



Version 2

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Location

Booth St West, Manchester

Management Plan

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Introduction

Host Student Housing Management (UK) Limited (Host) is a well-established service provider. It specialises in the development, management and operation of purpose built, high quality, affordable student accommodation designed specifically for students.

Sites are carefully selected for student convenience within the major university cities of the United Kingdom. At the time of writing Host manages over 10,000 beds throughout the UK, Ireland and mainland Europe. Negotiations are also at an advanced stage for further developments in cities including Bristol and Bournemouth, which altogether will further increase the portfolio by approximately 600 bed spaces.

Host is a well-regarded and highly respected brand and whilst being one of the larger providers of student accommodation in the UK, has also had experience of operating sites in continental Europe which trade as Galileo.

The scheme in Manchester is located within comfortable walking distance of the city centre, The University of Manchester and Manchester Metropolitan University. The site will contain 259 beds on one single site comprising of a mixture of studios and cluster apartments.

Each Host residence is self-managed with an on-site management suite containing a team of administration staff, facilities assistants and security cover that ensures the complex is maintained 24 hours a day, 7 days a week throughout the year. It is important for us that our sites are staffed by local people who can be on-site to look after our customers but also to act as a link between Host and the communities in which we operate. A local network of skilled tradesmen are also contracted to attend to the various maintenance requirements of the complex. We want to commit to the local areas in which we operate and to form lasting relationships within these communities. Our on-site teams, staffed by local people, are responsible for achieving this.

Every site is constructed with an emphasis on safety; the entrances to the complex are strictly controlled by door entry and intercom systems whilst being supported by the presence of on-site personnel, security fencing and CCTV cameras. These preventative measures undertaken by Host ensure we maintain a low level of incidents throughout the year.

Host is the ideal place for students to live comfortably and safely whilst pursuing their academic life in Manchester. The quality and service provided is reflected by the high proportion of students that chose to remain living within Host for the duration of their university life and part of the local community for many years.

1. Security

Included below is a copy of both the security arrangements and the security plan, which are in operation at all Host sites. This is the same procedure that will be adopted in Manchester.

Security Arrangements

1.1 Objectives

Host employ 24-hour Facilities/Security staff specifically in order to provide assistance and support to students, staff, visitors and members of the local community. Their function is to ensure, as far as is possible, the personal safety of students, staff and visitors; the wellbeing of the local community, particularly neighbouring properties; the security of residential buildings and the protection of personal property.

These objectives will at all times be carried out in an effective, efficient and courteous manner, which reflects the aims, objectives and standing of Host.

Host will:

- Offer a quality of service based firmly on the concept of equal opportunities
- Respond to and investigate reports of crime committed within the property and the immediate external vicinity of the building
- Publicise, on a regular basis, information concerning crime and trends in crime occurring at Host and actively promote crime prevention and security awareness.
- Provide liaison between the university, community and Host so far as it relates to student behaviour.
- Provide training opportunities to all members of staff.

1.2 Staffing

The establishment of Host comprises of a Property Manager; an Assistant Manager, and a team of Facilities Assistants/Security staff that are based on site. All external security staff employed by Host will be SIA accredited.

A Regional Manager, Operations Manager, Marketing and Facilities teams are also employed by Host to provide support and guidance. These positions are based off site.

Host also employs casual staff to assist as and when required.

1.3 Monitoring and Communication

Frequent supervisory and shift meetings are held to appraise all staff of developments within Host and to receive views from other members of staff on changes to and implementation of, the policies and procedures of Host.

All members of Host staff promote communications and liaise between Host, students, staff, visitors and the local community.

All members of the local community, will be regularly engaged with via letter drops and will be provided with contact details for both the Reception and Security lodge (for any out of hours contact required).

In an endeavour to ensure Host establishes and maintains a satisfactory and relevant service, any suggestions from members of the university or from the local community which it is considered will improve the service, are welcome.

1.4 Security Lodge

The security lodge is staffed twenty-four hours a day throughout the year. It provides an out of hours contact point for students, staff, visitors and other enquirers, in need of assistance or advice.

The contact details for the security lodge will be clearly displayed at the entrance of the building for any member of the public to be able to contact the member of staff on duty at any time.

Persons seeking assistance or advice are advised in the first instance contact the security lodge by either:

- In an emergency:
From an internal or external telephone - (on-site mobile phone)
- Non emergency matters:
From an internal pay or external telephone - (security lodge direct line)

The personnel within the security lodge are able, by use of the access gates and close circuit television cameras, to control any access to and from the complex and also monitor movements on the property.

The security lodge will be used as the control centre in the event of a major incident or any other incident, which necessitates a co-ordinated response.

The emergency services have standing instructions to report to the security lodge in the first instance.

The security lodge is also used as an out of hour's service for receiving, advising and directing visitors to the building.

The importance of this function is recognised given that it is often the first point of contact that visitors to the complex will have with members of Host staff.

Monitoring of this function is continuous and further training given where appropriate.

1.5 Reception Office

The reception office is normally staffed between the hours of 9.00am and 6.00p.m. Monday to Friday.

