



Unite Students

Who we are.

Founded in 1991, Unite Students was the UK's first private provider of purpose-built student accommodation. Since then, we've provided a home for over 600,000 students as they make their way through university.

We provide a home for around 70,000 students, in 162 properties, across 23 leading university cities in England and Scotland. Unite works in partnership with more than 60 Higher Education institutions and also lets rooms directly to students.

Our 1,900 people are driven by a common purpose: to provide the students who live with us a 'Home for Success' and to be the most trusted brand in the sector. We do this through great service, great people and great properties, all designed on the basis of an unrivalled insight into students' needs and preferences.

Unite's accommodation is high quality, safe and secure, and located close to university campuses, transport links and local amenities. Students live predominantly in en-suite study bedrooms with rents covering all bills, insurance, 24-hour security, fortnightly cleaning services and high-speed Wi-Fi. MyUnite, our mobile app, provides practical support such as instant messaging and maintenance requests.

Our commitment to customer service is powered by an innovative, in-house operating platform. It provides a wide range of benefits to our students, such as an optimised online booking process, as well as providing us with a unique ability to drive value from our portfolio through scale efficiencies and revenue management.

Unite manage two co-investment vehicles – £3 billion Unite UK Student Accommodation Fund (USAF), a specialist fund, and £2 billion London Student Accommodation Vehicle (LSAV), a 50:50 joint venture.

Unite is the founder of and major donor to the Unite Foundation, a charitable trust established to support talented students facing challenging financial circumstances through the provision of free accommodation and annual scholarships. The Foundation has so far provided scholarships for 718 young people, working in close collaboration with 28 universities.

For more information, please visit Unite's corporate website www.unite-group.co.uk, the student site www.unite-students.com or the Unite Foundation www.unitefoundation.co.uk.

Student Management Strategy

This document outlines how the development at Cambridge Halls will be managed and maintained to ensure the wellbeing of its occupants and that the development is operated in such a manner that it has a positive impact on the whole area in which it is located.

How do we do it?

Training

All our staff are given in-depth training of their roles. Training is undertaken at Unite's Head Office by in house teams with support from external consultancies. Continual professional development is incorporated in every employee's job description.

Maintenance

We maintain our properties. This is important in providing the right environment at all times. All property queries are dealt with by our facilities management team. Housekeeping staff ensure that all communal areas are well looked after. Our landscaped areas and amenity terraces are also maintained by our own teams.

Student Experience

Being a student isn't all about studying. There is the student experience to enjoy - being independent for the first time, making friends that can last a lifetime, living in a city environment with academic and cultural experiences to share. Although arranging social nights is undertaken by our management team, having the opportunity to socialise without having to 'go out' is also important. With our large combined common room, lobby and social facilities, we ensure there are lots of ways to get together, without spending too much. Most private rented sector housing cannot offer these social spaces or the experience.

Student Welfare

As part of our student well-being, we offer a sign posting service to our students, so regardless of whether they need financial or emotional support, they know where they can

go for help. We work in partnership with our Universities and wider communities to ensure these relationships are aligned and are of value to our students. Our 24/7 in-house Emergency Contact Centre ensures there is always someone there when a student or concerned family member needs us. Our phonelines operate 24/7, 365 days a year and are staffed by a specially trained team who are often first point of contact and support for students on a broad range of issues.

Research

Understanding what our students want is very important for us. We undertake a number of surveys throughout the year to assess different aspects of the student life. We also ask whether we are doing things well or if there are areas that could improve.

Community Liaison

Community discussions will be undertaken before and during the construction phase. Unite's contractor will be registered under the Considerate Constructors Scheme and will work according to the relevant Code of Construction Practice. The property will have contact details of the management team and a 24/7 contact number available for local residents. Unite Students will continue engagement with local residents and business groups to ensure all concerns and issues are dealt with quickly. Regular meetings will be arranged during the construction phase and will continue quarterly, when the building is operational. All complaints will be dealt as a matter of urgency. The Operations Manager will take responsibility in reviewing concerns directly with student or neighbours.

Breach of Agreement

In the event of any breach of tenancy, Unite Students will in the first instance understand the issues and agree a way forward to resolve the problem. If after the agreed set period of time this is not resolved, a further meeting would be undertaken if needed. However, if a satisfactory position is not agreed, the tenancy will be terminated.

Website

There are further details regarding Unite Students that cover Communities, Social Impact and Student welfare. For more information, please visit Unite Group's corporate website www.unite-group.co.uk or the Unite Students' site www.unitestudents.com.

Cambridge Hall

Student Housing Management Plan

The Residence will be managed by Unite Students, to create a safe, clean well-run environment for its occupants, which respects their need for privacy and study.

