



Student Accommodation
MANAGEMENT



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QUALIFICATION STATEMENT TO MANAGEMENT DOCUMENTS

Within the Management Services scheduled in this document, specifically in the Target Performance Schedule, there are areas of responsibility and actions arising from those responsibilities that are yet to be defined during the planning process, for example external works, landscaping and security. These will be discussed and agreed with planners and the University. The final version of this Management Document will be issued prior to Practical Completion.

For the avoidance of doubt it is confirmed that: The Life Cycle Schedule sets out the guaranteed period of effective performance of each item. In the event that any component listed should break or wear out and therefore fail prior to the timescales in the schedule then they will be replaced. In the event that an item remains fit for purpose, has not failed or worn out at the time scale indicated it will not be replaced until such time as it ceases to satisfy those criteria.

Where technology advances affect existing technology to the extent that they will have a negative effect on the marketability of the accommodation, such as CCTV for example, then upgrades will be considered and discussed with the University.

Generic documents contained within the Management Services Document, such as the Fire Strategy document, and others, will be issued in a scheme specific form following the receipt of the relevant statutory approvals and in any event before Practical Completion.

INTRODUCTION

Britannia Street, London

This project which will be built by Watkin Jones Group is expected to be managed by Fresh Student Living.

Fresh Student Living will provide overall management of the student accommodation. They have extensive experience in managing student schemes throughout the country. The development will centre on a fully staffed Management Suite at the entrance to the scheme which will be open to students and visitors alike. Senior students (including mature and post-graduates) will provide additional monitoring of the halls of residence and will inform the Fresh Management Team of any potential issues.

This document provides examples of all aspects of the management services, roles and responsibilities. It sets out clear roles in policing and encouraging responsible behaviour from students.

Our policy is to keep the environment clean and tidy and not abusing the facilities is high on our list of management principles.

The Management Team will be aware of the need to be a good neighbour and will be alert to the needs of the wider community. The control of music systems or other sound generating media are monitored and kept under control by the Team to avoid disturbing other students and neighbours. It is considered that persistence after a warning is in breach of the Tenancy Agreement and appropriate action will be taken.

The development will have a CCTV system installed which will be linked back to the management office and monitored 24 hours a day 7 days a week. This is intended to enable on site staff to respond quickly to any incident for the benefit of residents and visitors alike.

STUDENT MANAGEMENT PLAN

Britannia Street, London

For: 145 cluster units and 81 studios (including 16 disabled access studios) developed as student accommodation at Britannia Street, London.

This Management Plan aims to provide an overview of the management practice and procedures to be implemented at the development. It will take in the following topics:

- Introduction to FRESH Student Living;
- Description and Location of the Development;
- Staffing and Management of the Development;
- Allocation Procedures;
- Security and Access and Parking Restrictions;
- Ingress and Exit Policy for Students at Commencement and End of Tenancy Period;
- Student Behaviour;
- Maintenance and Servicing Programmes;
- Fire Strategy; and
- Complaints Procedure

1. Introduction to FRESH Student Living

“FRESH Student Living” is a brand that was launched at the ASRA Conference (The Association for Student Residential Accommodation), in Dublin in March 2010.

The launch of a brand new website (www.freshstudentliving.co.uk) was created to provide students across the UK with information about the products and services delivered by the properties in the Carlton NW portfolio, who have been providing and managing purpose built student accommodation for a number of years.

The business recognised the need to create a student friendly brand that would appeal to the youth market. FRESH Student Living is a member of the ANUK code (Accreditation Network - UK) and all properties FRESH Student Living manages are registered and managed in accordance of this code. A copy of the ANUK Code of Standards is included at **Appendix 1**.

FRESH Student Living is committed to the delivery of effective quality management services, providing high standards of service delivery to all of its customers, clients and external bodies.

2. Description and Location of the Development

The development is situated in London (postal code WC1X 9JP) and is located on the site of the former headquarters of the University and College Union, to the south of Britannia Street. The site is also bound by Wicklow Street to the west and south and by a railway line to the east.

3. Staffing and Management of the Development

We anticipate that a student development of this size and use will require the following staffing requirement:-

- One Full Time Accommodation Manager
- One Part Time Assistant Accommodation Manager
- Three Senior Student Wardens
- Part Time Security Staff (outsourced)
- Cleaning Staff (outsourced)
- Maintenance Staff (outsourced)

The management of the development centres around a fully staffed Management Suite which will be open to students and visitors alike generally from 0830 hrs – 1900hrs each weekday, with a student warden presence at advertised times during the evening and at weekends. A copy of the Performance Targets which must be met by the Management Team is attached at **Appendix 2**.

The Accommodation Manager will be the principle contact for any concerns raised by students or neighbours. The job descriptions for the Accommodation Manager and Assistant Accommodation Manager are included at **Appendix 3**.

The Senior Student Wardens will be in attendance in the Management Suite from 1700hrs until Security Staff commence duties and the Duty Warden will remain on site at all times including weekends. The Senior Student Warden or Duty Warden will be the first point of contact for out-of-hours emergencies for students. A sample document relating to the role of the Student Warden as used on other Fresh developments is attached at **Appendix 4**. The Regional Manager, a member of the Senior Management Team will oversee all operations (see job description at **Appendix 3**).

Full contact details and areas of responsibility for all members of the Management Team will be displayed in communal areas. These details will also be provided in the 'Guide to Living' (see **Appendix 5**) which is given to all students at the commencement of their tenancies.

An 'on-call' system for emergencies will be maintained by Fresh Student Senior Management Team.

All staff must have satisfactorily met the requirements of the Criminal Records Bureau check and be instructed on the Information Commissioner requirements under the Data Protection Act.

The Management Team (including wardens) will receive a wide range of in-house training on all aspects of student accommodation management. This ranges from management of internal procedures, incident management, fire warden duties and first aid. As members of ANUK, staff also have access to the specialist courses they run.

4. Allocation Procedures

The rooms will be allocated to interested parties who can prove that their student status will remain throughout the duration of the tenancy. Student registration numbers will be required to be recorded on the tenancy file.

Advertising campaigns will be implemented in conjunction with the student union and social networking sites to enable FRESH to target the student. Regular communication will be maintained with the university's Accommodation Services Department.

5. Security and Access and Parking Restrictions

CCTV surveillance will be in operation 24 hours each day in accordance with the Information Commissioner's registration and requirements. This supplements natural surveillance and the management principles stated throughout this plan.

The Senior Student Wardens and Duty Warden will regularly monitor the CCTV system and carry out and record regular foot patrols throughout the night seven days a week.

Access to the development will be enabled by using the following methods:

- a. For Residents. Each student will be given possession of an individually addressable key fob. This will allow them access into development, the area in which they live, their accommodation, and the communal facilities (laundry, common room etc. at specific times which will be given at the commencement of the tenancy). Lost or stolen fobs will be cancelled to prevent unauthorised access.
- b. For Staff As above. However, strict adherence to legal requirements and those of the ANUK Code of Standards. If access is required to an occupied room, the Management Team will, unless there are exceptional circumstances, give at least 24 hours notice of the event to the tenant, which will include the time and purpose that access is required. In case of access being required in an emergency, two members of the Management Team, or one member plus an authorised person must be in attendance. The tenant will, within 24 hours of the event, be advised of the time and reason for the action.
- c. Visitors to the Development
Visitors to the development will need to enter the development by the reception/ management suite area. Any visitors on site must be accompanied at all times.

The Management Company positively discriminate against the use of cars by students. This development is located in a highly sustainable location giving direct access to public transport and within walking and cycling distance of the university campus and the core of London.

Students are required to agree as part of their Assured Short Hold Tenancy Agreement, not to bring vehicles into the city/town of study during their

occupancy period. Sanctions will be applied in the event that this agreement is not adhered to.

Parking for disabled students is provided on an on-street allocation basis, if required. Initially no provision for parking is to be made, however provision will be made for up to two spaces, should they be required. The student acquiring allocation is required to provide the following information before being given consent to park in addition to any information required by the London Borough of Camden in issuing a disabled parking permit:

1. Confirmation of their eligibility to access a parking space designated to a disabled person (the legislative requirements as applicable at the commencement of the tenancy will apply). However, should the tenant's designation cease before the end of the tenancy, the eligibility for a parking space will also cease;
2. Vehicle Registration Documents showing that the vehicle to be given consent to park is registered to the tenant; and
3. That the vehicle possesses the relevant MOT, insurance and tax certificates. Certificates which expire prior to the end of the tenancy will require confirmation of renewal to maintain qualification for a parking space.

Our policy is to vigorously promote local 'green' transport initiatives and to provide students with alternative travel arrangements ranging from cycle routes, bus timetables and 'walking times' to academic facilities, the city centre and popular recreation areas. These will be advertised and implemented in line with a Travel Plan in operation for the development

6. Ingress and Exit Strategy for Students at Commencement and End of Tenancy Period

When students are advised of their success in being granted a tenancy, they will be required to contact the office of the FRESH management team for an appointment to move into their property. Residents will be given a designated 'slot' to allow them sufficient time to move in. All tenants will be notified that there is no onsite private parking available, but that on-street parking and public car parking within the vicinity of the site is available, although the availability of spaces cannot be guaranteed.

FRESH actively encourage students to provide them with 72 hours notice prior to check in, so that the Onsite Management team are able to organise phased appointments in an attempt to avoid tenants arriving at the same time. FRESH also actively encourage students to move in on weekends and evenings and offer them incentives (e.g. a cash raffle prize) in a positive attempt to alleviate impact at the site.

The process of 'moving in' to the development will be managed by members of the FRESH management team. Marshalls will be employed to assist in efficient and effective management on move in days. Information will be provided in advance of move in days to assist those coming by car and to promote moving in by non-car modes of transport.

A similar arrangement to the above will be undertaken for tenants when 'moving out' of the development.

7. Student Behaviour

The Management Team and Security Staff will have clear roles in policing and encouraging responsible behaviour from students.

Keeping the environment clean and tidy and not abusing the facilities is high on our list of management principles.

The Management Company is acutely aware of the need to be a good neighbour and is alert to the needs of the wider communities in which we operate. Furthermore, as registered members of ANUK Code of Standards for Student Accommodation, we have a duty to advise our neighbours that they have an entitlement to access our internal complaints procedure. Any unresolved matters can then, if necessary, be escalated to ANUK, who could suspend or withdraw our membership.

Students are encouraged to respect the peace and quiet enjoyment of the neighbours when entering and leaving the accommodation, travelling to and from university or accessing the city in general.

The control of music systems or other sound generating media are monitored and kept under control by the Management Team and Security Staff to avoid disturbing other students and neighbours, with particular emphasis on using equipment with windows open. The Management consider that any persistence after warning is in breach of the Tenancy Agreement and appropriate action will be taken. This could ultimately mean that the student will be asked to leave the accommodation.

8. Maintenance and Servicing Programmes

A programme of both statutory and procedural maintenance and testing requirements will be carried out throughout the tenancy period. These include:

- Emergency light testing;
- Fire alarm testing and equipment maintenance/ servicing;
- Mansafe equipment;
- Portable appliance testing;
- Legionella testing;
- Lift maintenance; and
- Window cleaning.

Notices will be posted advising student of works which may affect their quiet enjoyment of their tenancy.

In addition to the above, we carry out daily checks on the internal and external structure of the building and attend to any issues such as graffiti, boundary damage and wear and tear to the communal decoration. Health and Safety checks are recorded to ensure the halls, stairwells and other communal areas are free from obstruction and that all internal and external statutory and procedural notices on the development are erect and visible.

Fire and General Risk Assessment will be carried out annually.

Lifecycle Maintenance – a copy of our Maintenance Report is attached at **Appendix 6** and a programme of replacement of the component parts within the buildings will be maintained to reflect the Lifecycle Chart shown at **Appendix 7**.

Cleaning – the common parts of the property will be cleaned daily. Deep cleaning will take place throughout all studios at the end of every tenancy. The students will be responsible for the cleaning of their living space throughout the tenancy.

Grounds Maintenance – a maintenance contract will be put in place with a robust specification to ensure that all landscaped/ grassed areas are well cared for and provide a true reflection of a well managed development. Litter picking, and the emptying of external bins and ashtrays will be carried out daily. Power washing of the hardstanding areas will be carried out annually.

Pest Control – a preventative and reactive pest control contract will be put in place.

Waste Management – in the refuse/ recycling store, the bins will be rotated daily to ensure empty bins are at the front of the store for deposit from the students. The students will be responsible for deposit of all refuse and recycling. Frequency of collection is to be agreed during the commissioning of the building.

9. Fire Strategy

As an important part of our Fire Strategy, students are given verbal and written instructions when picking up their keys of the importance of adhering to instructions with regard to evacuating the building in the event of the fire alarm sounding. Within the first month of occupation, we will hold the first of our termly fire drills. We look for the support of the local Fire and Rescue Service to assist us in this. We then hold a meeting with the students, to discuss the importance of the drill and to give advice on fire prevention and also the repercussions of malicious damage to fire equipment. A copy of our draft Fire Strategy is attached at **Appendix 8**.

10. Complaints Procedure

A copy of our Complaints Procedure for students/ tenants is attached at **Appendix 9**.

A copy of a draft letter sent to the local community, advising them of the methods for discussing any potential issues and the internal complaints procedure is attached at **Appendix 10**.

Code of Standards for Larger Developments

for student
accommodation not
managed and controlled
by educational
establishments

CODE OF **STANDARDS** FOR LARGER DEVELOPMENTS



The National Code of Standards for Larger Developments

for student accommodation NOT managed and controlled by educational establishments

2010

This Code establishes a set of specific standards with particular relevance to larger developments tenanted by students. The definition of "larger development" is a development where in excess of 15 students live in one building in rooms off a central corridor, in cluster flats, or in self contained flats.

Larger developments have particular needs and procedures relating to their ongoing management and this Code reflects their specialist status as an important part of the student accommodation supply.

The purpose of the National Code is to enable property owners, managers and tenants to agree a set of undertakings about how they wish to do business with one another.

This Code relates specifically to accommodation providers excluding educational establishments. In situations where accommodation is provided in partnership with an educational establishment, the determination of whether the accommodation is managed and controlled by the educational establishment is decided by the outcome of the calculations to be found in Annex 1 of the Code.

The criteria in the Code have been chosen to reflect a balance of common sense obligations and responsibilities between the managers of larger student accommodation buildings and tenants and set benchmark standards which are achievable by managers without significant expenditure of time and money and without prejudice to their respective legal rights.

Compliance with the Code will ensure that:

- Both managers and tenants enjoy the benefit of good standards of housing management and practice.
- Misunderstandings and disputes are reduced.
- Where problems do occur they are promptly resolved.

In all cases the fact that a supplier has agreed to comply with the Code will be made explicit on property advertisements and tenant

information and the Code will be actively and positively promoted amongst students searching for housing.

The Code enjoys the support of the National Union of Students (NUS), Office of the Deputy Prime Minister, The Accreditation Network UK (ANUK), The Association for Student Residential Accommodation (ASRA), Chartered Institute of Environmental Health Officers (CIEH), Conference of University Business Officers (CUBO), UniversitiesUK, its secretariat is based at Unipol Student Homes. The business and service reputation of those that maintain compliance will be enhanced in contrast to those that either, choose not to operate within the Code or, fail to honour their agreement to work within it.

Adoption of the Code by an accommodation provider is **voluntary**. Making a commitment to abide by the Code is a serious matter and a failure to meet such a commitment is a breach of faith. The National Code Committee of Management undertakes a number of compliance tests for the purpose of ascertaining compliance with the Code and tenants can complain where they feel a breach has occurred. Information showing that owners are not complying with the Code is in the public domain and will remain accessible for three years, even if the owners leaves, or is removed, from the Code.

The secretariat for the ANUK/Unipol National Code of Standards and the Committee of Management is based at Unipol Student Homes, 155-157 Woodhouse Lane, Leeds LS2 3ED and the National Code Administrator can be contacted there.

Telephone 0113 243 0169

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www.unipol.leeds.ac.uk or www.anuk.org.uk

Registered Charity No 1063492

THE CODE OF STANDARDS FOR LARGER DEVELOPMENTS

EQUAL OPPORTUNITIES

- 1.0 Managers will ensure that all accommodation allocation procedures comply with any existent equal opportunities policies that apply to their organisation. Where these do not exist, owners will ensure that no person or group of persons applying for accommodation will be treated less favourably than any other person or group of persons because of their race, colour, ethnic or national origin, gender, disability, appearance, age, marital status, sexual orientation or social status.
- 1.01 As part of its commitment to assist those with disabilities, it is agreed that charges for rooms adapted for use by students with disabilities do not exceed the normal room rate for that development.

MARKETING PRIOR TO LETTING PROPERTY TO TENANTS

Managers will ensure that:

- 2.00 All property details are reported accurately without misrepresentation to prospective tenants. This will include details provided in prospectuses, brochures and Websites. Where a development is being promoted in a University prospectus then the details will make clear if the operator of the scheme is not the University and will state clearly the management organisation charged with both tenant and building responsibilities;
- 2.01 All prospective tenants are informed about any contractual terms under which the property is offered, including those relating to any fees payable in addition to rent, such as booking fees, utility charges, deposits, insurance, Web or telephone costs;
- 2.02 Where a booking fee is charged that fee is a standard published fee for all tenants and information will be provided on: the cost of the fee, the nature of the reservation being made, arrangements for cancelling the booking and returning the fee, the point at which the fee would not be returned if a tenancy was not entered into, the manner in which the booking fee will be returned to the tenant when a tenancy is entered into. In all cases a receipt will be given to a tenant for the booking fee and the conditions of levying and returning, or not returning, that fee will be stated on that receipt;
- 2.03 No other monies for deposits or rent are demanded prior to the signing and exchange of any letting agreement;
- 2.04 All tenants are provided with a written copy of the letting agreement at the time they sign that agreement or at the time that they pay any booking fee or deposit. For tenancies entered into on line the tenants should be able to download the full terms and conditions of the agreement at the time they make the application and this option

should be made clear to them. Paper copies of any agreement would be provided to these tenants should they request them in writing;

- 2.05 Any contracts used do not include terms that are in breach of the Unfair Terms in Contracts Regulations 1999;
- 2.06 Where a building is new, or undergoing refurbishment and the building programme is running late and where this may result in pre-let rooms not being ready for occupancy, the manager informs the future tenant at the earliest possibility of this likelihood and its consequences for them.
- 2.07 In the event that a room is not ready for occupation on the date that the tenancy begins then a suitable alternative room is provided, by the same supplier, in an adjacent building or, in any event, in a building within half a mile of the original development. The replacement facility must provide an equivalent level of services and amenities previously contracted for. If an alternative bed is not available on the terms above then a hotel room will be secured and any amount paid for rent during the period of temporary occupancy will be refunded to the tenant by the supplier with whom the customer signed the tenancy. If no self-catering facilities are provided in any accommodation offered then breakfast and one other meal will be provided, or arrangements for receiving these meals will be provided.

Rent Liability

Managers will ensure that:

- 2.08 Prospective tenants are issued with a clear statement of the rent due to be paid, including the dates, amounts and methods of payments due to be made during the contract;
- 2.09 Prospective tenants are issued with written receipts for all monies received, whether in payment for rent, deposit, utility or service charges. Where any transactions are undertaken in cash a written receipt will always be provided by the manager.

Contact Details for Staff

Managers will ensure that:

- 2.10 The owner of the building, their registered office and the name, address and any email address of those responsible for the management function of the building, together with a standard notice affirming membership of this Code (supplied at the time of signing) will be clearly displayed on a fixed noticeboard located either in the entrance lobby or a common facility in the development. If there is no main lobby then this will be affixed to the wall at the bottom of the main stairwell to the building;
- 2.11 The name and contact details of all staff involved in the management of the development will be provided to tenants at the commencement

of their tenancy, including the times that they will be available and specifying their duties.

State of Repair

Managers will ensure that:

- 2.12 All tenants are provided with an up-to-date inventory of their room/flat that indicates the state of repair of fixtures and fittings at the time their tenancy commenced. If no inventory is issued, no deductions from deposits will be made at the end of the tenancy in respect of the condition of the furniture and fittings. Where a standard furniture kit is available in all rooms in a development, a list of fixtures and fittings can be provided which would allow for deposit deductions in respect of items that are found to be missing from the room at the end of the tenancy period.

