

42 PHOENIX ROAD

STUDENT MANAGEMENT PLAN



The Findlay Estate Co Ltd

October 2015

Draft Student Management Plan

42 Phoenix Road

October 2015



Contents

- 1.0 Introduction
- 2.0 About this Student Accommodation Management Plan
- 3.0 Mission Statement
- 4.0 Partnership approach to student accommodation management & community liaison
- 5.0 24 Hour Management
- 6.0 Facility Management
- 7.0 Waste Management
- 8.0 Individual Unit Management
- 9.0 Security and Fire Safety
- 10.0 Community Liaison - Responsibilities & Procedures
- 11.0 Student Move In and Move Out Procedure
- 12.0 Code of Practice
 - General
 - Equality and diversity
 - Marketing
 - During the Tenancy
 - Tenants Satisfaction
 - Health and Safety
 - At the end of the Tenancy
 - Disputes
 - Complaints



1.0 Introduction

This Student Accommodation Management Plan has been prepared to inform the planning application for the redevelopment of 42 Phoenix Road in Somers Town by the Findlay Estate Company. This document is intended to be a live document through the planning and post-planning process and hence why it is currently in Draft.

The plan outlines how Findlay Estate Company will work with the local community to deliver the services, security arrangements and welfare provision, and how local feedback will be gathered and used.

The proposed partnership between a University/college and Findlay Estate Company will provide numerous benefits for both students and the local community.

These will include;

A University/college led pastoral care team supported by a full time Findlay Estate Company management team with clear lines of responsibility for student welfare and behaviour.

The delivery of a range of services including maintenance, security and cleaning by Findlay Estate Company with more than 20 years experience in the Higher Education sector.

The establishment of a community liaison group, including members of the local community, which will meet quarterly, to review operations and address issues of common concern to local stakeholders.

Enhanced security arrangements both by design and operation, utilising the latest in technology.

An on-site concierge and 24 hour helpline for reporting any issues, with target response times.



2.0 About this Student Accommodation Management Plan

This document sets out the key principles, methods and working practices that will be adopted by Findlay Estate Company in the management of the Phoenix Road development.

Particular emphasis has been placed on how we will actively engage with local stakeholders to ensure that the building and its occupants integrate successfully into the wider community on a long-term basis, whilst ensuring the best in student welfare and a positive student experience.

We are mindful that Somers Town is a predominantly residential area and have taken this into account when preparing our management plan.

2.1 The Findlay Estate Co. Ltd.

Established in 1992, in addition to owning and managing a variety of commercial properties throughout the UK, the Findlay Estate Company has established and managed dedicated student accommodation in Oxford and London for over 15 years. Benefiting from the experience gained and their own “in house” letting, management and maintenance team, the company has been able to offer high quality, affordable and well managed accommodation.

Working closely with Universities/Colleges, local stake holders, Councils and the local community in each location has resulted in the successful provision of student accommodation for over 15 years with a zero record of voids, evictions and incidents of anti-social behaviour.



3.0 Mission Statement

3.1 Findlay Estate Company aim to produce an exceptionally high quality 24hour managed student housing accommodation on the site of the existing facility at 42 Phoenix Road. Although the undersupply of student accommodation within Camden is being addressed, the focus remains firmly on developments designed for first year students, despite the fact that the returning 2nd and 3rd year students pose the greatest threat to the limited availability of affordable rented accommodation from the private rental market. Returning and post graduate students, once social groups have been established, tend to migrate from University halls to self contained rented accommodation within the private sector, competing directly against key workers and they families.

3.2 Over the last 20 years the vast majority of our existing students study at either Kings College or UCL. As is often the case, each influx of new students predominantly contact us via their peers from the years before and although we liaise regularly with the housing office of both institutions, the existing amount of accommodation we have to offer does not warrant a more formal relationship. Nevertheless once completed, and the National Code of Standards for larger student developments can be adopted, both UCL, Kings and London School of Hygiene and Tropical medicine have all expressed keen interest in establishing a formal partnership with their housing office. All three institutions recognise the desperate shortage of quality accommodation in central London for their returning second/third year and post graduation students and Findlay Estate Company Ltd recognise the pastoral care and student welfare benefits from such a liaison.

