

HELLO STUDENT MANAGEMENT LTD

PROPERTY MANAGEMENT PLAN



PLATINUM
CERTIFIED OPERATOR

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Introduction and Background

Empiric Student Property plc Background

Empiric Student Property plc is a UK Real Estate Investment Trust which owns and develops student accommodation across the United Kingdom. Empiric Student Property plc appoints the services of their internal student accommodation management specialist Hello Student Management Limited.

Investing in both operating and development assets, the Company focuses on quality, with assets generally in prime central locations in top university cities and towns in the UK, attracting international students and/or those studying beyond the first year, in particular, postgraduates. Empiric's customer base comprises approximately 60% international students.

All of Empiric Student Property plc accommodations are managed by our wholly owned management company Hello Student to create a safe, clean, well-run environment for its residents, which respects their need for privacy and study. We encourage a safe and caring environment for staff and residents who work in harmony with the local community.

Our continued dedication to providing quality properties and excellent customer service is evident in our Platinum Certified Operator status, awarded by Global Student Living. This certification is awarded based on direct feedback from students and looks at seven elements of customer experience including condition and quality, bedroom, value for money, student care and support, recycling and environmental, overall management and the Internet.

The Local

Manchester is an important part of this growth strategy; Empiric already owns and operates The Chapel and Victoria Point. Currently, Empiric's property portfolio comprises 7900 beds across 73 assets in 27 cities. The typical customer demographic in Empiric properties caters for both undergraduate postgraduate and international students, those attracted to such premium student accommodation. As a Real Estate Investment Trust (REIT) Empiric is a long-term investor and operator and is committed to delivering a high-quality student experience at the site.

Manchester is the UK's fourth largest student market (by full-time students). The University of Manchester is the UK's largest single institution and attracted 42,260 full-time students in 2021/22, a 14% increase since 2016/17. Growth is being driven by the University's international population, which has increased by 34% over the last five years. Manchester Metropolitan University (MMU) has enjoyed a positive growth of 13% over the past five years. The University has performed well in its recruitment of postgraduate students, which has seen a strong growth of 49% over the same period. The city's two key institutions are complemented by smaller and specialist institutions, including the Royal Northern College of Music and the growing University Campus of Football Business (UCFB).

The Site

Unlike a traditional residential block, a student's accommodation is a community. The students often know each other and are on university courses together. The students interact studiously and socially within their rooms and the communal areas if provided within the accommodation. Students are encouraged to commune, create friendships and promote a peaceful living environment to advance their own independence, learning and future.

Integration into the local community is of pivotal importance. The building is configured with a management office near the main access point to monitor visitors, providing both a visible site staff presence and a clear point of contact for residents. Staff move around the building to provide a discreet but effective behaviour monitoring role that enables a colligate presence and open engagement with the building and surrounding grounds.

Working with the Local Community

Empiric aims to provide a safe and caring environment in which the students and staff can live and work whilst always taking into account the sensitivities of the local community. The employment of a good neighbour policy, seeking consultation rather than confrontation to settle local issues, will act as the foundation between the building and the community. The site staff will be encouraged to actively seek to be a part of and work with the local community. Local community representatives will always be welcome to visit the accommodation, within reason and current operational demands.

Empiric and site management aim to proactively create a constructive relationship with its nearest residents, businesses and representatives of the local community to ensure the numerous local interest groups co-exist harmoniously. Nearby residents and other organisations must have a point of contact with the site to raise any concerns or specific problems that the manager can address.

National Code of Standards

The manager will be a member in good standing of the National Code of Standards for privately owned/managed student accommodations. The Accreditation Network UK (ANUK) has been established with the full backing of the Department for Communities and Local Government (DCLG) to ensure standards within privately run schemes are maintained at the highest level. Full details of the code are available on www.anuk.org.uk. The managers of the code and its enforcement are reported to the Government as required by statute on an annual basis. A copy of the latest annual report can be seen at www.anuk.org.uk.