DURING THE TENANCY

Ensuring Possession

Managers will ensure that:

- 3.00 Statutory notices requiring possession are served on existing tenants in order to mitigate any delay or hardship that may be caused to the manager or incoming tenants.

Access

Managers will ensure that:

- 3.01 Where access is required for routine inspections, each affected tenant receives notification of the date, time and purpose of the visit not less than 24 hours in advance, except in circumstances where issuance of such notice is impractical; and that tenant privacy and entitlement to quiet enjoyment is respected. Where a regular cleaning service is provided this notice is inapplicable so long as cleaning staff access the tenant's premises in line with information given at the commencement of the tenancy regarding the provision of cleaning services;
- 3.02 Where a building is under snagging and defects procedures being undertaken by the builder and work needs to be carried out on a regular basis tenants are informed of this and the timescale for the programme of works, in advance of those works. Where practical, the contractors and their subcontractors will be escorted by a representative of the owner to ensure that access is properly ordered and that work being undertaken is not unduly disruptive of occupants. Contractors should not enter against tenants wishes unless required to do so by the owner because of an emergency;
- 3.03 Business is pursued in a professional, courteous and diligent manner at all times.

Fines

Managers will ensure that:

- 3.04 Tenants are not subject to an internal fining system within their tenancy arrangements. Costs of any damage caused by tenants will be deducted from any deposit held or by other means sanctioned by law.

Repairs and Maintenance

Managers will ensure that:

- 3.05 Tenants are provided with information about how to report any repair/maintenance issues and to whom these should be addressed;
- 3.06 The development is maintained in a way that complies with all statutory and local authority regulations relating to HMOs and/or purpose built developments;
- 3.07 Any repair or defect works that are required meet with the following performance standards
Priority One – Emergency Repairs – are completed within 24 hours of a report of a defect. These would be any repairs required to avoid a danger to health, a risk to the safety of residents or serious damage to buildings or residents belongings;
Priority Two – Urgent Repairs – are completed within five working days of report of the defect. These would be any repairs which materially affect the comfort or convenience of the residents;
Priority Three – Non-Urgent Repairs – are completed within 28 days of a report of a defect. These would be any repairs not falling within the above categories;
- 3.08 Maintenance and servicing programmes, such as gas appliance servicing, window and guttering cleaning, exterior and interior painting, are carried out in a planned and cyclical manner and with due regard to the convenience of tenants;
- 3.09 In a building with more than three floors, notice of external window cleaning and painting is given not less than 24 hours before those activities commence;
- 3.10 Where a dispute arises between the manager and tenant/s as to when a repair has been reported then the date on which the repair was reported to the manager in writing will be the accepted date;
- 3.11 Contractors will remove all redundant materials and debris from site on completion of works in a reasonable time and will behave in a professional and courteous manner at all times.

Cleaning and Maintenance of Communal Areas

Managers will ensure that:

- 3.12 Full details of the times for cleaning and maintaining communal areas will be provided to tenants in writing or displayed on appropriate notice boards within the development.

Furniture and Storage Space

Managers will ensure that:

- 3.13 All study bedrooms contain a bed, adequate clothes storage space, a desk, chair, and curtains which are hung properly;
- 3.14 All furnishings and furniture are clean and in reasonable condition at the commencement of the tenancy and comply with the relevant fire safety legislative requirements relating to furniture and furnishings - Furniture and Furnishings (Fire) (Safety) Regulations 1988

Kitchen Facilities

Managers will ensure that:

- 3.15 All kitchen facilities are designed and installed having regard to safety;
- 3.16 Food storage and preparation facilities comply with levels of provision laid down by the Local Authority for developments of this type;
- 3.17 Kitchens contain an adequate number of appropriately positioned plug sockets;
- 3.18 Kitchens are sited on the same level as the sleeping accommodation or have an adjacent dining or communal space where eating at a table can take place.

Toilet and Personal Washing Facilities

Managers will ensure that:

- 3.19 WC, bath and/or shower facilities comply with the levels of provision laid down by the Local Authority for developments of this type;
- 3.20 All WCs situated in tenants' rooms are properly compartmentalised, with adequate provision of natural or mechanical ventilation;
- 3.21 When a room is described as *en suite* this means that it has a bath/shower, wash basin and toilet which form a self contained amenity for the exclusive use of the tenant occupying that room and that this amenity is accessible without recourse to any corridor or passageway used by other occupants.

Laundry Facilities

Managers will ensure that:

- 3.22 Facilities are provided for the washing and drying of clothes. Where a launderette is provided the ratio of Washer/driers to tenants should be no greater than 1:75 and consideration should be given to the possibility of machine malfunction.
- 3.23 Where a launderette is provided within a development and that facility is provided as an amenity in the particulars of the letting at the point of establishing a tenancy, details of the organisation responsible for the management and ownership of the launderette are displayed and information on how to report repairs supplied to the tenants. If the facility is not accessible 24 hours a day then tenants will be informed about opening times.

Mail deliveries

Managers will ensure that:

- 3.24 Tenants are informed of procedures for the distribution of incoming mail and where it can be collected from. Tenants must be able to access their mailbox from a secure area, preferably accessible from within the building.
- 3.25 Where mail is not delivered through a letterbox into the room or flat of occupancy, then mail is delivered in conveniently located, lockable, secure, mailboxes;
- 3.26 Where the manager of the building is responsible for the distribution of mail, this is delivered on all normal Monday to Friday working days, not more than 24 hours from the time of the mail being delivered at the building. Mail received over public holidays and weekends shall be delivered not later than 24 hours after a normal working day occurs. The manager is not required to take delivery of parcels and larger items of mail, but in these circumstances notification that such items can be collected from a central depository must be given within the timescale above. Where a manager accepts parcels then notification of these items must be given to tenants within the timescale above;
- 3.27 Tenants are informed of any mail forwarding arrangements not less than 14 days before the end of any tenancy. It is not necessary for managers to agree to forward mail but this must be made clear to tenants, in advance. Where no forwarding service is offered, undelivered mail must be returned to the sender with the notification "gone away" on each item.

HEALTH AND SAFETY

Housing Health and Safety Rating System

Managers will ensure that:

4.00 In consultation with the Local Authority, buildings are maintained in compliance with the requirements of Part I of the Housing Act 2004 (see appendix 3 dealing with the Housing Health and Safety Rating System).

Gas Appliances and Supply

Managers will ensure that:

4.01 All means of use and supply of mains gas and alterations and repairs to gas installations must comply with the current Gas Safety (Installation and Use) Regulations;

4.02 All gas appliances are serviced annually by a Gas Safe Register engineer and verification of this servicing within the development/flat is provided to each tenant;

4.03 Clear written instructions for the safe use of all central heating and hot water systems are provided to the tenants.

Electrical Installations and Appliances

Managers will ensure that:

4.04 They possess a current Periodic Inspection Report (based on Appendix 6 of BS 7671) showing that all electrical installations are in satisfactory condition. The inspection must be carried out by a competent electrical engineer (preferably National Inspection Council for Electrical Installation Contracting or Electrical Contractors Association) to show that the installation is safe and satisfactory and had been tested within the last 5 years;

4.05 All repairs and improvements to electrical installations comply with the current edition of the Institute of Electrical Engineers Wiring Regulations and meet with BS 7671;

4.06 Reasonable steps are taken to ensure that all electrical appliances provided by them are functioning effectively, in accordance with manufacturers' operational instructions and in a safe manner. Portable Appliance Testing (PAT) would be one satisfactory method of ensuring this, another would be to install circuit breakers. Appliances must be regularly visually inspected for wear and tear by the managers and any defects remedied. Tenants are provided with information about how, and to whom, any defects should be reported;

4.07 Instructions for the safe use of all electrical appliances are provided to the tenants and isolator switches properly labelled;

4.08 When a room is described as having central heating, this comprises of a heater that can be controlled within the room or flat, and adjustable by

a timer that allows control over a minimum 24 hour period. An electric panel heater with an on/off or booster switch that allows a preset period of use may be regarded as electric heating.

Energy Efficiency

Managers will ensure that:

- 4.09 All Developments built before 2002 are provided with a reasonable level of energy efficiency installations;
- 4.10 Tenants are given, on request, advice on how best to heat the accommodation and use hot water in an energy efficient way when using the facilities provided.

Fire Safety

Managers will ensure that:

- 4.11 All developments are provided with properly maintained fire safety installations, and instructions on their use, necessary to enable the tenants to safely evacuate the building in event of a fire where this is required. These will be provided with fire safety measures in accordance with current legislation and may include by way of example:
 - a fire escape route with a minimum of 30 minutes fire resistance
 - an automatic fire alarm system
 - an emergency lighting system sited to protect the route of escape

The design and detail of the measures are determined in accordance with a fire safety risk assessment and in consideration of the local authority's HMO standards;

- 4.12 Fire alarm and detection systems are maintained in proper working order, systems are tested regularly, and an annual inspection and test of the entire system is carried out by a suitably qualified engineer;
- 4.13 A log book or certificate is kept containing information on when the testing and inspection of the fire alarm system was carried out and by whom;
- 4.14 Documentation is available to certify that the fire alarm and emergency lighting systems have received annual checks and are in proper working condition;
- 4.15 Tenants are provided with clear written guidelines on the fire safety procedures, including details of the safety measures installed, why they are there, how they operate and what to do in the event of a fire;
- 4.16 Notices containing this information is displayed in all rooms and communal areas;
- 4.17 All exit routes within the building, such as hallways, landings and staircases, so far as they are under the control of the landlord and as far

as reasonably practical, are maintained safe and unobstructed to enable evacuation of the dwelling in the event of fire.

Security Measures

Managers will ensure that:

- 4.18 External doors to the building are of strong, solid, safe construction and fitted with a secure locking system capable of being opened from the inside without use of a key (if an electronic system is installed then it will be programmed to open in event of a power failure). Door frames should be of a strong construction and well secured;
- 4.19 Any intercom entry systems should not allow access to the building without the tenant being able to establish the identity of the caller;
- 4.20 Ground floor and upper storey windows accessible from ground level are of sound construction and fitted with a lockable system capable of being opened from the inside without the use of a key. Occupants of ground floor rooms should be provided with specific security information;
- 4.21 The building has a security plan detailing an appropriate level of management to maintain security standards and this plan can, on request, be shown to tenants. The plan should also stipulate what security information will be supplied to tenants.

The Environment

Managers will ensure that:

- 4.22 All developments are provided with adequate refuse disposal facilities for the number of occupants;
- 4.23 Where waste facilities are used by more than 10 tenants then a waste disposal plan exists for the building which can be consulted by tenants, on request. Tenants must be informed, not later than 24 hours of moving into the building, of waste collection arrangements. Where the local authority operates a recycling scheme, the waste disposal plan will conform to the relevant standards for recycling refuse.
- 4.24 The perimeter of all developments and any surrounding grounds are maintained in good order and are free of waste and litter as far as is reasonably practicable;
- 4.25 Where a garden area exists this is properly maintained and not be allowed to become overgrown. The path to and from all external doors will be kept in good repair and free from obstruction;
- 4.26 Where a garden or gardens exist these are retained as soft planted areas (this includes low maintenance gravelling with planting), although paths may be added. Plants and shrubs will be properly maintained and not be allowed to obstruct the pavements or other public areas surrounding the property;

- 4.27 Hedges and bushes are kept trimmed low wherever practical to avoid providing screening for criminal activities;
- 4.28 Neighbouring residents have access to and be eligible to use the complaints procedure (7.00 and 7.01). A neighbour is defined as a resident within the same or adjacent street within 200 metres of the property.

Communal Lighting

Managers will ensure that:

- 4.29 All internal and external communal areas are provided with adequate safe lighting;
- 4.30 Where light switches are fitted with automatic timers they allow sufficient time for tenants to reach their rooms or to exit the building;
- 4.31 No more than five lamps fail on external lighting before those lamps are replaced and no more than three lamps fail on stairwells and corridors before those lamps should have been replaced.

AT THE END OF THE TENANCY

Deposits

Managers will ensure that:

- 5.00 Where a landlord/agent has established an Assured Shorthold Tenancy, they must ensure that any deposit is held in accordance with the tenancy deposit scheme legislation, set out in the Housing Act 2004, and in accordance with regulations made both under the Act and by the relevant scheme operator;
- 5.01 Tenants are issued with clear written guidelines regarding the standard of cleaning and other arrangements for bringing the tenancy to an end so as to avoid misunderstandings regarding the standard of cleanliness and condition of the property expected at the end of the tenancy;
- 5.02 All deposits (or balances on deposits) will be returned to former tenants within 28 days of the end of the tenancy or, if the deposit is protected by the Tenancy Deposit Protection Scheme, then in accordance with those requirements. In the event that a deposit is not to be returned within 28 days then the tenant will be sent reasons for that delay, in writing, together with a statement of account providing reasonable details of any and all deductions to the former tenant/s.

References

Managers will ensure that:

- 5.03 Following a written request from a former tenant, a reference will be provided.
- 5.04 Letters of reference are based on the performance of the named individual during the period of the tenancy only, or in the case of a joint tenancy those within the tenancy.

DISPUTES

Where disputes arise with tenants, managers will ensure that:

- 6.00 They respond reasonably and promptly to tenants or their representatives. Where a parent of a tenant is making a complaint then the tenant will confirm in writing that this constitutes their representative;
- 6.01 They make written response to any correspondence from tenants or their representatives within three weeks of its receipt;
- 6.02 Any settlements or agreements reached are honoured within three weeks of the settlement being agreed;
- 6.03 They maintain courteous professional relations with tenants during any dispute.

Complaints

Managers will ensure that:

- 7.00 Within four weeks of receipt of any written complaint from a tenant (or their representative) they rectify any breach of this Code of Standards or, where any allegations are contested, enter into correspondence with the tenants or their representative; (Appendix 2 describes the complaint resolution procedure)
- 7.01 Where such a breach is contested, or where rectification is not made in accordance with 7.00 above, they recognise the authority of a Tribunal which will determine whether or not a breach of the code has occurred and make recommendations accordingly. In the event that such recommendations are not followed by the manager then they will be deemed to be in breach of the Code and this fact will be made public to prospective tenants. The Tribunal will have the authority to exclude any owner from the Code.

Data Protection

All information concerning owners/managers of developments displayed on the website in relation to complaints received under this code will comply with the principles of good practice for the handling of personal data. It will be fairly and lawfully processed, contain only adequate and relevant information about the complaint, accurately reflect the details of the complaint, remain on the website for no longer than three years, be processed in accordance with the data subject's rights, and will be held securely.

The ANUK/Unipol National Code of Standards for Larger Developments is administered by Unipol Student Homes on behalf of the Code Consortium and the Committee of Management. Telephone 0113 243 0169 and ask for The National Code Administrator for further information or general enquiries. For financial enquiries please select option 3 on 0113 243 0169 for the finance section.

155-157 Woodhouse Lane, Leeds LS2 3ED

www.unipol.leeds.ac.uk

Registered Charity No 1063492

VAT Registration No 69884549

ANNEX 1

National Code of Standards for Larger Developments

For student accommodation not managed and controlled by educational establishments

Determination of Whether a Development is Managed and Controlled by an Educational establishment

Many larger student accommodation developments are undertaken in partnership between a provider of services and an educational establishment. As a result of this it can be difficult to determine whether a building is being managed and controlled by the educational establishment or by the private provider. In order to discover who the building is managed and controlled by, a framework of test questions has been developed.

12 questions are asked: the answer can be yes, responsible, no, not responsible or both are responsible. The answer to each question attracts the number of points, as follows:

Marketing -	1 point
Rent Collection -	1 point
Tenancy -	6 points
Hard FM -	2 points
Soft FM	
Cleaning -	1 point
Security -	1 point
Repairs -	1 point
Health and Safety Routines -	1 point
Out of Hours Services -	1 point
Tenancy Relations -	2 points
Residential Cover -	1 point

The points are loaded to reflect the importance of each item as determining control and management.

There are a total of 18 points in all. The headings are scored according to an educational establishment or another provider. Whoever has the higher score determines who has control and management of the building.

For a worked example of the method of determination see below.

Guidelines on Questions

The term "educational establishment" means just that and "provider" means an organisation other than the educational establishment providing the duties and services.

Marketing - reflects who is responsible for promoting and letting the building. If the development is an underwritten or formal nominations arrangement this would clearly be the educational establishment. Informal arrangements

between educational establishments and a private supplier, where the supplier is also marketing the building directly would result in marketing being undertaken by the provider.

Rent Collection - reflects who collects the rent.

Tenancy - This reflects who the student tenant signs their tenancy with, the educational establishment or another provider. This is an important matter since it sets the legal framework for the whole letting.

HardFM - means the maintenance and replacement of the infrastructure of the building and its associated plant/equipment and buildings systems and can extend to the estate where the building is situated (including grounds and gardens).

Soft FM - means the services that are provided to the students occupying the building. There are seven questions related to aspects of those services:

Cleaning - who undertakes the cleaning, either of the residences or the communal areas

Security - who undertakes the security, particularly out of hours security. Often this work is shared between a provider and an educational establishment, in which case points would be awarded to both

Repairs - who undertakes any day to day repairs within the building

Health and Safety Routines - who is responsible for health and safety routines: testing fire alarms, servicing safety equipment, undertaking a risk analysis of the building

Out of Hours Services - who would deal with out of hours emergencies in respect of the building, for example, a power outage, a plumbing leak. This does not cover out of hours services to students offered under tenancy relations or residential cover

Tenancy Relations - who would deal with tenant issues and support, for example, students wishing to leave, inter-tenant friction, noise and anti social behaviour, mental health problems

Residential Cover - who provides over night residential cover to deal with tenant issues that occur overnight. This excludes security related matters dealt with above.

Further guidance can be obtained from the Code Administrator at any time before applying the test questions above.