Their aim is two fold:

Firstly:

To provide excellent high quality student accommodation arranged primarily as cluster flats and targeted specifically toward the returning students. Providing students from the UK and overseas with an excellent and inspiring place to live as cohesive family units, without competing against key workers and their families.

Secondly:

To ensure the site is well maintained and respectful of the existing community, employing a 'good neighbour policy' to avoid activities which will cause disharmony in the local area.

4.0 Partnership approach to student accommodation management & community liaison

To ensure that the new accommodation makes a positive impact on the local community, we will work proactively to develop beneficial relationships with neighbours, businesses and others in the local community.

Findlay Estate Company consider this approach to be vital to the long term success and sustainability of the development. Our vision is to ensure that the broad range of local interest groups co-exist harmoniously.

Noise management will be a key theme and we will provide a manned 24 hour phone line for concerned neighbours to contact suitable staff. There will also be a target time to resolve noise-related issues.

4.1 Management on site will treat breaches in security or anti-social behaviour very seriously. CCTV images and random monitoring of communal facilities will ensure a safe and secure environment is provided for all. Management will reserve the right to evict tenants if they are being Behaving inappropriately or in a way that disturbs other students/local residents.

5.0 24 Hour Management

5.1 Findlay Estate Company has an excellent reputation for student welfare and security. It is proposed that this site would be covered by 24hour CCTV secure-entry systems and would be expertly managed by the dedicated and friendly on-site concierge.

5.2 The management team will consist of a concierge on site during normal working hours and a maintenance team. Outside office times, there is a 24 hour helpdesk with a published number who take calls from student tenants and coordinate any required response. The site management team are also on-call to deal with any issues that require their attendance.

5.3 The main entrances from Phoenix Road will be managed through a programmable electronic fob-entry system. Additionally there is CCTV coverage throughout and particularly focused on points of entrance and exit.

6.0 Facilities Management

6.1 Management will ensure that:

A programme of planned and reactive maintenance will be in place, supported by the 24 hour helpdesk and electronic fault reporting, to ensure any broken fixtures/fittings will be repaired/replaced as appropriate – with high risk items being dealt with as an emergency.



7.0 Waste Management

Separation of waste and recycling

The separation of general waste from recyclable material will be undertaken by students at source. Kitchens and central collection points will be provided with containers for general waste and three compartment recycling bins which allow separation of materials.

The provisions will allow for recycling of paper, card, plastic containers and bottles, foil containers, newspapers, magazines, drinks cans and food tins. Waste and recycling is collected in colour coded bins. Glass is collected separately with a dedicated collection point.

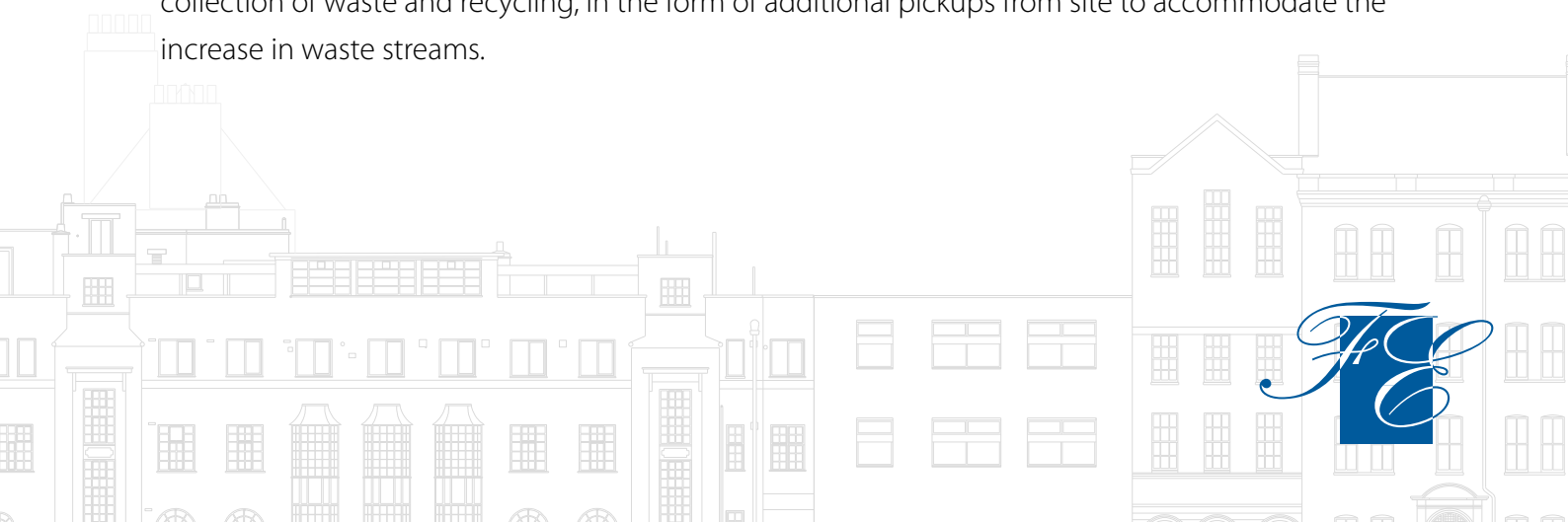
The waste contractors can collect 'difficult' waste such as waste electrical and electronic equipment, by arrangement with Findlay Estate Company management using specialist licenced waste transporters.