The subject accommodation will be registered with ANUK on behalf of Empiric. Compliance with the ANUK code ensures both students and site managers enjoy the benefits of good practice. Where problems do occur, protocols are in place to identify and resolve issues as quickly as possible. ANUK accreditation will be displayed within the communal areas and within the accommodations produced literature.

University Vice Chancellors are advised by their own body, Universities UK, to only use ANUK-accredited schemes when recommending private sector accommodation.

Move in Process

In all cases, the Accommodation Manager will liaise with local police and traffic management in advance of the main move-in period and agree on a strategy for the management of vehicle movements. To further assist in a smooth intake additional staff support will be provided during check-in week. The additional staff members are there to assist in directing new student tenants to reception areas where they can collect keys, welcome packs, and directing students to their rooms. They will also assist with unloading vehicles if needed to keep the disruption to others minimal.

As part of our communication to student tenants prior to move in, details of public transport and parking locations in the general area are provided. This enables student tenants and in particular their parents to pre-plan their day, journey times and next steps after unloading.

HELLO STUDENT: CHECK-IN POLICY

The Hello Student Check-In policy was designed to ensure that students have a smooth and comfortable transition to their new accommodation.

Hello Student currently makes use of an online booking system to manage check-in and check-out processes. The purpose of the Check-In App is to have a digitised Check-in system to make check-in easier for the onsite team and elevate the customer experience.

The Check-In app allows onsite teams to implement the Hello Student Check-In procedure easily and efficiently.

Below is the Hello Student Check-In procedure:

Step 1: Pre-Arrival Communication

1. **Booking Confirmation and Information:** Using the Check-In App, upon receiving a booking confirmation, we will automatically send an email to each student with detailed information about their check-in date and time slot, as well as essential documents such as accommodation guidelines, emergency contacts, and directions to the property.
2. **Online Pre-Registration:** Students will be required to complete an online pre-registration form, providing important details such as a signed tenancy agreement, confirmation of payment, university reference number, letter of acceptance and any special requirements after which will be assigned a check In slot.
3. **Accessible Accommodation Options:** In the initial communication with students, we gather information about any specific accessibility requirements they may have. This includes details about mobility aids, hearing or visual impairments, allergies, or other specific needs.
4. **Personalized Assistance:** We encourage students with disabilities to inform us about their arrival and any assistance they may need during the check-in process. Our team is available to address individual concerns and coordinate appropriate support.

Step 2: Check-In Planning

5. **Scheduled Time Slots:** The main move-in period for new students is at the beginning of the academic year and is typically spread over a ten-day period. To manage the number of students arriving at any given time, we have organized check-in time slots. Students will be assigned specific time slots based on their year of study and course start time. This will help avoid overcrowding and ensure a personalized experience.
6. **Year of Study:** Check-In will be coordinated with the year of study to facilitate a smoother process for first-year students.
7. **Airport Shuttle Service:** For international students arriving at major airports, we offer added advice on optional airport shuttle service. Students can request this service during their online pre-registration and will be provided with detailed instructions on how to book these services.
8. **Priority Assistance:** Students with disabilities will be given priority check-in slots to ensure they have ample time and support during their arrival.

Step 3: Arrival and Check-In

9. **Arrival at the Property:** Upon arrival, students will be greeted by our friendly on-site staff who will guide them through the check-in process. On the move-in day, there will be additional staff allocated to sites to assist in managing the influx of new students.
10. **Document Verification:** Students are required to present us with their Check-In QR code along with a photo I.D. Our staff will verify these documents and ensure all information is accurate.
11. **Room Allocation:** Students will be provided with their room keys and access cards. Our staff will explain the site's amenities, communal facilities, and answer any questions.
12. **Welcome Pack:** Each student will be directed to download the Hello Student App containing useful information about the property, local area, transportation, and important contact numbers. Students will be presented with the Health Assured App (SAP), a How to Rent guide (England Only) and an Inventory Checklist.
13. **Travel Pack:** Each student will receive a travel pack which sets out the bus and train maps and timetables. Car clubs and leaflets highlight the benefits of active travel such as cycling and walking.
14. **Accessibility Features:** Our accommodation is equipped with accessible features such as ramps, elevators, handrails, accessible toilets, and designated parking spaces. Students will be assigned rooms that best suit their needs.
15. **Personalized Check-In Support:** Trained staff members will be available to provide personalized support during check-in. This may include guiding students to their rooms, explaining accessible routes, creating personal emergency evacuation plans (PEEP) and assisting with any specific requests.