It is generally staffed by the Property Manager and their assistant who are responsible for dealing, in the first instance, with all enquiries and in particular with people reporting crime, lost and found property and the administration of Host's access control.

Outside of normal working hours the responsibility for receiving reports of crime, lost and found property and other enquiries is that of the security lodge and the member of staff on duty at the time.

1.6 Patrol

Facilities Assistants / Security staff are responsible, throughout the twenty-four hour period, for patrolling the exterior of the complex and for responding to incidents.

These members of staff also provide foot patrols throughout the interior of the complex. These patrols are increased in the event of incidents occurring which warrant ongoing attention.

Host employees will at all times perform their duties in such a manner, which endeavours to ensure the personal safety of students, staff and visitors to the building.

Host staff undertaking both internal and external patrols will at all times wear full uniform and an identification badge

1.7 Security of Host buildings

The security of all buildings is in the first instance the responsibility of the occupants within.

Host has a responsibility to assist both residents and staff in monitoring the security of all buildings contained within the property. This extends to checking the validity of residents, staff and visitors to all areas of the site.

Facilities Assistants / Security staff will check and ensure that entrance, office and launderette doors together with entrance gates are locked and unlocked where applicable and at times specified by the Property Manager.

1.8 Protection of Personal Property

The safeguarding of personal property is primarily the responsibility of the owner.

Host continually endeavours to reduce the incidence of crime occurring on the complex by way of technology, patrol, advice and education and the introduction of crime reducing initiatives.

1.9 Response Times

Host will endeavour to respond to all emergencies within five minutes of receipt of the call.

Other requests for assistance are prioritised according to the degree of urgency afforded to it by the security lodge staff and/or the Property Manager.

Host will, in all instances, inform the caller of the outcome of the incident.

1.10 Other Support Services

Host will also provide support in the following specialist areas:

- The investigation of incidents, crimes and internal matters
- The interviewing of students and staff
- Submission of reports to the university in respect of points above
- Advice on matters relating to crime and offences
- Receiving and investigating complaints from residents of unsociable and criminal behaviour of students

1.11 Staff Training and Development

The continued development and training of all staff within Host is a high priority. All staff receive periodic reviews and undergo appraisal mechanisms identifying areas of required development and/or training.

1.12 Complaints

All complaints received by a member of staff will be brought to the attention of the Property Manager or their assistant as soon as practicable. It will be the responsibility of the Property Manager and in consultation with the university where necessary to investigate all such complaints received.

2. Security Plan

Introduction

Host recognises that it has an important role to play in the local community whilst supporting students, staff and visitors; to maintain security of residential buildings and other property including personal property.

2.1 Problems

In endeavouring to achieve its objectives staff at Host are faced with a number of ongoing problems. The primary areas of concern may be listed as follows:

- Ensuring the safety and welfare of students, staff, visitors and the neighbouring community
- The incidence of reported crime occurring on site
- The unsociable behaviour of some students.

2.2 Ensuring the Safety and Welfare of Students, Staff, Visitors and the Neighbouring Community

This is achieved in the following ways –

- The provision of high profile internal and external patrols: including (but not limited to) gardens / courtyards, communal staircases, common areas and the roads/footpaths surrounding the building
- Restricting access to the garden area for quiet use and ensuring that access to the garden is limited to daylight hours. This will allow the garden to achieve its objection of providing a quiet study and reflection area for our residents to enjoy
- The provision of a specific smoking area to ensure that any smoking paraphernalia is contained within this designated location which will be cleaned and maintained on an ongoing basis
- Establishing good communications within the community and between staff, students and visitors to the building
- Establishing good communication links with the local community resident groups, retailers, local police force, fire department and all universities and colleges within the city
- The provision and maintenance of a fully integrated digital CCTV surveillance system, monitoring all public areas inside the complex and all surrounding roads in the immediate vicinity of the complex
- The provision and maintenance of a restricted door entry system to all the site's access points, the communal areas and to each individual flat

- The provision of high security fencing where applicable on the perimeter of the complex
- Ensuring by security surveillance and patrols that all common areas are monitored throughout the restricted opening hours to ensure behaviour compliance within and to make sure that the imposed occupancy levels are not exceeded at any time
- Offering support and assistance to Host staff when they are dealing with instances requiring welfare or disciplinary action
- Providing a contact point, out of office hours, for parents and others wishing to contact their son/daughter/friend for whatever reason

2.3 The incidence of Reported Crime

In attempting to prevent and/or reduce the incidence of crime occurring at Host buildings, the following initiatives are encouraged and developed:

- A Host Residents Watch Scheme
- Crime prevention education of both staff and students
- Regular contact with the police through the local beat officer, C.I.D and at senior officer level
- Providing accurate and workable recording procedures
- High profile patrols, by staff in uniform, in vulnerable areas
- Covert operations when required in plain clothes
- A policy governing the issue and wearing of identification cards
- On-going staff training.