Findlay Estate Company arrange collections by local hospices and the NSPCC for items left over by students at the end of the year, including bedding, pots and pans and non-perishable foodstuffs.

Refuse and recycling will be taken to the central collection points by the students.

The refuse and recycling will be delivered to the bin store and deposited in 1100 litre Eurobins in a secure area. The Eurobins will be colour-coded to indicate refuse or recyclable material. Waste contractors will collect waste and recycling from the centralised bin store managed by Findlay Estate Company Concierge. There will be regular litter picking in and around the site to ensure that walkways and other areas remain free from debris.

Information about the recycling strategy and waste collection plan is included in the welcome pack that students receive when moving into the residences. The message to recycle is reinforced using information posters displayed in the communal kitchens, including details of which type of waste goes in each recycling bin. At the end of the year, additional provisions will be made for the collection of waste and recycling, in the form of additional pickups from site to accommodate the increase in waste streams.



7.0 Individual Unit Management

7.1 Management will ensure that:

7.1.1 Inspections of all student rooms is undertaken at least twice a term to establish their condition and check levels of cleanliness. The first inspection follows shortly after the tenants' welcome and induction to ensure they are complying with the expected and required standards of cleanliness. Students can also opt for their rooms to be cleaned for them as an additional service – see section 7.1.3.

7.1.2 No laundry will be allowed to hang outside to dry – the kitchens are provided with dryers or if the tenants simply require to dry damp items they will be instructed to do that in their bathroom which is appropriately ventilated.

7.1.3 Students can opt to pay for a cleaning and laundry service, which can be arranged through management. The rooms are deep cleaned annually.

8.0 External Area Management

8.1 Management will ensure that:

8.1.1 All external areas will be kept clean, tidy and free from litter and weeds.

8.1.2 Bicycles will be kept secure in the designated cycle storage areas.



9.0 Security and Fire Safety

9.1 Prior to occupation, both a Fire Risk Assessment and a Health and Safety Risk Assessment will be carried out on the residence.

9.2 Staff will undertake training in general health and safety issues appropriate to their area of responsibility. A copy of the major incident and emergency evacuation plan will be provided to each member of the management team and each student at registration.

9.3 Students will be informed of evacuation assembly sites and notices will be posted throughout the Residence.

9.4 Management will ensure that:

9.4.1 All external points of entry to the building are appropriately secured and monitored by CCTV.

9.4.2 Security breaches will be dealt with severely and management will log all incidents and investigate serious incidents immediately. The concierge and telephone helpdesk have the ability to call our security response team if required, or the on-call site management team.

9.4.3 All fire escape routes will be kept clear and free from obstructions and students will be briefed on the severity of obstructing routes for fire escape. The site Concierge undertakes a walk-round to ensure all these areas are clean and these walk-rounds are logged in the site's Health and Safety System.

9.4.4 All alarm systems will be tested on a weekly basis and maintained at a frequency in accordance with installer's recommendations.



10.0 Community Liaison - Responsibilities & Procedures

10.1 Management will ensure that:

10.4.1 The concierge will be on site during normal working hours and there will be 'out-of hours' management available to provide assistance at all other times. Phone numbers and contact details of management will be given to local residents.

