



**Homes
for Students®**

Accommodation Management Plan

UPPER BROOK STREET. MANCHESTER

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1.0 ACCOMMODATION MANAGER

Homes for Students will operate the property at Upper Brook Street, Manchester. This development will offer accommodation to students during term time and summer.

Homes for Students manage over 50,000 beds nationwide across the UK and Ireland, spanning 9 different brands, bringing their extensive experience in the short-term rental market.

Homes for Students have a strong support infrastructure with their main offices being in Harrogate and Liverpool supplemented with geographically aligned teams across the country.

With a significant impact on the resident experience, Homes for Students stand out by the quality of delivery and resident wellbeing focus.

Whilst not directly relevant to all Upper Brook Street's short term let residents, furthering our reputation with councils and authorities; Homes for Students operate all properties under the Accreditation Network UK (ANUK) Code of Practice www.anuk.org.uk, a network of organisations that promote standards in private residential student accommodation. This will also apply to Upper Brook Street.

Details about Homes for Students can be found on their website

www.abouthomesforstudents.com

Our locations include but are not limited to: Aberdeen, Aberystwyth, Birmingham, Bolton, Bradford, Bristol, Cambridge, Canterbury, Coventry, Derby, Dublin, Durham, Edinburgh, Exeter, Glasgow, Guildford, Gloucester, High Wycombe, Kingston Upon-Tames, Lancaster, Leamington Spa, Leeds, Leicester, Lincoln, Liverpool, London, Loughborough, Luton, Manchester, Newcastle, Newcastle Under-Lyme, Norwich, Nottingham, Oxford, Preston, Plymouth, Reading, Sheffield, St Andrews, , Stoke On-Trent, Warwick, Worcester and York.

2.0 THE RESIDENCE

2.1 The Site

The Upper Brook Street accommodation is ideally located in Manchester, within close proximity to both The University of Manchester and Manchester Metropolitan University. This development will serve students during term and summer time.

With our extensive experience in the short-term rental market we will utilise our in house short term let brand City Lodgers and also work with our partners Lavanda, who are an expert in the Short Term & summer student rental market.



[City Lodgers](#)



[Summer stay - Lavanda](#)

2.2 The Location

Manchester has a thriving short-term rental market, driven by a combination of tourism, major events, business travellers, and summer school students. The city's demand for short-term accommodation is influenced by:

Tourism & Attractions – Manchester is one of the UK's fastest-growing tourism destinations, welcoming over 1.15 million visitors annually. Key attractions such as the Manchester football clubs, TV filming locations (Coronation street etc) attract a high volume of domestic and international visitors.

Major Events & Festivals – Manchester hosts numerous events during the summer months, including the Manchester International Festival, Chinese New Year, the Great Manchester Run, Pride Weekend, Manchester Day, and the 50th Japan Week in 2025

Business & Corporate Travellers – The city has a growing reputation as a business hub, with increasing investment in technology,

financial services, and the creative industries. Short-term lets appeal to professionals attending conferences, training programmes, or short-term projects.

Summer Schools & Internship Programmes – The University of Manchester and Manchester Metropolitan University attract international students for short summer courses, as well as professionals completing internship placements with major employers in Manchester.

These factors create a consistent demand for high-quality short-term lets. Putting pressure on existing facilities. Upper Brook Street would therefore provide a much-needed short-term accommodation during the summer months

2.3 The Scheme

The property will offer 737 in a mix of 449 self-contained studios and 280 shared cluster apartments. Shared social spaces such as a games room, cinema, gym, and laundry facilities will be available for all residents.

Short-term tenants can expect flexible and comfortable living, with services tailored to temporary stays.

3.0 MANAGEMENT AND PROCEDURES

3.1 On Site Staffing & Out of Hours Support

The site will be managed in the same way that all other Homes for Students' properties of this size are managed from an ethos perspective of resident wellbeing, safety and engagement, however the on-site team will be focused on the transient needs of the short term resident.

A dedicated General Manager will lead the Management Team and be at the property from Monday to Friday during office hours. The General Manager will be supported by a resident Services Assistant, Maintenance Operative and Cleaning staff. In the evenings and at weekends a security service will be employed to be on site.