2.4 The Unsociable Behaviour of Some Students

To try and prevent and/or reduce the level of unsociable behaviour of our residents, Host undertake:

- To visit all local complainants in the community who are concerned at the anti social behaviour committed by students living with Host
- To investigate matters resulting from student misbehaviour
- To give advice, guidance and support to all members of Host staff in dealing with students who have misbehaved or contravened their Tenancy Regulations

- To introduce a central database of offenders which would be accessible to those members of the Police and university who have a vested interest in such matters.

3. Disciplinary Issues

Most of our residents act in a responsible manner having a respect for themselves, neighbours and property. There are some, however, who act inappropriately which often results in the requirement for disciplinary action to be taken. Noise in general, antisocial behaviour, loud music both inside and outside the property, deliberately setting off fire alarms and engaging in criminal activity, are all areas of concern and it is essential that all such incidents are dealt with quickly and effectively.

To assist in managing potential situations / incidents Host provides guidance for Property Managers to set out how to try and ensure the effective management of low level incidents of anti-social behaviour, and how the support of the university concerned can assist in dealing with serious incidents of anti-social behaviour. There is evidence to support that dealing with these types of incidents quickly prevents escalation into more serious or more frequent incidents.

The guidance and examples below are not definitive and we appreciate that there may be incidents which do not immediately fall into the categories as outlined. On these occasions further advice is sought from the senior management team.

3.1 General Anti-Social Behaviour (e.g. noise, general disturbance, overnight guests)

These are considered to be low level issues which Host would expect the property management to be dealing with in terms of speaking to the students concerned and keeping a clear and accurate record of the discussions. In the first instance we would expect a meeting to take place with the student clearly setting out the concern and advising on appropriate behaviour. Examples of such incidents which would warrant a first warning might be:

- Creating a noise which is of a level which can be heard by other students in adjoining flats / blocks
- Causing general disturbance to other resident students
- Having guests back who create a disturbance
- Leaving kitchen / communal areas in an untidy / unacceptable condition

In the event of repeated incidents further discussions would take place and a first written warning would be issued. Clear records would be kept.

On the 3rd occasion that a student receives a written warning a further meeting should take place and a final written warning is given. The student should also be clearly advised that a letter of complaint will be written to the relevant university and their guarantor (usually parent/guardian), which is likely to result in an investigation and possible disciplinary action being taken by that university.

The Property Manager can move to letter 3 stage at any point during the early stages of discussion if they feel the level of nuisance or the student's attitude/response is not sufficient e.g. the student responds in an offensive manner.

Once the above has been followed Host would ensure that a formal letter of complaint about the student is sent (along with all supporting information) to the university and make arrangements for an investigation to take place possibly requiring the student to attend a Disciplinary Hearing where the matter will be discussed further.

Sanctions at this stage could range from further warnings being given, to fines being imposed by the university, to the involvement of guarantors (usually parent/guardian) and ultimately the commencement of legal proceedings leading to eviction from the property.

3.2 Criminal Activity

These are activities which would require Police intervention and examples of such incidents which would warrant an immediate letter of complaint might be:

- Theft
- Acts of violence to other students or to staff members
- Drugs
- Race hate
- False activation of fire alarms

Host staff would need to contact the Police, clearly explain the situation and be guided by any advice given by the Police. On these occasions once the Police have been notified Host would also ensure that the university and Guarantor (usually parent/guardian) are notified and that on the next working day a full report is sent to the university.

Once the above had been followed Host would ensure that a formal letter of complaint about the student is sent (along with all supporting information) to the university and make arrangements for an investigation to take place possibly requiring the student to attend a Disciplinary Hearing where the matter will be discussed further.

Sanctions at this stage could range from further warnings being given, to fines being imposed by the university and ultimately the commencement of legal proceedings leading to eviction from the property.

3.3 From a Student's Perspective

Students are made aware through their Assured Shorthold Tenancy Agreement and associated Host literature of their responsibilities in terms of community living and the impacts of anti-social behaviour, along with the process and procedures in place to deal with any incidents.

Students are made aware that they are also fully responsible for the actions of any guest they invite into the flat and that they and their guest will be held responsible / accountable for their behaviour.

Students are also advised that as a result of their behaviour this may lead to a letter of complaint being written to the university about the incident along with all supporting documentation and that

the university may in turn wish to investigate the matter further which may lead to the university instigating disciplinary action.

Students are also aware that a condition of tenancy states that any incidents that cause a breach of tenancy can and will be notified to their personal guarantor immediately.

Action can be taken against a student's guarantor for a breach of tenancy alongside any action taken against the tenant themselves.

4. Service Levels

4.1 Accommodation Management and Administration

Host will always use reasonable endeavours to:

- manage the accommodation in accordance with the ANUK National Code of Standards
- provide a telephone helpdesk, available 24 hours per day, 365 days per year, to all members of the local community as well as the residents, to deal with all issues relating to the day to day management including, the reporting of emergency maintenance and security incidents, tenancy information and use of the accommodation
- ensure that all staff, whether directly engaged, contracted service providers or other suppliers employed in the provision of services, are adequately qualified, have received adequate training, and conduct themselves in a professional manner at all times
- co-operate and assist in the provision of the residential accommodation and make available to enable prospective residents to view the accommodation
- make available to residents, at a reasonable charge and within reasonable timescales, replacement keys, fobs or swipe cards required to access the accommodation and maintain an adequate level of security
- ensure the receipt and effective distribution, by the Post Office, of in-coming mail to all residents' mail boxes
- provide a resident's welcome book which contains details of the services residents can and should expect, details of procedures, contact numbers of the helpdesk, complaint procedures and details of the requirements and responsibilities expected of each resident relating to their behaviour and conduct.

