

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.

5. At the end of the Tenancy

Deposits

Managers will ensure that:

5.00 Deposits, where required, are administered efficiently and reasonably and are not withheld for any purpose other than for which they are levied.

5.01 Tenants are issued with clear written guidelines regarding the standard of cleaning and other arrangements that will be expected when the tenancy comes to an end.

5.02 Subject to paragraph 5.03, deposits are returned to former tenants within four weeks of the end of the tenancy.

5.03 Where monies from deposits have been retained to off set costs incurred, any remaining balance is returned within the timescale as set out in paragraph 5.02 together with a written statement of account providing details of all and any deductions that have been made.

References

Managers will ensure that:

5.04 Following a written request from a former tenant, a reference will be provided.

5.05 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.

6. 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.

7. 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.

**8. Rules of Tenancy to be incorporated into the Tenancy Agreement.
Managers will ensure:**

**8.01 No furniture or goods will be stored on routes of escape or in
Hallways**

8.02 No noise will be allowed in stairwells after 11.00pm.

8.03 No loud music will be allowed in Flats or Pods after 11.00pm

8.04 Use of Balconies will be restricted and not allowed after 11.00pm.

42 PHOENIX ROAD, NW1 1TA

STUDENT ACCOMMODATION

The districts of NW1 and WC1 have the greatest density of student places within higher education establishments anywhere in London. Twenty two colleges and universities within walking distance of the two districts, ranging from University College London, The Royal Veterinary College, London School of Economics, the Courtauld institute, etc, have in excess of 380,000 students attending full time courses for the 2009/2010 year.

Conversely, student accommodation within these two postcode districts is the most difficult to come by, with the majority of students travelling from the outlying areas of north and east London. Currently, less than 28% of students attending any one of the higher educational establishments within central London live within walking distance of their college. Not only resulting in high levels of demand, restricted supply and high rental values, especially for quality accommodation, but also placing a significant strain on the local tube and bus transport infrastructure.

Following an internal refurbishment of the building in 1993 and collaboration with University College London, the upper floor accommodation has been utilised for Student accommodation. Despite the relatively archaic layout and specification we have not had a single void throughout the 17 years and always have the accommodation re-let by January for the commencement of the new academic year the following September. The prime reason for the popularity is the location and the extremely limited levels of supply.

Of the private student accommodation in the area, the two main suppliers are Unite and CRM. Unite have a new student accommodation block 800 meters from Phoenix Road and CRM, 1.5 miles away in Islington. Both offer a similar type of bedsit style accommodation, the majority arranged as 4-6 bedroom pods with common sitting room and kitchen facilities. The rest as either single bedroom or studio flats.

During a recent visit to the Unite building, students were consulted and confirmed that whilst everyone is happy with their accommodation, the Unite blocks suffer from being too institutional, not helped by the booking system which doesn't offer group booking of rooms within the same pod for students wanting to live as a family unit. Indeed both the Unite and the CRM block have a distinct institutional "Halls of residence" atmosphere which all students consulted felt was a positive disincentive to them remaining in the accommodation outside term time. It is this lack of ability to live as a family group and institutional atmosphere which has been identified as one of the prime social factors, hindering the student population from fully integrating with the local community.

Whilst not proposing to offer the quantity of accommodation provided by Unite, the proposed layout of self contained 3 and 6 bedroom flats with balconies and group booking facilities will offer a more socially orientated form of accommodation for students to live. Within walking distance of their educational establishments and providing the best chance of making a positive economic and social impact on the surrounding community.

The last 17 years has provided an important insight into the way in which the student accommodation should be managed and allowed time for various options and letting formats to be tried. Above all else, the most important factor has proved to be our attempts to encourage the student population to feel part of the local community within which they live.

The trials carried out both in Camden and within a similar student accommodation scheme run by the company in Oxford have resulted in our moving away from the clinical "Travel Lodge" style of room arranged as a series of pods, to that of self contained dwellings shared by a number of students living more as a traditional community. In addition, unlike the larger private accommodation providers and academic institutions themselves, rather than align the tenancy dates to that of the limited academic calendar, all accommodation is let on a full 12 month basis, encouraging students to remain during the holiday periods and take an active role in the community.

Apart from the obvious management benefits, we have found from our existing tenants over the last 17 years that this certainly encourages the students to remain in the Borough outside term time, and treat their accommodation more as a "home" rather than a temporary hall of residence. In the past this has resulted in many of them taking part time employment within the Borough and undertaking a variety of voluntary positions within the local community as a compliment their academic qualifications.

A far more holistic approach to integration of the transient student population with that of the local community than simply providing term time bedsit accommodation.

PROJECT SECURITY

Responses are awaited from Metropolitan Police in regard to the advice they may make in addition to the proposals intended and described below and forming part of the comprehensive redevelopment proposals:-

All new windows and doors capable of being breached from ground or lower levels, together with those reached by unofficial entry onto lower balconies shall be manufactured and installed to the robustness and locking systems recommended in Secured by Design.

An intruder alarm will be installed to the Communal Section.

Entry to the commercial section of the development is arranged from Charlton Street via a controlled glazed access door, this will have electronic door entry, together with CCTV cover, it will be lit with anti-vandal bulkhead operated by photo electric cell.