Step 4: Health and Safety Briefing

16. **Induction:** All students will attend a brief induction session covering fire safety procedures, emergency exits, first aid locations, and COVID-19 guidelines (if applicable).
17. **Individualized Briefing:** Students with disabilities will receive a one-on-one health and safety briefing tailored to their specific needs at that point a personal emergency evacuation plan (PEEP) will be generated. This will cover evacuation procedures, emergency exits, and any additional precautions.

Step 5: Ongoing Support

18. **Customer Service Advisor:** Our dedicated CRMs will be available to assist students with any queries or concerns during their stay. They will organize social events and provide guidance on local culture and amenities.
19. **24/7 Helpline:** We offer a 24/7 helpline for customers to access counselling sessions and support for issues such as mental health, financial concerns and physical health worries.
20. **Accessibility Assistance:** Our CRMs and on-site staff are trained to provide ongoing accessibility support. They are available to answer questions, address concerns, and ensure a comfortable living experience.
21. **Accessible Communication:** We offer various communication channels, including TTY/TTD devices and video relay services, to ensure that students with hearing or speech impairments can easily reach us.

Step 6: Settling In

22. **First Week Activities:** During the first week, we will organize orientation events, and social gatherings to help students settle in and make friends.
23. **Regular Check-Ins:** Our staff will conduct regular check-ins with students during the initial weeks to ensure they are comfortable and have everything they need.
24. **Customized Orientation:** Students with disabilities will receive a personalized orientation, highlighting accessible facilities, common areas, and nearby services. We maintain regular communication with students to ensure their needs are being met and to provide any necessary adjustments to their accommodation or support.

This strategic check-in procedure for students not only benefits the students themselves but also provides valuable support and guidance to the onsite teams.

The procedure assists the onsite teams by providing:

Structured Process: The procedure provides a clear and structured process for handling check-ins for students. This clarity helps onsite teams anticipate the needs of students and allocate resources effectively.

Advance Preparation: By gathering information about specific requirements during the pre-arrival communication stage, onsite teams can prepare in advance. This allows them to make necessary arrangements, allocate appropriate rooms, and ensure that any required equipment or accommodations are ready upon the student's arrival.

Time Management: Priority check-in slots and personalized assistance help manage the flow of arrivals, preventing overcrowding and ensuring that each student has the time and attention they require. This helps onsite teams avoid rushed or stressed interactions during the check-in process.

Trained Staff: Onsite teams are equipped with training to provide personalized support to students. This may include knowledge about accessible routes, communication methods, and emergency procedures.

Enhanced Communication: The procedure emphasizes open and accessible communication channels between onsite teams and students. This encourages a positive and welcoming environment, where students feel comfortable expressing their needs and concerns.

Emergency Preparedness: By conducting health and safety briefings, onsite teams ensure that students are well-informed about evacuation procedures and emergency protocols. This proactive approach enhances the safety of all residents and staff.

Community Building: The procedure aligns with the broader goal of creating an inclusive and diverse community within the accommodation. Onsite teams play a crucial role in fostering a sense of belonging among all residents, and this procedure helps them establish connections with students.

Team Satisfaction: Knowing that they are contributing to a welcoming and accommodating environment can boost the job satisfaction and morale of onsite teams. It reinforces their role in creating a positive impact on residents' lives.