The Residence and its occupants (the students) acknowledge and respect the rights of adjoining residents and businesses to a quiet life and will work to ensure that these rights are not compromised by their actions.

1. Residence Management.

The Residence will ensure:

- That all staff are aware of its obligations to occupants and the wider community and conduct themselves professionally at all times.
- That any contracted service provider or supplier is a reputable supplier who is, where relevant, fully qualified, and adequately insured and will act in a professional and courteous manner whilst at the Residence.
- That lost keys, swipe cards or other access tools are replaced as soon as possible after notification at an adequate charge in accordance with the Licence governing occupation.
- Unite operate a 24/7 operational model throughout our estate and therefore there will be a Unite employee based at reception at all hours.
- That all parcels are delivered to the parcel room located next to reception. The parcel is placed in the parcel room and a notification email is sent to the relevant person residing in the property. All mail will be posted in the post boxes which will be within the reception area.

- All food deliveries, including groceries and takeaways, will be delivered to the relevant block and the courier or delivery person will contact the resident directly to arrange collection. Clear signage will be presented at each block entrance.
- All occupants are provided with a statement of what the Residence will provide for them and what the Residence expects of them in return.
- All occupants are provided with a Travel Information Pack on arrival which includes local public transport information and details on walking and cycling routes to and from the University.

2. Accessibility Management Plan (AMP)

The Unite Students Booking System identifies early on if a student requires support. As bookings are made at least two weeks in advance of any allocation, there is sufficient time for Unite Students to manage any alterations as maybe required. The Unite Students website allows for viewing of properties and will include the accessible offer at this property.

- Should the requirement for an accessible room exceed the specified rooms available, then Unite will make the necessary adaptations to the adaptable rooms, in line with the student's requirements.
- The adaptations will be undertaken at a minimum, within a week of a booking confirmation that a student wishes to take up a place at our property. However, the earlier there is notification, the earlier the adaptations would be undertaken. Check in will continue in the normal way after the room adaptations have been finished.
- The management team within the property will be advised of specific requirements that maybe necessary to ensure safety and evacuation processes are tailored to the student. All students are able to discuss their Personal Emergency Evacuation Procedure as required with the specific management team in the building.
- All emergency cords within the room are linked to the 24/7 365days, Unite Students operational communications centre.

- There are 17 lifts in total, which provide access to each floor within the scheme. In all cases, Unite Students have a 2-hour Service Level Agreement with our lift operators to ensure immediate response to any lift failure.
- Unite Students regularly monitor our service to all our students (regardless of disability) and survey them for information / feedback to ensure we are providing what they want. Our operations team will keep track of the AMP as they will be implementing it on a day-to-day basis.
- There are 10 accessible parking bays along Chatham Street. Should there be a need for more than what is available, then a solution will be sourced by the General Manager (GM) prior to the student's arrival.
- Apart from the aforementioned accessible bays, this is a car free development. This will be made clear prior to occupants moving in and will be enforced by Unite Staff.

3. Maintenance

The Residence will ensure:

- That the interior and exterior of the building is kept clean and tidy and that any graffiti or rubbish is removed as quickly as possible.
- Regular inspection of the rendered façade within the courtyards will be conducted and any discoloration will be rectified.
- That any damage or defect notified to the GM will be repaired as soon as possible by reputable professionally qualified service providers.
- That all accommodation will be clean, safe, and secure.
- That all fixtures and fittings will comply with relevant statutory obligations and that all fixtures and fittings requiring periodic inspection will be so inspected by properly qualified service providers.
- That all common facilities are kept clean and in a good state of repair and that all common fixtures comply with relevant statutory obligations and that those that require periodic inspection will be inspected by properly qualified service providers.

- That the common areas and building structure are properly maintained by means of a rolling programme of Planned Preventative Maintenance and that common areas are redecorated as often as is necessary.
- That any maintenance work carried out as described above will be undertaken by reputable professionally qualified service providers in compliance with Health and Safety legislation, relevant industry best practise guidelines and with due regard to minimising any temporary interruption of the amenities that either occupants or adjoining residents enjoy.
- That any deficient fixtures and fittings within occupants' rooms are repaired or replaced as soon as possible following notification through our maintenance reporting platform.
- All regular maintenance will be undertaken where possible during working hours to minimise disruption to neighbouring residents. Any emergency maintenance will be undertaken under supervision of Management staff. All entries and exits will be monitored.

4. External Maintenance

The Residence will ensure:

- That all external managed landscaped areas are kept swept and free of litter, weeds and other rubbish.
- That the Residence presents at all times a neat, orderly appearance and that any external signage is kept clean and legible.

5. Housekeeping and Servicing.

The Residence will ensure:

- That all internal and external common parts, fixtures, and fittings are kept clean and free of rubbish and waste.
- That all fixtures, fittings, and common area facilities are deep cleaned at least annually.