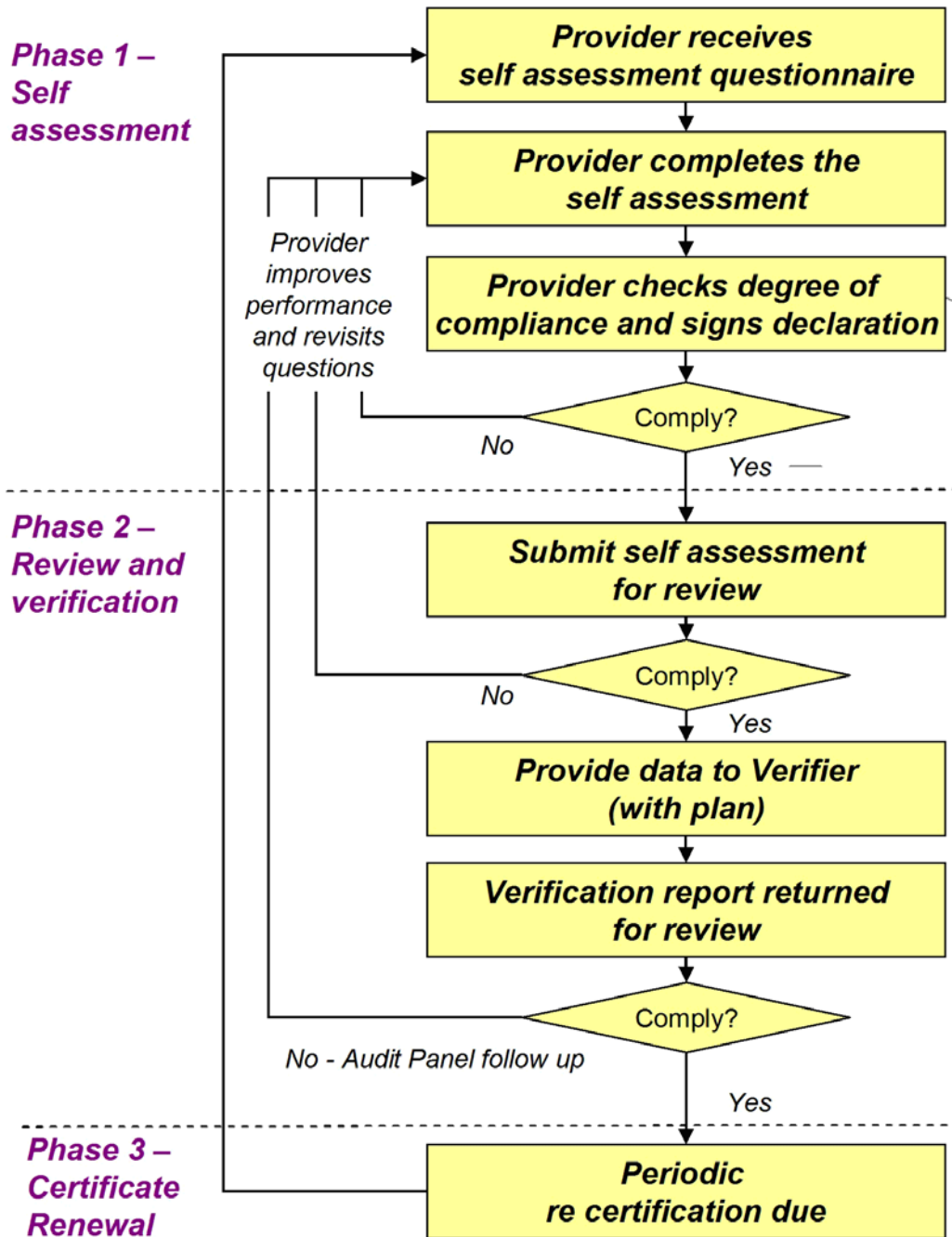
Determination of Whether Development is Managed and Controlled by an Educational Establishment

Name of
Development/Area: Blank

	Available	Who	Provider	Points	Educational Establishment	Points
Marketing	1	Both	yes	1	yes	1
Rent Collection	1	Both	yes	1	yes	1
Tenancy	6	Both	yes	6	yes	6
Hard FM	2	Both	yes	2	yes	2
Soft FM						
Cleaning	1	Both	yes	1	yes	1
Security	1	Both	yes	1	yes	1
Repairs	1	Both	yes	1	yes	1
Health and Safety						
Routines	1	Both	yes	1	yes	1
Out of Hours Services	1	Both	yes	1	yes	1
Tenancy Relations	2	Both	yes	2	yes	2
Residential Cover	1	Both	yes	1	yes	1
Total Points				18		18

The educational establishment manages and controls a development only if it scores the most points

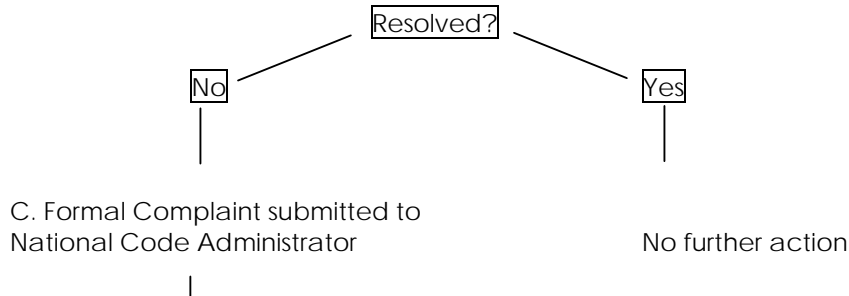
Appendix 1 - Audit and Compliance Framework



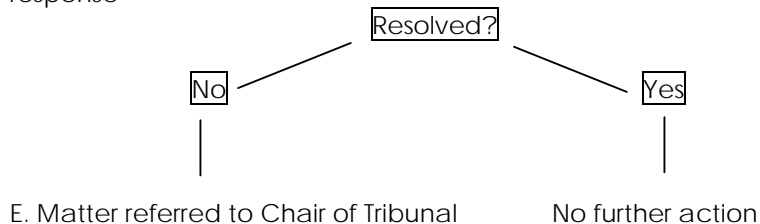
Appendix 2 – Complaints Procedure

A. Breach of Code alleged

B. Matter raised with accommodation provider



D. NCA contacts provider outlining the complaint and requesting a response



F. Chair considers the complaint and has two possible courses of action:

Chairs Ruling - Chair decides, in consultation with Vice chairs, if case is serious enough to be referred to the full tribunal. If not the Chair makes the ruling and details appear on the website

Full Tribunal – Complaint is heard by panel consisting of a maximum of nine people – Chair, two members of the consortium (at least one from NUS), three owner representatives, one person from the local authority, one person from the local student union, one person from the educational establishment (where appropriate). Owner and tenant/s will attend to state their case. Tribunal’s decision will be posted on the website and remain in the public domain for three years

Appendix 3 – Housing Health and Safety Ratings System

The condition of all housing is now catered for by Part 1 of the Housing Act 2004 and the evidence based risk assessment process of the Housing Health and Safety Rating System (HHSRS), on which local authorities must now base enforcement decisions. This applies to all types of residential premises, whether or not any amenities are shared.

Following a complaint, or for any other reason, a local authority may arrange to inspect premises to determine whether a category 1 or 2 hazard exists.

HHSRS assesses twenty-nine categories of housing hazard. Technical assessment is a two-stage process, addressing first the likelihood of an occurrence and then the range of probable harm outcomes. These two factors are combined using a standard method to give a score in respect of each hazard. HHSRS does not provide a single score for the dwelling as a whole or, in the case of multiply occupied dwellings, for the building as a whole.

The scores from different hazards cannot be meaningfully aggregated. There is no strong evidential basis for aggregating hazard scores, and to attempt to do this would make far more difficult the assessment of likelihood and spread of harm of hazards. However, the presence of a number of individual category 2 hazards may be a factor in an authority's decision to take action.

Hazards are scored in bands, from band A, the most severe, to band J. The relationship between these bands and category 1 and category 2 is prescribed in the Regulations. Category 1 hazards are those rated in bands A-C. Category 2 hazards are those rated band D and lower. Category 1 hazards trigger a local authority's duty under section 5 to take the appropriate enforcement action. Category 2 hazards can be dealt with under the authority's discretionary powers, which are set out in section 7.

The 2004 Act gives local authorities powers to intervene where they consider housing conditions to be unacceptable, on the basis of the impact of health and safety hazards on the most vulnerable potential occupant. The 2004 Act puts authorities under a general duty to take appropriate action in relation to a category 1 hazard. Where they have a general duty to act, they must take the most appropriate of the following courses of action:

- serve an improvement notice in accordance with section 11
- make a prohibition order in accordance with section 20
- serve a hazard awareness notice in accordance with section 28
- take emergency remedial action under section 40 or make an emergency prohibition order under section 43
- make a demolition order under section 265 of the Housing Act 1985 as amended
- declare a clearance area by virtue of section 289 of the 1985 Act as amended.

Schedule 1: Developments in England Signed-Up to the ANUK/Unipol National Code for Non-Educational Establishments as of 14th May 2010

Name of Provider	Name of Development
A2 Dominion Group	Deans Court, Bristol
	Woodland Court, Bristol
	Champneys Court, Oxford
	Edna Rose Court, Oxford
	Sinnet Court, Oxford
Aldwyck Housing Group (formally CAMCAT)	Sedley Court, Cambridge
Campus Living Villages UK. Ltd	Bramell Court, Salford
	Eddie Colman Court, Salford
	John Lister Court, Salford
	Matthias Court, Salford
Cass and Claredale	Claredale House, Tower Hamlets, London
	Sir John Cass Hall, Hackney, London
Charlotte House Ltd	94a Fenkle Street, Newcastle
Clubeasy Group PLC	Molly Hayes, Exeter
	Cathedral Street Apartments, Lincoln
	Hayes Wharf, Lincoln
	Hayes Apartments, Loughborough
Cosmopolitan Student Homes	Wardley House, Bradford
Cotton Mills	Cotton Mills, Nottingham
CRM Students	Laisteridge Lane, Bradford
	Holly Court, Bristol
	Kings Square House, Bristol
	Batim House, Cambridge
	Masters House, Cambridge
	Purbeck House, Cambridge
	Tripos Court, Cambridge
	Varsity House, Cambridge
	Isca Lofts, Exeter
	The Priory, Leeds
	Brayford Quay, Lincoln
	Hive Hoxton, London
	Bower Terrace, Maidstone
	Forster Street, Nottingham
	The Glasshouse, Nottingham
	Slade Park, Oxford
	Leighton Hall, Preston
	IQ Student Quarter, Salford
	Norfolk Park, Sheffield
D&B Property Management	Carr Mills, Leeds
Derwent Living	Canalside, Birmingham
	Lynden House, Coventry
	Brookside, Derby
	Benjamin Russell Court, Leicester
	Waterway Gardens, Leicester
	Derwent Point, London
	Forest Court, Loughborough
	Raleigh Park, Nottingham
	Trinity Square, Nottingham
	The Cube, Sheffield

	The Trigon, Sheffield
Downing Property Services Ltd	Broadcasting Tower, Leeds
DRE Property Services Ltd	70-74 St James's Street, Nottingham
Fresh Student Living (Formerly Carlton North Wales Ltd)	Abbeygate, Chester
	Athena Hall, Ipswich
	Quebec House, Kingston on Thames
	Europa House, Liverpool
	Optima, Loughborough
	Manor Bank, Newcastle
	Rockingham House, Sheffield
	Chambers, Wolverhampton
Guinness Northern Counties Housing Association	Phoenix Court, Sheffield
HCR Ltd	Alexandra Residential Club, Birmingham
Headingley Halls Ltd	Headingley Halls, Leeds
IQ Letting Property Partnership	IQ Five, Birmingham
	IQ Bristol, Bristol
	IQ Wave, Kingston on Thames
	IQ Leeds, Leeds
	IQ Exchange, Nottingham
	IQ Kopa, Preston
	IQ Brocco, Sheffield
	IQ Steel, Sheffield
Kexgill Ltd	Edmund/Wilton Street, Bradford
	Providence Row, Leeds
	Royal Park, Leeds
	Thornville Court, Leeds
	Welton Road, Leeds
	Royal Albert Court, Nottingham
	Royal Albert Mill, Nottingham
	Ladywell Court, Preston
	Malthouse, Preston
	Tulkeith Road, Preston
Leicester Newarke Housing Association	Leslie Holes Court, Leicester
	Millstone Court, Leicester
	Pennine Place, Leicester
Liberty Living	Liberty Park, Bedford
	The Beeches, Birmingham
	Hunter Court, Birmingham
	Queen's Hospital Close, Birmingham
	Liberty Park, Coventry
	Trinity Point, Coventry
	Liberty Quays, Gillingham
	Liberty Park, Leeds
	Liberty Park, Leicester
	Atlantic Point, Liverpool
	Liberty Park, Liverpool
	Prospect Point, Liverpool
	Francis Rowley Court, London
	Liberty Fields, London
	Liberty House (St John St), London
	Liberty House (Sebastian St), London
	Walter Sickert Hall, London

	Mill Point, Manchester
	Sir Charles Groves Hall, Manchester
	Liberty Court, Newcastle
	Quay Point, Newcastle
	Liberty Square, Nottingham
	Foundry Court, Preston
	Trinity Student Village, Preston
	Liberty Court, Sheffield
	Liberty House, Sheffield
	Liberty Works, Sheffield
	Mercury Point, Southampton
	Orions Point, Southampton
	College Court, Stoke on Trent
Lutheran Council of GB	International Lutheran Student Centre, London
	Sandwich Street, London
Magnus (Buzzard) Ltd	Delph Court, Leeds
Mainstay Residential Ltd	Jennens Court, Birmingham
	Studios 51, Birmingham
	Forster Halls, Bradford
	Studios 58, Bristol
	The Junxion, Lincoln
	Asha House, Loughborough
	The Foundry, Loughborough
	Waterways, Loughborough
	Rialto Court, Stockton on Tees
Malik Halls Ltd	Imitar Malik Halls, Bradford
	The Jason Trigg Building, Bradford
Manor Villages Ltd	Bernard Russell House, Nottingham
	The Village, Nottingham
Mansion Property Management Ltd	Fitzharding House, Bristol
	Hotwells House, Bristol
	Avon Way House, Colchester
	66 Mount Pleasant, Liverpool
	Beechwood House and Gardens, Manchester
	Liberty Court, Manchester
	Liberty House, Manchester
	Weston Court, Manchester
Mary Morris International Residences	Cliff Road, Leeds
	Roundhay Flats, Leeds
	Shire Oak Road, Leeds
	Tanney Square, Leeds
Niche Homes Ltd	St Marks Court, Leeds
Nido Student Living	200 Pentonville Rd, London
	100 Middlesex Street, London
Notting Hill Housing (formerly Touareg Trust)	Paragon Site, London
Opal Property Group	Opal One, Birmingham
	Arkwright Hall, Bradford
	Aspley Hall, Huddersfield
	Little Aspley Hall, Huddersfield
	Opal 3, Leeds
	Grosvenor House, Leicester

	Great Newton Hall, Liverpool
	Opal Court, Liverpool
	The Arcade, London
	Opal 2, Greenwich, London
	Opal 4, Islington, London
	Sutton Bonington , Loughborough
	Wilmslow Park, Manchester
	Opal 1, Nottingham
	Opal 1, Sheffield
	Opal 2, Sheffield
	Opal 3, Sheffield
	Fiveways Hall, Wolverhampton
Parklane Triangle	The Triangle, Leeds
Parrish Court Developments	Parrish Court, Newcastle
RMP Properties Ltd	The Pavilions, Leeds
Sanctuary Management Services	Alliance House, Islington, London
	Coopers Court, Tower Hamlets, London
	Dinwiddy House, Islington, London
	Don Gratton House, Tower Hamlets, London
	Lilian Knowles House, Tower Hamlets, London
	Manna Ash House, Southwark, London
	Paul Robeson House, Islington, London
Signpost Homes Ltd	Lym Regis House, Bournemouth
	Okeford House, Bournemouth
	Point Exe, Exeter
	Coombestone House, Plymouth
	Valletort House, Plymouth
South Street IM Ltd	Ashenhurst Student Village, Huddersfield
	Storthes Hall Park, Huddersfield
	The Pavilions, Lincoln
	The Pinnacles, Sheffield
Student Facilities Management Ltd	Q3 Apartments, Manchester
	The Warehouse, Preston
	Aspect 3, Sheffield
Student Living	Aston Court, Nottingham
Survana Ltd	Haria House, Bradford
	Haria Tower, Bradford
Touchstone Corporate Property Services	Park Court, Lincoln
	Therese House, London
	Goldsmith Court, Nottingham
Unipol Student Homes	Alexander Court, Leeds
	Carlton Hill, Leeds
	Garden House, Leeds
	Grayson Heights, Leeds
	Mill Street, Leeds
	New York Street, Leeds
	Royal Park Flats, Leeds
	Westfield Court, Leeds
UNITE	Charlton Court, Bath
	Waterside Court, Bath
	Curzon Gateway, Birmingham
	Londonderry House, Birmingham

	The Heights, Birmingham
	Purbeck House, Bournemouth
	Blenheim Court, Bristol
	Chantry Court, Bristol
	Cherry Court, Bristol
	Culver House, Bristol
	Favell House, Bristol
	Marketgate, Bristol
	Nelson, Drake & Trafalger, Bristol
	Phoenix Court, Bristol
	The Hollies, Bristol
	The Rackhay, Bristol
	Transome House, Bristol
	UNITE House, Bristol
	Waverley House, Bristol
	Callice Court, Coventry
	Paradise Place, Coventry
	Raglan House, Coventry
	Sherbourne House, Coventry
	Exeter Trusts House, Exeter
	Northernhay House, Exeter
	Northfields, Exeter
	Firth Point, Huddersfield
	Snow island, Huddersfield
	Concept Place, Leeds
	James Baillie Park, Leeds
	Joseph Stones House, Leeds
	Sky Plaza, Leeds
	The Plaza, Leeds
	The Tannery, Leeds
	Filbert Village, Leicester
	Newarke Point, Leicester
	St Martins House, Leicester
	The Grange, Leicester
	Apollo Court, Liverpool
	Arrad House, Liverpool
	Cambridge Court, Liverpool
	Capital Gate, Liverpool
	Cedar House, Liverpool
	Grand Central, Liverpool
	Larch House, Liverpool
	Lennon Studios, Liverpool
	Myrtle Court, Liverpool
	The Railyard, Liverpool
	Bartholomew Road, London
	Beaumont Court, London
	Bernard Myers House, London
	Blithehale Court, London
	Camden Road, London
	Canto Court, London
	Charles Morton Ct, London
	Devonshire Street, London
	Donald Hunter House, London
	East Central House, London

	Elizabeth Croll House, London
	Ewan Henderson Court, London
	Ferry Lane, London
	949/958 Fulham Road, London
	Great Suffolk Street, London
	301/315 Holloway Road, London
	Julian Markham House, London
	Kirby Street, London
	Mary Brancker House, London
	Newington Court, London
	Orient Court, London
	Pacific Court, London
	Piccadilly Court, London
	Poland House, London
	Quantum Court, London
	Rahere Court, London
	Sherren House, London
	Somerset Court, London
	Station Court, Haringay, London
	Sunlight Apartments, London
	Three Colts Lane, London
	Winchester Place, Islington
	Woburn Place, London
	Woodland Court, London
	Harry French Halls, Loughborough
	The Holt, Loughborough
	William Morris Halls, Loughborough
	William Morris Villas, Loughborough
	Daisybank Villas, Manchester
	Heald Court, Manchester
	Kincardine Court, Manchester
	New Medlock House, Manchester
	Oxney Gardens, Manchester
	Park View, Manchester
	Parkway Gate, Manchester
	Piccadilly Point, Manchester
	Camden Court, Newcastle
	Fellsdyke Court, Newcastle
	Magnet Court, Newcastle
	Stephenson House, Newcastle
	Riverside Point, Nottingham
	St Peters Court, Nottingham
	Alexandra Works, Plymouth
	Central Point, Plymouth
	Discovery Heights, Plymouth
	St Teresa House, Plymouth
	St Thomas Court, Plymouth
	Corfe House, Poole
	James Watson Hall, Portsmouth
	Margaret Rule Hall, Portsmouth
	Trafalgar Hall, Portsmouth
	Crown House, Reading
	Archways, Sheffield
	Central Quay, Sheffield

	Devonshire Courtyard, Sheffield
	Exchange Works, Sheffield
	Leadmill Point, Sheffield
	The Anvil, Sheffield
	The Forge 1& 2, Sheffield
	Downsview House, Swindon
UPP Broadgate Park Ltd	Broadgate Park, Nottingham
UPP Residential Services Ltd	Blenheim Hall, Nottingham
	Broadgate Park, Nottingham
	Gill Street, Nottingham
	The Maltings, Nottingham
	Meridian Court, Nottingham
	Norton Court, Nottingham
	Peverell Hall, Nottingham
	Sandby Complex, Nottingham
	Simpson's Hall, Nottingham
U Student (Sunderland) Ltd	The Forge Student Village, Sunderland
The Vafai Trust	Devon Court, London
	Tudor Court, London
Victoria Hall Ltd	Grange Rd, Birmingham
	Castle St, Leicester
	Hatton Gardens, Liverpool
	Higher Cambridge St, Manchester
	Upper Brook St, Manchester
	Byron Street, Newcastle
	Curzon St, Nottingham
	Eldon St, Sheffield
	Lock Street, Wolverhampton
Viridian Housing (formerly Servite Houses)	Welkin Residences, Eastbourne
	Platt Hall, London
	Usher Hall, London
	Wood Green Hall, London
	Writtle Hall, London
	Lucia Foster Welch Hall, Southampton
Whitfield Estates Ltd	The Forum, Cambridge
	Petersfield Student Complex, Cambridge

National Code of Standards for Larger Developments

DECLARATION

We (name of company/owner/)

of (Company Address)

Telephone contact number:

Website:

E-mail Address:

declare that:

I/we wish to join the Code of Standards for Larger Developments from January 1st 2010 - 31st December 2010 and that we agree to meet all the terms and conditions of the Code and abide by the regulatory mechanisms and complaints procedure as stated in the Code.

I/we wish to declare that our developments listed on the attached schedule meet with the terms and conditions of the Code

I/we agree to meet the cost of joining the Code at 0.95p (plus VAT) per bed space (NB the minimum fee for membership is £550, inc VAT), and accept that my registration covers from the period below (as dated) to 31st December 2010 (cheques should be made payable to Unipol Student Homes).

I/we wish to declare that our developments (as listed on the attached schedule) meet with the terms and conditions of the Code.

