Student Management Plan

University of Manchester

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STUDENT MANAGEMENT PLAN UPDATES AND REVIEWS

This Management Plan should be reviewed annually, or if there are any significant changes and updated accordingly.

Any changes to the document including removal or adding of pages should be recorded.

Review Date	Description and updates / changes	Pages updated, or removed	Manager Signature

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Introduction

1. Introduction

This Student Management Plan sets out the management strategy taken by The University of Manchester (UoM) and the key principles by which the buildings will be managed.

1.1 Our Approach

The UoM 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 locally by directly employed site-based staff. The teams will be led by professional and experienced Accommodation Managers, who will be responsible for the day-to-day running of each site, marketing to potential new Students, health and safety compliance and working and liaising with university staff, the local community and other stakeholders.

Support will be provided to the site-based staff by an experienced specialist Management team, whose areas of expertise provide the local teams with a detailed delivery framework, ensuring consistency of service delivery in line with recognised good industry practice.

The UoM 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 University's student support and ancillary services.

The on-site teams play a vital part in supporting students and providing a link between academic life and 'home' life. Not only will the staff combine experience, enthusiasm, and empathy in equal measures, they will regularly go that 'extra mile' for their students.

The UoM 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

UoM currently houses circa 8,600 student rooms across multiple sites throughout Manchester.

1.3 Accreditation

Accreditation of the Management of the UoM student accommodation is 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.

The Code helps create a supportive and well-regulated living environment for students.

The University is audited annually to ensure ongoing compliance with the Code.

1.4 Core Management Principles

The overall objective is to deliver a well-designed building that is professionally managed. The UoM 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 Licence Agreements are correctly executed and enforced.
- There is an on-site team for face-to-face contact with the students, neighbors, and other stakeholders.
- A register (using Kinetic) is maintained keeping a record of all the students / residents on site.

General Management Plan

2. General Management Plan

2.1 Site Details

The development is situated in UoM's Fallowfield Campus, Manchester. The development comprises of student bedrooms, a reception hub and management suite, social and learning spaces, landscaped external areas, catering services, laundry services and bike stores.

2.2 Student Profile

The site is ideally located to attract students who would be attending The UoM and travelling regularly to the University's main campus on Oxford Road, Manchester.

The intention is for the development to adopt cluster flats of single ensuite rooms, which are ideal for undergraduates looking for a secure but social environment in which to live.

2.3 Service Delivery

2.3.1 Staffing

The customer facing services and day to day running of the site will be delivered by the on-site Residential Services Team. The local Fallowfield team of c100 staff are part of the wide Residential Services team that serves the University's accommodation portfolio.

The on-site team will be supported by the central Accommodation Office Team who manage all applications, allocations, marketing, Licence Agreements, and provision of management information.

The on-site team are mostly UoM permanently employed staff; the team is supplemented, particularly at very busy times, with local Agency staff.

2.3.2 Admin & Reception Services

The development will include a purpose-built administration and reception facility based at the centre of the campus.

The Campus Reception will generally be open Monday to Friday 8am till 6pm, providing a point of contact for:

- Moving into and leaving the accommodation.
- Reporting repairs.
- Disputes and complaints.
- Provision of general local information and signposting to specialist services.
- Managing the student arrivals at the start of the academic year.
- Out of term time residential guests.

During key times and events, reception opening hours will be extended to provide weekend and evening cover.

2.3.3 Licence Management System

UoM uses an online integrated Student Portal and rooms management system (Kinetic).

Kinetic provides the interactive student portal and back-office Licence 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 on-site staff can focus on customer facing services, whilst still enabling central monitoring of activity.

2.3.4 Licence Agreement and Student Information

The students will sign up to a Licence agreement online. The Licence Agreement clearly sets out the responsibilities of the Student and the UoM as the landlord.

In addition to the Licence 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.

2.3.5 Campus Support & Security

The Campus Support and Security Team provides 24-hour support and security across all the University's campus areas, and are the first point of contact, providing advice, liaison and assistance in the following areas:

- Minimise, prevent, and detect crime and its effect on campus by putting initiatives into place which help to reduce crime on campus.
- Provide a 24-hour high visibility patrols (on foot and in cars) to all areas of the campus.
- Monitor many CCTV cameras (including the use of Body Worn Video devices).
- Provide an immediate response in the event of an emergency or other incidents.
- Work closely with external security contractors to ensure the provision of a high-quality service at all times to several buildings.
- Provide the most appropriate and up to date security and personal safety advice and training to staff, students, and visitors to the campus.
- All Campus Support and Security staff are first aiders who have also received defibrillator training too.
- Provide security for the safety of VIP visitors whilst working closely with the police and other agencies.
- Work very closely with other colleagues, students and others which include the residential support staff, police, and other emergency services.
- Control access to buildings and other areas.