- That all occupants' rooms, together with such of their contents as are provided by the Residence are deep cleaned at least annually.
- That all emergency damage, spills, or incidents are dealt with as soon as possible after notification through the maintenance reporting platform.
- That clearly marked areas for the storage of rubbish are available and that their location is advised to all occupants.
- That all rubbish is stored safely and collected every weekday and that all waste storage areas are disinfected / treated as often as necessary to prevent undesirable odours, rodent or pest infestation.
- That commercial contactless operated washing machines and driers are available at all times within the Residence and that the cost of operation of these machines is kept at a competitive level.

6. Deliveries and Collections

- Deliveries will be accepted between 07.00 and 21.00, Monday to Saturdays and 10.00 to 16.00 on Sundays and Bank Holidays.
- All parcel deliveries will be to the Smart Parcel Room at the main reception, located at the nearest point to the entrance on Chatham Street.
- The delivery of perishables, including local takeaway and supermarket deliveries will be direct to the occupant at each block entrance located on the perimeter shared surface during the agreed hours in which the barriers are up.
- The residents will be encouraged to request supermarket deliveries together with their fellow occupants to minimise the number of deliveries each week.
- Waste collection will be allowed between 07.00 and 18.00 unless an alternative time has been agreed with the Council or private waste contractor.

7. Check in and Check out

- 'Dropping off' restrictions will be enforced during enrolment and at year end.

- Prior to arrival, correspondence including a map, is sent to all customers advising them on access to the property, their arrival time slot, parking arrangements whilst unloading cars, and subsequent parking once cars have been unloaded.
- All tenants will be informed of the check-in information and instruction prior to arrival via email, social media, and Unite Students app.
- Unite will advise the local Highways Department of the arrival and departure dates and provide a contact name and number in the event that the Highways Department needs to contact them.
- Unite will continue to liaise with the Council, the Universities, and local businesses on a regular basis to inform all parties of key dates and arrival procedures.
- Whilst students will be encouraged to arrive by coach or train, 20-minute timeslots will be made available between the hours of 8.00 and 20.00 (12 hours) and over a number of days. Each student will have the opportunity to move in up to seven days before the tenancy start date at no extra charge.
- The students will book their 20-minute arrival slot through the MyUnite app, up to 3 weeks prior to arrival. The onsite team will manage the arrival schedule, with a maximum of 10 slots per 20 minutes.
- Loading and unloading will be undertaken on Chatham Street, with any parking / loading bay requirements to be agreed with MCC Highways.
- At the main access points, there will be Unite staff directing customers to ensure that local traffic flows are not interrupted. Arrangements will also be made with local businesses and car parks regarding traffic management.
- Marshals will wear Unite uniforms and hold CSAS accreditation if they are required to direct on the public highways. All staff working on car parking will wear high visibility jackets.
- After unloading, cars will be redirected for additional long stay parking, if required, by parents of students for longer stay periods.
- At the end of the tenancy period many customers rebook for the following year thus reducing check out traffic as these customers will keep the same room and therefore

not need to leave the property. Unite properties also attract a number of overseas students who find it beneficial to stay in one property for the full duration of their academic career, again reducing the number of customers checking out after just one year.

- Additionally, at the end of the year, although tenancy periods will end formally on the same day, students will often leave once their examination results are known and these will be announced to varying timetables. Any major traffic or parking disruption during check out is minimal.
- During marketing for prospective tenants in the next academic year, a computerised appointment system will be in operation for viewing properties so avoiding large numbers arriving or parking at the same time.

8. Cycle Storage

- There are a number of cycle stores, both internal and external of the development.
- Occupants that require the use of a cycle store will have their fob/card updated to allow access.
- At the time of this management plan being finalised, the use of e-bikes and scooters is prohibited in accordance with the tenancy terms and conditions.
- Visitor cycle storage is available and situated in close proximity to a number of the student cycle stores.

9. Onsite maintenance (including student maintenance requests)

- Work (other than emergency work) will be carried out to the building between 08.00 to 18.00, Monday to Friday and 08.00 to 13.00 Saturday (i.e. not on Sundays/Bank Holidays) unless this is, for practical reasons, not possible.
- Where access is required for routine inspections, Unite will confirm the purpose and give at least 24 hours' notice to the resident.
- Unite will provide information to the resident on how to report and repair/maintenance issues via a dedicated app. Details on how to download and use the app will be issued within the welcome pack, available prior to arrival.

- Access to the student living spaces will be planned between 09.00 and 18.00, with strictly no requests before 09.00.