A 24/7 Helpdesk is also available for residents. The helpdesk will have access to the escalation processes throughout the company and are able to coordinate the provision of Security patrols, emergency repairs and escalation to the General Manager to attend site, if required. This escalation process continues to the Operations Manager, Divisional Operations Director and, Operations Director. The telephone number for the 24hr Helpdesk will also be shared with local residents/ businesses in the event they experience issues emanating from the accommodation.

This approach provides a robust 24/7 management for the site to ensure that the property operates professionally from day one so that resident wellbeing and their interests are properly supported.

3.2 Noise and Anti-social Behaviour

All short-term tenants will sign a short-term rental agreement that clearly outlines the rules and expectations for their stay. Unlike full-term students, these agreements will not

require guarantors or deposits but will include terms for cleanliness, conduct, and responsibility for the property.

- On signing the Short Term Let tenancy agreement as part of the booking process, confirm that they will respect and adhere to the rules and regulations relating to the property, showing appropriate consideration to the local neighbourhood and that they understand enforcement measures if there are any breaches;
- Before and upon arrival be inducted on the rules and regulations and enforcements in place for the property;
- Be regularly monitored by onsite staff for any breaches; and
- Evening and overnight security will be available to manage on-site incidents.

Processes in place by Homes for Students' on site team:

- A comprehensive log of incidents reported during any 24-hr period by fellow residents, identified following review of CCTV on site or following complaints from neighbours and/ or local residents;
- Record of actions taken to resolve issues and whether further action will be required;
- Record of any penalties issued to residents as a result of complaints;
- Provision, where appropriate, of a written response to local residents' complaints setting out what actions the General Manager/ Homes for Students have taken to ensure the incident will not happen again.

Following arrival at the premises, all new short term residents will attend a welcome event which covers the customised 'Resident Handbook' including:

- Fire safety in the building and associated behaviours expected from residents;
- General health & safety rules applicable in the building;
- Good neighbourliness and the need to show consideration to local residents;
- Safe pedestrian routes to and through the local area;
- Nearest bus service and train service stops and stations;
- Discouraging movements through known quiet streets; and
- Familiarisation with the local shops and amenities.

This is to ensure that residents make the most of their stay, but it is also a useful and practical tool which offers access to all the information a resident needs about amenities, rules and regulations, events, and services.

Should there be any serious incidents or repeated complaints received from local residents the residents will be treated as having a serious breach of the short term let tenancy agreement.

Additionally with the continual presence by the on-site team, the 24/7 Helpdesk and Security Services, will ensure that local residents always have a point of contact should there be any issues relating to noise or anti-social behaviour etc., ensuring these can be dealt with quickly. Local residents will be provided with the contact details for the property and the 24hr Help Desk in the event they experience issues requiring immediate attention.

3.3 Community Liaison

The on-site team will actively seek to engage with local tenants and residents' associations and community organisations including

attending regular meetings with local residents and groups to discuss and address any issues including but not limited to any disturbance, littering, emergencies and any other operational issues.

Local residents will be able to contact the General Manager by a number of channels primarily:

- The reception which is open during office hours.
- The management company's 24/7 help desk.
- Using the Homes for Students' formal complaint and incident procedure.

Contact details for the property team will be displayed on the main entrance to the building. HFS Contact information details can also be provided to local residents who request it or attend resident meetings.

Formal complaints are registered centrally by the management company and monitored by Homes for Students Directors every fortnight. Complaints will be discussed with local resident groups and information distributed within the limitations of the General Data Protection Regulation.

3.4 Car Parking

The development will be car free with cycle parking for staff and residents.

There are drop off and loading bays, located outside the property for limited use for delivery and loading/unloading.

Residents will therefore be encouraged to use more sustainable means of transport, such as cycling, walking or take advantage of excellent and regular local transport facilities.

The site is provided with secure cycle parking and residents will be actively encouraged to use a bike.