2.3.6 In House & Out of Hours Support

The Residential Life Team (ResLife) is made up of postgraduate students and staff that provide support and guidance to students living in halls.

All halls have a ResLife Coordinator and several advisors who live alongside students. As well as being on call for any issues, the ResLife Advisors will hold regular group and 1-2-1 chats with students.

The team supports students with accommodation, education, or personal life, such as:

- helping students to settle in.
- advising on transport or travel routes.
- academic support, such as finding help for mitigating circumstances.
- mental health and wellbeing support.
- resolving issues with flat mates.
- providing advice on personal safety and security

The ResLife team work closely with the local Campus Support and Security teams to manage out of hours incidents and/or provide support.

The UoM has an escalation procedure to enable on site staff to contact senior staff in the event of significant incident occurring out of hours.

2.3.7 Health and Safety

Health & Safety Policy

The Residential & Sport Services Teams implements a Health and Safety Policy.

The UoM is committed to providing and maintaining a healthy and safe working environment for staff, students, visitors, contractors and anyone else who may be affected by our activities. Residential & Sport Services has made 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.

To achieve this aim, Residences & Sport has the following key objectives:

- To comply with Health and Safety legislation, the University of Manchester Health and Safety Policy, relevant Codes of Practice and Guidance Notes.
- To identify hazards to which staff, students, contractors, and visitors might be exposed, to assess risks and implement control measures.
- To ensure that staff, 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.
- The Senior Management Team will regularly monitor and review the effectiveness of Health and Safety arrangements and controls by means of annual inspections and audits with the aim to improve processes.
- To ensure that all new members of staff receive a Health and Safety induction.
- 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 within Residences & Sport 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.

Staff are encouraged to contribute fully to developing and maintaining a safe and healthy working environment.

All staff have a responsibility to ensure their own Health and Safety and the Health and Safety of others who may be affected by their actions and are required to comply with the H&S policy.

The Residential Services team liaises with the Directorate Health and Safety Officer, University's Safety Services team, and specialist advisers where necessary.

Student Guidelines

The Licence 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.

PEEPS (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.

Risk Register

The Residential Services Risk Register details the key risks in University 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

2.3.8 Maintenance

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

Students are advised to report maintenance issues online through the building maintenance system.

Under the UUK code, the UoM are required to carry out routine maintenance checks. If 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.

The UoM will operate in accordance with the table of response times, which are fully compliant with the UUK code.

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	The UoM 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	The UoM 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.

2.3.9 Cleaning

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

The UoM 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
Lifts	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.

All hazardous substances are used and stored in compliance with COSHH regulations. A register is provided for each site and is reviewed during Health & Safety audits.

2.3.10 Post and Deliveries

Postal delivery services (e.g., Royal Mail) deliver directly to receptions across the residential campus, and local UoM teams will deliver post to the hall postboxes.

Letters will be put in a postbox, but larger items will need to be collected from the hall's reception.

Subject to certain size and weight limits, the team can accept and sign for most packages on a student's behalf. If a parcel is delivered to reception, The Student will receive an email from to collect it.

2.3.11 Management of Noise and Anti-Social Behavior

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

Out of hours incidents involving excessive noise are dealt with by the on-site Residential Services team with, where necessary, the assistance of the Campus Support and Security team.

The local Accommodation team deals with student discipline issues initially.

The UoM operates a tiered escalation process to deal with anti-social behavior and the Accommodation team will link in as appropriate with the central UoM disciplinary procedures.

2.3.12 Management of outdoor areas

The University operates a grounds maintenance team via the Estates Directorate. 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.

Parking is restricted and controlled by a series of barriers and permits; students are discouraged from bringing cars and spaces are prioritised for students with disabilities, and campus staff.

The campus external sports facilities are managed by the Residences and Sport Management team.

The use of outdoor areas by students is managed by the Residential Life team, both in terms of proactive organization of events etc. and the reactive management of antisocial behaviour (assisted where necessary by the Campus Security and Support team).

2.3.13 Complaints Procedure

The University of Manchester 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.

The UoM 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:

- The issue raised at Stage 1 was not fully addressed.
- The complaint has not been treated fairly or in line with university procedures.
- 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 her 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; the Director of Teaching and Learning Support, or his or her delegated representative, will then review the case.

