

11 – 13 St Pancras Way, Camden

Student Housing Management Plan

The Residence (student accommodation at 11 – 13 St Pancras Way, Camden will be managed by UNITE, to create a safe, clean well run environment for its occupants, which respects their need for privacy and study.

The Residence and its occupants (the students) acknowledge and respect the rights of adjoining residents and businesses to a quiet life and will work to ensure that these rights are not compromised by their actions.

1. Residence Management.

The Residence will ensure:

- That all staff are aware of its obligations to occupants and the wider community and conduct themselves professionally at all times.
- That any contracted service provider or supplier is a reputable supplier who is, where relevant, fully qualified and adequately insured and will act in a professional and courteous manner whilst at the Residence.
- That lost keys, swipe cards or other access tools are replaced as soon as possible after notification at an adequate charge in accordance with the Licence governing occupation.
- That all mail is distributed as soon as possible after receipt to occupants' rooms or post boxes.
- All occupants are provided with a statement of what the Residence will provide for them and what the Residence expects of them in return.

2. Accessibility Management.

The UNITE Booking System identifies early on if a student requires support. As bookings are made at least two weeks in advance of any allocation, there is sufficient time for UNITE to manage any alterations as maybe required.

- The student will be contacted to discuss specific requirements
- A room will be allocated (in the usual way). UNITE have over 150 wheelchair sized accessible rooms in their London portfolio (which can have grabrails rehung in a couple of hours). Where specific changes are required, these will be undertaken.
- The changes will be undertaken at a minimum, within a week of check in. However the earlier there is notification, the earlier the changes would be undertaken.
- The management team within the property will be advised of specific requirements that maybe necessary to ensure safety and evacuation processes are tailored to the student.
- All emergency cords within the room are linked to the 24/365days. UNITE operational communications centre,

3. Maintenance.

The Residence will ensure:

- That the interior and exterior of the building is kept clean and tidy and that any graffiti or rubbish is removed as quickly as possible.
- That any damage or defect notified to the Customer Service Manager (CSM) will be repaired as soon as possible by reputable professionally qualified service providers.
- That all accommodation will be clean, safe and secure.
- That all fixtures and fittings will comply with relevant statutory obligation and that all fixtures and fittings requiring periodic inspection will be so inspected by properly qualified service providers.
- That all common facilities are kept clean and in a good state of repair and that all common fixtures comply with relevant statutory obligations and that those that require periodic inspection will be so inspected by properly qualified service providers.
- That the common areas and building structure are properly maintained by means of a rolling programme of Planned Preventative Maintenance and that common areas are redecorated as often as is necessary.
- That any maintenance work carried out as described above will be undertaken by reputable professionally qualified service providers in compliance with Health and Safety legislation, relevant industry best practise guidelines and with due regard to minimising any temporary interruption of the amenities that either occupants or adjoining residents enjoy.
- That any deficient fixtures and fittings within occupants rooms are repaired or replaced as soon as possible following notification to the CSM.

4. External Maintenance.

The Residence will ensure:

- That all external landscaped areas are kept swept and free of litter, weeds and other rubbish.
- That no cars are permitted to park at the Residence
- That the Residence presents at all times a neat orderly appearance and that any external signage is kept clean and legible.

5. Housekeeping and Servicing.

The Residence will ensure:

- That all internal and external common parts, fixtures and fittings are kept clean and free of rubbish and waste.
- That all fixtures, fittings and common area facilities are deep cleaned at least annually.
- That all occupants rooms, together with such of their contents as are provided by the Residence are deep cleaned at least annually.
- That all emergency damage, spills or incidents are dealt with as soon as possible after notification to the CSM.
- That clearly marked areas for the storage of rubbish are available and that their location is advised to all occupants.

- That all rubbish is stored safely and collected as frequently as possible and that all waste storage areas are disinfected / treated as often as necessary to prevent rodent or pest infestation.
- That commercial coin-operated washing machines and driers are available at all times within the Residence and that the cost of operation of these machines is kept at a competitive level.
- That no laundry will be allowed to be hung to dry other than within occupants' rooms and provided that it is not visible from the exterior of the Residence.

6. Deliveries and Collections

- Deliveries will be accepted between 07.00 and 21.00, Monday to Saturdays and 10.00 to 16.00 on Sundays and Bank Holidays.
- Rubbish collection will be allowed between 07.00 and 18.00, unless an alternative time has been agreed with the Council's contractor.

7. Check in and Check out

- 'Dropping off' restrictions will be enforced during enrolment and at year end.
- Check in is permitted over a number of days at the start of the tenancy period with a fairly even spread of arrivals over the main check-in weekend.
- Prior to arrival correspondence including a map, is sent to all customers advising them on access to the property, their arrival time slot, parking arrangements whilst unloading cars, and subsequent parking once cars have been unloaded.
- At the main access points, there will be UNITE staff directing customers to ensure that local traffic flows are not interrupted. Arrangements will also be made with local stores, attractions or businesses to provide additional parking.
- A disabled parking space on site is reserved for any student with disabilities as required for that yearly intake.
- UNITE will advise the local Highways Department of the arrival and departure dates and provide a contact name and number in the event that the Highways Department needs to contact them. RAC temporary road signs are also provided to all new properties in the first year of operation for the two weekends spanning the start of the tenancy period and the start of the new academic year when arrivals can be expected.
- At the end of the tenancy period many customers rebook for the following year thus reducing check out traffic as these customers will keep the same room and therefore not need to leave the property. UNITE properties also attract a number of overseas students who find it beneficial to stay in one property for the full duration of their academic career, again reducing the number of customer checking out after just one year.
- Additionally, at the end of the year, although tenancy periods will end formally on the same day, students will often leave once their examination results are known and these will be announced to varying timetables. Any major traffic or parking disruption during check out is minimal.
- During marketing for prospective tenants in the next academic year, a computerised appointment system will be in operation for viewing properties so avoiding large numbers arriving or parking at the same time.