There are two means of escape doors servicing this section, one at lower ground floor level below the bridged access above serving the residential above, whilst there is a gate at the head of this pathway, it can only be locked outside operational hours due to the need for the escape route to be kept free.

CCTV cover will be provided at this location.

The remaining door is situated to the rear upper ground floor at the base of the escape stairs, this provides means of escape to the public footpath, CCTV cover will be provided, this will also cover the door immediately adjacent which services the cycle store which will be entry by pin.

Electric roller shutters are proposed to the waste storage areas which will close automatically upon end of use.

Digital time clock will open and close the doors at times required on collection days.

Anti-vandal bulkhead lighting will be installed to the under pass operated by photo electric cell for uninterrupted cover to the hours of darkness.

Access to residential stairwells will be via existing stout doors refurbished with ironmongery to meet the standards of Secure by Design, controlled entry will be by way of video linked door entry to each pod.

Each pod will have front access doors that meet the recommendations of Secured by Design.

Stairwells and fire lobbies will have automatic lighting.

Latest advice from Police:

- 1) All doors to comply with BS23 and/or BS24.
- 2) Internal or secure external utility meters.
- 3) Secure lockable individual post collection facility. Ideally through an external wall.
- 4) Video and Audio door entry phone system.
- 5) Exterior lighting all to a uniform level avoiding any dark areas.
- 6) Interior lighting to communal areas both uniform in light level and automatic in operation.
- 7) BS 7950 windows. Consideration given to toughened exterior glass panes with 6.4mm laminated internal panes. External grills for accessible windows at low level, or internal grills fastened out of office hours.
- 8) Entrance door to Hopscotch can be glazed to allow visual recognition prior to entry, but must be framed with glazed slats to take a substantial lock and comply with BS23 & BS24.
- 9) Any windows prone to persistent nuisance breakages could be fitted with external sun louvers as extra protection without spoiling the appearance of the building.

TRANSPORT STATEMENT

The RUDP recognises the possible impact new re-organised development has upon the transportation infrastructure and this has been reflected upon within the DAS.

It has been recognised that the student occupants of this proposal will be able to walk to their places of education, alternatively it is acknowledged that the public transport system is of the higher category at this location and provision is proposed for bicycle storage within the proposal. However, due to the lack of access and availability of space, this secure facility is below the standard of storage set for new build applications. It is also accepted that this development, together with many in this area will not contribute to available parking, as the location and site configuration does not lend itself to such provision being addressed, the levels that prevail further do not make it a matter that could be accessible within the design parameters that prevail.

It is intended within the management plan to dissuade student residents from car ownership or indeed from bringing vehicles to the immediate area. It is acknowledged that this cannot be legally imposed and difficult if not impossible to police even with the close management this developer will impose upon this property when complete.

Many students outside term time and at long weekends/bank holidays will choose to travel home to family or to alternative destinations, adequate links to all major forms of transportation are immediately available within walking distance of the proposal.

Turning to the commercial space, liaison with the management of Hopscotch has revealed that none of the present staffing use the bicycle as their mode of transportation, it is recognised that this position may change in the future and a cycle stand provision has been made near the new entrance facility to their accommodation, the occasional visitor can use the external railings without causing any problem for pedestrians as the footpaths are wide. The service provided by the organisation can reach out beyond this area of Camden, however the operators have advised that their user group are likely to walk to the centre or use public transport, some services are provided off site which again would be reliant upon the public transport system.

In considering the overall potential for increased demand upon the existing infrastructure, the increase in population in percentage terms is low and therefore it will be minimal

DAYLIGHT-SUNLIGHT STATEMENT

This design which forms the proposal submitted for the comprehensive restoration and development of the remaining available site. In promoting this design, the footprint of the building will extend generally in a southerly direction towards adjacent properties and there will be an increase in the overall height of the structure, albeit kept to a minimum by the careful approach of the roof and its pitch.

Reference to the site location plan provides the insight that both the Maria Fedelis Convent School and Convent House both of these are to the direct South and West respectively, these proposals therefore, even with the increased volume and height are highly unlikely to cast shadows mainly from early morning East light greater than the building creates now. If the windows to the adjacent buildings are surveyed, critical windows tend to face away from the proposal. However, Chamberlain House to the East may have some minor shadow cast into Carlton Street towards its main elevation directly facing when the sun is moving towards the West and its sunset, again here it is anticipated that any shadow cast will differ little from what is perceived at present, this is due to the minor increase in height proposed and the location of the block in relation to this proposal. Chamberlain House is likely affected more directly by Charlton House directly to the South of this proposal.

In terms of daylight, this proposal is surrounded by large structures, as is the area as a whole. If this is visualized carefully over an area, daylight shadow will occur and cannot be avoided, however this is broken by naturally occurring breaches that intervene into the built environment, it is therefore considered that this proposal need not and is unlikely to provide a further major impact upon the daylight factor that exists across this general area of the Borough now.

The Maria Fidelis School has windows to classrooms just to the South of the proposed extension and near the tree, these windows are impacted by the school buildings directly to the South, this proposal will not have any impact on these rooms.