I/we accept that it is an important part of the Code to inform tenants of our membership and each tenant will be provided with either an A5 leaflet on collecting their keys (or before) or an A3 poster will be displayed at the foot of any relevant stairwell or foyer (both are available from the National Code Administrator).

Signed:

Dated:

Name (please print):

Position in Company:

Telephone contact number:

Website:

E-mail Address:

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155-157 Woodhouse Lane, Leeds LS2 3ED

www.unipol.leeds.ac.uk

Registered Charity No 1063492

VAT Registration No 69884549

National Code of Standards for Larger Developments

DECLARATION – SCHEDULE OF PROPERTIES

Name of development	Address (including postal code)	Description of Development (number of bed spaces and number of separate buildings)	Contact Information for the Development (name, telephone number, E-mail address Website)

Signed:
(please print):

Name

Position in Company:
Telephone contact number:

Website:
Address

E-mail

For more than three developments please copy this sheet as required. Each separate sheet should be signed.

Performance Targets



	Function	Targets to be met by Manager
1	Minimum percentage of Units let or available to be let which are in a condition compliant with the standards prescribed by this agreement	100%
2	Minimum percentage of emergency repairs to be completed within 24 hours. If not completed in 24 hours then 100% completed within 48 hours of original request.	95%
3	Minimum percentage of urgent repairs to be completed within 3 days. If not complete then 100% completed within 5 days of original request.	95%
4	Minimum percentage of routine repairs to be completed within 1 month. If not completed then 100% completed within 2 months of original request.	95%
5	Compliance of the Property with the relevant Law including without limitation; health and safety legislation, fire regulations and the provision of fire extinguishing equipment and apparatus.	100%
6	Minimum compliance with obligation to ensure that the Property will be secure and that appropriate access and security services are functioning and available.	100%
7	Minimum percentage of Units furnished with good quality bed, mattress, desk, chair, bookshelves, cupboard, hanging space for clothes and mirror.	100%
8	Rooms having adequate heating. Corridors not heated.	100%
9	Common areas of the Property outside a Unit will be cleaned on a weekly basis	100%
10	Units will be cleaned between tenancies	100%
11	All windows will be cleaned inside and outside at least once a year	100%
12	The exterior of the Property will be re-decorated when required	100%
13	The interior of the Property including without limitation the common parts and the interior of the Units will be re-decorated when required	100%
14	Units will have fully functioning lighting systems and electric power	100%
15	No more than 7 tenants will share a kitchen/dining/living room	100%
16	Lifts, fire alarms, white goods, cleaning and laundry equipment, catering equipment in the Property will be regularly serviced in accordance with the manufacturer's recommendations and kept in good repair and working order.	100%
17	Complaints will be dealt with courteously and promptly	100%
18	Handbook supplied to all tenants as part of the tenancy Agreement (Administration Pack)	100%
19	Ensure that all Tenancies granted are Assured Shorthold Tenancies or equivalent that does not confer security of tenure	100%
20	To terminate all tenancies on the due date and to obtain possession on that date	100%
21	To supply an inventory of furniture, fixtures and fittings to each Unit to every new tenant on the date of the Tenancy and to check this on the expiry of the Tenancy and recharge the tenant any damage. Supply a condition schedule and confirm condition with the Tenant.	100%
22	To comply with current legislation in relation to the relevant tenancy deposit scheme	100%
23	To comply with the ANUK National Code of Standards for Larger Developments for Student Accommodation	100%



JOB DESCRIPTION

Job Title: Regional Manager	Reporting To: Associate Director
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PURPOSE OF THE JOB:

Responsible for ensuring the on site accommodation teams of the properties within the remit deliver the highest levels of customer service

KEY AREAS OF ACCOUNTABILITY

1. SITE MANAGEMENT

- ❖ Ensure that the highest standards of presentation to all properties under management are maintained.
- ❖ In conjunction with the Accommodation Managers, establish a programmed approach to inspections ensuring properties are properly maintained and that the company safety policies are being adhered to.
- ❖ Carry out regular site audits to ensure that all company policies and procedures are being followed and adhered to, reporting any failings to line manager.

2. ENSURE PROPERTY IS A SAFE PLACE TO LIVE AND WORK

- ❖ Ensure that risk and safety are managed within each property
- ❖ Ensure that responsibilities under the Company Health and Safety and Equal Opportunities policies that are carried out as appropriate to the site

3. STAFF INTERACTION & MANAGEMENT

- ❖ Plan and manage resource levels to adequately deliver customer service.
- ❖ Manage and motivate the accommodation team
- ❖ Recruit, train and develop accommodation teams encouraging and supporting the development plans of all team members

4. LANDLORD AND TENANT

- ❖ Keep abreast of recent landlord and tenant legislation, safety regulations and the latest management practices.
- ❖ Ensure up to date knowledge of all Landlord and Tenant legislation and to request training when considered necessary.
- ❖ Ensure a thorough knowledge of safety regulations as they relate to a residential landlord and to highlight areas of non-compliance to line manager.
- ❖ Be aware of recent innovations in management practice and make recommendations

5. RESIDENTS & CLIENT LIASON

- ❖ Monitor the allocation process and ensure the efficient move in and move out of students which will include some evening and weekend work
- ❖ Ensure that the accommodation team develop relationships with residents and deal with all residents' queries and correspondence in both written and oral replies to ensure high levels of professionalism and to preserve the company's legal position.
- ❖ Ensure that day-to-day telephone and written queries from students, contractors etc, receive timely and appropriate responses in line with the company policy
- ❖ Attend ad hoc customer liaison meetings including evenings/weekends as required to deal with student concerns and to raise management issues with students.

6. ACHIEVE TARGETED OCCUPANCY LEVELS

- ❖ Produce and deliver marketing plans and monitor their effectiveness
- ❖ Hold regular meetings with accommodation personnel within academic institutions to promote the company's services

7. CREDIT CONTROL

- ❖ Rigorously monitor that the arrears procedure is being conducted in accordance with company policy
- ❖ Review individual arrears on a continual basis ensuring appropriate action is taken
- ❖ Ensure arrears letters and notices and accompanying correspondence are issued on a timely basis
- ❖ Collate arrears report for court proceedings wherever necessary, and where necessary, make yourself available to attend proceedings.

8. OCCUPANCY/PROFIT & LOSS

- ❖ Maximise income through the implementation of policies that increase sales and customer re-booking levels.
- ❖ Deliver year on year net operating margin growth, ensuring budget targets for given schemes profit and loss are delivered or exceeded. Be constantly innovative in cost cutting techniques.

9. DATA INPUT AND UPDATING

- ❖ Monitor the efficiency of the input and updating of data on management systems.
- ❖ Develop management systems and systems for the handling of property management information

10. REPAIRS AND MAINTENANCE

- ❖ Oversee and monitor that repairs and maintenance are completed in a timely manner to the required standards.
- ❖ Ensure that insurance claims are efficiently administered
- ❖ Ensure that repairs are undertaken within budgetary limits.

Carry out such other tasks as line manager may from time to time reasonably require.



JOB DESCRIPTION

Job Title: Accommodation Manager	Reporting To: Regional Manager
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PURPOSE OF THE JOB:

Responsible for managing the on site accommodation team to deliver the highest levels of customer service.

KEY AREAS OF ACCOUNTABILITY

1. SITE MANAGEMENT

- ❖ Maintain highest standards of presentation to all properties under management.
- ❖ Establish a programmed approach to inspections ensuring properties are properly maintained and that the company safety policies are being adhered to.

2. ENSURE PROPERTY IS A SAFE PLACE TO LIVE AND WORK

- ❖ Manage risk and safety within each property
- ❖ Carry out responsibilities under the Company Health and Safety and Equal Opportunities policies that are appropriate to the site

3. STAFF INTERACTION & MANAGEMENT

- ❖ Manage and motivate the accommodation team
- ❖ Assist in recruitment training and development of accommodation teams encouraging and supporting the development plans of all team members

4. LANDLORD AND TENANT

- ❖ Keep abreast of recent landlord and tenant legislation, safety regulations and the latest management practices.
- ❖ Ensure up to date knowledge of all Landlord and Tenant legislation and to request training when considered necessary.
- ❖ Ensure a thorough knowledge of safety regulations as they relate to a residential landlord and to highlight areas of non-compliance to line manager.
- ❖ Be aware of recent innovations in management practice and make recommendations

5. RESIDENTS & CLIENT LIASON

- ❖ Monitor and administrate the allocation process and ensure the efficient move in and move out of students which will include some evening and weekend work
- ❖ Build relationships with residents and deal with all residents' queries and correspondence in both written and oral replies to ensure high levels of professionalism and to preserve the company's legal position.

- ❖ Ensure that day-to-day telephone and written queries from students, contractors etc, receive timely and appropriate responses in line with the company policy
- ❖ Attend ad hoc customer liaison meetings including evenings/weekends as required to deal with student concerns and to raise management issues with students.

6. ACHIEVE TARGETED OCCUPANCY LEVELS

- ❖ Deliver marketing plans
- ❖ Conduct viewings and close sales opportunities
- ❖ Build relationships with accommodation personnel within academic institutions

7. CREDIT CONTROL

- ❖ Ensure all rents are paid in accordance with tenancy agreements
- ❖ Ensure all transaction information is recorded for accounting purposes
- ❖ All cash/cheques are deposited in the correct company account
- ❖ Minimise rent arrears by rigorous application of the arrears procedure and personal initiative
- ❖ Review arrears on a continual basis ensuring appropriate action is taken
- ❖ Ensure arrears letters and notices and accompanying correspondence are issued on a timely basis
- ❖ Prepare serious arrears cases for court, ensuring the appropriate person taking the action to the courts has full accurate information, and, where necessary, make yourself available to attend proceedings.

8. DATA INPUT AND UPDATING

- ❖ Ensure the correct input and updating of data on management systems.
- ❖ Assist in the development of management systems and the handling of property management information

9. REPAIRS AND MAINTENANCE

- ❖ Ensure that repairs and maintenance are completed in a timely manner to the required standards.

Carry out such other tasks as line manager may from time to time reasonably require.



JOB DESCRIPTION

Job Title: Assistant Accommodation Manager	Reporting To: Accommodation Manager
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PURPOSE OF THE JOB:

To support the Accommodation Manager in delivering the highest level of customer service

KEY AREAS OF ACCOUNTABILITY

1. SITE MANAGEMENT

- ❖ Maintain highest standards of presentation to all properties under management.
- ❖ Assist in carrying out an established programmed approach to inspections ensuring properties are properly maintained and that the company safety policies are being adhered to.

2. ENSURE PROPERTY IS A SAFE PLACE TO LIVE AND WORK

- ❖ Manage risk and safety within each property
- ❖ Carry out responsibilities under the Company Health and Safety and Equal Opportunities policies that are appropriate to the site

3. DELIVER EXCEPTIONAL CUSTOMER SERVICE

- ❖ Communicate effectively with customers to ensure they are always informed about the accommodation.
- ❖ Assist the Accommodation Manager to achieve a high standard of customer service
- ❖ Assist the Accommodation Manager to achieve an effective administration support service

4. STAFF INTERACTION AND MANAGEMENT

- ❖ Assist the Accommodation Manager to manage and motivate the Senior Students
- ❖ Assist the Accommodation Manager to recruit, train and develop the Senior Students.

5. RESIDENTS & CLIENT LIASON

- ❖ Assist in the allocation process and ensure the efficient move in and move out of students from the accommodation. This will include some evening and weekend work.
- ❖ Build relationships with residents and deal with all residents' queries and correspondence in both written and oral replies to ensure high levels of professionalism and to preserve the company's legal position
- ❖ Ensure that day-to-day telephone and written queries from students, contractors etc. receive timely and appropriate responses in line with the company's policy.
- ❖ Attend ad hoc customer liaison meetings including evenings/weekends as required to deal with student concerns and to raise management issues with students.

6. ACHIEVE TARGETED OCCUPANCY LEVELS

- ❖ Deliver marketing plans as directed by the Accommodation Manager
- ❖ Conduct viewings and close sales opportunities
- ❖ Build relationships with accommodation personnel within academic institutions

7. CREDIT CONTROL

- ❖ Ensure all rents are paid in accordance with the tenancy agreements
- ❖ Ensure all transaction information is recorded for accounting purposes
- ❖ All cash/cheques are deposited in the correct company account
- ❖ Minimise rent arrears by rigorous application of the arrears procedure and personal initiative
- ❖ Review arrears on a continual basis assisting the Accommodation Manager to ensure that appropriate action is taken
- ❖ Ensure arrears letter and notices and accompanying correspondence are issued on a timely basis as directed by the Accommodation Manager.

8. DATA INPUT AND UPDATING

- ❖ Input and updating of data on management systems.

9. REPAIRS AND MAINTENANCE

- ❖ Ensure that repairs and maintenance are completed in a timely manner to the required standards
- ❖ Conduct post fault report inspections to ensure efficient prioritisation.

Carry out such tasks as line manager may from time to time reasonably require.



SENIOR STUDENT HANDBOOK

BRITANNIA STREET
DRAFT

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OFFICE HOURS

MONDAY – FRIDAY: 8.30am – 7pm

SATURDAY: 1pm - 2pm

CONTACT DETAILS

Accommodation Manager

To be appointed

Assistant Accommodation Manager

To be appointed

Associate Director

To be confirmed

Regional Manager

To be confirmed

Managing Director

Fresh Student Living

Rebecca Hopewell

Third Floor

7-9 Swallow Street

LONDON

W1B 4DE

KNOWING YOUR WAY AROUND BRITANNIA STREET

During your first few days at Britannia Street, please take time to walk around the scheme to familiarise yourself with all areas.

At a convenient time to suit everyone, a member of the Management Team will organise a Senior Students meeting which will include a tour of our development and the opportunity to discuss the contents of this handbook.

Your duties will begin immediately and we will assist you in organising a suitable rota.

Please take time to read our “Guide to Living at Fresh Student Living” as this provides our tenants with everything they should know about living within our developments.

The next pages will show a summary of the communal & maintenance areas within Britannia Street.

Access: The main access to the building is located on the north-western corner of the building. Access to several student units is obtained directly from Britannia Street at the north eastern corner of the development.

Common Room - Located centrally within the building. Access is gained from the main foyer/management area in the north east of the building.

TV Room – Located centrally within the building. Access is gained from a subsidiary entrance to the building on the northern elevation of Britannia Street.

Laundry Room – Located adjacent to the common room. Access is gained from the main foyer/management area in the north east of the building.

Management Office/ Student Facilities Offices – Located in the western section of the building.

Refuse Areas – Located on Britannia Street at the north-eastern-most point of the building.

Bicycle Storage Area – The main cycle store is located on Britannia Street adjacent to the refuse store on the northern elevation.

Comms Room (Internet Supply)/Main Switch Room (Electrical Room)/Main Pump Room (Water Supply) – Each of these are located centrally within the building and access is gained from the central courtyard, with the exception of the IT Hub Room, which is located adjacent to the performance space/ gallery in the eastern section of the building. .

DAILY DUTIES & RESPONSIBILITIES

On the first day of a typical rota, you will be expected to report at the Management Suite at around 4.45pm. The Management Staff will end their duties at 5pm.

A member of staff will brief you on the day's events and inform you of any incidents or issues arising. Please remember to always ask the management staff if there are any additional duties that need to be carried out during the evening.

You will be expected to keep the Management Suite open until 7pm to handle parcels & vacuum hire.

You will be provided with a mobile phone which you will be expected to hand over to the Security Guard when he/she arrives on duty at 9.30pm daily – Please ensure you are at the Management Suite to meet him at this time.

Please note – When the phone is in the care of the Security Guard, you must remain on site to assist with any emergency which could arise.

The phone provided is the 24 hour emergency contact for all residents. This phone **MUST** be kept on at all times – please therefore ensure you have the charger to hand.

If you need to leave the building for any reason - **DO NOT** be more than 1 minute walk away from the development in case of an emergency.

PLEASE REMEMBER

YOU MAY BE TELEPHONED TO ASSIST WITH AN EMERGENCY

THE PHONE IS YOUR RESPONSIBILITY - KEEP IT WITH YOU AT ALL TIMES

During Saturday & Sunday the phone will be your responsibility from 8.30am until 9.30pm.

Please note - When the phone is in the care of the Security Guard, you must remain on site to assist with any emergency which could arise.

IMPORTANT

When handing over the phone to the Security Guard or Management Staff, it is vital that you provide them with all relevant information on any incidents or issues arising.

RECORDING OF INCIDENTS

It is your responsibility to ensure that **ALL** incidents that arise during hours of duty are logged in the appropriate place.

Within this handbook, the appropriate logging details have been highlighted at the end of each section. In summary, logging requirements are as follows:

FIRE SYSTEM/FIRE EQUIPMENT ISSUES – All logs to be made in the **Fire Incidents/Issues** file.

ANY INCIDENT WHICH INVOLVES AN INDIVIDUAL RESIDENT OR STUDIO – All logs to be made in the **Incident Book** and likewise logged on a **Personal Information (P.I) form** which will be stored with the tenant/s personal information in the filing cabinet.

ALL OTHER INCIDENTS – All logs to be made in the **Incident Book**.

AS WELL AS BEING APPROPRIATELY RECORDED, ALL INCIDENT INFORMATION MUST BE BROUGHT TO THE URGENT ATTENTION OF THE MANAGEMENT TEAM DURING THE NEXT WORKING DAY

NIGHTLY DUTIES

As part of your duty whilst on call, you are expected to ensure the development is safe and secure. Please refer to our Health & Safety section for further details.

WEEKEND DUTIES

During a weekend rota, you will be expected to open the Management Suite for 1 hour on a Saturday afternoon - this will give students the opportunity to collect any parcels they may have and to collect/return vacuum cleaners.

MONTHLY DUTIES

Reading of Electrical & Water meters
Fire Equipment Inspection
Emergency Lighting Test

Please refer to our Health & Safety section for full details on the above.

LOAN OF VACUUM CLEANERS

All tenants are given the opportunity to loan a vacuum cleaner. A small deposit will be required and will be returned to the student when the vacuum is brought back. The Accommodation Manager will provide you with details on this.

DEALING WITH NOISE DISTURBANCE

It's for certain that at some point during your role as Senior Student, that you will receive a telephone call from a resident with a noise complaint. In the majority of cases, such disturbances can be resolved immediately.

Should you receive a noise complaint, please initiate the following procedure:

1. Make an immediate note of the name of the person reporting the disturbance along with their room number, telephone number and the date & time of the telephone call. Likewise, note the room number or the area where the noise is originating from.
2. Act immediately on the information provided – pay a visit to the apartment or area concerned.
3. Be polite and calmly explain to those concerned that the disturbance is causing distress to other residents. Feel free to exaggerate the situation – inform them that more than one person has complained. Should they decide to be difficult in anyway or refuse to respond to your request, make it quite clear that they are in breach of their tenancy agreement and they will be disciplined accordingly.
4. DO NOT at anytime divulge the name of the person who instigated the complaint against them.

Log the INCIDENT BOOK

Log the P.I FORM

Bring the matter to the attention of the management team

UNACCEPTABLE BEHAVIOUR

Misbehaviour or behaviour of a violent, indecent, disorderly, threatening or offensive nature expressed directly or indirectly towards fellow residents, staff or visitors within our development, constitutes unacceptable conduct and will not be tolerated in any circumstances.

Should you feel the assistance of a Senior Student would be of advantage, then please make contact with them. Personal telephone numbers of all other Senior Student's will be stored in the mobile phone. Should they be on site or within a reasonable distance of the development, then we would expect him/her to assist with the request for help.

Should you be faced with a violent or threatening situation that cannot be controlled, you MUST call **999**.

You are not expected to pursue any situation in which you feel threatened.

Log the INCIDENT BOOK

Log the P.I FORM (If applicable)

Bring the matter to the attention of the management team

LOST KEYS & FOBS

Top of the list when it comes to late night calls! Lost keys & fobs are unfortunately a common problem and always will be.

The key cabinet is located in the Management Suite and spare keys for all rooms can be found here.

Full training will be provided on how to use the fob swiping system.

When you are requested to provide a spare key/fob, please initiate the following procedure:

1. Unless you know the resident personally, conduct a brief security check. You will be provided with some personal information for all residents to assist with identification.
2. Provide them with access to their accommodation using the master key.
3. Advise them to visit the Management Suite during the next working day to purchase a new key.