8. Work

- Work (other than emergency work) will be carried out to the building between 08.00 to 18.00, Monday to Friday and 08.00 to 13.00 Saturday (i.e. not on Sundays/bank holidays) unless this is, for practical reasons, not possible.

9. Security and Safety.

The Residence will ensure:

- That all external access points are adequately secured and monitored to prevent unwanted/unauthorised entry.
- That any breach of security or any other incident or emergency is investigated as soon as notified to the CSM and the appropriate authorities advised if relevant. The CSM will log all such incidents and will keep all parties updated until the incident is closed.
- That the Residence will install and operate a CCTV system covering the common parts and exterior of the Residence, including the terrace.
- The use of the terrace will be subject to prior agreement with the CSM. Use will be restricted from 12.00 to 20.00 Monday to Sunday.
- The terrace cannot be used for parties and will be strictly monitored. Serious breach could result in eviction from the Residence (see section 10).
- That all Fire Escape routes are kept adequately signed and free from obstruction at all times.
- That all Fire alarms are tested at least as often as is statutorily required and that evacuation drills are carried out in accordance with statutory provision.

10. Services Provided to Occupants.

The Residence will provide occupants with:

- A clean, warm, comfortably equipped room with sanitary and shower facilities.
- Safe, secure common areas.
- Electricity, water and, where relevant, gas supplies. Any loss of supply will be rectified as soon as possible after notification to the CSM.
- Subject to the terms of the Licence, privacy, safety and a quiet environment in which to pursue studies.

11. What the Residence expects of Occupants.

In return the Residence requires that occupants:

- Comply with the terms of the occupational Licence. Behaviour which breaches these terms and is not addressed, will eventually result in eviction from the Residence.
- Respect the CSM and other Residence staff and comply with any reasonable requests that they may make of you from time to time.
- Respect the right of adjoining residents to a quiet life and behave accordingly.
- Refrain from any activity that might cause nuisance or give rise to complaints by adjoining residents or the general public.

12. Community Liaison: Responsibilities & Procedures

The residence will ensure that:

- Contact telephone numbers will be displayed in the main foyer of the Residence and will be available for legitimate use by occupants and adjoining residents.
- A responsible member of staff will be available, within reason, at the Residence outside normal working hours.
- That a representative of the Residence's Owner will be available on reasonable notice during normal office hours to meet with and discuss any concerns which adjoining residents may have in relation to the operation of the Residence.
- That if requested by local residents, a quarterly meeting with representatives of the Resident's association will be convened to review any ongoing areas of concern.

13. Complaints:

- Any complaints or comments about the residence or its students should be made to the CSM, or responsible member of staff at the residence, in writing.
- Any complaints received by will be dealt with in a timely and courteous manner, and that the person who made the complaint will be notified of the action taken, or response made to their complaint if they ask to be informed of the outcome.

14. Waste and Recycling Management

• Cleaning Policy

The property will be cleaned to a standard cleaning specification and the Housekeeping team undergo comprehensive training. Communal areas including stairwells are cleaned at least weekly, and although cleaning within each flat is a tenant responsibility, there is a termly inspection of each flat by the CSM to ensure acceptable standards are being maintained. A cleaning and damage deposit is retained from tenants and in rare situations where cleaning standards are unacceptable, remedial cleaning is carried out by UNITE and a deposit deduction made. At the end of each tenancy period, tenants are again expected to leave the property in a reasonable condition but a full deep clean including carpets, curtains, windows, cooking appliances, kitchens and bathrooms is carried out by UNITE before occupation by the next tenant.

Waste is mainly of a domestic nature and as a result of UNITE studies based on actual amounts of waste generated by students, a standard number of refuse containers, approx 1100litre capacity (to a ratio of 1:14 with one collection per week, or 1:28 with two collections) are provided to all properties. Sites are planned to provide easy and safe access for waste disposal vehicles to collection area

- **Grounds maintenance**

Grounds maintenance will be carried out by the property maintenance and housekeeping team who would undertake a daily check clean, weekly sweep and rubbish removal, and periodic seasonal gardening.

- **Pest control**

Regular building inspections include checks for evidence of pests, and contracts are in place with national service partners for reactive pest control. Cleaning and waste management regimes also form an important part of infestation control in all properties.

- **Recycling Policy – internal**

UNITE actively ensures that all flats have adequate recycling facilities to aid separation of waste by the students. All waste storage will be located in the kitchen area, with a smaller waste bin in the bedroom. All waste is collected as the local authorities refuse collection timetable. These timetables are located in each flat with instructions for the separation of recycling waste as outlined below.

Students are advised to separate recyclable waste. UNITE provide 3 sets of recycling boxes for each flat with approx 30litre total storage capacity. In all new properties, UNITE provide hessian bags and/or boxes, dependent on the local authority, to store the separated waste for recycling.

These bags and/or boxes are used to carry the separated waste to the recycling bins in the bin store. The bin stores have sufficient number of recycling bins to store the separated waste. The recycling bins are approximately 850litre large refuse containers.

- **Recycling Policy - external**

Students are also encouraged to avoid buying packaging. Where UNITE schemes are close to large supermarkets, UNITE will have an agreement to provide students with a 'bag for life' to avoid using plastic bags.