4.2 Buildings Maintenance

Host will always use reasonable endeavours to:

- provide accommodation that is fully functional, safe, secure and meets all relevant statutory requirements
- ensure that all elements of the accommodation (both internally and externally) maintain a good, clean, stain and graffiti-free appearance
- ensure that all elements of the accommodation, building services and utility suppliers are fully operational and performing in accordance with relevant design intent
- ensure that repairs to damage of the building fabric and services is delivered through a responsive maintenance service, with emergency assistance available 24 hours per day, 365 days per year

- ensure the regular inspection and testing of all elements of the fabric, finishes and building services
- ensure a rolling programme of planned maintenance, repair and replacement, covering all elements of the structure, fabric, finishes, building services, and external areas is undertaken
- ensure a regular programme of redecoration is undertaken
- ensure that all work undertaken, is at such times and in such a manner, as to comply with all relevant statutory requirements, manufacturers' instructions and recommendations, reasonable industry practice, and, cause the minimum risk of injury or damage to residents and their property
- ensure that all health and safety information and notification details are made available both to all residents and visitors
- ensure that all drainage systems are free-flowing and no safety hazards or noxious odours emanate from the drainage system
- record, monitor and report on the results of inspection and testing surveys, reported faults and the progress of any resultant planned and reactive maintenance work
- ensure that all accommodation is provided with mains lighting and power
- ensure that all accommodation (excluding circulation areas) is able to be adequately heated, having due regard to ambient external temperatures, and in accordance with normal requirements
- ensure that procedures and operating plans are in place to deal with emergencies and in particular interruptions in utility supplies

4.3 Fixtures, Fittings and Equipment Maintenance

Host will always use reasonable endeavours to:

- ensure that all fixtures and fittings and equipment provided are fully functional and safe, meet all relevant statutory requirements and perform with relevant design intent
- ensure the regular inspection and testing of all fixtures and fittings and equipment in accordance with relevant statutory legislation etc.
- ensure a rolling programme of planned maintenance, repair and replacement of all fixtures and fittings and equipment
- ensure a responsive and user friendly, emergency maintenance, repair and replacement service which provides cover 24 hours per day, 365 days per year

- ensure that any required non-emergency reactive maintenance, repair and replacement is given appropriate priority in order to minimise any health and safety risks and any downtime in respect of non-availability of the accommodation (or any specific fixture, fitting or piece of equipment)
- ensure that all work undertaken, is at such times and in such a manner, as to comply with all relevant statutory requirements, manufacturers' instructions and recommendations, reasonable industry practice, and, cause the minimum risk of injury or damage to residents and their property

4.4 Grounds Maintenance

Host will always use reasonable endeavours to:

- ensure all hard landscaped areas are safe and accessible, and kept free from graffiti, litter, weeds, waste and other debris
- ensure all soft landscaped areas are kept free from litter and other debris and are tended to produce a well kept and cared for appearance
- ensure that all external signage is clean, legible and unobstructed and that all illuminating signs are maintained in accordance with the general building maintenance requirements.

4.5 Cleaning and Waste Management

Cleaning

Host will always use reasonable endeavours to:

- provide an environment that is clean, tidy, free of odour, refuse, debris, pests and other infestations
- regularly provide for the cleaning and where appropriate disinfecting of all the common parts of the accommodation both internal and external, (excluding within the flats other than servicing between lets) and all fixtures and fittings and equipment within common facilities, common areas and circulation space
- regularly provide for the cleaning and where appropriate disinfecting of low level and high level surfaces such as floor surfaces, curtain rails, skirting boards, radiators, windows and doors, sills etc in all common facilities, common areas and circulation space
- ensure all areas are free of rodent, insect or other infestation
- ensure cleaning is undertaken at such times, and in a manner as to cause the minimum level of disturbance to residents, neighbours and visitors

- ensure cleaning is undertaken at such times and in such a manner as to comply with all relevant statutory requirements and to cause the minimum risk of injury or damage to residents, neighbours, visitors or their property
- provide a responsive service to emergency incidents such as spillages leaks etc., including spillages and leaks of flammable materials
- cleaning and associated maintenance is increased as required to ensure student and staff safety in cases of pandemic (Covid-19). Detailed staff pandemic awareness training and cleaning guides are available for staff in these situations and will be updated to reflect specific instances. Host's Covid-19 Directive - Operating Procedures is included within this Management Plan, please see Appendix I.

