

Student Management Plan

111 to 113 BARTHOLOMEW ROAD, LONDON, NW5 2BJ

Background

Axo Student Living (Axo) is a student accommodation provider with residences in London and Coventry. The site at Bartholomew Road is comprises a part 4 and part 5 storey building which provides 54no. student units and 445 square metres of flexible, commercial floorspace (Class B1) at ground floor. Under the current proposals, the property will offer a total of 63no. student residences through studios and one bed flats. Accordingly, the existing and proposed student units will be managed as one.

Services

Physical Security

The building layout is designed to ensure a good level of security for occupiers, visitors and other users. All entrance doors will be securable by electronic lock systems or traditional locks and keys. All rooms have lockable bedroom doors and communal areas are accessible as these are shared by the occupiers. The building along with some public areas will have CCTV camera coverage with the focus on the entrance and egress areas.

Building Manager

The Building Manager's (BM) role is to ensure the smooth operational effectiveness of the building and the services delivered. The BM is the main point of contact for all occupiers, visitors, contractors and staff. The BM undertakes viewings for prospective occupiers and ensures that all reports are responded to with appropriate actions. The BM has a landline and mobile phone which they can be contacted upon at all times.

Security Officer

The Security Officer covers the building when the BM is off duty and during out of hours. The Officer is based in the reception of the building and reacts to incidents as they occur. The Officer also undertakes routine patrols of the building. The Officer has the contact details of the BM in the event of a major incident.

Complaints

Any complaints or comments about the residence or its students should be made to the CSM, or responsible member of staff at the residence, in writing. Any complaints received by 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.

Housekeeping Team

The Housekeeping Team is made up of part time staff who will clean and tidy communal areas such as the laundry room, the lounge, main entrance area, lobbies, lift, stairs and corridors. These areas will be cleaned on a daily basis. The Housekeeping Team will also clean and tidy the communal kitchen areas.

Recycling Facilities

Recycling bins are located in the covered bin storage area within the rear courtyard.

Deep Cleaning Service

Regular deep cleaning services will be provided each time an occupier vacates the buildings following the end of the occupation contract.

Mechanical and Electrical Services

A contractor is employed to provide reactive mechanical and electrical (M & E) services. Planned and cyclical M & E works (including statutory compliance inspections) are organised by the student accommodation management in conjunction with a contracted construction company.

Fire Alarm Testing

Fire Alarm testing is organised by the student accommodation management, usually by the BM with support from the Security Officer. This is carried out weekly and the date and time is advertised on the noticeboards for viewing by occupiers.

Electrical Fixed Installations

Fixed electrical installations are tested every five years.

Portable Appliance Testing (PAT)

PAT sub contracted to a registered electrical contractor once a year.

Maintenance Management

All repair/replacement requests will be made to the BM, this can be done via email or in person at reception. A copy of all requests are kept for future reference. The tasks will be carried out by a directly employed person based on site. After inspection is the maintenance operative feels that the task should be carried out by a contractor the BM will make arrangements for this to happen. All external contractors will be issued with appropriate ID badges, the work will be inspected on completion.

Out of Hours Maintenance Emergencies

The BM and the Security officer will have contact details of out of hour's contractors for M & E works.

Maintenance Response Times

Maintenance jobs are classified into a priority rating, dependant on the nature of the job.

Urgent jobs, which represent an immediate danger to health or will cause significant consequential damage, should be attended to, to make safe within 4 hours, with any further repairs being undertaken within the next normal working day.

Routine maintenance jobs are normally carried out within 4 working days, this might be issues that affect the convenience of the occupant such as a microwave failure when occupants still have the use of a working oven.

Minor repairs such as tightening a hinge on a wardrobe door or repairing a drawer runner would normally be carried out within 7 working days. There are other non-urgent jobs that might be resolved as part of a timetabled alteration and improvement programme.

Ongoing review

There is regular liaison between the Student Accommodation Management Team and the BM to ensure that services remain high and feedback from occupiers is monitored and acted upon.

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