

Kirby Street Student Management Plan

July 2017



About Us - Ariana Social Community (ASC)

ASC aims to provide a community for students pursuing higher education by providing all the elements of a home, combined with an atmosphere that cultivates knowledge and innovation. ASC provide specialist student accommodation in London, Perth and New York.

- Providing great indoor and outdoor areas for residents to study, socialise and relax
- Offering rooms equipped with everything a student needs to live comfortably and independently from building wide WI-FI to all bills included
- Ensuring that security measures are in place for the safety and wellbeing of all residents.

Quality of Student Accommodation

1.1 We are committed to provide a high quality residential environment for our students, the following points exemplify this with regards to the proposed development at Kirby Street:

1. We recognise that students are selective with regard to their accommodation. To be successful, purpose built student accommodation must fulfil the needs of the students they seek to attract (and their parents). Thus the student accommodation has been designed to create a safe, attractive environment within which students will wish to reside.
2. We will ensure that the building will be let and operated in perpetuity in a manner which ensures that the product offering is fit for purpose and is research lead. The student accommodation provided is therefore of exceptional standard.
3. Sustainable means of travel are promoted for students and the accommodation proposed will be car free.
4. All rooms are fully managed and occupants are required to sign up to a stringent management plan. This ensures that all rooms are let to specified occupancy tenancies. Management ensures this occupancy is adhered to.
5. A comprehensive CCTV installation will also be provided on site. The CCTV installation is to be supplementary to the presence of on site staff. The 24-hour monitoring and good management of the student accommodation will protect neighbouring amenity and increase security.

Kirby Street Camden

Student Housing Management Plan

The Residence (student accommodation at Kirby Street) will be managed by Ariana Social Community ELP Limited Partnership Students, to create a safe, clean well run environment for its occupants, which respects their need for privacy and study.

The Residence provides 128 Studio apartments. We are mindful that workshops are also provided at basement and ground floor level (B1c Use Class) within the property.

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.
- The 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 Plan (AMP).

The ASC Booking System identifies early on if a student requires support. As bookings are usually made at least two weeks in advance of any allocation, there is sufficient time for ASC to manage any alterations as maybe required. The ASC website will allow for viewing of properties and will include the accessible offer at this property

- The student will be contacted to discuss specific requirements.
- A room will be allocated (in the usual way).
- Where specific adaptations are required, these will be undertaken with direct discussions with the student.
- The adaptations will be undertaken at a minimum, within a week of a booking confirmation that a student wishes to take up a place at our property. However the earlier there is notification, the

earlier the adaptations would be undertaken. Check in will continue in the normal way after the room adaptations have been finished.

- 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 students are able to discuss their Personal Emergency Evacuation Procedure as required with the specific management team in the building.
- All emergency cords within the room will be linked to the 24/365days, ASC operational communications centre. A lift will be provided to ensure that the property is accessible, ASC have a 2 hour Service Level Agreement with our lift operators to ensure immediate response to any lift failure.
- ASC regularly monitor our service to all our students (regardless of disability) and survey them for information / feedback to ensure we are providing what they want. Our operations team will keep track of the AMP as they will be implementing it on a day to day basis.

3. Maintenance.

The Residence will ensure:

- That the interior and exterior of the building will be kept clean and tidy and that any graffiti or rubbish is removed as quickly as possible.
- That any damage or defect notified to the Student Accommodation Manager 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 facilities and building structure are properly maintained by means of a rolling programme of Planned Preventative Maintenance and that common facilities 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 practice 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.
- All regular maintenance will be undertaken during working hours to minimise disruption to neighbouring residents. Any emergency maintenance will be undertaken under supervision of Management staff. All entry and exit will be monitored to avoid any noise issues, especially if late at night.

4. External Maintenance.

The Residence will ensure:

- That all external managed landscaped areas are kept swept and free of litter, weeds and other rubbish.
- 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 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 Student Accomodation Manager.
- 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 20.00, Monday to Saturdays and 10.00 to 16.00 on Sundays and Bank Holidays unless otherwise agreed by the Council.

The existing single yellow line waiting and loading along Kirby Street will enable deliveries.

7. Check in and Check out

We carefully consider and implement our arrivals/ departures plans and have the experience to make this process run very smoothly. This is a summary of the process for arrivals and departures.

- As result of Kirby's Street's highly accessible location and parking restrictions students will be encouraged to utilise the property's strong public transport links.
- Furthermore to limit those arriving by private car/ taxi prior to arrival correspondence, including a map, will be sent to all customers advising them of the high level of parking restrictions in the local area.
- Furthermore check in will be 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. 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. ASC 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, students will be encouraged to utilise the property's strong public transport links.

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:

- A 24 hour presence on site with management and security staff monitoring the entrances various times during the day and night.
- **All external access points are adequately secured and monitored to prevent unwanted/unauthorised entry.**
- Any breach of security or any other incident or emergency is investigated as soon as notified to the Student Accommodation Manager and the appropriate authorities advised if relevant. The Student Accommodation Manager logs all such incidents and will keep all parties updated until the incident is closed.
- A CCTV system covering the common parts and exterior of the Residence.
- Fire Escape routes are kept adequately signed and free from obstruction at all times.
- 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.
- Common facilities (laundry room and amenity deck).
- Electricity, water and, where relevant, gas supplies. Any loss of supply will be rectified as soon as possible after notification to the Student Accommodation Manager.
- 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 Student Accommodation Manager 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.
- 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.
- 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 Student Accommodation Manager, or responsible member of staff at the residence, in writing.
- Any complaints received 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.
- Noise complaints will be regarded as a serious breach of tenancy and can lead to eviction.

14. Cleaning Policy

The property will be cleaned to a standard cleaning specification and the Housekeeping team undergo comprehensive training. Communal areas including stairwells will be cleaned at least weekly, and although cleaning within each flat is a tenant responsibility, there is a termly inspection of each flat by the Student Accommodation Manager 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 Ariana Social Community 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 Ariana Social Community before occupation by the next tenant.

- **Grounds maintenance**

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

- **Pest control**

Regular building inspections will include checks for evidence of pests, and contracts will be 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.