Log the INCIDENT BOOK

Bring the matter the attention of the management team.

THEFT

Any incidents of theft must immediately be reported to the Police on **999**.

Log the INCIDENT BOOK

Log the P.I FORM (If applicable)

Bring the matter to the attention of the management team.

DRUGS

Fresh adheres strictly to the law. The use or storage of illegal drugs including cannabis is not acceptable within our development.

We have a duty to pass to the Police details of any illegal activity occurring within our accommodation.

If during your hours of duty, you suspect that anyone is engaging in any illegal drug activity within our development, please call the Police immediately on **999**.

Log the INCIDENT BOOK

Log the P.I FORM (If applicable)

Bring the matter to the attention of the management team

HEALTH & SAFETY

To achieve the necessary standards of Health & Safety, a positive commitment is required from all members of the Management Team as well as the Senior Students. It is the responsibility of everyone concerned to ensure that we can provide a safe and healthy living environment for all our staff and residents.

ACCOMMODATION SMOKING POLICY

The Government has implemented legislation that bans smoking in many areas from 1 July 2007. There are no areas within our development that allow smoking.

The most common problem, as a result of this ban, is that some students do take risks and smoke within their bedrooms. Apart from being a serious risk to H&S, it is obviously a criminal offence.

Should you suspect or be aware that someone is smoking within the development, please report your concerns to a member of the Management Team immediately. Should you be on duty and concerned that you can smell cigarette smoke coming from a particular apartment, please access the apartment and explain your cause for concern.

In the hallway and kitchen/living areas, ensure the smoke detectors have not been tampered with. Should you feel it necessary to knock on a bedroom door to question the tenant then do so. If you are able to see into their room, look for evidence – is there an ashtray? Has the smoke detector been tampered with? The most common items used to cover a detector are a sock or cello tape.

Should you find such evidence, explain to the tenant that they are in serious breach of their tenancy agreement and they will be disciplined accordingly.

Log the INCIDENT BOOK

Log the P.I form

Bring the matter the attention of the management team

H&S CHECKS

As part of your duty whilst on call, you are expected to ensure the development is safe and secure. You will be provided with a check list and you are expected to record your findings.

This check will involve a walk around the development during the evening (at a time to suit you) and will involve checking that all main doors, fire doors, stairwells and lighting are all in good order.

Whilst conducting this check, please ensure all areas are clear of obstruction and combustible materials at all times.

Should an urgent H&S issue arise then please telephone a member of the Management Team who will assist to rectify the problem. Telephone numbers of all relevant Management will be stored in the mobile phone provided.

Please be alert – Apart from the items shown on the check list, record anything you would consider to be out of the ordinary which may impose a risk to Health & Safety.

Record all findings on the Check list

Bring any matter arising to the attention of the management team

WEEKLY FIRE PANEL TEST

On a weekly basis, we will conduct a test of the emergency call points along with the automated windows & roof vents that operate in the event of an emergency to release any smoke from the building – these are known as AOV's (Automatic Opening Vents). See below.

The day & time we carry out this testing is clearly displayed on our notice boards. In general, the test will involve a manual check of the call points (red boxes) to ensure the alarms sound and that the call points are in working order. Normally we would test around 2 floors per block, per week, along with Common Room, laundry room etc.

Each block has its own individual fire panel which is linked to a main panel within the Management Suite. A repeater panel is also located in the Security Lodge for our Security Guard to be aware of any issues. Our fire panel is monitored by a call centre 24 hours a day. More information on this further in this section.

Prior to conducting the weekly test, the call centre must be telephoned to inform them that the test is about to begin. They will ask how long the test will take - this will depend on the number of call points being tested - our Manager will advise you of the required timescale. Ideally 3 persons are required to conduct the test – again, our Manager will have made arrangements as to who will be assisting. On completing the weekly test, the results will need to be recorded in the "Fire" file. We may expect our Senior Students to assist with the weekly test, however, we fully understand that your lecture's come first and would not expect you to neglect your studies!

Call Points

Within each block, there is a call point located on every floor along with the following areas:

TBC

WHAT TO DO IN THE EVENT OF THE FIRE ALARMS SOUNDING

Our fire panel is connected and monitored by a call centre - 24 hours a day.

When the alarms sound, the person in possession of our 24 hour mobile phone will receive a call from - **Details to be advised in due course.** They will simply inform you that the fire alarms at Britannia Street are sounding. For security reasons, they may ask you for our password which is:

The telephone call will be brief and you will have **8** minutes to determine if there is a real emergency or not. Should the incident be a false alarm, the fire panel(s) must be reset within the **8** minutes – please see page 17 for details on how to reset the panel(s). Should the alarms remain sounding after this time, the call centre will be fully aware of this, they will assume there is a real emergency and they will automatically call out the Fire Service to attend. Please note – if the alarms are reset within 8 minutes, there is no need to telephone the monitoring company to inform them of this as they will be fully aware that the panel is back in normal mode.

PROCEDURE

In the event of the alarms sounding, the fire panel in the block where the alarm is sounding, along with the panels in the Security Lodge & Management Suite will all display the precise location of the emergency. Should such an incident arise whilst you are on duty, you would be expected to take the following action:

1 – On hearing the alarms, please put on your high visibility jacket and make your way immediately to the fire panel in the Management Suite to establish the location of the emergency. (Unless you are already aware of it). Should you not be within your accommodation at this time, do not make your way back to your room for your jacket, attending to the fire panel is priority.

For any Senior Student not on duty but within the development at the time, please put on your high visibility jacket (should it be to hand) and assist with the evacuation process.

Ideally, one person should be at the assembly point to ensure all residents are kept together and updated with any information we may have on the incident in hand.

2 – Once you have identified the location, make your way there at your earliest to determine if there is need for the Fire Service to attend – At this stage of the emergency, please remember the given **8** minutes to investigate.

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We do not expect anyone to put themselves at risk or in any danger. When making your way to the identified area, should the students evacuating inform you there is evidence of fire or smoke, then take their word for it and EVACUATE with them.

Should there be a distinct smell of smoke, EVACUATE, do not try and identify where the precise location of the fire is.

Should you remain unsure and reach the area concerned to see there is a fire, then please close any doors behind you and EVACUATE immediately.

If there has been a fire and the tenants have extinguished it themselves, please EVACUATE. The Fire Service will need to investigate the incident even if the fire has been put out.

3 – If you have determined the incident is a false alarm, please follow the instructions on page 17 on how to reset the fire panel(s).

Log the FIRE INCIDENT/ISSUES file

Log the P.I FORM (If applicable to one of our residents)

Bring the matter to the attention of the management team

4 – If you have determined that the Fire Service is required, please dial **999** if you are able to do so. After the given **8** minutes, the fire service will be en route, however, by calling them, they may be on site sooner.

Please then make your way back to the Management Suite and wait outside for them to arrive as they will need access to the fire panel immediately.

When they arrive, make yourself known to them.

Remember - Smoke can be as harmful as fire. Wait until the Fire Service arrive, do not make the decision to admit anyone back into the building. During some incidents in the past, the Fire Service has had to extract smoke from the affected areas. Smoke detectors will not stop sounding until the area is completely smoke free.

5 – Should we have a tenant who has opted for assistance in the event of an evacuation (known as “The Buddy System”), their name and room number will be displayed next to the fire panel. Should his/her buddy have assisted them in evacuating the building, they are fully aware that they must immediately report to a Senior Student to inform them that they have evacuated. Should they have not made themselves known, the Senior Student on duty **MUST** make it priority to inform the emergency services when they arrive.

6 – At this stage of the emergency, the Fire Fighter’s are now fully in charge of the situation. Your duty as Senior Student is to now ensure that everyone is evacuating the building to the designated assembly point which is:

TBA

Keep everyone in a group and keep them informed of the situation.

For any person taking longer than 2 minutes to evacuate, please approach them and make them fully understand the importance of an “Emergency Evacuation”.

Should this be the case, the Fire Service should be told, they may want to speak to the residents concerning this.

7 - If a call point was used to raise the alarm it will need to be reset, otherwise the alarms will keep sounding. All Senior Students will be shown how to reset a call point. The fire service will be at hand to assist should you need to ask them.

8 – The fire panel(s) must be reset prior to any resident returning into the building - please follow the instructions on page 17.

9 - Once the fire service are happy for the residents to return into the building, the Senior Students will be informed and he/she will then be expected to inform the residents.

10 – Should extensive damage have been caused preventing any resident/s being able to occupy their accommodation, an alternative room will need to be provided within the development. Should there be no alternative to offer and the resident concerned does not have a suitable alternative, then please contact a member of the Management. Phone numbers are stored within the mobile.

Log the FIRE INCIDENT/ISSUES file

Log the P.I FORM (If applicable)

Bring the matter to the attention of the management team

HOW TO RESET THE FIRE PANEL

To reset the fire panel please follow the steps shown below.

- 1 – PRESS **“MENU”**
- 2 – YOU WILL THEN BE REQUESTED TO ENTER LEVEL 2 – PRESS **“ACCEPT”**
- 3 – ENTER THE 4 DIGIT **“PASSWORD”**
- 4 – IGNORE THE NEXT REQUEST TO ENTER LEVEL 3
- 5 – PRESS **“SILENCE”**- THIS WILL TAKE A FEW SECONDS TO SILENCE
- 6 - IGNORE THE NEXT REQUEST TO ENTER LEVEL 3
- 7 – PRESS **“RESET”**
- 8 - IGNORE THE NEXT REQUEST TO ENTER LEVEL 3
- 9 – PRESS **“ESCAPE”**
- 10 – PRESS **“ESCAPE”**
- 11 – IF YOU HAVE FOLLOWED THE ABOVE PROCEDURE AT A FIRE PANEL WITHIN BLOCKS A TO G, PLEASE RETURN TO THE MANAGAMENT SUITE TO RESET THE PANEL IN THE SAME WAY

THE PANEL WILL DISPLAY “NORMAL” ONCE THE ABOVE IS ACTIONED

Should you experience any problems with the system, please contact a member of Fresh Management immediately. Telephone numbers for all members of Management are stored in the mobile.

SHOULD THERE BE NEED TO CALL AN ENGINEER OUT TO ATTEND TO A FAULT ON THE SYSTEM, THEIR CONTACT DETAILS WILL BE LOCATED NEXT TO THE FIRE PANEL AT THE MANAGEMENT SUITE.

ELECTRICAL ISSUES

Each apartment has its own individual electrical distribution unit - this can be found in the hallway of each apartment. Within this board is also an isolator switch which

would disconnect the entire apartment. The main cut off point which should be used in an emergency is shown further on this section.

Should you receive a telephone call from a tenant informing you that they have loss of power to all or part of their accommodation, the distribution or sub board as its sometime known, must firstly be checked for any faults.

In the majority of cases, you will find that a “trip” has occurred on the board. (You will be provided with a key to unlock the boards).

If this is the case, one or more switches on the board will be in the “OFF” position. This may suggest a faulty appliance is in use. If therefore, the loss of power occurred when a particular appliance was switched on, this would suggest the appliance may possibly be faulty. It should therefore be suggested to the tenant to get the appliance tested, unless of course it is found to be an appliance provided by Fresh.

To resume power, simply turn back the switch to the “ON” position. Should the switch automatically trip once again, it would be advisable to take no further action. A member of the Management Team must then be informed. Should such an incident arise out of office hours, inform the tenant that the matter will be dealt with as soon as the office is re open. If the matter is of a more urgent nature, then please contact a member of the Management Team as soon as possible.

In any case:

Log the INCIDENT BOOK

Log the P.I form

Bring the matter to the attention of the management team

Should there be loss of power to the whole development, do not assume this is a fault within Britannia Street alone. The likely cause will be an external fault. Report the fault to the local electricity board and enquire if there is a known problem in the area. Once they identify there is a problem, they should be able to provide full details of the fault along with the timescale involved to rectify.

THE ELECTRICAL SUPPLY TO EACH STUDIO IS TO BE CONFIRMED

IF THE ELECTRICAL SUPPLY TO THE STUDIO WOULD EVER NEED TO BE CUT OFF IN THE EVENT OF AN EMERGENCY, IT WOULD BE BEST TO DO THIS FROM HERE.

The riser cupboard on each entrance level will also house the distribution boards for the communal areas of that particular block. If the stairwell lighting in a particular block was to fail, this would be the first place to check for a trip.

ELECTRICITY FOR THE WHOLE DEVELOPMENT IS CONTROLLED FROM THE MAIN SWITCH ROOM

SHOULD THE MAIN SUPPLY EVER NEED TO BE TURNED OFF, THE MAIN CUT OFF SWITCH IS LOCATED HERE

There are (TBA – Number of) main supplies into the building – each supply has a unit which is opened with hand screws – it is very unlikely you would ever need to turn off the supply to the whole development.

Also in the Main Switch Room are the (TBA Number of) electric meters for the development.

WATER ISSUES

If a leak or a flood was reported within a particular apartment, the supply could be turned off from the riser cupboard supplying that area. Each riser is located in the corridor area of each floor along with the electric meters. Each water meter is clearly labelled with the room number and has a tap to turn off the supply. Within the same riser cupboard at entrance level to each block, is the main cut off tap to the whole of the block.

Should any resident experience a leak or flood from the pod area of their accommodation, the riser cupboards (white doors) in the hallway of their apartment would need to be opened. There is a cut of tap for each pod located within. To cut the supply off simply turn the isolator to the HORIZONTAL position.

If we encountered a major leak or burst pipe, the supply to the whole development can be stopped as follows:

ON ENTERING THE MAIN PUMP ROOM

(Located TBC)

TURN THE LEVER TO THE GREEN POSITION

ELECTRIC & WATER METER READINGS

You will be expected to assist in the monthly reading of all Electrical & Water meters. These recordings must take place on the same day of each month – the Accommodation Manager will advise you as to when this is.

The relevant forms to record the meter readings can be found in the “Meter Reading” file in the Management Suite. We expect all Senior Student’s to assist with these readings.

The electrical readings assist us in monitoring our energy consumption and we will occasionally offer an incentive to our residents to encourage them to use less energy.

EMERGENCY LIGHTING TEST

The whole of the development is equipped with emergency lighting and the testing of these lights must take place on a monthly basis and must comply with the following recommended guidelines:

Monthly test: All lights should be tested for 45 minutes

Every 6 months: All lights should be tested for 1 hour

Every 3 years: All lights should be tested for 3 hours

As only a percentage of the lights will operate in an emergency – we have clearly identified these with appropriate labels.

You may be expected to assist with the testing. Full training will be provided if required.

FIRE EQUIPMENT INSPECTION

The following checks are to be made within each individual apartment on a monthly basis. The sheets to record the information can be found in the **FIRE** file.

Smoke / Heat Detectors:

Testing of both the corridor & kitchen detectors must be carried out.

A green light is clearly visible inside the detector if all is in order.

To test, simply press the test button inwards and hold down for a few seconds until you hear it beep – this indicates all is in good working order.

Fire Extinguishers (kitchen area):

To ensure the extinguisher has not been used, ensure that the yellow tie is complete around the top part of the equipment and that the pressure gauge is pointing upwards into the green coloured area. If the gauge is in the red area, please note and report.

Fire Blankets (kitchen area):

Ensure the blanket and the box is in tact and that there is no evidence of tampering.

Should any of the equipment tested not be in working order, or you suspect they have been tampered with; it is your responsibility to report it to the Management immediately.

BEDROOM SMOKE DETECTORS

All bedrooms are fitted with battery operated smoke detectors. Should anyone report that it is beeping (assuming there is no fire), this indicates the battery is flat. You will be shown how to change the battery, a supply will be available in the Management Suite.

LIFT EMERGENCIES

Should you be aware that a lift has failed, you must firstly check to see if anyone is trapped. If so, try and determine if they have pressed the emergency call button within the lift - the helpdesk may take a few minutes to answer so anyone in the lift must be told to be patient. Once answered, they will give an estimated arrival time for one of their engineers.

It is vital you replay the video footage to ensure any failure is not down to malicious behaviour. Likewise, it is imperative you obtain the personal details of every individual involved in an incident - whether they are a tenant or friends of a tenant, the tenant will be held responsible for their mis-behaviour and any subsequent call out charges for an engineer will be passed on to them.

Alternatively, if the lift has failed with nobody in it, you may call the 24 hour helpline stored in the mobile phone to report the incident.

WHEN AN ENGINEER IS CALLED OUT TO A LIFT INCIDENT, YOU MUST ALWAYS RECORD FULL DETAILS OF THE INCIDENT IN THE “LIFT” FILE – YOU MUST ASK THE ENGINEER FOR FULL DETAILS OF THE WORK CARRIED OUT AND RECORD IT IN THE FILE

IF YOU ARE TOLD THERE IS A DELAY IN GETTING AN ENGINEER TO SITE TO RESCUE ANYONE WHO IS TRAPPED, YOU MAY DIAL 999 AND REQUEST THE ASSISTANCE OF THE EMERGENCY SERVICES – THE ACCOMMODATION MANAGER WILL SHOW YOU WHERE THE EMERGENCY LIFT KEYS AND ANY NECESSARY RESCUE EQUIPMENT IS STORED

ACCIDENTS / FIRST AID – Should an accident or injury occur to a resident or visitor to our development, please offer your full assistance in the matter.

All accidents and injuries must be logged in the **ACCIDENT BOOK**

A **FIRST AID** box is readily available at the Management Suite.

If the incident is of a more serious nature do not hesitate in calling **999** and request an ambulance.

Log the ACCIDENT BOOK

Log the P.I FORM (If applicable)

Bring the matter the attention of the Accommodation Manager

FREQUENTLY ASKED QUESTIONS – OF EMERGENCY NATURE

Q. My shower is not working – what can be done immediately?

A. Firstly check that the main switch to the shower is on – the main switch is located on the outside wall of the shower room. Some people do forget that they turned it off!!! If this is not the case, check that the switch for the shower has not tripped on the distribution board.

If it hasn't, offer the tenant an alternative available room to use until the matter is officially dealt with. If we have no alternative to offer, explain to them that the matter will be dealt with when the office reopens. Suggest they shower in a friend's room, alternatively point out to them that they do still have full use of hot & cold water in their hand basin.

Q. My oven is not working and I have food to cook, can you help me?

A. Again check the main switch is on and ensure nothing has tripped.

If there is no obvious fault, point out that they do have a microwave facility until the matter can be dealt with.

Q. The fire alarms are sounding and will not reset at the panel.

A. If the alarms are sounding due to an incident e.g. – a smoke filled apartment due to burning toast, the detectors will only reset when all traces of smoke have gone.

If this continues, there could always be a fault which may need an engineer to attend to. If this is the case, telephone a member of Fresh staff and if you are instructed to call out an engineer, the contact details of the relevant company will be displayed near the fire panel or on a notice board within the Management Suite.

Q. I am the Senior Student on duty and I have to leave the development as a matter of urgency.

A. We understand that emergencies can arise. However, before leaving the development you need to consider the importance of handing over the emergency telephone. Firstly, you should make contact with one of your fellow Senior Students and ask if he or she is prepared to cover the remainder of your duty. If this is not a possibility, then you would need to hand the phone over to the Security Guard on duty. If neither of these options is possible, please telephone a member of the management team for advice.

Q. An apartment ceiling has a water leak which is flooding towards an electrical area.

A. Firstly cut off the electricity supply from the riser cupboard and not the distribution board. Stopping the supply from the main cut off area will isolate the electrical supply to the whole apartment. Secondly, cut off the water at the meter.

