

Student Residential Accommodation

Management Plan

Bentley House.

200 Euston Road

June 2010



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1.0 Philosophy

The object of student residential accommodation management is to provide a safe, caring environment in which student tenants and staff can live and work whilst always taking into account the sensitivities of the local community.

1.1 National Code of Standards

Privately owned & managed student residential buildings are regulated by a Code of Standards agency. The Accreditation Network UK (ANUK) has been established with the full backing of the Department for Communities and Local Government (DCLG) to ensure standards within privately run schemes are maintained at the highest level.

It is expected that the building management company will be registered with ANUK. Compliance with the code ensures that both tenants and site managers enjoy the benefits of good practice. ANUK accreditation will be displayed within the communal areas and within all our literature.

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2.0 Site Management

The management team will consist of a full time manager and assistant manager supported by directly employed maintenance and cleaning staff.

Typically the site will be managed by an on-site management team Monday to Friday 8.00am to 6.30pm. The building is designed as a number of self contained flats or studios. The studio occupants and flat groups are responsible for depositing refuse from their flats into the dedicated communal refuse and recycling bins.

The primary role of the site management team is the safety and care of the student tenants living within the development. The site maintenance duties include:

- Monitoring and removal of student rubbish in adjacent public space.
- Coordination of internal collections
- Moving the dedicated refuse and recycling bins to the collection point for the designated refuse contractor to empty.
- Return of bins to the refuse store room following collection.

Out of hours times will be covered by a number of retained student wardens who are resident on site. Students who are appointed as wardens are vetted to ensure a mature outlook. At least one warden will be on call whenever the site manager is not on duty. Student wardens are employed by the building management company under a contract of employment for the period of their tenancy and receive a monthly salary.

Student warden's roles include;

- provide an additional visible presence
- provide point of contact for student residents and any other parties and
- to ensure good neighbourliness to local residents
- respond to alarms
- monitor anti-social behaviour out of hours

Their duties would also include any other site specific activity to ensure compliance with occupational Planning Conditions

At all times the site staff and student wardens have access to an on-call security company who are available for response to any serious or out of hour's issues. The security company will normally be contracted to respond within 15 minutes of a request.

Wardens are given comprehensive training in first aid, fire management and major incident response.

The development is configured with a reception by the main entrance to monitor visitors, provide a visible site management presence and a point of contact for residents. Management staff are encouraged to move around the building and interact with students. This provides a discreet but effective behaviour monitoring role, enabling inappropriate behaviour to be discouraged.

The behaviour of residents is directly influenced by the quality and standard of living environment. A clean, high quality building encourages respectful behaviour. To maintain a good quality living environment,

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communal areas of the building such as the common and laundry rooms are cleaned regularly and monitored by CCTV.

As part of their away from home experience residents are encouraged to maintain the cleanliness of their flats. This ownership is ensured through a programme of flat inspections and pastoral care offered by wardens and management staff. Where residents need help adjusting to living away from home, staff are on hand to offer advice and help.

2.1 Out of Hours Emergency Management

The building management company will appoint retained local contractors who will provide full emergency response. The contact telephone numbers and student warden mobile number will be displayed throughout the building and available to all students in their welcome pack. In case of major incidents, senior management telephone numbers will be available within the site major incident plan which includes:

- actions in the event of an emergency situation
- responsible persons
- incident criteria
- contact details for relevant personnel including staff, universities, and contractors (i.e. electrical contractors, plumbers, etc.)

2.2 Servicing/Works

All day-to-day servicing of the site is undertaken during normal working hours by our in-house teams or by utilising a panel of approved contractors.

In order to minimise disruption major works are usually planned to coincide with summer or other vacation periods. When major works are likely to affect local residents, as much prior notice as is practical will be given.

2.3 Additional Security

The site will have a comprehensive CCTV installation enabling on site staff to monitor remotely as well as store images for permanent record.

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3.0 Move In Process

Tenancy agreements require confirmation of an individual's university matriculation number. The tenancy agreement requires that should the student cease to be in further or higher education, the building management company should be notified.

In each academic year, the building management company will coordinate with the local education institutions to agree a date on which student tenancies will commence, usually around the start of the academic year.

Moving in times will typically be staggered depending upon the size of the development. It is reinforced in pre-occupancy correspondence that time slots are allocated to ensure a smooth and trouble free move in and to minimise disruption arising from vehicular movement. Room allocations are distributed throughout the building to ease pressure on lifts and stairwells. Should students choose to ignore the allocated times the right to refuse access is retained until such time as the building is able to accept them.

Additional staffing support is provided on move in weekend. Staff are on hand to assist in unloading from cars or to provide assistance from cabs or those using public transport. Those arriving by car are unloaded quickly to a secure holding area. This allows the swift turnaround of vehicles to nearby term parking.

A welcome induction evening event is usually arranged either within the development or at a suitable local venue. This meeting typically involves a short presentation on living in an accommodation block including potential safety and fire risks. This meeting also outlines acceptable behaviour and the importance of being a good neighbour both inside and outside the accommodation.

3.1 During the Tenancy

The building is run to allow tenants quiet enjoyment of their rooms. At least 24 hours notice will be given when room inspections are due to take place. When maintenance is necessary the tenancy agreement sets out the response times to assorted types of incident.

Anti-social behaviour such is actively managed by our site management team and the student wardens in as follows:

- Anti-social behaviour/noise during the day is addressed by site staff through direct action with the students involved.
- Disruptive behaviour that causes damage or offence to others, a series of financial penalties are applicable and are binding through the tenancy agreements.
- Constant repeat incidents action can be taken to terminate the tenancy.
- A comprehensive statement on rules and responsibilities is included within each welcome pack. The message that it is the student's responsibility to create a social environment where all can live and enjoy their university living experience whilst considering and respecting others.

In the event of serious noise or anti-social behaviour, the incident can be referred to the university team for implementation of the university's disciplinary process.

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The CCTV coverage on and around site is also a major deterrent to anti-social behaviour likely to cause offence both internally and externally.

The building management company also place great emphasis on pastoral care especially for first year students who may never have lived away from home, or within large accommodation blocks before. En-suite accommodation can occasionally lead to some students feeling isolated within their own room or flat and, especially in the early weeks, site management are especially vigilant. Later in the year regular consultations are held to encourage students with concerns to discuss issues as they arise.

3.2 Move Out Process

Students move out is varied as individual courses finish at different times. Students tend to move out over an extended period of time at the end of the academic year. All students will be advised, prior to the end of their tenancy period of the move out procedure and dates on which they would be expected to finally vacate. Appointments will be made to inspect the rooms for damage and cleanliness prior to departure and, where necessary, arrangements made to return deposits or use them to offset the cost of damages.

4.0 Management of Health and Safety

The building management company will be required to prepare an appropriate Health and Safety Plan. As appropriate a dedicated risk manager will be appointed to undertake risk assessments in the following areas:

- Fire Risk Assessment (Fire Safety Regulatory Reform Order 2005)
- Health and Safety Risk Assessments including COSHH, PAT testing and gas safety certification
- Legionellosis (water) Risk Assessment

Comprehensive reports are to be provided annually or as required by the relevant legislation.

With regards to issues of staff safety and compliance, staff will undertake training in general H&S issues as appropriate for their area of responsibility. All employees required to work during the night will be eligible for night worker health assessments as required under the Health and Safety at Work Act 1974.