Move Out Process

All student tenants will be advised prior to the end of their tenancy period of the move-out procedures and dates on which they would be expected to finally vacate. Due to university courses and examination periods finishing at different times, student check-out is not so time confined. Typically, check-out takes place over an extended period at the end of the academic year. Appointments are made between the Accommodation Manager and the student tenant to inspect a room for damage and cleanliness prior to departure as part of this "check-out" process.

From a travel perspective, the "Check-out" process mirrors the "Check-in" process as outlined above and from management experience, the students vacate the site over a longer staggered period, lessening anticipated travel impact/intensity.

Management of Health & Safety, Fire and Security

Health and Safety

The manager is enlisted to be vigilant in their approach to health and safety. The manager will utilise the services of an external specialist Health and Safety company to undertake risk assessments in the following areas:

- Fire Risk Assessment (Fire Safety Regulatory Reform Order 2005)
- Health and Safety Risk Assessments
- Legionella Risk Assessment

Comprehensive health & safety reports will be commissioned annually if required by law, and all site safety issues will be managed by the manager. Onsite teams make use of a centralised incident reporting software, Safety Net, which allows teams to track, manage and report all incidents.

An initial assessment will be undertaken towards the end of the construction phase and will enable all required safety measures to be put in place prior to the student tenant's move in date. The report will detail all site risk assessments, safety compliance issues, site specific task management, and will ensure that sites maintain accurate safety data and are compliant with legislation.

With regard to issues of site staff safety and compliance, site staff will undertake training in general health & safety issues as appropriate for their area of responsibility. All employees required to work during the night will be eligible for night worker health assessments as required under the Health & Safety at Work Act 1974.

Wellbeing and Quality of life

The property will deliver a host of amenities and well-being spaces to provide students with opportunities for relaxation, socialising and recreation, all essential to maintaining a healthy study-life balance. ESP have set out core principles that will be adopted across all properties:

1. Social spaces across multi-unit student accommodation buildings.
2. Central open house lounge and interface to front house operations such as social lounge, co-working, relaxation, games area which supports security, student interaction and operational interface.
3. Separate purpose-built environments such as private dining (social), entertainment (i.e.. digital gaming, karaoke, film), quiet study, library and gym.

The experience, size and efficiencies of these spaces are driven by occupancy ratios and their hierarchy of needs by the student. Both cellular spaces and open plan / open house multi-functional spaces have value in a balanced measure.

ESP are committed to ensuring all our team members are equipped to respond to the support needs of customers. In order to offer specialist advice and guidance to team members, we have appointed a Wellbeing Manager within the Operational Risk and Wellbeing team. We have an annual event and campaign calendar which provides wellbeing focussed events at high stress times of the year. Our general approach ensures promoting community and a sense of belonging as a key component to enhance the well-being of our customers.

We have developed a Wellbeing Blueprint which outlines our approach to Wellbeing including explaining our approach to training, reporting, data sharing and risk management. Specific guidance documents are also in place to give teams detailed direction on how best to support our customers when they experience mental health crises, sexual assault or domestic violence.

Training for team members includes accredited Mental Health First Aid (2 day course), to ensure a baseline of knowledge about the signs that a student may be a potential cause for concern or may require a higher level of support.

Workshops and scenario based training will enhance team members' practical skills including active listening, maintaining role boundaries, effective signposting to specialist support including university services, and responding to high-risk disclosures.

Team members report any customer well-being concerns through our online reporting system, SafetyNet. These incidents are triaged so that an overview of trends and risk escalation can be regularly monitored. We place an emphasis on incident reporting and case escalation, so our teams know how and when to record an incident or escalate a situation, internally or externally, when the complexity or risk level requires it.

As a landlord and operator, we are not in a position to provide specialist mental health or wellbeing support to individuals, or duplicate university or other external specialist services, such as NHS services. We do, however, always seek to be alert to, and pick up on, customers' specialist support needs when these surface in an interaction, and signpost customers to specialist support, where appropriate.

We are here to help customers access the support they need in a way that is supportive and positive. We abide by data sharing good practice guidelines and have robust processes for disclosing information in the cases of customers being at immediate risk to themselves or others.

