the student accommodation sector. Please visit <https://yugo.com> for more information.

The management team includes:

**Joe Persechino Pe– Chief Executive Officer**

Joe Persechino joined Yugo in 2023. He is a student and residential housing specialist with over 20 years in real estate, and is familiar with the purpose build accommodation industry, having previously held senior roles with GSA. He has also worked at Unite Students so brings a wealth of experience to Yugo.

**Simon Griffiths – Operations Director**

Simon has extensive experience within the Student Accommodation sector, having worked for Unite Students, one of the UK's largest providers of student accommodation for the past five years in various senior roles culminating in Head of Operational Strategy. Working his way through the ranks has given Simon a unique insight into the needs of students and University customers, and strong relationships with many of the UK's Universities.

**Yugo aims to change the way accommodation is provided for students.**

**We want to raise people's expectations about service quality and communication.**

**We want students to find renting a room from us incredibly easy and we want them to feel safe, comfortable and looked after.**

**We want their parents to have peace of mind and we want the students to recommend us to other people**