

Student Management Plan

Grosvenor House

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1. Introduction

This Student Management Plan sets out the management strategy taken by Manage 24 Ltd and the key principles by which the buildings will be managed.

1.1 Our Approach

Manage 24 Ltd. will manage the Accommodation with the aim to provide exceptional services to the properties, and to the students who live in them.

The customer facing services will be delivered to the development by the service itself. Marketing to potential new Students, health and safety compliance and working and liaising with staff, the local community and other stakeholders.

Manage 24 Ltd. will be committed to working in tandem with its various departments to provide a positive 'student experience' and ensure seamless access to shared services by integrating into the student support.

Manage 24 Ltd. will work within the local community to ensure that the student scheme has a positive impact on the area, by working with local resident associations, neighborhood watch, local police, and the fire service.

1.2 Our Size

The student accommodation proposal at Grosvenor House will deliver 28 new units in Manchester, conveniently located near the universities along the Oxford Road corridor.

1.3 Accreditation

Accreditation of the Management of Manage 24 Ltd. student accommodation is to be via the UUK/Guild HE Accommodation Code of Practice.

The **UUK/Guild HE Accommodation Code of Practice** aims to ensure that student accommodation provided by higher education institutions meets high standards of quality and management. Its primary purposes include:

- **Maintaining and Enhancing Standards:** Ensuring that accommodation is safe, secure, and well-maintained, with clear expectations for health and safety, repair and maintenance, and environmental quality.
- **Setting Clear Expectations:** Outlining what students can expect from their accommodation and its management, including aspects like kitchen facilities, food storage, and tenant relationships.
- **Providing Mechanisms for Improvement:** Offering procedures for identifying and addressing any shortcomings in the management of student accommodation.

1.4 Core Management Principles

The overall objective is to deliver a well-designed building that is professionally managed. Manage 24 Ltd. will provide a safe, secure home for Students, in an environment that is conducive to study, and integrates into the local community, contributing positively to the local housing provision for Students in the city. This provides reassurance to all stakeholders that:

- Students have a safe and well-maintained place to live.
- Residential License Agreements are correctly executed and enforced with right to rent checks
- A register is maintained keeping a record of all the students / residents on site.

2. Post General Management Plan

2.1 Site Details

The site is located on Grosvenor Street, in close proximity with various universities along Oxford Road, and it is within the Manchester City Council boundary.

The development involves the conversion of an existing three-story commercial building to deliver 28 student accommodation units across all floors. The proposal includes new internal layouts, two core access points, secure cycle storage, and an internal refuse store.

2.2 Student Profile

The site is ideally located to attract students who would be attending their classes and travelling regularly to the university's main campus.

The proposed development comprises single ensuite rooms with communal social and learning spaces, which are ideal for undergraduates looking for a secure but social environment in which to live.

2.2.1 License Management System

Grosvenor House will use an online integrated Student Portal and rooms management system (Kinetic).

Kinetic provides the interactive student portal and back-office License Agreement management operating system that will be used to manage the allocation of accommodation and contractual arrangements with students.

The system provides an online service for students allowing them to apply for and accept offers of accommodation, and complete an online induction for their accommodation, 24 hours a day.

It highly automates key admin processes ensuring that management can focus on customer facing services, whilst still enabling central monitoring of activity.

3.1.1 License Agreement and Student Information

The students will sign up to a License agreement. The License Agreement clearly sets out the responsibilities of the Student and Manage 24 Ltd. as the landlord.

In addition to the License Agreement, each student is provided with a comprehensive suite of online support including information on:

- Support networks.
- Security information.
- What to do in an emergency.
- Terms and Condition of Residence.
- Payment of rent.
- Repairs and maintenance.

3.1.2 Development Support & Security

The Developments Support and Security Team will provide 24-hour support and security, and are the first point of contact, providing advice, liaison and assistance in the following areas:

- Minimize, prevent, and detect crime and its effect by putting initiatives into place which help to reduce crime.
- Provide a 24-hour high class security to all areas.
- Monitor CCTV cameras.
- Work closely with external security contractors to ensure the provision of a high-quality service at all times to building.
- Provide the most appropriate and up to date security and personal safety advice and training to students, and visitors.