IF THE EMERGENCY IS OF A LESS URGENT NATURE AND THE SECURITY GUARD IS EXPECTED ON DUTY, HE WILL GLADLY ASSIST YOU WITH ANY HELP YOU MAY NEED

SHOULD YOU HAVE ANY FURTHER Q&A's YOU WILL LIKE US TO INCLUDE IN THIS SECTION PLEASE ASK



Student Accommodation
MANAGEMENT

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Bangor

Neuadd Willis
15 High St
Bangor
LL57 1NP

24 Hour Emergency Contact: 07841 369249
Management Suite landline: 01248 371450
Office Hours: Monday to Friday 8.30 – 6pm
Saturday 1pm – 2pm
Manager: Irene Shapeley
Email: irene.shapeley@Freshnw.co.uk

Liverpool

Europa
60 Manfred St
Liverpool
L6 1AL

24 Hour Emergency Contact: 07545 204522
Management Suite landline: To be advised
Office Hours: Monday to Friday 8.30 – 6pm
Saturday 1pm – 2pm
Manager: Erin Douglas
Email: europa@Freshnw.co.uk

Loughborough

Optima
4 Greenclose Lane
Loughborough
LE11 5AU

Daytime Monday to Friday: 07789 693940
24 Hour Emergency Contact: 07810 566095
or 07595 652315
Office Hours: As displayed on notice board
Managers: Russo & Lakha Ltd,
19 The Rushes, Loughborough
Tel: 01509 239 099
Email: chambers51@Freshnw.co.uk

Sheffield

Rockingham House
1 Newcastle St
Sheffield
S1 3PD

24 hour Emergency Contact: 07525 129652
Management Suite landline: 01142 721948
Office Hours: Monday to Friday 8.30 – 6pm
Saturday 1pm – 2pm
Manager: Michelle Hyde
Email: michelle.hyde@Freshnw.co.uk

Wolverhampton

Chambers 51
Short St
Wolverhampton
WV1 1EX

24 Hour Emergency Contact: 07789 693940
Office Hours: Monday to Friday 8.30 – 6pm
Saturday 1pm – 2pm
Manager: Debbie Horton
Email: chambers51@Freshnw.co.uk

It is essential that any letters or parcels you expect to receive at your accommodation arrive properly addressed . . . please read the information on the following page



LETTERS & PARCELS

All mail will be posted directly into the postboxes provided on a daily basis - (Monday to Friday only). Each studio / apartment has a designated box for which you will be given a key.

If you are having a parcel delivered, it is advisable to arrange to have it delivered when you know you will be in the building, as we cannot take responsibility for any parcels delivered to us on your behalf. Please advise the Accommodation Manager if you know a parcel is due for delivery.

For all large items, we will place a notice your postbox informing you to collect it from the Management Suite.

**WE ACCEPT NO RESPONSIBILITY FOR PARCELS LEFT AT OUR
MANAGEMENT SUITE.**

**PLEASE ENSURE THAT ALL POSTAL DELIVERIES THAT YOU ARE
EXPECTING TO RECEIVE HAVE YOUR FULL ADDRESS ON THEM AS
SHOWN BELOW:**

Line 1 – Your full name

Line 2 – Your room number

Line 3 – Your full address with postcode as shown on previous page



Senior Students – Your 24 hour Emergency Contact

The role of a Senior Student is basically to offer a 24 hour emergency contact for students who encounter problems for example with the building, emergency repairs, Fire Safety Assistance and Discipline Management outside our normal office hours. They also form an essential part of the Management Team. The Senior Student will work on a rota basis. Full details will be posted on the notice boards. We will be advertising for Senior Students on a yearly basis, if you are interested, keep an eye out on the notice boards for further details.

**THE 24 HOUR EMERGENCY PHONE NUMBER FOR YOUR
SENIOR STUDENT IS DISPLAYED THROUGHOUT THE DEVELOPMENT –
MAY WE SUGGEST YOU STORE THIS NUMBER IN YOUR MOBILE PHONE**



Health & Safety

This is probably the most important section of our Living Guide, can we please therefore ask you to take just a few minutes to read this section – it could save your life and others.

We are responsible for providing you with secure and reasonable accommodation, which includes addressing any maintenance issues. A copy of our Health & Safety policy is available at our management suite. Please let us know should you have any concerns about Health & Safety. You can talk to our management staff or our Senior Student.

Accidents & Incidents

Any accidents (students or visitors) must be reported immediately and an entry in the “Accident Report Book” must be made – this is located in the Management Suite. It is also useful if you could log any incidents that might happen off site, e.g. – street crime. “Incident Report Forms” are also available at the Management Suite.

Safety Issues

Your personal safety is of paramount importance to us, but there are things you should do to look after yourself:

- Be sensible and don't have anything in your room which could harm you or others e.g. fireworks, knives etc
- Take care around the site – don't climb onto buildings, be careful around windows and if there are signs saying “keep out” then please do so.
- Make sure you know what to do if there is an accident or fire
- Don't have portable electric or gas heaters, cooking equipment (other than those provided in your apartments), candles, oil lamps, or anything else with a flame in your room. They're all serious fire hazards and are strictly prohibited within our building – see our Fire Section)
- Turn off your mobile phone charger when you're not using it – apart from saving energy it could overheat and cause a fire
- Report faults immediately – call in at the Management Suite to complete a form.
- Don't dry clothes on your heater – the heaters installed in your rooms are not designed for this

Ironing Safety

- Always put the hot iron out of reach immediately after use
- Ensure the cord is out of the way to prevent anyone tripping on it
- Apart from taking up a lot of room, ironing boards are very unstable and can tip over too easily
- Fold up the ironing board and store properly immediately after use



First Aid for burns

- **Run cold water over the burn for 30 minutes**

DO **NOT** USE:

- Ice, band aids or plasters
- Butter, margarine or oils
- Fish sauce, soy sauce or tahini
- Toothpaste or creams

If the burn begins to blister, seek medical help immediately

Cleaning – Kitchen / Living Area & Hallways

It is the joint responsibility of flat members to keep all areas of your kitchen and corridor clean at ALL times.

Here are some tips to assist you:

- Always wipe down worktops after use. Leave the area tidy for the next person using it
- Tidy up any food lying around in the kitchen and don't leave your bins overflowing as this encourages flies, mice and cockroaches. If we have to call in pest control then you will have to pay
- Place all packaging directly into the bin. Do not let it litter the kitchen.
- Any spillages whilst cooking should be cleaned immediately – do not allow it to bake on
- Ensure the bottom of the oven and grill pan is clean – a build up of fat could cause fire.
- Do not allow washing up to accumulate as this will encourage germs and pests
- Always use strong black bin liners and take full bin liners promptly to the bin store area. Tie the bags securely and do not over fill them

PLEASE BE ADVISED THAT RUBBISH REMOVAL FROM THE KITCHEN IS THE RESPONSIBILITY OF RESIDENTS. DO NOT ALLOW IT TO ACCUMULATE – IF IT IS LEFT TO CAUSE A HEALTH / FIRE HAZARD IT WILL BE REMOVED FOR YOU AND A CHARGE OF £3 PER BAG WILL APPLY.



Cleaning – Bedrooms/En-Suite

You are responsible for the cleaning of your own room during your tenancy – this includes your en-suite facilities.

- Please do not use abrasive cleaning products on any surface. Should you require information as to which cleaning products are suitable for use on these premises, please ask at the Management Suite.
- Please do not use hair dye in the en-suite facilities as these may damage the surfaces in this area.
- Please do not use sticky hooks in your room as this damages the décor.
- Please use the pin-board that is provided in your room for notices, posters etc. If you should contravene this requirement and put up posters etc. you will be charged for the redecoration of the walls at the end of the tenancy.
- You are reminded that joss sticks, candles and oil burners are not permitted.

YOU MUST USE A MATTRESS COVER - SHOULD THE MATTRESS PROVIDED BE STAINED WHEN YOUR TENANCY ENDS, YOU WILL BE CHARGED FOR THE REPLACEMENT. IF YOU ARE NOT PROVIDED WITH A COVER, IT IS IMPERATIVE YOU PURCHASE YOUR OWN – THANK YOU

Maintenance Issues

From time to time there are sure to be maintenance issues that need to be addressed. Should you have any problems that need to be reported please complete a maintenance form available at the Management Suite.

Please return your completed form to a member of staff or a Senior Student and we will do our utmost to resolve your problem at our earliest.

For your information our maintenance work is categorised as follows:-

Priority 1 – “Emergency Repairs”

These are completed within 24 hours of a report defect. These would be any repairs required to avoid a danger to health, a risk to safety of residents or serious damage to buildings or residents belongings.

Priority 2 - “Urgent Repairs”

These are completed within 5 days of a defect. These would be any repairs which materially affect the comfort or convenience of residents.

Priority 3 – “Non Urgent Repairs”

These are completed within 28 days of a report of a defect. These would be any repairs not falling within the above categories.



Reporting faults

If you discover a fault in your room or in the communal areas, please advise our staff as soon as possible. If you discover a fault outside office hours and you think it could be a safety risk, then please contact the Senior Student on duty by telephoning the emergency number. If the fault is not urgent then please report it to the Management Suite the next working day.

Electric appliances – things you should know:-

Mains electricity is extremely dangerous and can kill if misused.

Make sure that any electrical equipment you use has no exposed wires and is safe to use. Look out for the BSI kite mark and the BEAB safety mark on electrical equipment and adaptors.

All electrical appliances have a fuse. Fuses stop the appliance overheating and causing a fire, but they must be the correct size – 3amp, 5amp or 13amp.

If you think any electrical equipment in your residence is faulty, or if it stops working, switch it off immediately and do not attempt to fix it. Inform a member of staff at the management suite if the equipment belongs to the residence, or have the fault repaired by an electrician if it belongs to you – we will gladly supply you with contact details for a local electrician should you need one.

Short flexes are safer than long ones. If the protective covering of a flex becomes frayed, split or worn, replace it at once. Never staple a flex to the wall or skirting, or run it under carpet or lino, and always use a single continuous length from plug to appliance, without joins. Never let a flex touch hot parts of a toaster, cooker, iron etc.

Do not leave computer networking cables in the hallways, strung between rooms or on the outside of the buildings. It compromises fire containment if the fire doors cannot shut properly.

Try not to use adaptors as they can overheat and cause a fire hazard. If you do use one, do not run more than one appliance that uses a lot of electricity (like a kettle or TV) from it at the same time. Block multi-socket adaptors MUST NOT be used. If you have a PC you should consider getting a surge-protected extension cable.



Never put metal implements (such as a knife) in a toaster if it is still connected to the electricity supply.

If there is a total power failure in your accommodation, contact a member of staff or a Senior Student immediately.

Basic fact – electricity and water do not mix. Don't handle plugs, switches or any electrical appliance with wet hands. Switch off and unplug all appliances before cleaning and make sure they are dry before use. The only items to be used in bathrooms are shavers and then only in the wall socket provided. Never use an extension lead to take electrical equipment into your bathroom.

Emergency Lighting

All areas of our building are fitted with the necessary emergency lighting and will be tested on a monthly basis. If your accommodation is equipped with such lighting, it will more than likely be done when visiting your accommodation to ensure your fire equipment is in order and to read any applicable electricity meters.

All our development's are NON SMOKING, please note the following:

This legal requirement, which concurs with our own policy, will be rigorously enforced and offenders will be considered to be in breach of the tenancy conditions as well as breaking the law. You are welcome to smoke outside the building, but please keep clear of all entrance areas and please use the cigarette boxes to dispose of your cigarette ends – these are located in various areas around the development.

The following items are strictly prohibited:

- Chip pans or saucepans filled with oil or fat
- Deep fat fryers
- Woks
- Halogen Lights
- Fireworks
- Barbecues
- Candles
- Any other naked flames
- Joss/Incense Sticks
- Non Artificial Christmas Trees
- Oil Burners
- Electrical items which do not have a current PAT Certificate
- Dual Plug adaptors, unless they are two gang or four gang extension leads



FIRE

Please do not take any chances where fire is concerned. Take a few minutes to read these simple guidelines – it could save lives.

Fire Equipment within your accommodation

The doors to your room and kitchen are fire doors and should be kept closed at all times. They are fitted with metal door-closing mechanisms at the top to make sure that doors close and prevent the spread of fire and smoke.

Each kitchen and living area is supplied with a fire extinguisher and fire blanket. Please ensure you are familiar with these items and on how to use them should an emergency arise.

The fire extinguishers have a tag fitted around the handle which shows the extinguisher is in good working order and is ready for use. To use the extinguisher, tear off this tag and follow the instructions on the side. You must report any missing or damaged tags to the management suite immediately or you may be charged for a replacement extinguisher. You must also inform our staff if you use the extinguisher so the contents can be replaced, if you don't – you will be charged.

There are both heat and smoke detectors in your accommodation. Heat detectors are activated by the rate of heat rise within a room and are not affected by smoke, steam etc from kitchens. Smoke detectors are sensitive to quite small amounts of smoke, steam or dust. You must not cover the detectors in anyway as this will stop them working. Do not unscrew them – you will activate the fire alarm and will be fined.

IF YOUR BEDROOM SMOKE ALARM/DETECTOR STARTS TO BLEEP OR YOU THINK THERE IS A PROBLEM WITH IT – PLEASE REPORT IT IMMEDIATELY, IT MAY JUST NEED A NEW BATTERY WHICH WE WILL PROVIDE FOR YOU.

Our Senior Students will visit your accommodation (studios & apartment kitchen areas only) on a monthly basis to ensure your fire equipment is in good order. Should you ever have to use any of these items, please make sure you report this to our Management Team immediately.



IF YOU DISCOVER A FIRE

- Close the door of the room where the fire has started if it is safe to do so.
- Sound the alarm by breaking the nearest fire alarm call point

ON HEARING THE ALARM YOU MUST

- Exit the building by the nearest escape route
- If you have a disabled flat mate or visitor, initiate the “buddy” system and assist them in vacating the building, if it is safe to do so – buddy information is provided within this guide

Make your way to the designated assembly points:

ALL ASSEMBLY POINTS ARE CLEARLY DISPLAYED ON THE NOTICE BOARDS THROUGHOUT THE DEVELOPMENT

- **DO NOT USE THE LIFTS**
- **DO NOT TAKE ANY RISKS**
- **DO NOT STOP TO COLLECT PERSONAL BELONGINGS**
- **DO NOT RE-ENTER THE BUILDING UNTIL YOU ARE TOLD TO DO SO BY THE MANAGEMENT OR THE FIRE & RESCUE SERVICE**

If it is found the alarms have been tampered with, an administration charge will be levied together with any cost incurred. Please note – It is a criminal offence to tamper with a fire alarm system and the emergency services have the right to impose a fine and likewise may refer the matter to the police



Useful Information

Absences

You are free to come and go as you please, but for your own safety and protection, please let someone know when you are going to be away overnight or for a longer period. This can be one of your neighbours, friend, Senior Student or the Accommodation Manager. If you intend to be away for longer than one week, please inform the Accommodation Manager in writing, giving details of how you can be reached in an emergency. Should you become concerned about the absence of a friend or neighbour, please let the Accommodation Manager know.

Banks

If you intend to open a bank account, you will need to take some or all of the following to the bank you have chosen:

- Signed tenancy confirmation
- Passport
- Visa
- Proof of your student status
- Bank statements from your home bank account for the last 3 months.

You are advised to check which documents are required before attempting to open an account.

Bicycles

All of our developments have bicycle storage facilities. You should supply your own padlocks etc. Bicycles must not, under any circumstances, be brought into your accommodation.

Bounced Cheques and Declined Card Payments

There is a charge of £30 for a bounced cheque and also for any card payments declined due to lack of sufficient funds to cover the transaction.

“Buddy” System

Any resident with a disability or anyone who may need assistance in the event of an emergency should ideally identify two flat mates who are prepared to assist them to get out of the building in the event of a fire, or any other incident which requires evacuation of the building. The “Buddy” will be called by the person requiring the assistance to get them out of the building. If you have a visitor who is disabled, you are required to act as their “buddy” and assist them in evacuation. You will need to complete a form if you wish to assign yourself a buddy – available from the Management Suite



Card Payments

If you have elected to pay your rent by debit or credit card, and your card changes maybe due to it expiring or you receive a replacement if it has been lost etc, it is your responsibility to advise us of the new numbers etc.

All credit card payments do incur a surcharge – please enquire at the Management Suite.

Car Parking (Bangor Only)

Only vehicles belonging to those residents who have paid for a space can be parked in the car park area. Those of you who have paid will be supplied with a permit which must be clearly displayed at ALL times. We would request that student's park sensibly and do not take up more than one space, or use the disabled parking space, unless authorised to do so by the Accommodation Manager. Please note that we should be advised if there is a change of vehicle, we can then update your permit accordingly. Cleaning and maintenance of vehicles is strictly prohibited as is the charging or discharging of fuel tanks. Vehicles are parked at owner's risk. The remote control or fob which activates the gates must be returned to us at the end of the tenancy. Failure to do so will result in a charge of up to £35 being levied. This charge will also apply if the unit is lost or broken as is required to be replaced. The replacement of batteries is the responsibility of the car owner.

The car park area is for the use of residents only. Any visitors requiring access to the car park must be authorised in advance by the management, access would be subject to availability and be for a short period of stay only – e.g. to collect student belongings etc.

A copy of our car parking policy is available at The Management Suite.

Cash Machines

There are plenty of cash machines available around the town, but please be aware that some of them do charge a usage fee.

CCTV

All our developments are equipped with CCTV cameras which operate 24 hours a day, 7 days a week. Installed for the safety and protection of our resident. Any queries relating to the use of this system should be directed to the Accommodation Manager.



Code of Conduct

Fresh Management Ltd is obliged to comply with the National Code of Standards for Larger Developments. The code establishes a set of specific standards with particular relevance to larger developments tenanted by students.

Compliance of the code will ensure that:

- Both Managers and tenants enjoy the benefit of good standards
- Misunderstandings and disputes are reduced
- Where problems do occur they are promptly resolved



Communal Living

Students should be aware that living in a Hall of Residence could bring them into close proximity with others who may have very different personal, moral or cultural attitudes from their own. While this can be positive and enlightening experience, it may also prove challenging or even threatening in some ways.

With this in mind, why not consider the following ideas/suggestions:

- Honesty, consideration, mutual respect, discussion, compromise and understanding are keys in learning to live with your neighbours.
- Set ground rules with your flat mates – set them early!
- Communicate. Discuss personal habits, sleeping schedules, musical tastes etc. Needs, wants and expectations.
- Do try to be accepting and understanding of alternative lifestyles.
- Do talk about your feelings; a neighbour cannot respond to unexpressed feelings.
- Do plan in advance for overnight guests, and be considerate. Let your neighbours know about your guests.
- Do keep accurate records of any bills you share.
- Don't pretend that everything is fine if it's not. Tell someone.
- Do replace anything or return anything which you have broken or borrowed. Better still, ask before you take or borrow something
- Do make every effort to keep your kitchen/living areas clean, comfortable and pleasant. The more livable your space is the happier and more productive you and your flat mates will be.
- Don't play practical jokes. The intent may be misunderstood.



Complaints Procedure

We at Fresh Management Ltd are determined to provide a high quality service to all our customers. We therefore need to know when you are not happy with the service you get (and when you think we have done something particularly well!).

Our complaints procedure is designed to help you tell us when things go wrong and give us all the information we need to put things right.

A copy of the Complaints Procedure is available from the Accommodation Manager upon request.

Confidentiality and the Data Protection Act

In order to protect you and deal with your concerns confidentially, under the terms of the Data Protection Act we are not able to discuss details of your accommodation, contract, or rent payments with anyone other than yourself. If however you wish us to discuss these issues with another person, your parents or guardian for example, we will require written authorisation from you that this person is acting on your behalf.

Disabled Access and Facilities

The Management Suite is accessible for wheelchair users, and there is an accessible W.C. within every development. Please ask the Accommodation Manager for the key, or contact the Senior Student on duty. All of our developments have accessible lifts. Any resident with a disability should identify a flat mate who is prepared to act as a "Buddy" in the event of a fire, or any other incident which requires evacuation of the building. The "Buddy" will be called by the disabled person to assist them to get out of the building. If you have a visitor who is disabled, you are required to act as their "Buddy" and assist them in evacuation – see "Buddy" section

Disciplinary Procedures

Should any tenant breach a clause of their tenancy agreement, the Accommodation Manager will take appropriate action which may result in legal proceedings. All incidents relating to a breach of contract will be logged on a Personal Information form. The matter will be investigated and a decision will be made on what action will follow.

Our duty Senior Student will report to the Accommodation Manager on a daily basis to discuss any out of hour's incidents.

Doctor

It is extremely important that you register with a local Doctor as soon as you arrive at your accommodation. Do not wait until you are unwell. The Student Services Department at the University will be able to give you full details of the local surgeries etc.



Drugs

We all know that drugs are available worldwide and UK Cities are no different to others in that all sort of drugs are available.