All Hello Student Residents get free access to 24-hour support and professional counselling delivered by our partners, Health Assured. This highly confidential service is available 365 days a year via phone or mobile app.

Hello Student: Persons with Disability Strategy

Hello Student continues to demonstrate a commitment to inclusivity, legal compliance, and responsible property management by ensuring the safety, accessibility, and well-being of all residents, particularly those with disabilities or specific needs.

We strive to ensure our properties are accessible, making available a range of room types, and being ready to provide a range of different facilities and features, often required by disabled persons. Room types and the range of available adjustments will vary from location to location; however, in principle, we seek to take account proactively of the needs of disabled customers when planning, designing, or refurbishing our properties to reflect inclusive design, where possible.

It is important to note that not all disabilities are visible and may range from a variety of different conditions. We have processes in place to support customers who require adjustments from the whole spectrum of disabilities and have an experienced team in place to best support every customer, whatever their needs.

A reasonable adjustment is a change to standard living arrangements considered and agreed upon by ESP/Hello Student to enable a disabled person to access the accommodation. Decisions are made about the reasonableness of, and need to implement, individualised adjustments based on a range of criteria, including, but not restricted to:

- The extent to which the adjustment would address any disadvantage or barrier to accommodation potentially faced by an individual disabled customer.
- The nature of a disabled customer's circumstances and requirements, following consultation, as required, with the customer, our own Operational Risk and Wellbeing team, and sometimes other organisations, such as the customer's university or a provider of specialist equipment.
- The practicality of the adjustment, taking account of disruption, health and safety issues, and any impact on, or the reasonable expectations of, other people, such as other customers or team members.
- The costs, including the availability of external funding sources to assist in the adjustment, in the context of our organisation's overall resources.
- Legal precedent, and other practical precedents within the organisation.

All adjustments are considered and assessed on a case-by-case basis. We will sometimes be constrained - perhaps by the nature and design of our properties or by other factors – in terms of what we are able to do. However, we are committed to working with disabled customers to understand their requirements and provide accommodation, with individual adjustments as required, that works for each disabled customer, whenever we can. We explore the following options to accommodate additional needs best:

Accessible Accommodation Options: In the initial communication with students, we gather information about any specific accessibility requirements they may have. This includes details about mobility aids, hearing or visual impairments, allergies, or other specific needs.

Personalized Check-In Support: Trained staff members will be available to provide personalized support during check-in. This may include guiding students to their rooms, explaining accessible routes, creating personal emergency evacuation plans (PEEP) and assisting with any specific requests.

Accessibility Features: Our accommodation is equipped with accessible features such as ramps, elevators, handrails, accessible toilets, and designated parking spaces. Students will be assigned rooms that best suit their needs.

Personal Emergency Evacuation Plan: Where persons with disabilities reside onsite, our staff are legally required to undertake a Personal Emergency Evacuation Plan (PEEP) which is a customised and individualised document designed to assist individuals with disabilities or mobility impairments during emergency evacuation or planned maintenance situations. The purpose of a PEEP is to outline specific procedures, strategies, and accommodations that need to be put in place to ensure the safety and well-being of individuals with disabilities during an evacuation and planned maintenance. PEEPs take into consideration the unique needs and requirements of each individual and provide guidance to both the individual and those responsible for assisting them during an emergency.