3.1.3 Health and Safety

Health & Safety Policy

Manage 24 Ltd. is committed to providing and maintaining a healthy and safe working

environment for students, visitors, contractors and anyone else who may be affected by our activities. The Team will prepare detailed arrangements for communicating and implementing the Health and Safety Policy and is committed to the prevention of injury and ill health in the workplace.

- **Health & Safety**

To achieve this aim, staff has the following key objectives:

- To comply with Health and Safety legislation, Grosvenor House Health and Safety Policy, relevant Codes of Practice and Guidance Notes.
- To identify hazards to which students, contractors, and visitors might be exposed, to assess risks and implement control measures.
- To ensure that students, and visitors are adequately informed of the risks to which they may be exposed and where appropriate receive information, instruction, training and supervision.
- To ensure that the Policy and risk assessments are reviewed annually.
- To ensure that annual independent audits of Health and Safety management and performance will be carried out in each operational area.
- To ensure that those individuals given responsibility regarding Health and Safety have adequate training, resources, and facilities to carry out their duties in a competent manner.
- To work beyond legal minimum compliance and to continually strive for Health and Safety improvements, and to provide the necessary resources to achieve this where necessary.
- To ensure Health and Safety is an integral part of business processes and plans.

Student Guidelines

The License Agreement and associated information prohibits the use of candles, and any equipment or device that has a flame, generates heat or smoke. Smoking is not permitted anywhere within the building including student bedrooms, kitchens, and communal areas.

PEEP's (Personal Emergency Evacuation Plans)

Personal Emergency Evacuation Plans are devised with residents who require support around evacuation to ensure adequate means of safety are in place to leaving buildings in times of emergency.

4.1.1 Maintenance

The development operates an in-house maintenance team. To supplement the internal maintenance teams, external companies providing specialist maintenance services are contracted on long- and short-term contracts.

Under the UUK code, Manage 24 Ltd. are required to carry out routine maintenance checks. If

Urgency	Timescale	Includes
Emergency Repairs	These are normally carried out within four hours.	An emergency repair is any repair required to avoid danger to the health and safety of residents. E.g. Gas leaks, loss of electrical supply, loss of heating, major water leaks, fire or imminent risk of fire or explosion, the collapse of structure, loss of all lift facilities, fire alarm system failure.
Urgent Repairs	Manage 24 Ltd. would normally expect to carry out 80% of all work within one working day, and 100% within two	Urgent requests don't present an immediate threat to the health and safety of people but still require a quick response. E.g. Blocked drains, broken windows, malfunctioning locks, loss of heating, hot water or lighting. Overflow running, running taps, damaged floor covering (tripping hazard), compromised emergency exits, room security, stair lighting outage.
Non-Urgent Repairs	Manage 24 Ltd. would normally expect to carry out 70% of all work within 5 working days and 100% of the work in 10 working days	A non-urgent repair is any repair not falling into the two above categories. E.g. loss of electrical power at a single socket outlet, one light out (of many) in a room, one radiator not working, adjustment to door closers, dripping taps, window adjustment, plaster repairs.

issues are identified during routine inspections, a building maintenance request will be submitted on the student's behalf.

Repairs are issued on a priority status from emergency through to non-urgent. Emergency repairs will be fixed within four hours.

Manage 24 Ltd. will operate in accordance with the table of response times, which are fully compliant with the UUK code.

Risk Register

The Residential Services Risk Register details the key risks in halls of residence and documents the control measures in place to mitigate these risks. It is reviewed every six months and includes assessments of:

- Fire Incidents
- Outbreak of infection/disease
- Major infrastructure, utility, or service failure
- Accidents

4.1.2 Cleaning

Students will be responsible for cleaning their own flat, including bedrooms and shared kitchen areas.

Manage 24 Ltd. will manage all common areas as listed below on a scheduled basis, which is published to the students.

AREA	FREQUENCY
Reception/foyer	Daily
Social spaces	Daily
Corridors	Weekly
Staircases	Weekly
Lift`	Daily
Windows	Annual
Deep cleans	Annual

Deep cleaning and window cleaning will be carried out by specialist contractors and tendered annually.