“4.31 To strictly adhere to the parking restrictions set out in this clause:

- 4.28.1 Not to bring and park any car or other motorised vehicle at or within the grounds of the Building during the Short Term Tenancy Period, even if that vehicle is normally kept away from the Building unless you have booked a dedicated car park space;*
- 4.28.2 Not to leave or park any car or motorised vehicle so as to cause any obstruction in or on any approach roads or passageways adjacent or leading to the Building any motor car, motor cycle or other vehicle belonging to or used by the Tenant or by any of their friends, servants or visitors; and*
- 4.28.3 Car usage will be subject to regular monitoring. Breach of any of these clauses will be a breach of planning conditions attached to the Building and will be treated as a serious breach of the tenancy agreement. This in turn will lead to the Landlord making an application to the court for possession of the Accommodation.”*

3.5 Management

Whilst we aim to create a welcoming environment for all the residents, any anti-social behaviour will not be tolerated and any residents breaching the clear and strict rules and regulations outlined within their short term let tenancy agreement could eventually be faced with eviction from their accommodation.

The on-site team will be supported by our off-site operational team (including divisional and geographical operations managers) relating to compliance and any serious tenancy enforcement issues.

3.6 Security

CCTV cameras will be installed in and around the building and will be monitored remotely 24/7/365. The feeds will also be channelled back to the management office to allow monitoring of incidents and potential incidents 24/7.

All access points to the building will be strictly controlled by an electronic access control system to prevent unauthorised access into the building. This means only residents with access fobs/ app access will be able to access the building. The lifts will have access control fitted to restrict use of the lifts to the management team and residents only.

3.7 Inspection and Cleanliness

Residents will be responsible for their own cleaning of their studios and flats during their stay and we will deep clean these after every stay ready for the next resident. Residents will be provided with bedding and basic kitchen utensils but will be required to equip themselves accordingly. The site will provide vacuum cleaners for residents to use which will be signed out to specific rooms.

If the correct cleaning standard or any damage has occurred in the room, residents will be imposed with a professional clean charge or a repair fee to bring their accommodation back to the required standard.

This ensures the property continues to provide high quality accommodation to incoming residents. It also ensures compliance with hygiene regulations and minimises pest control issues.

3.8 Repairs

Homes for Students will employ a Maintenance Operative (MO) on site who will carry out 'day to day' repairs, inspections, testing of the fire alarm and emergency lighting systems. The MO is backed up by specialist subcontractors for electrical testing (there is no gas), water treatment risk assessments, fire extinguisher and fire alarm maintenance, lift maintenance, etc.

A sinking fund will build up over time to deal with any major maintenance initiatives which will be organised and managed by Homes for Students. This will include internal and external decoration; re-carpeting; updating of furniture, window and fabric works, etc. as the building gets older.

This will ensure the building is maintained in a safe and good state of repair.

3.9 Health & Safety

Designated staff at the accommodation, including the General Manager, will have comprehensive first aid, fire management and incident management training. Evidence of such training will be visible in the reception. Homes for Students' procedure manuals incorporate local contact details for police and emergency services.

Homes for Students will operate the site to the following BSI accreditations including

ISO9001: Quality Management; ISO14001: Environmental Management and OHSAS 18001: Health & Safety Management. Homes for Students take Health and Safety and Statutory Compliance very seriously with regular assessments and audits are carried out relating to such items as:-

- Fire Risk Assessments;
- Health & Safety Risk Assessments including COSHH, PAT testing and Gas Safety Certification;
- Legionellosis (water) Risk Assessment;
- Fixed Electrical Testing; and
- Emergency Lighting Testing.

The property will be subject to regular statutory compliance reports.

The evacuation procedures will be developed to suit the 'cause and effect' and fire strategy for the property and involve the development of any Personal Emergency Evacuation Plan (PEEP) for people with any form of disability and include in that any specific requirements in relation to the fire strategy such as use of evac chairs and safe refuge areas .

The roof has restricted access for designated maintenance personnel only, and has a fall arrest system fitted to ensure their safety.

All residents will find this information in their customised 'Resident Handbook'; incorporating such things as fire safety; general health & safety rules; good neighbourliness; respect and to provide familiarisation with the amenities, building and neighbouring areas.

3.10 Minimum Operational Standards

The Short-Term Let accommodation at Upper Brook Street will operate in full compliance with relevant planning, fire safety, and health regulations. The property will follow the best practices outlined by the Short-Term Accommodation Association (STAA), ensure compliance with Manchester City Council's planning policies. We will conduct regular fire safety checks, gas and electrical inspections etc, and maintain a 24/7 management presence to ensure guest safety and community integration.

Homes for Students will also manage to the operational standards in accordance with the Unipol ANUK Code of Standards for Larger Developments for Student Accommodation.

