

Our Reference: **084709-CUR-XX-XX-T-TP-00004-P01**

Manchester City Council Planning Reference: **138808/FO/2023**

05 March 2024

Charles Street PBSA – Student Move In / Out Management Strategy

Curtins has been appointed by Jadebricks (Charles Street) Ltd to provide transport and highways advice in relation to a planning application for a purpose-built student accommodation (PBSA) scheme at Charles Street/York Street near Oxford Road in Manchester city centre.

The proposed scheme will provide 107 beds. The full development description is as follows;

“Full planning permission for the erection of a 15-storey purpose-built student accommodation building, including site preparation works, works over the public highway and associated works.”

In support of this application, Curtins previously submitted a Transport Statement (Document Reference: **084709-CUR-XX-XX-T-TP-00002**), which included a Student Move In / Out Management Strategy in Section 3.5.

At the time of writing the Transport Statement, the operator was not known, so it was not possible to be definitive about the policies and practices that would be implemented. The operator will be True Students, who have provided further details and feedback on the strategy.

This note has therefore been prepared to provide further details on the submitted Move In / Out Strategy and supplement the Transport Statement.

The Student Move In / Out Strategy from the submitted Transport Statement has been recreated below and updated where necessary (with these changes highlighted in bold text).

3.5.2 The arrival and departure of future residents of the Site can be defined within three distinct categories:

- Student arrival at the start of the academic year;
- Student arrival and departure at the end of terms during the academic year; and
- Student departure at the end of the academic year.

3.5.3 The proposed development comprises 107 beds, which will be available for occupation at the start of a new term each year.

3.5.4 It is recognised that there is a need to minimise disruption during student arrivals and to ensure minimal disruption to traffic flows along York Street, Charles Street, and other surrounding local routes.

3.5.5 Any requirement for the temporary use of the proposed loading bay/disabled bay during this period will be agreed with Manchester City Council in advance.

3.5.6 **Prior to arrival, students are contacted as part of True Student's 'pre-arrival communications' strategy – with an example available at the following link: [Are you check-in ready? \(mailchi.mp\)](mailto:Are you check-in ready? (mailchi.mp)). This asks students to book an arrival slot and confirm their travel arrangements and quantity of people travelling with them. It also documents what the arrival process will look like and what steps they**

need to follow on the day (example here; [Liverpool Check-In Information | true \(truestudent.com\)](https://www.truestudent.com/liverpool-check-in-information)). This will include the use of photos, maps and videos so will be easy to follow, especially for international students.

3.5.7 It is expected that a maximum of 75% would arrive on the check in weekend, with the remainder arriving on the days before and after. The arrivals on the check-in weekend may reduce depending on flights from overseas.

3.5.8 This equates to c. 40 students arriving per day on the Saturday and Sunday. As a worst-case scenario, it is assumed all of these would be by car / taxi.

3.5.9 **There will be 12 slots available per hour over a 12-hour period.** This is based on two vehicles utilising the proposed loading bay on York Street within a designated 10-minute period. On-site baggage handlers with luggage trolleys to help unload all belongings **will be made available**, who would assist in taking luggage to the reception area/relevant room. **Staff will be on-site 24 hours a day, so residents can arrive overnight.**

3.5.10 Future residents would be requested to arrive at the site at their allocated time and provided their period to unload belongings (using the loading bay and potentially the disabled parking provision if permitted by MCC) onto trolleys before departing to park for a longer period elsewhere.

3.5.11 Most students, particularly domestic ones, are expected to be accompanied by family members. The length of the time family stay can vary widely, from less than an hour to all day.

3.5.12 **To ensure move in is effectively managed, additional staffing resources will be employed.** These include but are not limited to; traffic wardens, baggage handlers, student ambassadors, front of house assistants, etc. These will support the full-time property resource of General Manager, Team Leader, Guest Experience Managers, Maintenance, Night Concierge, Housekeeping and Maintenance. The additional staff will be resourced to cover the busier times between 8am and 8pm, however staff presence will be available 24/7 to assist students arriving throughout the night. As well as other duties, these staff will manage usage of loading bays/parking and direct residents to the accommodation.

3.5.13 **Onsite traffic wardens will ask all car drivers to relocate their vehicle to the Euro Car Park accessed from Pritchard Street once all belongings have been dropped off.** Please note, cars will not be left unattended at any time. If for any reason a student comes alone by car, they will be assisted by staff to unload their baggage onto luggage trollies and then their luggage will be safely stored in our staff area whilst the student relocates their car to the Euro Car Park.

3.5.14 It is noted that check out will be managed in a similar fashion to the check in process. However, move out is more gradual over a period of days or even weeks. Some students will head home for the summer, whether this is domestic or internationals. The Site teams will communicate with the residents prior to check out and request their check out time and date.