The annual deep cleaning of the rooms during the Summer is generally contracted out due to the high volume of work needed in a short space of time – always tendered early in the year to ensure the best contractors are obtained, securing preferred time slots, and when reviewing tenders, focusing on quality as well as price, as the effectiveness of this service will have a direct influence on the first impressions of the new intake.

4.1.3 Post and Deliveries

Post and parcels will be delivered to a secure parcel & lockers area located within the building's dedicated student entrance. Couriers will have controlled access, and residents will be notified via email or app when a delivery is received. Larger deliveries are accepted by the Facilities Management team during office hours.

4.1.4 Management of Noise and Anti-Social Behavior

Students are made aware of the behaviors expected of them in the Terms and Conditions Residence, and at the Welcome Meet and Greet with the Accommodation Team.

The local Accommodation team deals with student discipline issues initially. Manage 24 Ltd operates a tiered escalation process to deal with anti-social behavior and the Accommodation team will link in as appropriate with the central Grosvenor House disciplinary procedures.

4.1.5 Management of outdoor areas

To supplement the internal maintenance teams, external companies providing specialist maintenance services are contracted on long- and short-term contracts, including the provision of regular window cleaning and proactive and reactive pest control.

The local management team are responsible for ensuring that the exteriors of the buildings are kept clean and tidy and that any graffiti or rubbish is removed at the earliest opportunity.

4.2.1 Complaints Procedure

Grosvenor House Residential Services welcomes comments and complaints as a means of improving services, with systems and procedures in place to help residents communicate any problems in the first instance.

Manage 24 Ltd will endeavor to resolve any complaints informally. If this is not possible then they will request that the complaint is set out in writing. It will be dealt with in accordance with the stages set out below. Any complaints submitted will be re-directed to the relevant Accommodation Team for further investigation.

A three-stage tiered approach to dealing with formal complaints is employed:

If students are not satisfied with the response at the informal stage or if it was inappropriate to resolve the matter informally, they may submit a Stage 1 formal complaint using an on-line process.

If students are not satisfied with the response received at Stage 1 then they can raise their complaint to Stage 2 of the complaints process, on one or more of the following grounds:

- 4.2.1.1 The issue raised at Stage 1 was not fully addressed.
- 4.2.1.2 The complaint has not been treated fairly or in line with procedures.
- 4.2.1.3 The outcome is not reasonable based on the evidence provided.

Stage 2 complaints will be passed on to the Director of Residential Services or a member of the Residential Services Senior Management Team on their behalf.

If the student is still not satisfied with the response, they have the right to ask for their complaint to be taken to Review.

If the student feels that the case has not been dealt with properly by the Staff or that the outcome is unreasonable then they can, provided they have completed all of Manage 24 Ltd. internal procedures, complain to the Office of the Independent Adjudicator for Higher Education (OIA) if the complaint is eligible under its rules.

4.2.2 TV License

If the student wants to watch live television or use an online catch-up service, they'll need to be covered by a TV license. Communal TVs in halls, are covered but personal devices aren't.

However, they're still free to use subscription-based streaming platforms like Netflix, Amazon Prime, and Disney Plus without the need for a TV license.

5 Waste and Recycling Plan

A structured approach is taken to waste and recycling to minimize costs and environmental impact.

Manage 24 Ltd is passionate about leading a more sustainable world, which is why, in all halls, we make sure the students have access to separate recycling bags in the kitchen and recycling bins in the bin store at ground floor level. There should be stickers/notes on the bags and bins to let them know what they can and can't recycle.

Students will be responsible for putting their waste in the bin store. Recycling and the use of specialist banks for clothing and other recyclables will be promoted to avoid as much refuse going to landfill as possible.

Waste and recycling levels will be monitored, allowing trends to be identified and take corrective action when required. It aims to take advantage of free Local Authority collections and ensure suitable recycling collection bins are provided.

Waste generated by students will be stored within each studio or flat in refuse and recycling bins. It will be the responsibility of the students to take their own refuse down to the ground floor main bin store using the lifts or staircase as and when required and place refuse in the 1100 liter wheeled Eurobins and Wheelie Bins provided.