10.1.2 All complaints from local residents are handled seriously and investigated immediately.

10.1.3 Local residents are also issued with the telephone numbers for the Concierge office and the 24 hour helpdesk so there is always someone they can reach to respond to any issues of concern to them immediately.

11.0 Student Move In and Move Out Procedure

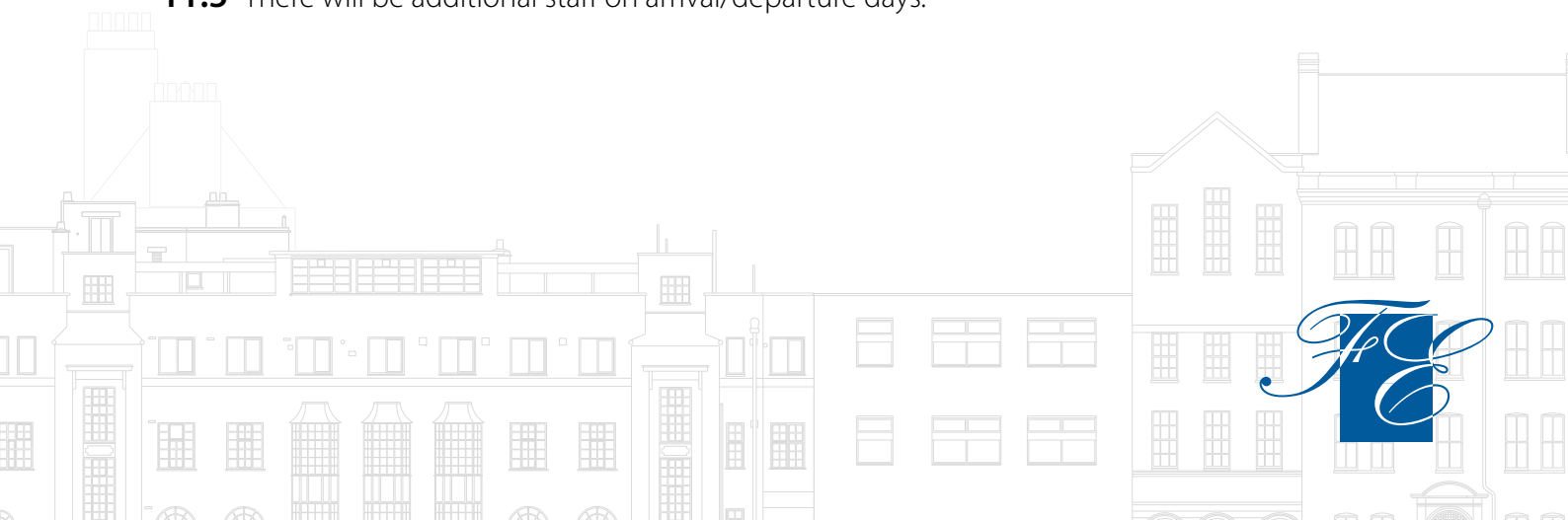
11.1 The beginning of each tenancy will be staggered over a three/four day period. Parents and students will be offered a 30 minute timeslot to drop off bags etc. For moving out, the process will be reversed, however staggered over a longer period.

11.2 There will be an online electronic registration for all tenants with arrival slots and instructions. This will avoid queues of students on move in dates and improve their experience.

11.3 It is a condition of tenancy that students are not allowed to bring their own cars. This is punishable by termination of the letting agreement.

11.4 All new students are given welcome packs and induction evenings where students are briefed on health and safety information.

11.5 There will be additional staff on arrival/departure days.



12.0 Code of Practice

Findlay Estate Company will manage the building under the National Code of Standards for larger developments, approved by Government under the 2004 Housing Act.

This code of practice covers equity and diversity, marketing, tenancy agreements, health and safety, disputes, complaints and daily management. 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 and where problems do occur they are promptly resolved.

The Code enjoys the support of the National Union of Students (NUS), the Department of Communities and Local Government (CLG), 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 Findlay Estate Co Ltd

Lower Grove Farm, Highridge Road
Dundry, Bristol BS41 8JT

telephone +44 7855 329751
email duncan@pittaway.net