10. Security and Safety

The Residence will ensure:

- This site will have a 24-hour presence on site with management and security staff monitoring the entrances and courtyard levels at various times during the day and night.
- Should there be an issue in contacting the Unite onsite team, the resident should refer to the MMU security team, with contact details to be available at reception.
- That all external access points are adequately secured and monitored to prevent unwanted/unauthorised entry.
- That any breach of security or any other incident or emergency is investigated as soon as notified to the GM and the appropriate authorities advised if relevant. The GM will log all such incidents and will keep all parties updated until the incident is closed.
- That the Residence will install and operate a CCTV system covering the common parts and exterior of the Residence.
- That all Fire Escape routes are kept adequately signed and free from obstruction at all times.
- That all fire alarms are tested at least as often as is statutorily required and that evacuation drills are carried out in accordance with statutory provision.
- Access to the external amenity on level 6 will be restricted to daylight hours and at the discretion of the GM. Noise and/or any form of disruption will be closely monitored whilst capacity will be restricted in line with Health and Safety instruction.
- As part of the welcome, all students will be notified on how they should respond in the event of a fire alarm activation. In addition to this, every bedroom door will have a fire safety notice, guiding them to the closest means of escape and muster point.

11. Services Provided to Occupants.

The Residence will provide occupants with:

- A clean, warm, comfortably equipped room with sanitary and shower facilities.
- Safe, secure common areas.
- Electricity and water supplies. Any loss of supply will be rectified as soon as possible after notification to the GM.
- Subject to the terms of the Licence, privacy, safety, and a quiet environment in which to pursue studies.

12. What the Residence expects of Occupant

In return the Residence requires that occupants:

- Comply with the terms of the occupational Licence. Behaviour which breaches these terms and is not addressed, will eventually result in eviction from the Residence.
- Respect the GM and other Residence staff and comply with any reasonable requests that they may make of you from time to time.
- Respect the right of adjoining residents to a quiet life and behave accordingly.
- Refrain from any activity that might cause nuisance or give rise to complaints by adjoining residents or the general public.

13. Community Liaison: Responsibilities & Procedures

The Residence will ensure that:

- Contact telephone numbers will be displayed in the main foyer of the Residence and will be available for legitimate use by occupants and adjoining residents.
- A responsible member of staff will be available, within reason, at the Residence outside normal working hours.

- That a representative of the Residence's Owner will be available on reasonable notice during normal office hours to meet with and discuss any concerns which adjoining residents may have in relation to the operation of the Residence.
- Details for MMU's Police Liaison Officer will be presented within the foyer along with any additional details deemed necessary.
- Unite Students and MMU will arrange a quarterly meeting with representatives of the Resident's association to review any ongoing areas of concern.

14. Complaints:

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

15. Waste and Recycling Management

- **Cleaning Policy**

The property will be cleaned to a standard cleaning specification and the Housekeeping team undergo comprehensive training. Communal areas including stairwells are cleaned at least weekly, whilst all cleaning within the student flat is the responsibility of the occupant. There will be a termly inspection of each flat by the onsite team to ensure acceptable standards are being maintained. At the end of each tenancy period, tenants are again expected to leave the property in a reasonable condition but a full deep clean including carpet, curtains, windows, cooking appliances, kitchens and bathrooms is carried out by Unite before occupation by the next tenant.

Student derived waste is domestic in nature and as a result of Unite Students studies based on actual amounts of waste generated by students, a standard number of refuse containers are provided to all properties. Collections at this site will be undertaken at least five times a week, with General Waste, Dry Mixed Recycling and Glass segregated. The refuse stores are located around the perimeter of the development, which the students will transfer their waste to from their designated block. Any misuse of the refuse stores or failure to comply with the waste strategy will be managed by the onsite team.

- **Recycling Policy – internal**

Unite actively ensures that all flats have adequate recycling facilities to aid separation of waste by the students. All waste storage will be located in the kitchen area, with a smaller waste bin in the bedroom. All waste is collected as per the arranged refuse collection timetable. These timetables are located in each flat with instructions for the separation of recycling waste as outlined below.

These bags and/or boxes are used to carry the separated waste to the recycling bins in the bin store. The bin stores have sufficient number of recycling bins to store the separated waste. The recycling bins are approximately 1100 litre large refuse containers.

Should there be a requirement from the resident for clinical waste provision and collection along with any further adaptations, this will be arranged by the GM prior to arrival.

- **Grounds maintenance**

Grounds maintenance will be carried out by the property maintenance and housekeeping teams who will undertake a daily check, clean, weekly sweep and rubbish removal, and periodic seasonal gardening.

- **Pest control**

Regular building inspections include checks for evidence of pests, and contracts are in place with national service partners for reactive pest control. Cleaning and waste management regimes also form an important part of infestation control in all properties.