VITA STUDENT

Operational Management Plan

Introduction

This is the Vita Student Management Plan which is intended to be implemented in association with the proposed development of high quality, purpose-built student accommodation at First Steet, Manchester. This document sets out the key principles by which the proposed student accommodation will be managed in order to ensure all residents, staff and visitors have the highest quality experience, alongside protecting the interests of the wider community and local environment.

The development is being delivered by Vita Meadow Ltd which is a subsidiary of Vita Group who has been in operation since 2013. Vita Group highest quality buildings and creates connected communities, underpinned by living spaces who challenge the convention to re-imagine the way we live, work and socialise.

The scheme will be operated and managed by "VITA Student". The Vita Student brand, which is a wholly owned subsidiary of Vita Group, was launched in Liverpool in 2013 and has since grown to be one of the UK's leading student accommodation portfolios, with Vita Student residences across 17 UK cities totalling 9,580 operational beds.

The current scheme will deliver 861 studio apartments, together with an integral 'hub' space where residents will have access to a range of communal services including student support, catering, study and social opportunities. It is anticipated that the development will become operational in September 2028.

This Student Management Plan covers the following key areas:

- Staffing / Reception Services
- Response to Incidents
- Site Security
- Cleaning and Refuse
- Arrival Management
- Restriction on Use of Motor Vehicles
- Bikes
- Post and Deliveries
- Balconies

Staffing / Reception services

It is likely that the permanent staffing in Vita Student at First Street will be up to 25 employees and will include:

- Residence Manager;
- Assistant Residence Manager;
- A Facilities Management Officer;
- Customer Service Team – this team will work in pairs and cover the scheme throughout the night and weekend; and a
- Housekeeping Team

Head Office support would be provided to the site team via a management structure which includes an Operational Manager who is specifically responsible for each Residence Manager, as well as other Head Office support services including Marketing, HR, IT and Finance.

No staff will be resident on site, but the management team will provide 24-hour presence on site on every day of the year, including outside academic term time.

The reception service will provide a first point of contact for residents for day to day matters such as deliveries and collection of parcels, reporting of repairs, organising social events and the provision of general information and signposting to specialist services.

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Response to Incidents

Vita Student, via its 24 hour on-site presence, will provide immediate response to all incidents in line with its Standard Operating Procedures, which include:

A. Building issues. This will be managed by the facilities management team and will generally be carried out either by them personally or by specialist contractors brought in through local and national agreements. For reactive maintenance, Residents would report any maintenance requirements through the Vita Student App on their mobile devices and the company have a charter to respond to every report within one hour.
B. Noise emanating from Vita Student
C. Any anti-social behaviour from residents or their guests
D. Any other emergencies
E. Any communication from neighbouring occupiers. To manage this effectively a dedicated point of contact and telephone number would be identified, and details provided to neighbouring occupiers to facilitate communication should they need to raise any issues with Vita Student.
F. Reference mental health procedure

Security

The residence will have a single point of entry for pedestrians which will be through the main entrance located off Hulme Street and through a management office which will be manned 24-hours a day, giving the team complete visibility of everyone entering and leaving the site.

Entry will be through a computer-based access control system and every student will be issued with an electronic fob which will give them access to the communal hub space as well as their specific studio. This system allows for fobs to be deactivated, in the event of loss, and also provides a full audit of the use of every door lock and every fob.

Having all residents leave and enter through the management suite enables Vita Student staff to quickly get to know the residents and also to control their access. Non-residents who visit will be required to sign-in and will wait in the reception area for the resident to come and collect them. Vita Student's 24-hour presence enables our staff to quickly attend to any reported incidents on the development, including any disputes, noise issues or behavioural problems.

During out-of-office-hours the customer service team will also conduct regular site patrols within the site.

The site will benefit from CCTV and a bespoke internal and external lighting scheme to ensure that both within the property and outside, a safe and secure environment is created.

Cleaning and Refuse

Vita Student provides a surface clean within every room once a fortnight. However, residents have responsibility for their own rubbish and will be required to take their refuse to the dedicated refuse collection areas, which are well sign posted and conveniently positioned, within the building on the main walking routes from the bedroom accommodation to the front entrance.

On a regular basis (likely to be two or three times a week) refuse bins will be moved by staff to the designated collection point, which is outside the main building, and accessed from Hulme Street. This designated refuse collection point is where the refuse wagon will collect the waste.

Each site has its own waste management plan dependant on council collections and volume of waste generated.



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Arrival Management

A fully detailed arrival procedure has been put together by Vita Meadow Ltd to ensure that the beginning of the tenancy and the residents' arrival is carried out with the minimum of disruption to the surrounding highway operation as well as creating the very best impression for the arriving students.

