

## SCHEDULE 1

### HOSTEL MANAGEMENT PLAN

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#### INTRODUCTION

- That Ornan Court Limited or a professional property management company will manage the hostel.
- The purpose of this statement is to outline the type of establishment we wish to operate and to provide information about the measures and regimes that will be in place to ensure that the hostel runs in an efficient and responsible manner.

#### OCCUPANCY

- The Owner understands that there may be some unease about the type of resident that may be accommodated at any residential hostel on the site.
- The Owner would wish to reassure the Council and local residents that it is intended that the hostel will be run and managed in a professional manner.
- In order to outline how the hostel will operate and the type of resident that will be accommodated, it is important to examine the various sectors of residents that will NOT be accommodated.
- There is no intention to provide a homeless persons hostel, or to provide accommodation for specific groups with alcohol or drug dependency, or psychiatric problems.
- Similarly, it is not intended that any persons referred by the Department of Work and Pensions (formerly the Department of Social Security (DSS)) will be accommodated. There is no intention to house specific groups of people such as asylum seekers.
- Whilst these sectors clearly have a range of housing needs, the accommodation of such persons is not the type of clientele we would wish to be associated with. This is given the often difficult management and funding problems associated with providing accommodation for persons with specific needs and who are themselves often vulnerable.
- The hostel will provide accommodation for single persons and couples who are seeking affordable accommodation, whilst offering a degree of comfort and convenience.
- The hostel will provide rooms either for single or double occupancy
- The anticipated range of clientele will be young single persons who often find it difficult to compete within the housing market. In many cases, even the private rented sector within London can be out of the reach of many persons on moderate to low incomes.
- The type of persons who may be resident will include;
- Professional persons in employment

- ♦ key workers - meaning those persons who are listed in the Affordable Home Ownership Waiting List as Key Workers and such other workers as may be nominated as key workers from time to time by the Council
- ♦ students in full time education at recognised institutions
- ♦ any other group of persons deemed appropriate by management of the hostel.

### MANAGEMENT

- The hostel will be staffed during normal working hours, with a dedicated reception area / office located immediately adjacent to the main front entrance.
- The nature of the operation will ensure that residents do not give rise to undue noise or disturbance. Residents will be advised in their tenancy agreements that there is a responsibility to behave in a respectful manner at all times.
- A Code of Conduct this will be included in the lease agreement and will be issued to all residents at the commencement of their stay. This will include conduct not only within the hostel, for example no loud music during the evening, but will also remind residents of a requirement to respect others who may reside in the area. In the case of Haverstock Hill and Ornan Road, this is minimal and this road is already busy throughout the day and the evening. Nevertheless, this is a matter that the Owner will impress upon residents. If residents do not comply with the Code of Conduct, they will be given a warning followed by a notice to leave the hostel.
- As a hostel operator, it will be in the Owner's interests to ensure that individual residents adhere to a Code of Conduct, as all of our residents will expect and receive a reasonable degree of privacy without anti-social behaviour. Failure to adhere to this Code of Conduct may result in residents being asked to leave the hostel.
- Residents will have 24 hour access to the hostel and an appropriate security system will be installed at the main entrance to prevent unauthorised access. This will include an electronic swipe card. There is not intended to be any entrances to the rear of the site except those required for emergency purposes. This will ensure that all residents and guests are monitored through the main front entrance. A closed circuit TV recorded network will monitor the building at all times.
- Local residents will be able to contact the hostel management should any need arise and speak to the duty manager who will endeavour to address any matters of concern that may arise.
- The hostel will be required to employ cleaning and maintenance staff to ensure that the communal areas of the hostel are managed in a manner which our residents will demand as part of their accommodation fees. Regular cleaning will ensure that the hostel provides a well looked after building, and in turn an attractive environment for our residents.
- A laundry facility for residents will be provided on each level and some rooms will have their own laundry facilities.
- A number of cycle parking spaces will be placed directly adjacent to the main hostel entrance, allowing for monitoring from the reception area.