



# Student Residential Accommodation Management Plan

William Goodenough House  
Mecklenburgh Square, London

February 2010

## 1.0 Philosophy

The object of Student Residential Accommodation Management Plan is to provide a safe, caring environment in which students and staff can live and work whilst always taking into account the sensitivities of the local community.

## 2.0 Site Management

All of the properties which make up Goodenough College on Mecklenburgh Square are licensed as houses for multiple occupants under the Housing Act 2004.

The management team consists of The Director and Senior Staff with a full time Estates & Facilities Manager and Estates and Facilities Co-ordinator supported by specialist contracted maintenance and cleaning staff. Reception operates 24/7 with directly employed staff and is managed by a full time Front of House Manager.

The site is managed by an on-site management team 24 hours a day, 52 weeks of the year. The building is designed as a number of self contained flats, studios and study bedrooms. 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 students 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.
- General maintenance of mechanical, electrical and water systems.
- General maintenance of the building fabric and fittings.

There is always at least one senior member of staff (the Senior Duty Officer) on call at all times. Outside normal working hours (i.e. 8pm to 8am in the week and Friday 8pm to Monday 8am) they are assisted by two Duty Members. Duty Members are carefully selected College members of a mature outlook who are trained to deal with any pastoral emergencies which may arise during their duty. They are contacted by the Reception desks via a specified mobile phone system.

Reception Staff, Senior Duty Officers and Duty Members 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, and seeks to curb and discourage inappropriate behaviour.

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, all communal areas of the building such as the common and laundry rooms, hallways and offices are cleaned regularly. The Reception area is monitored by CCTV.

As part of their away from home experience residents are encouraged to maintain the cleanliness of their flats, studios and single study bedrooms. This ownership is ensured through a programme of regular accommodation inspections and pastoral care offered by senior 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**

A full emergency response is provided 24 hours a day by the Reception staff.

At Reception all contact telephone numbers (including the Duty Members mobile phone) are available to all students. These numbers are also included in the students' Welcome Pack'. In case of major incidents, senior management telephone numbers are 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, emergency services and specialist contractors (i.e. electrical contractors, plumbers, etc.) who are on call 24/7.

The College makes a regular analysis of the risk of such events as fire, outbreak of disease or major breakdown and has procedures for dealing with them. The analysis and the procedures are documented in risk registers and are available for inspection by residents.

## **2.2 Servicing/Works**

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

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

## **3.0 Moving In Process**

License agreements require confirmation of an individual's status as taking full-time postgraduate study or post doctoral research work. The license agreement requires that should the student cease to be taking full-time postgraduate study or post doctoral research work, the College should be notified.

At least half of the student body remain in residence for more than one year. The majority of new students join the College in the last two weeks of September, although there are a small number arriving and leaving throughout the year. 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. Inventories for each room are issued at the start of each period of residence.

Students arrive at a wide variety of times and dates. Very few arrive by personal car, most arriving by private taxi from London airports. They quickly unload and cars do not cause congestion outside the building. Goodenough College has no on site car parking.

Welcome induction events take place within the College for all new students once a week during busy arrival periods. These meetings typically involve a short presentation on living in the College including potential safety, fire and security risks, health risks (including currently, advice about Swine Flu management. Students have an induction about the local community which includes application to sign up at the local GP service. This meeting also outlines acceptable behaviour and the importance of being a good neighbour both inside and outside the accommodation.

#### **4.0 During the License**

The building is run to allow students quiet enjoyment of their rooms. We aim to give at least 24 hours notice of room inspections other than in emergencies. When maintenance is necessary the license agreement sets out the response times to assorted types of incident.

Any rare anti-social behaviour is actively managed by our Reception and Senior Staff team 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 may lead to termination of license as per license agreements.

Action will be taken against constant repeat incidents and may lead to termination of license.

A comprehensive statement on rules and responsibilities is included within each welcome pack.

The message is clear that it is the student's responsibility to create a social environment where all can live and enjoy their collegiate living experience whilst considering and respecting others. There is a Disciplinary Procedure which can be invoked where the student has the right of appeal.

The CCTV coverage on and around the access areas is also a major deterrent to anti-social behaviour likely to cause offence both internally and externally. The College purchases a block insurance policy to cover student's possessions in their rooms.

The site (College) also places great emphasis on pastoral care, especially for students who are new to London and the UK. Occasionally some students feel isolated within their own room or flat and, especially in the early weeks, the College is especially vigilant. Later in the year regular staff consultations are held to encourage students with concerns to discuss issues as they arise.

Students may invite guests to stay for a limited period of time and there are clear guidelines outlining the responsibility for a guest's behaviour which lies with the student who has invited them.

#### **5.0 Moving Out Process**

Students move out is varied as individual courses and PhD's finish at different times throughout the year. The majority of students who are leaving tend to move out over an extended period of time at the end of the academic year between June and September. All students will be advised, prior to the end of their license 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.

## **6.0 Students with Special Needs and Disabilities**

The College is committed to equality of opportunity and believes in a culture of diversity and inclusion. We encourage applications from students with special or specific needs or disabilities. Wherever possible the College will make arrangements to ensure that students with a disability can access its facilities. The College recognises that the age and design of the buildings present a number of constraints to wheelchair users. However, the College is planning a refurbishment and re-building programme will take into account accessibility issues and providing more.