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

2.3.14 Liaison with Local Interests in the Operation of the Facility

The Manchester Student Partnership incorporates Manchester Student Homes on behalf of The University of Manchester, Manchester Metropolitan University, Manchester City Council and Greater Manchester Police.

The Manchester Student Partnership are committed to supporting all residents on key off campus issues including:

- Noise and anti-social behaviour.
- Community night-time support patrols.
- Safety.
- Waste and recycling.

The partnership meets weekly to review incidents/ matters and agree responses to off campus management and communications in line with emerging issues.

The Residential Services Management team also liaises with the wider community though several working groups involving Greater Manchester Police, Manchester City Council, and local Councilors, including:

Student Strategy Partnership (SSP)

This group provides strategic and operational management of issues related to the large student population within Manchester. This includes providing strategic direction to the Student Strategy Partnership subgroups, in accordance with the thematic policy areas: student housing market, nuisance and anti-social behaviour, environmental issues, students' contribution, alcohol & drugs, student safety and health & wellbeing.

Student Safety Group (SSG)

This group provides a coordinated and consistent approach in responding to student safety activity across the partnership. This includes contributing to student safety policy and the management of off campus issues, developing initiatives to promote student safety on and off campus, and developing mechanisms for issues requiring a multi-agency response.

Tactical Action Partnership (TAP)

This weekly meeting is action focused. It mainly centres on student safety and flagging issues or opportunities to the partnership.

Sexual Violence Action Network for Students (SVANS)

This group provides a partnership response to sexual violence and harassment for Manchester's student population. This includes looking at trends and patterns, increasing students' confidence in reporting incidents and facilitating support.

Housing and Environment Partnership (HEP)

This group aims to address key housing and environmental challenges and develop opportunities arising from the student population. It covers promoting sustainable living, engaging students in the neighbourhood in which they live, and influencing housing owners and operators to improve the quality of housing provided and reducing the environmental issues associated with them.

Housing and Environment Partnership operations subgroup (British Heart Foundation/charity partners)

This subgroup plans and coordinates services to mitigate environmental issues with student properties during key moving dates.

In addition to the above Working Groups, there is regular involvement with local Fallowfield community groups e.g., The Fallowfield Community Guardians, and The Southeast Fallowfield Residents Group.

2.4 Third Party Services

2.4.1 Laundry

There are laundry facilities in each of the halls which are managed by Circuit Laundry. All machines are easy to use and card or app operated, the student can top these up online via their website.

Machines will be provided on an appropriate ratio of student beds being provided and will be fully DDA compliant.

2.4.2 Information Technology

UoM Halls are connected to the University network, HORNET. Once the student has completed their University registration online and set up a username and password they will be able to join.

Help is available on the HORNET portal if the student has any issues.

In communal areas, they'll also be able to access the University WiFi. All bedrooms have access to the Ethernet (wired internet connection).

For students who live in the leased accommodation, separate arrangements are in place, and they'll receive these when they arrive.

2.4.3 TV Licence

If the student wants to watch live television or use an online catch-up service, they'll need to be covered by a TV licence. Communal TVs in halls, such as Unsworth Park, 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 licence. For more information visit the TV licensing website.

2.4.4 Insurance

All University of Manchester halls are included in a block insurance policy which is provided by Howdens.

The basic cover includes:

- Theft, fire and flood to possessions, including laptops and tablets, when inside accommodation.
- £5,000 tenants' liability cover for fixtures and fittings.
- £10,000 total insured limit. Individual item limits do apply.

Travel Plan

3. Travel Plan

The UoM has an established procedure for the arrival and departure of students at the beginning and end of the academic year. Prior to arrival, all students are contacted by email to confirm the arrival arrangements and move-in procedure.

Students are required to book their arrival online through the student portal. Staggered arrival dates and limited time slots are built into the system to avoid congested arrival periods. Students who arrive by car with family and friends are given information about local car parks before they arrive. They are also given directions on reaching the accommodation from various public transit hubs.

To ensure the move-in process is managed efficiently, additional staffing resources are employed to manage the road congestion and for directing students quickly to their accommodation.

Students and their families are advised that once belongings have been unloaded from a car that the car is then moved elsewhere to allow other arrivals to do the same.
If the students arrive out of hours, they can contact the ResLife Advisor for their hall to let the team know when they're due to arrive.

The UoM will liaise with the local police and traffic management bodies and agree a strategy to avoid blocked roads and parking problems.

Waste & Recycling Plan

4. Waste and Recycling Plan

4.1 Overview

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

The UoM are 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 outside. 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 litre wheeled Eurobins and Wheelie Bins provided.