



To whom it may concern,

Re. Astor College Management Plan

Astor College is being operated in accordance with the Management Plan created in 2016 to which there have only been minor changes, these include:

- Update to the job titles of Hall Manager to Accommodation Manager, Vice Warden to Student Resident Advisor, and Area Residences Manager to Deputy Operations Manager
- Site staffing and reception desk availability – the site staff are available between 8am-8pm Monday to Sunday which is an increase in hours on the original plan which stated 8.30am to 5pm Monday to Friday
- Cleaning presence is available 7 days per week from a previously stated 5 days
- Waste lift increase via a UCL appointed contractor
- Change of contractor for general maintenance from Kier to Artic and maintenance system from QFM to Planet
- Updates to General Regulations Handbook 2019-20 (Appendix 3); this is now attached as a separate document
- Update to Student Resident Advisor job description (Appendix 1)
- Update to Resident Terms and Conditions (Appendix 2)

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'Duncan Palmer', written over a horizontal line.

Duncan Palmer
Director of Campus and Accommodation Services