3.11 Neighbourhood and Community

As explained above, the new accommodation will need to be a considerate citizen. Several measures are in place to ensure this, including CCTV cameras covering the area around the perimeter of the building to increase surveillance of residents in and around the property.

Homes for Students have robust procedures in place to manage anti-social behaviours and the terms of the licence means that Homes for Students can fine and if necessary expel repeat offender residents or take criminal proceedings if appropriate..

Homes for Students also actively engage with resident representatives living in the accommodation via regular consultations to listen to and understand their concerns and also obtain their suggestions as to how elements of the operation may be enhanced. At the same time, it provides an opportunity for Homes for Students to provide feedback to the residents on any incidents or underlying issues.

Our on-site team will also actively seek a working relationship with local tenants and

residents' associations and local community organisations. We would propose to meet regularly to discuss and address issues surrounding shared interests.

3.12 Check-In & Check-Out Process

Experience from other short-term let properties shows that guest arrivals are spread throughout the booking period rather than concentrated on a single move-in weekend.

With a mix of long-stay and short-stay residents, arrivals and departures will occur sporadically across the months of July to August.

To ensure a smooth check-in process, guests will be encouraged to provide their estimated arrival time in advance. A streamlined online check-in system will be in place, allowing guests to confirm their booking details, receive key collection instructions, and access site information before arrival.

For guests arriving by car, information about nearby parking facilities will be provided in advance, ensuring minimal congestion at the entrance. A dedicated drop-off zone will allow guests to unload luggage quickly, with a maximum stay of 20 minutes to keep traffic flowing.

On-site staff or security personnel will manage the area to maintain efficiency. Guests will be welcomed at reception and guided through a quick check-in process, ensuring they can access their accommodation with minimal delays.

Self-check-in options, such as keyless entry or lockbox access, may also be provided to enhance convenience for late arrivals.

Check-Out Process

Check-out times will be clearly communicated to guests, and departures will be spread across the season rather than occurring in a single peak period.

Guests will be expected to leave their accommodation in good condition, with inspections carried out between stays to maintain cleanliness and property standards.

Should the demand for check-out slots increase, pre-booked check-out times may be introduced to ensure a smooth transition between stays. The management team will continuously review the check-in and check-out process to optimise efficiency and minimise any impact on the surrounding area.

3.13 Servicing, Waste and Deliveries

Servicing will be restricted to office hours only when the management team are on site to supervise contractors.

In order to ensure that deliveries are speedy, wayfinding will be clear, and a simplified room number system used so that residents can be found quickly.

Residents will be responsible for taking their own waste down to the main bin store area which is located within the building. These bins will be rotated daily by our team on-site.

Waste will be picked up by the local authority or a private contractor and split into general (including food) and mixed recyclable waste. For disabled residents we will agree a plan for waste removal using our team or a buddy resident.

As explained previously, the cleanliness of the resident rooms will be monitored to ensure waste is being removed regularly and the facilities remain hygienic and safe.

A central laundry room will be provided on site and with a payment system using a card system which can be topped up on site. There is also a laundry 'app' so residents can see if machines are in use.

3.14 Short Term Let Agreement

Each resident will sign up to a Short Term Let Tenancy Agreement which bounds them to rules and codes of conduct during their stay at the residences.

Where residents breach the agreement, there will be escalating levels of enforcement which will include fines, written and final warnings and ultimately evictions with no refunds given.

3.15 Complaints

In the event that there are any complaints from local neighbours and businesses, these will be recorded at the management suite and dealt with under Homes for Students' complaints procedures.

Each complaint is logged and given a timescale to respond to and for implementation of an agreed action plan.

These will normally be dealt with locally by the management team on site, however if there are reoccurring complaints or serious complaints these will be escalated to the Director teams to decide if police or legal advice needs to be sought. All cases will be forwarded onto the STAA or Property Redress Schemes.

4.0 SUMMARY AND CONCLUSION

Homes for Students will provide professional management to ensure the accommodation remains safe, clean, and well-integrated into the local community.

With a focus on high-quality short-term living, we aim to provide residents with a comfortable and seamless stay while respecting the needs of the surrounding neighbourhood. Our approach ensures that all tenants have a positive experience during their stay.