Some drugs can be dangerous, we know that, but we also know that people take them regardless. Our Accommodation Manager can advise you on where you can obtain information on drug abuse – all conversation would be strictly confidential.

Electrical Goods

Please note, you are not permitted to bring any electrical items into the building unless you provide either a copy of a guarantee, if the item is less than 12 months old, or a current Portable Appliance Test (PAT) Certificate which does not expire before the end of your tenancy.

Energy

We are all being encouraged nowadays to think “GREEN” and save our planet – so let’s do our bit to help.

According to the energy trust there is NO truth in the belief that turning lights on causes a surge that uses more electricity. If you are leaving your room for just 10 minutes – turn the light off.

If chargers for devices such as mobile phones were unplugged when not in use, the UK could save enough electricity each year to power 115,000 homes.

Chargers are not huge energy consumers in their own right, but across the UK those left unplugged waste over £60m and are responsible for a quarter of a million tones of carbon dioxide each year!

We will be offering an “INCENTIVE” for the apartment who uses the least energy – so go on . . . do your bit to help!

Fire

For our policy on what to do in the event of a fire, please see our health & safety section

Fire Alarm Testing

The smoke and heat detectors in your flat will be tested by management staff or Senior Student on a monthly basis. The fire alarms within the development will be tested on a weekly basis – the actual day will be clearly displayed on the notice boards. You will not be required to evacuate the building during the test providing the alarms do not sound for more than 2 consecutive minutes.

Fire Drills

There will be a fire drill each term. The first one will take place during the first few weeks of the tenancy. Any resident not evacuating the building will be considered to be in breach of the conditions of their tenancy.



First Aid

A First Aid kit is held at the Management Suite for the provision of plasters and bandages - available during office hours only. Our Senior Students will be given First Aid training during the first weeks of term.

Furniture

You are not permitted to bring into the accommodation any additional items of furniture. If you have a medical condition which requires you to have a mattress, which differs from the one provided, you should produce a medical certificate and the mattress will be required to be checked by staff for its fire protection certificate, prior to it being brought into the building.

Graffiti, Vandalism and other Damage

Fresh Ltd expects all residents to respect the facilities provided.

If damage to the building occurs, those individuals responsible (if known) will be held responsible for the cost of repairs, including a 20% administration cost. If the identity of the person/persons is unknown, the cost will be charged on a pro-rata basis to the whole block (if internal) or building (if external). It is therefore in everyone's interest to report all incidents in writing to the Accommodation Manager. All reports, whether written or verbal, will be kept confidential. You should also note that there is a list of charges at the back of this booklet, which relates to charges for items of furniture etc, which will be applied either during the tenancy or at the end, following the checking out inspection.

Harassment and Abuse of Accommodation Staff

Our staff and contractors work very hard to ensure that your stay with us is enjoyable and trouble free. From time to time things may go wrong that you find frustrating. We will always treat students and guests with respect and would expect the same in return. Fresh (North Wales) Ltd will not tolerate behavior that is threatening, insulting, and abusive or constitutes harassment. This type of behaviour may result in us taking repossession action and serious cases will be reported to the Police.

Heating / Lighting

All rooms are fitted with manually operated heaters. Please use in an efficient manner, do not leave it on unless you really need it. (See our section on Energy)

Insurance

At some of our developments your possessions are insured under a scheme provided by cover4students.com.

Fresh Management Ltd accepts no liability for the loss of, or damage to, any of the residents' property however caused. If applicable, full details of the policy will be provided and any claim or policy upgrade must be made direct with the policy provider. If this cover is not available at your particular development, please ensure you have the adequate cover for all of your belongings.

Please ask at the Management Suite for further details.



Internet, IP Telephone and IP-TV

This service is provided by an external supplier. You will be given instruction in your Welcome Pack with regard to accessing the systems and the Student Help Desk. Management Staff are not able to assist you to use these systems. If you receive IP – TV you will be required to purchase a Television Licence. Please log on to: www.tvlicensing.co.uk/students. You are required to adhere to their user policy. It is also just as important to inform the TV Licencing Company should you not be requiring a license.

Inventory

In your Welcome Pack, you will find inventories for you to complete and return to the Management Suite within 4 days of your arrival. It is in your best interest to carefully inspect your room. If something is damaged or missing you should bring it to our attention on the form, otherwise you are likely to be charged for the item on your departure.

Keys / Fobs

Faulty keys or fobs will be replaced without charge.

If you lose them within office hours, you should attend at the Management Suite to request a replacement. The cost for replacement is £10 per item.

If you lose your key outside office hours and you cannot wait until the Management Suite will be open, you should call the Senior Student - they will attend to let you in and you will be charged £25 in addition to the cost of the replacement – the Accommodation Manager will provide your replacement key or fob during the next working day.

Kitchen Inspections

The inspection of kitchens will be carried out from time to time. You will receive advance warning of when the inspection will be carried out in the form of a letter and you are very welcome to be present during the inspection. This will be carried out by a member of our management team and the assistance of our Senior Students.

If your kitchen is found to be of unacceptable condition of cleanliness/tidiness you will be issued with a copy of the inspection report and a notice to rectify the problem within 48 hours. Should on re-inspection the area still fail to meet the required standard, the room will be cleaned and the tenant(s) charged accordingly, as per your tenancy agreement.

Laundry

We have on site coin operated laundry facilities.

They will be open 24 hours a day, 7 days a week. If you experience a problem with any of the appliances, please let the Accommodation Manager know.



Mattress Cover

YOU MUST USE A MATTRESS COVER - SHOULD THE MATTRESS PROVIDED BE STAINED WHEN YOUR TENANCY ENDS, A NEW ONE WILL BE PURCHASED AND AN INVOICE SENT TO YOU. IF YOU ARE NOT PROVIDED WITH A COVER, IT IS IMPERATIVE YOU MUST PURCHASE YOUR OWN.

Mental Health

Everyone has mental health! Mental health problems are far more common than people think. They include stress, anxiety and depression and all those other common feelings.

If you are feeling concerned have a chat with Student Counselling.

If you are a bit worried about a friend, have a chat and see if you can help.

Moving out at the end of your tenancy

You will be provided with details of the process during May.

Moving Out or Transferring Before the End of the Tenancy

Any student wishing to move either within or out of the accommodation during the contract period will be charged an administration fee of £50. Details of the process can be obtained from the Management Suite.

No-Smoking Policy

To comply with current legislation, Fresh Management Ltd operate a **NO-SMOKING POLICY**. Smoking is not allowed anywhere on the development. This legal requirement, which concurs with our own policy, will be rigorously enforced and offenders will be considered to be in breach of the tenancy conditions as well as breaking the law. You are welcome to smoke outside the building, but please keep clear of all entrance areas and please use the cigarette boxes to dispose of your cigarette ends – these are located in various areas around the development.

Noise/Nuisance

All residents in the vicinity should be able to occupy their accommodation without harassment from others or disturbance by noise or nuisance. You are asked to ensure that you do not cause a nuisance to fellow students or local residents.

Please be extra considerate when playing audio, TV or radio, particularly at times when others may be trying to study or sleep. Please also keep the noise levels down when returning home late at night. Parties (when authorised) and loud music must not continue after 11pm. Residents are also responsible for their guests or visitors.

We operate a zero tolerance policy relating to noise disturbance during peak study periods.



Parties

Parties are generally not encouraged. But, if you do intend to have a party, please discuss it with the Accommodation Manager who will be happy to give you a summary of the guidelines we insist you adhere to. It is at the Accommodation Manager's discretion as to whether consent is given.

Personal Safety

We place a high priority on the safety of our residents and we have systems in place to make the building as secure as we can, without infringing on your own freedom of movement. However, it is essential we have your co-operation to maintain these standards. Please could you therefore note the following:

- ALWAYS lock your apartment door when entering or leaving the building. If you are sharing an apartment, please do not assume a fellow flat mate will do this instead. This will ensure no unwanted visitors will enter your apartment.
- Should you lose your key or fob, please contact the Accommodation Manager or a Senior Student as soon as possible, so they can cancel the fob and re-issue you with a new key.
- DO NOT LET STRANGERS INTO THE BUILDING, AND BE AWARE OF TAILGATERS.
- Do not leave windows open unattended.

For your own personal safety we would advise you keep to the following PLAN

PREPARE:

- Think 'How do I get there?' and 'How do I get back?' before you go out.
- Tell someone where you are going, who with and when you'll be back.
- Think about any possible danger points.
- **LOOK CONFIDENT:**
- Wear comfortable clothes and shoes that let you move easily.
- Remember body language – stand tall and look like you know where you're going. Don't look like a victim.
- Carry emergency contact numbers (including the number to cancel your credit cards), some change, a phone card and your keys and fob in a safe place.



AVOID RISKS AND BE AWARE OF WHAT'S HAPPENING:

- Keep looking and listening to what's happening around you.
- Keep away from odd or out-of-the-way places wherever you can.
- Try not to change plans at the last minute – or, if you can, tell someone.
- Keep one hand free – not shoved in your pocket or cluttered up with shopping.
- Avoid showing valuable items in public places. Avoid using your mobile phone in the street.
- Keep your belongings with you at all times.

NEVER TAKE YOUR SAFETY FOR GRANTED. NEVER SAY TO YOURSELF:

- 'It only happens to other people'.
- 'It's only a short journey'.
- 'They look honest'

The above points are a guide. TRUST YOUR INSTINCTS. If you feel something is wrong, it makes sense to avoid danger. Call 999.

Plumbing

Sanitary towels and other items of a personal nature should be wrapped and disposed of in sealed bags in the main rubbish, and not flushed down the toilets, as this can cause blockages. Kitchen sinks must be kept free of fat and other matter. Any blockages to the plumbing system will be investigated and any misuse or damage will be charged to the resident.

Post & Parcels – See page 4 of this guide

Recycling

We are particularly keen to promote the recycling of waste material.

At Europa & Neuadd Willis, you are not required to recycle as this service is provided by our refuse contractor once the waste is removed off site.

At Rockingham House we operate a paper & cardboard recycling facility.

At Optima, the local council does provide recycling bags which will be available at the Management Suite.

At present, we are unable to offer such facilities at Chambers 51, should the situation change we will inform all residents.



Refuse

We have a designated area on site.

The rubbish will normally be collected twice weekly unless it's a public holiday when the schedule may change slightly.

Please ensure you place your rubbish in the large bins provided in the refuse area, do not leave it on the floor.

Room Entry

In normal circumstances, no one will enter your room unless you have requested maintenance/repair, or a pre-arranged room check is being carried out. In an emergency, a member of staff will knock loudly and announce that they are Fresh staff before entering. Unless it is an emergency, a minimum of 24 hours notice will be given.

Room Inspections

The inspection of rooms will be carried out from time to time. You will receive advance warning of when the inspection will be carried out in the form of a letter and you are very welcome to be present during the inspection. This will be carried out by a member of our Management Team and the assistance of a Senior Student.

If your room is found to be of unacceptable condition of cleanliness/tidiness, you will be issued with a copy of the inspection report and a notice to rectify the problem within 48 hours. Should on re-inspection the area still fail to meet the required standard, the room will be cleaned and the tenant(s) charged accordingly, as per your tenancy agreement.

Safe Sex

Why not read up on safe sex?

Seriously though, there are a lot of sexually transmitted infections out there, not just HIV and Aids. You've heard of 'chlamydia', 'hepatitis', 'thrush', 'herpes', 'genital warts', and 'crabs' – these can all be avoided through simple precautions.

Take care and try and read some of those 'safe sex' leaflets.

Television Licence

Students at all Fresh Student Accommodation who use TV, or IPTV, must have their own TV Licence. Students in hall of residence should be aware that frequent inspections by the authorities can take place for the abuse of the TV Licensing Law. For further information please visit www.tvlicensing.co.uk/students It is also just as important to inform the TV Licensing Company should you not be requiring a license.



Vacuum Cleaners

Provided at some developments only – please enquire at the Management Suite.

Vending Facilities

Some of our developments do have vending machines – please ask at the Management suite for details of location.

Visitors and Overnight Guests

The Management welcome guests of residents, but there are a few simple rules that we ask you to observe. Residents are responsible for their guests at all times whilst they are on the premises and must ensure that their conduct complies with the tenancy terms and conditions, as well as the requirements of this booklet.

Guests must NOT be left in the building when you go out. It is not permitted to allow them to have unaccompanied access to the residence, and residents should never lend them their key and/or fob.

Residents are permitted to have overnight guests in their room for a maximum of 3 nights in any 7. If visitors cause nuisance to staff, residents or other guests, they will be asked to leave and may be escorted off the premises. The Accommodation Manager reserves the right to issue a permanent ban from the premises should any infringement be of a persistent or serious nature.

Should action be required through the Court system, e.g. for an injunction to prevent someone from entering the premises, the resident taking responsibility for the guest will be required to pay any costs involved.

Voting

Students who are UK or EU citizens have voting rights in the UK. You are responsible for registering yourself locally and forms are available from the local Council. This can be done anytime during the year.

Water Monitoring

We have arrangements in place for an external contractor to monitor our water on a regular basis.

They will visit our site on a regular basis to test our water supply and they will likewise visit to disinfect all shower heads.

For the cleaning of the shower heads, they will require access to your rooms; advance warning will be given to every resident.



SCALE OF CHARGES

TO BE APPLIED EITHER DURING OR AT THE END OF THE TENANCY AT ANY FRESH STUDENT ACCOMMODATION

ITEM	COST
Replace Mattress	Single £50/Double £100
Replace Bed	Single £100/Double £150
Clean Curtains	From £20
Replace Wardrobe	From £120
Replace Curtains/Blinds	£45 - £80 depending on size
Clean Bedroom Carpet	From £15
Replace Bedroom Carpet / Vinyl	From £300
Replace Door Lock	From £65
Replace Bedside Cabinet	From £50
Replace Underbed Drawers (If applicable)	From £85 each
Clean Corridor Carpet	From £20
Replace Corridor Carpet	From £300
Replace Kitchen Vinyl	From £300
Redecorate Bedroom	From £125 or £40 per wall
Redecorate Corridor Area	From £100
Redecorate Kitchen	From £150
Replace drawer or shelf in refrigerator or freezer	From £25 each
Replace Microwave	From £50
Replace Kitchen Bin	From £10
Replace Vacuum Cleaner	From £75
Replace Ironing Board	From £15
Replace Ironing Board Cover	From £10
Replace Mop and Bucket	From £10
Replace Cooker	From £165
Replace Solid Plate Hob	From £100
Replace Extractor Hood	From £75
Replace Kitchen Table / Breakfast Bar	From £120
Replace Kitchen Chair / Bar Stools	From £25
Replace Coffee Table	From £55
Replace Living Area Sofa	From £200
Replace Living Area Chair	From £120
Cleaning of chair	From £10
Replace Work Top	From £250
Replace Fridge/Freezer	From £198
Replace Television	From £320

Replace T.V Remote Control	From £25 each
Replace Fire Blanket	From £25
Replace Smoke / Heat Detector	From £20
Replace Fire Extinguisher	From £40
Replace Room Key	£15
Replacement Post Box Key	£10
Replacement Car Park Gate Remote Control (If applicable)	£35
Replacement Door / Parking Fob	£10
Replace Personal Safe Key (If applicable)	£15
Replacement Bedroom Chair	From £37 to £150 Depending on style
Replacement Pin Board	From £30
Replacement Book Shelves	From £25
Replace Desk Top	From £100
Replace Shower Curtain (if applicable)	From £10
Replace Vinyl Flooring	From £100
Replace Bathroom Mirror	From £30
Replace Glass Shelf in Bathroom	From £20
Replace Shaver Light (If applicable)	From £30
Replace Toilet Seat	From £25
Redecorate Bathroom	From £100 or £25 per wall
Replace Shower Tray	From £200
Replace Internet Cable Connection (If available)	£3
Replace Door	From £125
Repair Electrical Switch, Socket or Internet Socket	From £20
Clean En-Suite if not up to standard	From £25
Clean Bedroom if not up to standard	From £35
Clean Kitchen or Living Area if not up to standard	From £50
Clean of Studio Accommodation – Bedroom & Living Area	From £50
Cleaning (General Charge)	£15 per hour
Disposal of items left in room	From £10
Disposal of items left in kitchen	From £10
Disposal of refuse	£3 per bag

At the end of your tenancy, your room will be inspected by a member of the Management Team. If there are any items of damage or issues regarding the cleanliness of the room and shared areas, you will be advised and invited to put the matter right. If this is not done, you will be advised on the amount and charged accordingly.

Damage / Cleaning to room – Individual will be charged for the full amount

Damages/Cleaning to flat – Charges will be divided between all the residents of the flat

Damages/Cleaning to Block – Charges divided between all residents in block

Damages/Cleaning to Development – Charges divided between all residents in development

The charges shown do not include any applicable labour costs which will be additional to the above.

MAINTENANCE REPORT FORM

Name:			
Apartment Number:			
Date:		Time:	

Log No.	
Staff Name:	

Details of Maintenance Required

Please be as specific as you can, the more information you give us the quicker we can help you

Important Note

Please note that by completing this maintenance report sheet you grant permission for your flat / room to be accessed by FRESH or if necessary specialist external contractors to carry out the required maintenance works

It is also your responsibility to advise the other tenants within your flat that personnel will be entering. No further notice of intent to enter will be sent

Tenant Signature: _____

Mobile Number: _____

E-mail Address: _____

For Office Use Only:

Initial Inspection by: _____ on / /

Confirmation of details of request:

Name of person carrying out work / repair: _____

Company Name: _____

Date: _____

Details of Work / Repair carried out:

Signature: _____



Britannia Street, London

Lifecycle maintenance Programme - Student Residences

	Expected Life (years)
BEDROOM	
Door, hinges, robe hook, smoke seal and closer	20 (15 for seals)
Door handles and locks	10
Door Stops	10
Fire door and break glass units, including H & S stickers	20
Blind/Curtains including rail	10
Mattress	5
Under bed drawer (where supplied)	15
Drawer Units & desk	15
Desk Chair	10
Wardrobe and mirror	15
Shelving Unit or bookcase	15
Bedbase	10
Bedside units	15
Floor covering	20
Pin board (where fitted)	5
Electrical sockets	20
Main light/s and diffuser	20
Desk/wall light	10
Radiator pipes & radiator	20
Paintwork on walls	5
Window and associated furniture	30
KITCHEN	
Cooker	10
Cooker hoods (where fitted)	10
Benches & drawer units	12
Kitchen sink, taps, seal, taps, plug and chain	12
Paintwork on walls	5
Fridge and/or freezer	10
Microwave (where supplied)	10
Electrical sockets	20
Fire blanket & CO2 extinguisher	5
Windows	30
Furniture & Tiles	25
Blinds	10
Radiator	20
Lights	20
Flooring	20
Pin boards	5
CIRCULATION	
Door, hinges, smoke seal and closer	20 (15 for seals)
Door handles and locks	10
Door Stops	10
Fire door and break glass units, including H & S stickers	20
Carpet	8
Electrical sockets	20
Main light/s and diffuser	20
Radiator pipes & radiator (where applicable)	20
Paintwork on walls	5
Window and associated furniture	30
COMMON ROOM	
Door, hinges, smoke seal and closer	20 (15 for seals)
Door handles and locks	10
Carpet	10
Dining Table & chairs	10
Table	8
Easy chairs	10

Paintwork to walls	5
Pin boards (where fitted)	5
Radiator	20
Windows & associated furniture	30
Blinds	10
Ironing board	5
Fire extinguisher and MPC sounder units	5
Lights and diffusers	20
Electrical sockets	20

TOILET & SHOWER

Pan cistern and feed pipes	25
Toilet roll holders	15
Wash hand basins	25
Shower door	15
Shower head and hose	5
Flooring	20
Door and furniture	15
Tiles (if applicable)	20
Lights & diffusers	20
Mirror	15

LAUNDERETTE

Door,hinges, smoke seal and closer	20 (15 for seals)
Door handles and locks	10
Floor finish	10
Paintwork to walls	5
Lights and diffusers	20
Equipment (maintained & replaced in accordance with supplier contract)	

SECURITY SYSTEMS

Locking systems	20
CCTV	20

MECHANICAL SERVICES

Lifts	35
Plant & machinery (maintained in accordance with manufacturers instructions & replaced in accordance with manufacturers stated life cycle)	

ELECTRICAL SERVICES

Earthing & bonding	33
Main Switchgear	33
Sub-main switchgear	33
Busbar risers	33
Distribution Boards	25
Sub-main cabling	25
General lighting installation (wiring)	30
Study bedroom luminaires	20
Landlord area luminaires	20
Small power (wiring)	25
Small power accessories	20
Emergency lighting installation (wiring)	20
Emergency lighting installation (luminaires)	20
Emergency lighting installation (auto test box)	20
Fire alarm installation	20
Lightning protection	20

EXTERNAL

CCTV System	20
Lighting	20
Intercom	20
Roofing	35
Cladding	35
Paintwork	5



OPERATIONAL
FIRE STRATEGY

BRITANNIA STREET

LONDON

WC1X 9JP

DRAFT June 2012

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Introduction & Site Details

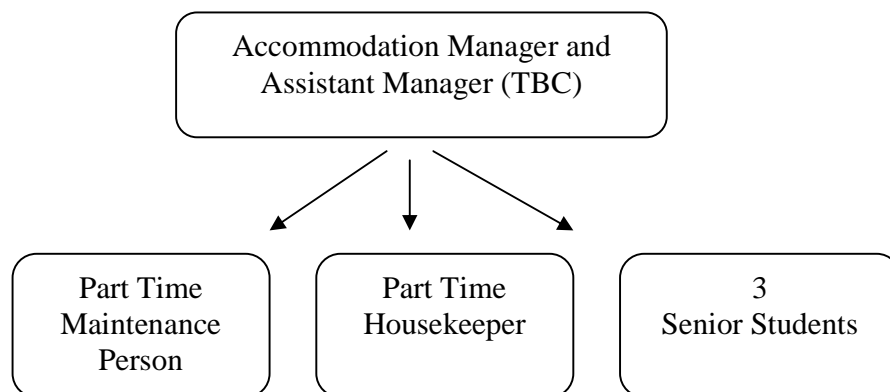
Due to open in September 2014, Britannia Street will comprise of 226 flats for student accommodation.