Waste Management

Host will ensure that the complex is kept refuse free. A provision of 1100 litre refuse bins which will include a mixture of general waste, recycling and glass will be provided to be emptied weekly. The Facilities Assistants will supervise the refuse collection and ensure that the bins are available for collection and returned to their housing immediately upon departure. The waste bins are stored externally in a designated storage area with the provision of a tap and gully. The refuse areas are cleaned out regularly by the Facilities Assistants.

Specifically Host will always use reasonable endeavours to:

- provide an accessible, secure and tidy designated central disposal point for all waste
- ensure the frequent collection and removal of all waste in a hygienic manner from the designated waste disposal point provided
- ensure that sufficient capacity is available to cope with the quantity of rubbish within the accommodation and increase the provision of the central disposal point if required
- ensure that collection is at such times and in such a manner as to cause the minimum level of disturbance to residents and visitors
- ensure that collection is at such times and in such a manner so as to comply with all relevant statutory requirements and cause the minimum of risk to the health and safety of residents, neighbours and visitors
- ensure that collection is undertaken at such times and in such a manner so as to comply with all relevant statutory requirements and cause the minimum of risk of rodent, insect or other infestation
- ensure adequate recycling facilities are available

5. Traffic Management

5.1 General Traffic Management

The development proposals include no general on-site parking provision.

All students will receive a letter prior to arrival advising of the Move In/Move Out Strategy (detailed below) and that there is no facility for onsite parking, and advising them of the limited parking in the immediate vicinity.

All residents and employees will be provided with a travel information pack when they begin their employment or take up residence at the development. This information pack will include details, maps and timetables for local buses; information regarding local facilities (retail facilities, banks, schools, local cycle shops etc.) and other useful information (including Journey Planner phone numbers and website details, and contact details for registered local taxi operators).

A dedicated travel notice board will be set up in logical common areas such as the student reception area. This will include not only public transport, walking, and cycling information but also details of the Travel Plan itself.

The development proposal includes the provision of secure bicycle storage. It is intended that storage is provided with 1 bike space for every 4 residents. In addition the entire area will be monitored by CCTV. The cycle racks within the store area will enable users to lock their cycles by means of a chain or other bicycle lock. The storage facility can be accessed by with the fob that operates the front door.

The Property Manager will ensure that all train and bus services are well publicised and promoted to residents and employees. Bus and train routes and timetable information will be included within the information packs and on-site travel notice boards;

Host will also publicise to residents the local Journey Planner and National Rail web sites and all relevant contact phone numbers.

All students aged 18 years and over are entitled to a discount on public transport. This will also be promoted.

Provision of a free telephone service in the main foyer direct to a reputable local taxi firm to ensure students have access to taxi services if required.

The car free nature of the development means that the site is self-enforcing in terms of the use of vehicles for journeys made to and from the site.

A site specific Travel Plan document can be produced separately to detail further the traffic management strategy in Manchester. Both documents will be managed and enforced by the appointed Travel Plan Co-ordinator.

5.2 Proposed Move In/Move Out Strategy

It is recognised that there is a need to manage the process of student arrival and departures at the beginning and end of their tenancy agreement. This is likely to mean that the arrival process is staggered by dispensing room keys in defined time periods over the course of a weekend (i.e. Thursday to Sunday). Students would be allocated sufficient time to allow for dropping off or picking up (depending on whether it is the beginning or end of term).

In relation to the Move In/Move Out strategy, it is proposed that trips would be staggered over a four day period (Thursday to Sunday), with allocated times assigned. It is anticipated that a proportion of students will travel from overseas to Manchester and use public transport modes to during the move-in/move-out process.

Details and maps of routes to the site and local bus stops, Overground, rail and tube stations would be provided to students prior to moving in day for those wishing to use public transport. Details of vehicle parking locations would also be provided to students prior to their arrival.

Appendix I: Host's Covid-19 Directive – Operating Procedures



Covid-19 Directive – Host Operating Procedures

V2.3 July 2020



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Introduction

These are exceptional circumstances and Host must always comply with the latest Government advice on Coronavirus (Covid-19).

These Host Operating Procedures (HOP) are based on Public Health England (PHE) guidance.

The Health and Safety Executive (HSE) is the relevant enforcing authority for PHE guidelines and any breaches are enforceable.

Sites operating during the Coronavirus (Covid-19) pandemic need to ensure they are protecting their staff and minimising the risk of spread of infection to our customers and members of the public.

This guidance is intended to introduce standardised measures for the operation of our buildings.

PHE guidance states:

“where it is not possible to follow the social distancing guidelines in full, you should consider whether that activity needs to continue for the site to continue to operate, and, if so, take all the mitigating actions possible to reduce the risk of transmission”

Organisations must have in place effective arrangements for monitoring and reviewing their compliance with Government and industry guidance. Where necessary, it is important that all of us should remind our fellow team members of the Host Operating Procedures which are aimed at protecting them, their colleagues, families and the UK population.

Personal Protective Equipment (PPE)

Site Staff

The use of PPE, when assessing risk, must only be as a last resort, however, to further reduce the risk of cross infection, from Monday the 27th of July all Host staff must wear a mask or visor when away from protected staff areas, such as site offices and reception. Site managers are to ensure they provide the recommend PPE for those members of staff using public transport to commute to and from work.