The students application form to the College, has a section for details of specific needs or adjustments. Once an independent decision has been made the applicant is contacted to discuss their specific needs, normally face to face with the Registrar. External advice is sought if necessary. Because the nature of disability can range from learning difficulties to physical conditions, each case is treated on an individual basis. If adjustments to the current infrastructure are required these are investigated and the student informed whether it is possible to put these in place before the student takes up residence.

The College is currently accessible to those with mobility impairment with either ramps or lifts to aid access. There are a number of accessible toilets and showers including one in a flat. Other adjustments are made in consultation with the student such as fitting alarms, finding a room or flat in a suitable location and training staff where specific help may be necessary.

## **7.0 Health and Safety Standards and Procedures**

The Goodenough College meets the requirements of all relevant health and safety regulations and codes of practice.

Students are given clear advice on what action is to be taken in the event of an emergency e.g. first aid provision, means of calling an ambulance. They are provided with contact details for emergencies and informed of procedures for reporting accidents or safety defects.

### **7.1 Fire Safety Prevention**

Information and advice is provided to students at the beginning of their period of occupation on such matters as:

- Their role in the avoidance of fire risks.
- Cooking.
- Electrical safety – particularly voltage differences.
- The dangers of using candles or storing flammable material.
- Disciplinary action that may be taken if fire alarms or fire fighting equipment is misused.
- Fire extinguishers.

Essential information is posted in kitchens and communal areas and this, together with more general information, is available in printed form and on our internal web site.

Information on fire safety and good practice, advice on action to be taken in case of fire, including fire containment procedures is prominently displayed throughout William Goodenough House.

Fire evacuation practices are conducted regularly and in accordance with arrangements for particular buildings and fire detection systems agreed with the local fire authority.

Students and residents with disabilities make themselves known at the beginning of their first term or as soon as otherwise practicable so that they may be advised of any special arrangements (e.g. personal evacuation plans) which are in place for them in case of fire or other emergency.

Instructions are provided on the safe operation of all gas or electrically operated equipment.

There is a procedure for dealing with any potentially dangerous personal electrical equipment. This includes the portable appliance testing of equipment, labelling as unsafe, an instruction to remove, or in extreme cases, for example if there is a risk of fire or electrocution, removal to safe keeping or disabling. The students concerned are informed at each stage.

## **8.0 Security**

The accommodation is secure against intrusion. There is a card access system for the main entrance (Mecklenburgh Square) to William Goodenough House with 24 hour Reception staff. Individual bedroom and flat doors are lockable.

The main entrance door is accessible by all students of the building. Bedroom and flat doors are accessible only by the student occupant, the Estates, Facilities and Reception staff. Arrangements for access in the event of lost keys are set out in the students' welcome pack.

All ground and first floor windows are securable by the student.

### **8.1 Security Plan**

There is a security plan which identifies the general approach to security matters. The plan includes procedures in the event of an emergency e.g. bomb alert, summoning ambulance.

### **8.2 CCTV**

The entrance to William Goodenough House is monitored by CCTV. Relevant signage to show the use of CCTV is prominently displayed.

## **9.0 Communal Kitchens and those in Flats**

All kitchen facilities are maintained in good order and repair, with all equipment supplied in working order. Facilities for the preparation, cooking and storage of food are appropriate to the number of students using the facilities. Users' instructions are available.

### **9.1 Food Storage**

Cold storage provision is available within each single study bedroom and each flat.

## **10.0 Furnishing Quality**

Décor and furnishings are in good order and regular checks taken on defects and refurbishment programmes. All furnishings conform to the relevant regulations. All bedrooms are fitted with a bed, mattress, desk, chair, curtains/blind, drawers/shelving, wardrobe, sink and waste receptacle.

### **11.0 Cleaning**

Students are advised of cleaning schedules. These include property cleaning and student responsibility for cleaning of property.

### **12.0 Laundry Facilities**

Laundry facilities are provided and these are kept in good working order. Instructions, including fault reporting and emergency procedures, are available.

### **13.0 Energy**

Lights in public areas are not currently governed by time control switches. The College encourage users to switch off lights and electrical devices when they are not required and has recently joined the 10:10 campaign to save 10% of energy and fossil fuel usage in the next year.

### **14.0 Post and Mail**

Arrangements for mail are set out in the students' welcome pack. Personal items of mail are received on site and there are facilities for collection by, or distribution to, residents. All distribution and collection details are clearly laid out on our internal website. After 14 days at the end of the contract period all uncollected or undeliverable mail is returned, as far as is practicable, to sender.

### **15.0 Grounds Maintenance**

All planting and fences around William Goodenough House are maintained to be tidy and to minimise opportunities for concealment of intruders. Principal pathways are hard paved and are illuminated appropriately for the environment.

### **16.0 Litter Clearance**

Grounds are cleared of rubbish and litter on a regular basis. Students are expected to behave responsibly and to avoid causing, or adding to, litter. All students are encouraged to be environmentally responsible in their consumption of energy and water.

### **17.0 Car Parking**

The College does not provide car parking spaces and actively discourages students from bringing cars to the College. Information on the availability of bicycle and motor cycle parking and on public transport are provided.

### **18.0 Good Neighbour Policy**

Students are encouraged to be mindful of the proximity of neighbours both within properties and in the wider community.