To ensure the building is managed effectively 24 hours a day, 7 days a week, all staff will be fully trained in the relevant procedures to deal with emergencies and fire alarm activations at any time.

Management Suite Opening Hours

The Management Suite will be open from 8.30am to 7pm Monday to Friday and between 1pm and 2pm on Saturdays for postal collections only. The office will be closed Sundays and Bank Holidays.

Staff Management & Structure



The Accommodation Manager will be responsible for the entire staff on site, however, in their absence, a senior member of the Fresh Management Team will deputise.

A 24 hour emergency cover system (including weekend and Bank Holidays) will be in place using three resident students (Senior Students) who will work as part of the Management Team on a rota basis. As well as the Accommodation Manager the Senior Students will also respond to out of hours emergencies including fire alarm and also assist in Fire Drills and weekly testing.

Fire Management

A copy of the Fire Risk Assessment will be kept at the Management Suite at all times and available for inspection. The document and procedures will be reviewed annually and also updated/amended immediately should an incident reveal a shortfall, or if legislation dictates.

Fire Warning/Detection Systems

The fire alarm system will provide adequate means using sounders for warning residents in the event of fire.

All detector sending chambers will be free from any bags or coverings and are checked on a routine basis to ensure compliance.

A drawing of the building showing the fire zones will be positioned adjacent to the fire panel.

Fire Safety Signs and Symbols

All exit routes will be clearly marked.

Fire exit signs and directional fire exit signs will be indicated with a green pictogram/graphic symbol and are conspicuous at all time.

Signs are posted both outside and inside lifts advising occupiers not to use them in the event of the fire alarm sounding.

Means of Escape

All means of escape are considered to be adequate for the type of occupancy and dimensions of the premises.

All routes classified for means of escape purposes will be provided with adequate illumination when required.

All doors used for means of escape will be kept unlocked at all times when the premises are occupied.

Visitors and Contractors

All visitors and contractors are required to report to the Manager's Office before proceeding into the building. They are required to follow a procedure which requires them to take note of the Fire Safety and Evacuation systems in place. It is considered as part of a contractors contract to adhere to the buildings fire procedures.

Daily Checklist

The Accommodation Manager will ensure the required Fire Safety checklist is completed on a daily basis. This check involves a walk through the buildings communal areas paying attention to all aspects of fire safety to ensure that main doors, fire doors, stairwells and lighting are all in good order and ensuring all areas are clear of obstruction and combustible materials at all times.

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Staff Training & Instruction in Fire Safety

Prior to the opening of the development and annually thereafter, Fire Marshall Training will be provided to staff & Senior Students. All persons assisting in an evacuation will be provided with hi visable jackets. Likewise, all Senior Students & new employees will receive training by a member of the Management Team .This training will include a demonstration on how to activate/deactivate the fire panel, it's call points and on completion of which they will have an understanding on:

- Fire and Fire Procedure
- Understand the Importance of Training
- Be able to assist with Fire Safety within the building and raise awareness to others
- Knowledge of how to raise the alarm and call the Fire Service
- Knowledge of the Escape Routes
- Be able to assist the emergency evacuation procedure in the event of the fire alarm sounding

Training and Instruction for Serious and Imminent Danger

Staff and Senior Students are advised that the evacuation procedures for all dangers are the same as for which they are trained in the event of the fire alarm sounding. On receiving information of flood, gas leak, bomb threat, the nearest fire alarm call point will be activated and the emergency services called. The initial muster point will remain, following which residents will only re-enter the building, or relocate to a place considered safe, as and when instructed by the emergency services.

Working Together – Fresh Student Living & The Fire Service

Prior to Occupation

Prior to residents taking occupation at the development, a member of the Fresh Management Team will meet with a representative of the local Fire Service to discuss their Fire Strategy and to seek advice on any specific requirements for evacuation and to determine a suitable muster point.

Prevention

One of the main aims of the strategy will be to prevent false alarms and unnecessary call outs. The Fire Brigade will be invited to attend an induction meeting immediately after the tenants take residence to educate them of the potential risks and consequences of raising false alarms. Appropriate safety information will be given to every student as part of their accommodation guide and will also be discussed as part of the induction process. The on site staff will also carry out evacuation drills every term to reinforce the Fire Action Plan and to maintain awareness. The building will be inspected on a regular basis to ensure emergency escape routes are not obstructed and fire doors are not propped open. Staff will also be responsible for the strict enforcement of the no smoking policy within the building and will discipline students accordingly.

Fire Drills

Generally, three fire drills will take place during one academic year to reinforce the Fire action Plan and to maintain awareness.

All staff & Senior Students are expected to attend and the local Fire Service will be informed of this and invited along to witness our evacuation procedure. Should any residents take longer than expected to evacuate the building, the Management Team will request the Fire Service to approach these persons to explain the importance of prompt evacuation.

Fire Talks

During the first term of residence, the Fire Service will be invited to provide residents with advice on fire safety. This will take place in the individual kitchen areas and literature on safety will be provided.

Fire Alarm Activation

During Office Hours

The Accommodation Manager or his / her deputy will act as Fire Marshall and will initially check the panel for the location of the activation and will have a time delay window to investigate whether the alarm is genuine. The fire alarm will be directly linked to an alarm monitoring centre who will be instructed to ring the emergency mobile to check if the Fire Brigade are required to attend. If the alarm monitoring centre is unable contact a member of staff the Fire Brigade will be called as a matter of course. The time delay window will reduce unnecessary attendance by the Fire Brigade in the event of a false alarm. If the alarm is genuine the evacuation process will then follow.

Out of Office Hours

The Senior Students will work on a rota basis and will be the point of access to deal with emergencies whenever the office is closed. The Senior Student on duty will hold the emergency mobile phone and will be expected to be the lead Fire Marshall in the event of an alarm activation. The remaining Senior Students will also assist in the evacuation process if they are within the development. The Senior Students will ensure that all the students evacuate to the relevant Assembly Point and will be the point of contact when the Fire Brigade attend. They will ensure if there are any disabled residents within the building that they have evacuated to the relevant Refuge Point and inform the Fire Brigade accordingly (Please see below).

Persons Requiring Assistance to Vacate the Building

In order to assist physically and sensory impaired residents and visitors to evacuate the development in the event of a fire alarm, a system is in place which requires the resident to identify a “Buddy” and agree with them that they assist in their evacuation and/or alert the emergency services of their location within the building. Any resident wishing to register for the “buddy system” would be asked to complete the necessary paperwork. A record of residents participating in the system will be held during office hours by the Accommodation Manager and Senior Students at all times. The tenant and their buddy will be provided with the location of their nearest refuge. Tenant information will be readily available in the event of an evacuation.

Deaf and Hearing Impaired Persons

If any deaf or hearing impaired persons are living within the accommodation they may need an alternative method of being alerted to an emergency depending on the level of disability. Visual indicators in the form of a flashing light, or vibrating pager systems will be installed as appropriate.

Blind and Partially Sighted Persons

Students will be offered orientation training and include alternative ways out of the building. If a blind person uses a guide dog it is important that the dog is also given ample opportunity to learn these routes.

Fire Safety & Evacuation Procedure for Residents

Check In Procedure for Residents

On the day students take handover of keys to their room, they are given one to one instruction on, and required to confirm by signature acceptance of the following information:

1. Where to muster in the event of fire and the importance of keeping fire doors closed at all times
2. The presence and content of the sign on the back of the bedroom door which instructs them what to do if the fire alarm sounds
3. What to do if they discover a fire (their attention is drawn to our “Living Guide” in which full details are provided)
4. The student is reminded that the building is a Smoking Free Zone
5. The student is made aware of the day & time of the weekly fire test
6. They are reminded that they may not bring any electrical goods into the building without a valid guarantee or valid PAT Certificate.

Fire Evacuation Procedure for Residents

The Fresh “Living Guide” provided to all tenants provides clear & concise information on all aspects of fire action and how they can assist in the prevention of fire.

This guide is also available for viewing on our website.

The following fire safety advice has been extracted from the guide:

IMPORTANT FIRE SAFETY ADVICE

Please do not take any chances where fire is concerned. Take a few minutes to read these simple guidelines – it could save lives.

IF YOU DISCOVER A FIRE

- Close the door of the room where the fire has started if it is safe to do so.
- Sound the alarm by breaking the nearest fire alarm call point

ON HEARING THE ALARM YOU MUST

- Exit the building by the nearest escape route
- If you have a disabled flat mate or visitor, initiate the “buddy” system and assist them in vacating the building, if it is safe to do so – buddy information is provided within this guide

Make your way to the designated assembly points

ALL ASSEMBLY POINTS ARE CLEARLY DISPLAYED ON THE NOTICE BOARDS
THROUGHOUT THE DEVELOPMENT

- DO NOT USE THE LIFTS
- DO NOT TAKE ANY RISKS
- DO NOT STOP TO COLLECT PERSONAL BELONGINGS
- DO NOT RE-ENTER THE BUILDING UNTIL YOU ARE TOLD TO DO SO BY
THE MANAGEMENT OR THE FIRE & RESCUE SERVICE

If it is found the alarms have been tampered with, an administration charge will be levied together with any cost incurred. Please note – It is a criminal offence to tamper with a fire alarm system and the emergency services have the right to impose a fine and likewise may refer the matter to the Police

Additional Fire Safety Information

(Extracted from Fresh's "Living Guide" provided to residents)

Fire Equipment within your accommodation:

The doors to your room and kitchen are fire doors and should be kept closed at all times. They are fitted with metal door-closing mechanisms at the top to make sure that doors close and prevent the spread of fire and smoke.

Each kitchen and living area is supplied with a fire extinguisher and fire blanket. Please ensure you are familiar with these items and on how to use them should an emergency arise.

The fire extinguishers have a tag fitted around the handle which shows the extinguisher is in good working order and is ready for use. To use the extinguisher, tear off this tag and follow the instructions on the side. You must report any missing or damaged tags to the management suite immediately or you may be charged for a replacement extinguisher. You must also inform our staff if you use the extinguisher so the contents can be replaced, if you don't – you will be charged.

There are both heat and smoke detectors in your accommodation. Heat detectors are activated by the rate of heat rise within a room and are not affected by smoke, steam etc from kitchens. Smoke detectors are sensitive to quite small amounts of smoke, steam or dust. You must not

cover the detectors in anyway as this will stop them working. Do not unscrew them – you will activate the fire alarm and will be fined.

IF YOUR BEDROOM SMOKE ALARM/DETECTOR STARTS TO BLEEP OR YOU THINK THERE IS A PROBLEM WITH IT – PLEASE REPORT IT IMMEDIATELY, IT MAY JUST NEED A NEW BATTERY WHICH WE WILL PROVIDE FOR YOU.

Our Senior Students will visit your accommodation on a monthly basis to ensure your fire equipment is in good order. Should you ever have to use any of these items, please make sure you report this to our Management Team immediately.

Our development is NON SMOKING, please note the following:

This legal requirement, which concurs with our own policy, will be rigorously enforced and offenders will be considered to be in breach of the tenancy conditions as well as breaking the law. You are welcome to smoke outside the building, but please keep clear of all entrance areas and please use the cigarette boxes to dispose of your cigarette ends – these are located in various areas around the development.

The following items are strictly prohibited:

- Chip pans or saucepans filled with oil or fat
- Deep fat fryers
- Woks
- Halogen Lights
- Fireworks
- Barbecues
- Candles
- Any other naked flames
- Joss/Incense Sticks
- Non Artificial Christmas Trees
- Oil Burners
- Electrical items which do not have a current PAT Certificate
- Dual Plug adaptors, unless they are two gang or four gang extension leads

Arson Prevention and Security

There are no historical indications that the location may be prone to arson /extremist attack.

The security systems in place i.e. controlled access and CCTV prevent and locate unauthorised persons gaining access to the premises/site.

The lights to the common areas are lit at all times.

Maintenance (Fire System / Fire Fighting Equipment / Electrical)

Fire Log Book

A Log Book will be kept in the Management Suite - this is a centralised record of all fire panel activations/incidents.

Fire Warning/Detection Systems

Commissioning certificates will be held in the Management Suite in the O&M Manuals. An external contractor will be appointed to provide bi-annual maintenance of the fire system and equipment.

Appropriate testing record will be held in the Managers Office.

Testing of Fire System

On a weekly basis, a test of the fire system will take place along with any AOV's. The day & time we carry out this testing will be provided to all tenants on checking in and clearly displayed on our notice boards throughout the development.

Appropriate testing record will be held in the Managers Office.

Inspection of Portable Fire Fighting Equipment

On a monthly basis, maintenance will visit all communal kitchen areas to inspect the portable fire fighting equipment. Any appliances indicating evidence of tampering will be immediately replaced and recharged to residents.

Any fire equipment used for fire fighting will be likewise be replaced immediately at no charge.

Appropriate testing record will be held in the Managers Office.

Maintenance of Portable Fire Fighting Equipment

The annual servicing of the fire equipment within each kitchen area, communal area and Management Suite/Kitchen will be appointed to an external contractor.

Appropriate testing record will be held in the Managers Office.

Testing of Emergency Lighting

Maintenance staff will simulate mains failure to each block on a monthly basis to ensure correct operation of luminaries. Findings will be recorded and addressed should a failure of the system be detected.

Portable Appliance Testing

An annual programme of appliance testing and maintenance will be executed and appropriate records will be held in the Manager's Office.

Residents are instructed that they must not bring any electrical equipment into the development which does not have a valid PAT certificate.

FRESH STUDENT COMPLAINTS PROCEDURE

We at Fresh Student Living are determined to provide a high quality service to all our customers. So we need to know when you are not happy with the service you get (and when you think we have done something particularly well!!) Our complaints procedure is designed to help you tell us when things go wrong, and give us all the information we need to put things right.

What is a complaint?

It's when you tell us you are not happy with:

- The standard of service you get from us; or
- Our failure to do something we agreed to do; or
- The way you have been treated.

MAKING A COMPLAINT WILL NOT AFFECT YOUR RIGHT TO FAIR TREATMENT AND A GOOD SERVICE FROM US.

What are the benefits?

There are advantages of a formal complaints system...

- You know your complaint will be dealt with consistently and efficiently
- You will get a fair decision based on a recognised procedure, not the opinion of an individual
- You know what to expect and when to expect it
- It offers a solution to the problem

OUR PROCEDURE

1. Talk to the Accommodation Manager

Tell us why you're unhappy and what you want us to do. Very often this will sort the problem out on the spot, without needing to fill in forms or put your complaint in writing. But if you are not happy with the response...you can go to **2.** overleaf.

2. Fill in a complaints form

You can request one of these from the Accommodation Manager. We will acknowledge your complaint within five working days. The Accommodation Manager will investigate the problem and give you a full response within 15 working days – or, if that's not possible, explain why there is a delay. The vast majority of complaints are sorted out by this stage, but if you are not happy with the outcome, you can take the complaint further.

3. Appeals

If you have had a response, but you are still not satisfied, you can take the complaint to the General Manager, Fresh Student Living, who is based at our Head Office at 82b Bowen Court, St Asaph Business Park, St Asaph LL17 0JA - 01745 535867. The case will be reviewed and you will receive a response, again within 15 working days. (Acknowledgement within 5 days).

4. Further Appeal

If you are still not satisfied, you can take the complaint to the Managing Director who is also based at our St Asaph Head Office.

5. Code of Standards for Larger Developments

As we are members of ANUK/Unipol Code of Standards for Larger Student Developments, you can contact them direct for advice on pursuing your complaint at Unipol Student Homes
155-157 Woodhouse Lane
Leeds
LS2 3ED
0113 243 0169

COMPLAINTS FORM

BEFORE YOU FILL IN THIS FORM....

Tell us what's wrong. This is often enough to get the problem sorted out quickly and fairly.

But if you have already done this, or spoken with a member of staff, and still want to make a formal complaint, please fill in the form below.

DETAILS OF COMPLAINT

When you first told us about the problem:

- a. Who did you speak to? _____
- b. What was the date? _____

Please give us a brief description of your complaint:

--

What would you like us to do in response to your complaint?

--

Your Details

Name:

Block/Flat/Room Number:

Daytime Telephone number:

Email Address:

Do you wish to nominate another person (say, family member) to have consent to discuss the matter with either the Accommodation Manager, General Manager, Managing Director or the Management Committee of the ANUK/Unipol Code of Standards for Larger Student Developments? If so give there details below. Please be advised that we will not discuss the matter with any third party without your written consent.



XXXX 2014

Dear Resident

We are the Management Company responsible for the day to day running of the new Student Accommodation development which will be known as Britannia Street, London.

Firstly, can I, on behalf of Watkin Jones Construction thank you for the patience and co-operation you have shown during the building process. It can't have been too pleasant living so close to a building site but the inconvenience will shortly be over as we have students moving in to Britannia Street over the next few weeks.

We are experienced managers of student accommodation throughout the UK, and as such, are fully aware that from time to time, issues/incidents may occur in our buildings which have a direct impact on people living and working near to our schemes.

This is something we take very seriously, and we actively encourage you to report to us any issue emanating from the new student accommodation at Britannia Street which you feel is affecting your dwelling or business.

Experience tells us that the sooner we know about a problem, the quicker and more effectively we can deal with it.

Fresh Student Living is a member of the ANUK Code of Standards for Student Accommodation. This is an accreditation scheme which requires us to act as fit and proper managers. Our membership also means that we have to make you, our neighbours, aware that you have access to not only our internal complaints procedure, but also to that of the Code. Membership of the Code is a valued part of our management procedures, so therefore, it's in our interest to take your views and opinions into account! (Details of both our Complaints Procedure and a copy of ANUK Code of Standards are available on request)

Our Accommodation Manager, XXXX, will be available every weekday at the Management Suite on Person Gardens between 0830hrs and 1900hrs. Outside these hours, we operate a Student Warden system which means that you can contact a member of the Management Team 24 hours a day, 7 days a week.

The Accommodation Manager would be pleased to show you around the development, or simply have a chat with you about any issue you may be concerned about. He/ she can be contacted on either XXXX (this is also the out of hours emergency number) or XXXX.

Yours faithfully

XXXXXX

Director – Fresh Student Living

CODE OF
STANDARDS
FOR LARGER
DEVELOPMENTS