When on site staff are to have the following additional items with them, or readily available, to deal with any situation that requires it:

- 1 x Pair of disposable gloves.
- 1 x Individual bottle of hand sanitiser.

During the move in all staff, and arriving students, must wear a mask or visor at all times. This is due to the high volume of movement throughout the site, and the increased potential for cross infection. Site teams are to inform arriving students, and anyone accompanying them, of this requirement.

Visiting Staff

Visiting staff are to wear a mask or visor when transiting to and from the office area within the site, this may be removed if the current social distancing guidance can be maintained. “Hot Desking” is now permitted as long as the area is cleaned before and after use.

Protective Screens

Reception

All reception areas are to have protective screens in place to provide additional protection to reception staff. If this is not possible the reception staff are to wear a mask or visor.

Offices

All office furniture is to be arranged in line with current social distancing, where this is not possible then protective screens are to be used. Masks or a visor are to be worn where this is not possible.

Site Facilities

The Government has further relaxed lockdown restrictions which allows sites to reopen Gyms & fitness rooms, from the 25th of July 2020. Due to the differing layout and size of the facilities, and the need to observe social distancing, a booking process is to be implemented, taking into account the following:

- Access to the facility is to be via the booking process only and must remain locked at all other times.
- Equipment is to be arranged to maintain the recommended social distancing; this may require some equipment to be repositioned or removed. Where this is not possible signs are to be displayed reminding users of the need to social distance.
- Fitness rooms should have temporary floor markings where possible to help people stay distanced during classes.
- The number of users must be restricted, such as the space may be limited to 4 occupants at any one time. Only students from the same flat are to group book.
- Cleaning equipment is to be provided to enable users to clean the equipment before and after use.
- Random spot checks are to be carried out.

Self-Testing Kits – Students

Students living in Host accommodation may be issued a Covid-19 self-test kit, for whatever reason. Once a student has been notified, they are required to complete a self-test, they will be placed into self-isolation, and have been directed, via StarRez, to inform reception. At this point site staff are to explain that the following process is to be strictly adhered to, to reduce the risk of cross infection.:

Delivery

The student must inform reception that they are expecting a Covid-19 self-test kit and they are currently self-isolating. Site staff will then arrange for the self-test kit, once it arrives on site, to be delivered to the flat/studio door. This will ensure social distancing is observed and the risk of cross infection reduced.

1. The site staff will call to let the student know that their self-test kit has arrived and the time it will be delivered to them.
2. The site staff are to place the kit outside the door, knock and move back to a safe distance.
3. They will wait until the resident has opened the door and confirmed receipt of the kit.

Collection

Once the student has completed the test, they need to follow the instructions supplied on how to return it - via courier. When they have these details confirmed and a collection date and time agreed with the courier collecting, they must inform reception. On the day of collection, reception staff, will escort the courier to the flat/studio door and all parties are required to follow the below instructions, to reduce the risk of cross infection.

1. The student must contact reception and inform them of the date/time the courier will collect their test kit.
2. Once the courier arrives on site, the reception will contact the student and confirm the collection.
3. The Courier will be escorted to the room, knock on the door and move back to a safe distance.
4. The student has been instructed to open the door and place the completed test kit on the floor and close the door.
5. The courier will collect the kit and the process is complete.

Please note that collection should only be arranged whilst the site office is open, and under no circumstances are completed self-test kits to be left at reception for collection.

Temporary Lockdown Measures

The UK Government may, from time to time, impose local area lockdowns to contain the infection and limit the possibility of it spreading. During these lockdowns site staff may have travel restrictions placed upon them, limiting movement in and out of a particular area. The Senior Management team, and central staff, will establish a business continuity plan, to preserve the operation of the asset and ensure the Health, Safety and wellbeing of all staff involved.

Returning to Work

Current Government guidelines state that on returning to work 5 key points, shown below, must be implemented as soon as practical

1. Work from home, if you can

All reasonable steps should be taken by employers to help people work from home. But for those who cannot work from home and whose workplace has not been told to close, our message is clear: you should go to work. Staff should speak to their employer about when their workplace will open.

2. Carry out a COVID-19 risk assessment, in consultation with workers or trade unions

This guidance operates within current health and safety employment and equalities legislation and employers will need to carry out COVID-19 risk assessments in consultation with their workers or trade unions, to establish what guidelines to put in place. If possible, employers should publish the results of their risk assessments on their website and we expect all businesses with over 50 employees to do so.

3. Maintain effective social distancing, wherever possible

Employers should re-design workspaces to maintain effective social distancing between people by staggering start times, creating one-way walk-throughs, opening more entrances and exits, or changing seating layouts in break rooms.

4. Where people cannot maintain social distancing, manage transmission risk

Employers should look into putting barriers in shared spaces, creating workplace shift patterns or fixed teams minimising the number of people in contact with one another, or ensuring colleagues are facing away from each other.