Fire

ESP/Hello Student recognises the importance of fire safety and takes its responsibilities very seriously, aiming to demonstrate best practices across the portfolio consistently,

As part of this framework, we have entered into a partnership as part of the Primary Authority Scheme with Tyne and Wear Fire Service. The scheme is designed to:

- Share and promote best practices;
- Build a culture of continuous learning and development;
- Ensure compliance with legislation and in particular the Regulatory Reform (Fire Safety) Order 2005 ;
- Ensure that our Fire Management System and associated documents are compliant and meet our legal duty ;
- Promote fire safety through national campaigns ;
- Drive fire safety consistency throughout our portfolio ;
- Ensure that the company guidelines are being implemented through a planned programme of audit and inspection ;
- Obtain assured advice and guidance ;
- Our relationship with the Primary Authority is key to making sure that our strategic approach to fire safety is aligned with current legislation ;

FCS live to undertake Type 3 Fire Risk Assessments across the portfolio. During the site visits, they ensure the fire strategy is reflective of the property design and assess the validity of our fire risk controls. The risk assessments include consideration of the building's external wall system and how this may affect the property's performance during a fire incident.

Security

A Site Manager will be located in the onsite office and roaming (as required) during the core hours of Monday to Friday 9.00 am to 5.30 pm (times may vary depending on the needs of service). Outside of office hours, the night caretakers will remain on-site, providing 24-hour supervision with further support staff at their disposal.

Site Support staff such as Customer Service Advisors, cleaners, Maintenance Officers and Night caretakers are employed directly by the manager and all aspects of personnel are managed by a human resources department. In this support position, the manager's recruitment philosophy will be to always seek to employ the site staff from the local community or within a reasonable travel distance for this additional support. Whilst this supports the local community, as an addition to the site team also then have a greater understanding and empathy with that community.

Out of core hours in the 24-hour period – services will be covered by the accommodation manager on site and support staff members or Night caretakers (NCT). Depending on the occupancy of the building, during the different times of the year, there will always be at least one management-level trained member and during higher occupancy periods two Ambassadors will be on call in the building for calls for assistance. The NCT's out-of-hours management role will be to provide a visible presence and a point of contact for all student residents and others as needed. They will hold management responsibilities for responding to alarms, dealing with excessive noise and minor behavioural issues. They are expected to act in the interests of good neighbourliness to other local occupiers.

In the event of a risk to the safety of the management and ambassadors, they will have access to the on-call 24-hour security company to respond to any serious issues. Comprehensive training will be given in fire management and major incident management to all site staff in addition to other safety training as required.

The site staff will be supported by access to a 24/7/365 emergency national call centre. The call centre will have direct access to all retained maintenance contractors to respond to emergency building situations 24/7. Victoria has a Team Member presence 24/7/365. During core business hours this is in the form of the Manager plus various Team Members such as Maintenance Operatives, Caretakers and Customer Service Advisors. Out of hours, the site is populated with Night Caretakers (NCTs). Their job is to be the first point of contact for any customer and either support or request a specific attendance the following day. For a more immediate incident that requires a contractor response, NCTs can utilise an out-of-hours service to request contractor support. This can be for any incident such as flooding, drainage or power outage.

The emergency contact telephone number for the call centre will be displayed throughout the building and presented to all student tenants in their welcome pack and other documentation which will be provided periodically.

In case of major incidents, the call centre also has management telephone numbers. Liaison with local emergency planners will occur to develop and implement a major incident plan. The site will have a major incident plan detailing the following:

- Immediate actions in the event of an emergency
- Responsible persons (hierarchical chart)
- Incident criteria and reporting

Contact details for relevant personnel, including site staff, clients, universities, embassies and contractors (i.e. electrical contractors, plumbers etc.). The manager will work closely with Local Authority Emergency Planning Officers to ensure full support in the event of a major incident.

Comprehensive CCTV systems will be installed on-site by staff to monitor CCTV images. The CCTV cameras will be situated in the interior and exterior of the accommodation. These cameras are there for the purpose of crime prevention and investigation as well as acting as a visual deterrent to potential intruders.

Each block is secured by an electronic access control system. This enables all access to be logged and reduces the likelihood of unauthorised access to the buildings.

Furthermore, the entry gates or door cameras will be situated to view anyone entering or leaving at all hours of the day. This will supplement the site staff and is not considered to be a replacement for the essential personal presence of responsible staff on site.

Lighting is of high quality and reduces any “dark spots” around the site. This also enables the NCTs to observe the site safely whilst completing regular patrols around the site. The lighting also enables customers to confidently move around the site knowing that the path ahead of them is visible.