It is proposed that vehicles make use of the layby and access road on Hulme Street during the student move in experience. This arrangement can accommodate 2 cars during the unloading period.

The intention is that students will use a pre-booked arrival system whereby each student will be assigned a time slot to arrive at the residence. At the appointed time these bays within the site will be ready for cars to pull in and be met by three Vita Student staff who will be stationed together with 8 staff with trolleys. The trolleys will be easily visible by the use of flutter flags.

Cars will be unloaded immediately on arrival onto trolleys within 3-4 minutes, and the car drivers will then be sent away with a map showing where the closest car parks are located (such as First Street Car Park (Q-Park)) and how to walk back to the residence.

The student and their belongings will be taken into the building by the residence staff and shown straight up to their studio, where the trolleys will be unloaded and returned to the layby on Hulme Street. A staff member will remain with the student to arrange the short check-in procedure before spending 5 minutes explaining all of the appliances and equipment within the apartment.

Student arrivals will be deliberately spread over the course of the whole arrival weekend to ensure a smooth and efficient procedure that does not inconvenience other road users or cause congestion issues. The appointment system which will be implemented, has successfully been used at other Vita Student residences, and enables students to choose the time of their arrival – albeit that there is a restriction to no more than 32 arrivals in any hour throughout the weekend.

As the process will be spread between Saturday and Sunday and that not all the prospective residents will be dropped-off (see next paragraph), there are clearly enough hours during the two aforementioned days to run this system smoothly and therefore in reality less than 32 vehicles per hour will be using the drop off layby.

Based on Vita Student statistics for similar residences in other cities in the UK, over 80% of the students are internationally based. The vast majority of these students will be arriving from the train station / bus and coach station (and previously from airports in the UK) and will bring fewer belongings with them, which enables them to be typically more mobile than domestic students and reduces the likelihood of any local disruption or congestion caused by having to unload large amounts of belongings.

Around 30 staff will be brought in for the weekend to assist in the smooth arrival of student residents. This commitment indicates the importance which Vita Meadow Ltd place on the arrival process and the need to integrate into the local community. Two main company Directors will be involved on the weekend as well as the Residence Manager to ensure that in the event of multiple arrivals, quick decisions can be made to alleviate any bottleneck and ensure students are welcomed properly.

Departures of students happen over a period of several months, generally around May to July and August to September, depending on the tenancy length. Because departures are spread widely across a period of many weeks, there is never a time when a mass departure occurs.

Vita Meadow Ltd will implement clear and concise departure policies for all of its residents and will ensure that pick-up vehicles are brought into the off street lay by where belongings can be quickly loaded, and the car driven away. Because there is no check-out process to conduct, individual departures can be planned by each resident and undertaken without delay or inconvenience.



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Restriction on Use of Motor Vehicles

The site has no on-site parking spaces and does not allow for any student parking on or near the premises. The tenant handbook will explicitly specify that the location is car free and that students are not to bring their own cars to the accommodation.

The proposed development will operate in compliance with a site-specific Travel Plan which includes a range of measures to encourage use of public transport, walking and cycling.

Bikes

The development will provide 136no secure cycle parking for residents within the building as well as 10no visitor spaces externally located close to the main entrance of the scheme and within the landscaped area.

VITA also offer bikes free of charge for students to use on a regular basis as well as the students being able to store their own bikes within these secure areas. To use these bikes, students need to visit Reception to sign the bikes out and then return to Reception to check the bikes back in, this allows the site management team to inspect the bikes for damage or misuse to ensure.

Post and deliveries

The regular post-person will have access to the site, via the main front entrance to make their daily deliveries to a dedicated post/parcel drop-ff room where these will then be sorted by the VITA Student Staff and placed in to main Parcel Store. All parcels received on behalf of the student will be recorded in a post book. The student will be notified of the delivery and asked to come to reception with ID to collect it. The student will sign the post book to confirm they have received the delivery.

Any vehicles associated with post and deliveries will be able to use the off-road layby, on Hulme Street, rather than needing to loiter in the public highways.

Manchester Student Homes Partnership

Vita is committed to joining the Manchester Student Homes Partnership which is a building specific accreditation. Our House of Social development (currently under construction on First Street) is currently progressing though the latter stages of the accreditation process that won't be completed until PC of the building. Plot 9B will follow the same process and be accredited with MSHP. This process will commence once construction of the building is underway.

Enhanced Security Measures

Vita is an integral member of the wider First Street community, with one long-established property, one under construction, and the subject site at Plot 9B. Vita's commitment to contributing positively to First Street is demonstrated by our recent commitment, working with Ask Real Estate, to invest in enhanced security measures making the public realm linking the masterplan area to Hulme a safer place for our residents and the wider community. The total value of that investment, shared with Ask, is estimated to be in the region of £60,000.