5. Reinforcing cleaning processes

Workplaces should be cleaned more frequently, paying close attention to high-contact objects like door handles and keyboards. Employers should provide handwashing facilities or hand sanitiser's at entry and exit points.

Host Policy

It is important to understand the following Host processes, which support the key points, by which workers should or should not travel to work and activities undertaken whilst in the workplace.

Social distancing	Where our staff cannot work from home, they must follow the same principles of social distancing while travelling to and from work and while at work.
Self-isolation	Anyone who develops a new continuous cough or fever or anosmia, which is the loss or change in your normal sense of smell and can have an effect on your taste, or is within 14 days of the day when the first member of their household showed symptoms of Coronavirus (Covid-19) should not come to work, and should arrange to have a

	<p>Coronavirus test completed. The following link give instruction on how this is completed https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested If the test results are clear, then they may return to work.</p>
Person at increased risk	<p>Anyone who is deemed high risk from Coronavirus (Covid-19) is strongly advised to work at home and should be particularly stringent about following social distancing measures.</p>
Persons defined on medical grounds as extremely vulnerable	<p>Anyone identified as extremely vulnerable will be advised by their health authority and must follow the directions given to them. You must make this known to your line manager.</p>
Living with a person in one of the above groups	<p>Anyone living with a person who is at increased risk of severe illness, or an extremely vulnerable person who is shielding from Coronavirus (Covid-19), should stringently follow the guidance on social distancing and minimise contact outside the home.</p>
If someone falls ill	<p>If a worker develops a high temperature or a persistent cough while at work, they should:</p> <ul style="list-style-type: none"> • Ensure their line manager is informed. • They must then follow the guidance on self-isolation and not return to work until their period of self-isolation has been completed.

Sites must have in place

- Parking arrangements for additional vehicles and bicycles, where possible.
- Provision of other means of transport to avoid public transport, for example cycling, where possible.
- Hand cleaning facilities at entrances and exits.
- A process of how someone taken ill would get home.
- Where public transport is the only option for workers, you should consider:
 - Changing and staggering site hours to reduce congestion on public transport.
 - Avoid using public transport at peak times.
 - Provision the recommended Personal Protection Equipment (PPE)

Driving at Work

Travel movements should be restricted where possible. When staff are required to travel at work or between site locations, they should attempt to travel alone. If there is no option but to share a vehicle or public transport, then they should:

- Wherever possible share with the same individuals and with the minimum number of people at any one time.
- Wherever possible maintain social distancing and avoid touching their faces.
- Maintain good ventilation, for example keeping the windows open.

- Wash their hands for 20 seconds using soap and water or hand sanitiser if soap and water are not available before entering and after getting out of the vehicle.
- Regularly clean the vehicle using standard cleaning products, with particular emphasis on handles and other surfaces which may be touched during the journey.

Building Access and Egress Points

The following points must be considered and implemented, as necessary, by site managers.

- Stop all non-essential visitors.
- Consider introducing staggered start and finish times to reduce congestion within the workplace.
- Plan building access and egress points to enable social distancing you may need to change the number of access points, either increase to reduce congestion or decrease to enable monitoring, including in the case of emergencies.
- Use signage:
 - Such as floor markings to ensure social distancing is maintained between people when queuing.
 - Reminding staff not to attend if they have symptoms of Covid-19 and to follow guidelines, for example the NHS/Government posters, which can be downloaded and printed for free.
- Require all staff to wash their hands for 20 seconds using soap and water when entering and leaving the site.
- Regularly clean common contact surfaces throughout the site.
- Reduce the number of people in attendance at site inductions and consider holding them outdoors wherever possible.
- Reduce office opening hours.

Cleaning and Housekeeping

Enhanced cleaning procedures should be in place across the site, particularly in communal areas and at touch points including:

- Taps and washing facilities.
- Toilet flush and seats.
- Door handles and push plates.
- Handrails on staircases and corridors.
- Lift controls.
- Plantroom and equipment controls.
- All areas used for eating must be thoroughly cleaned after each use.
- Telephone equipment.
- Keyboards, photocopiers and other office equipment.
- Rubbish collection and storage points should be increased and emptied regularly throughout and at the end of each day.

Hand Washing and Personal Hygiene

- Allow regular breaks to wash hands.
- Provide additional hand washing/ sanitising facilities at all block entrances, in receptions, common rooms, gyms and lifts. Ensure these are regularly cleaned and refilled.
- Provide hand sanitiser where hand washing facilities are unavailable.

Toilet Facilities

- Wash or sanitise hands before and after using the facilities.
- Enhance the cleaning regimes for toilet facilities, particularly door handles, locks and the toilet flush.
- Portable toilets should be avoided wherever possible, but where in use these should be cleaned and emptied more frequently.
- Provide suitable and sufficient rubbish bins for hand towels with regular removal and disposal.

Welfare and Rest Areas

Where possible, staff should be encouraged to bring their own food, which will limit the need to visit local outlets.

- Break times should always be staggered to reduce congestion and contact.
- Touch points should be cleaned regularly.
- Hand cleaning facilities or hand sanitiser should be available at the entrance to any room where people eat.
- Social distancing should be maintained between users.
- All rubbish should be put straight in the bin and not left for someone else to clear up.
- Tables should be cleaned between each use.
- Crockery, eating utensils, cups etc. should not be used unless they are disposable or are washed and dried between use.

Entering Student Bedrooms

No member of Host staff should enter a bedroom where the occupant is self-isolating unless there is an emergency, should this situation occur it will be risk assessed on a case by case basis to ensure that any risk is reduced as far as reasonably practicable.

Should the need arise to enter a student bedroom, for example routine maintenance, cleanliness inspections or Planned Preventative Maintenance (PPM), the following process is to be followed:

- Arrange, with the occupant, a suitable time to attend where the room will be vacant*, if this is not possible then social distancing must always be maintained.
- Ensure all the required tools and equipment are available to complete the task, this will avoid unnecessary repeat visits.
- All touch points, that will be used during the visit, must be cleaned using a suitable household cleaning product.
- Recommended hand cleaning is to be carried out post the visit.

*If this isn't possible then consideration must be given to postponing the visit or the use of PPE.

Planning to Avoid Close Working

If you are not able to work whilst maintaining social distancing, you should consider whether the activity should continue and, if so, risk assess it using the hierarchy of controls below.

Eliminate	<p>Where the social distancing measures cannot be applied:</p> <ul style="list-style-type: none"> • Minimise the frequency and time workers are within 2 metres of each other • Minimise the number of workers involved in these tasks • Workers should work side by side, or facing away from each other, rather than face to face • Regularly clean common touchpoints. • Increase ventilation in enclosed spaces • Workers should wash their hands before and after using any equipment
Reduce	<p>Where the social distancing measures cannot be applied:</p> <ul style="list-style-type: none"> • Minimise the frequency and time workers are within 2 metres of each other • Minimise the number of workers involved in these tasks • Workers should work side by side, or facing away from each other, rather than face to face • Regularly clean common touchpoints. • Increase ventilation in enclosed spaces • Workers should wash their hands before and after using any equipment
Isolate	<p>Keep groups of workers that have to work within 2 metres:</p> <ul style="list-style-type: none"> • Together in teams e.g. (do not change workers within teams) • As small as possible • Away from other workers where possible
Control	<p>Where face to face working is essential to carry out a task when working within 2 metres:</p> <ul style="list-style-type: none"> • Keep this to 15 minutes or less where possible

	<ul style="list-style-type: none"> Consider introducing an enhanced authorisation process for these activities Provide additional supervision to monitor and manage compliance
PPE	Currently there is no legal requirement to use Personal Protective Equipment within certain buildings, however it is a Host Company policy.
Behaviours	The measures necessary to minimise the risk of spread of infection rely on everyone taking responsibility for their actions and behaviors. Please encourage an open and collaborative approach on site. It is important that we all work together during this difficult time

First Aid and Emergency Response

The primary responsibility is to preserve life and first aid should be administered if required and until the emergency services attend.

- When planning site activities, the provision of adequate first aid resources must be agreed between the relevant parties on site.
- Emergency plans including contact details should be kept up to date.
- Consideration must also be given to potential delays in emergency services response, due to the current pressure on resources.

Residents Collecting Belongings

The Government has started to relax the current lockdown conditions, and this may result in residents wishing to travel back to site to collect their belongings. Site managers are to establish a process, suitable for their individual site, that will ensure that all current guidelines, regarding social distancing, are strictly adhered to. This will ensure the risk of cross contamination is reduced as much as reasonably practicable. The following process is to be followed:

- Inform all residents that if they intend to return to collect their belongings, they must inform the site staff, so a suitable time slot can be allocated. If they arrive without prior arrangement they should be turned away.
- Those collecting belongings should where possible use the toilet facilities within the resident's room.
- Students should be issued with the end of tenancy information, along with appropriate Covid-19 notices and cleaning routines to ensure that they know to clean their room and the communal areas and ensure the property is left in a reasonable condition, free of waste and how to return the keys.
- The resident should be accompanied by only one other person.
- If the collection of belongings is from a flat that is still currently occupied the residents on site will need to be informed at least 24 hours in advance and access to collect belongings should be restricted to only one person.
- Ensure enough time is allocated to each time slot to avoid overcrowding and lengthy queues.

- Consider, where possible, the use of site parking facilities to allow ease of access.
- Always stress the importance of maintaining social distancing whilst on site.
- Ensure suitable hand cleaning provisions are available at entry and exit points.
- Advise that site staff will not be able to assist, to reduce any risk of cross contamination.

Summary

The Health, Safety and wellbeing of our staff, residents and general public is our absolute priority. We appreciate that during these uncertain times there are understandable concerns regarding the working environment. However, the critical activities that you perform, to ensure the ongoing operations of our business, have been adequately risk assessed, in line with current Government guidance, to re-duce any potential work-related hazards.

This HOP will be in place until it is deemed by the authorities that the Covid-19 risk has reduced to an acceptable level. If you have any questions, please email coronavirus@host-students.com