Each Team Member is also equipped with a lone working device. This device is linked to an external alarm receiving centre which operates 24/7/365. At a single touch of a button, a Team Member can raise an emergency call to this centre and access emergency support immediately.

Whenever NCT presence cannot be guaranteed, such as sickness or special company events, the team is supplemented by external personnel. These team members come from security companies that are SIA-trained and registered in the Safe Contractor Accreditation Scheme. They are briefed on our procedures and their performance is reviewed to ensure they meet our high standards of customer care.

Emergency Planning is in the form of a Business Continuity Plan. This outlines numerous items such as procedures and emergency shut-offs for utilities. It also has checklists for incident scenarios to act as an aid memoir for any Team Member dealing with an incident. Where required, there is a Crisis Team on standby for any incident that has the potential to escalate into a wider concern.

Maintenance of the Accommodation

The site manager will be responsible for keeping the accommodation maintained, involving regular internal and external repairs. A rolling programme of Planned Preventative Maintenance will be in place for regular upkeep of the building.

The accommodation team will ensure:

- That the interior and exterior of the building are kept clean and tidy and that any graffiti or rubbish is removed as quickly as possible.
- That any damage or defect notified to the accommodation manager 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 qualified service providers.
- That all common facilities are kept clean, in a good state of repair and that all standard fixtures comply with relevant statutory obligations and that those that require periodic inspection will be so inspected by qualified service providers.
- That the common areas and building structure are correctly maintained using 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, and relevant industry best practice guidelines and with due regard to minimising any temporary interruption of the amenities that either occupants or adjoining residents

enjoy. Any deficient fixtures and fittings within occupants' rooms are repaired or replaced as soon as possible following notification to the Accommodation Manager.

- All external areas will be kept clean and well landscaped, and rubbish will be stored safely and securely with regular collections.
- The behaviour of residents and their enjoyment of their stay is influenced by the quality and standard of their living environment, with a clean, good quality, environment engaging respect and appropriate behaviour. To maintain a good quality living environment, all communal, study, laundry and outdoor areas will be cleaned regularly and monitored via CCTV.
- The residents will be responsible for maintaining the cleanliness and quality condition of their living unit and this is ensured through a program of unit inspections and advice from site staff.
- The accommodation's Fire and Health & Safety will be fully compliant with local and statutory requirements.
- External Public Areas
- The site manager will ensure that the external public areas always remain safe and accessible. The site staff will ensure that any 'hard landscaped areas' will be kept free from graffiti, litter, weeds, waste and other debris. As well, all 'soft landscaped areas' will likewise be kept free from litter and other debris and will be tended to and cared for to remain inviting and homely.
- All signage will be kept clean, legible and unobstructed and should illuminating signs be used, will be maintained accordingly.

Travel Plan

To help student residents explore the city and make the most of their time with Hello Student, residents will be issued with a travel pack with valuable information on various transportation options and tips for active travel.

Residents will be encouraged not to own a car or park local to the site and there will be limited general onsite car parking spaces.

This approach is consistent with the aspirations of the adopted local plan which seeks to minimise traffic increase and is reflective of the site's sustainable location. This is therefore a self-enforcing restriction on car ownership.

The travel pack will include information on city-specific travel apps, city walking and cycling routes, council-led e-scooters and e-bike initiatives, bus and train services and where required car clubs and taxi services.

Hello Student: Manchester Travel Pack

Welcome to Manchester we're excited to have you as part of our community. Hello Student is committed to the safety and wellbeing of our residents. To help you explore the city and make the most of your time here, we've put together a travel pack with valuable information on various transportation options and tips for active travel.

Residents will be encouraged not to own a car or park local to the site and there will be no general onsite car parking spaces.

This approach is consistent with the aspirations of the adopted local plan which seeks to minimise traffic increase and is reflective of the site's sustainable location. This is therefore a self-enforcing restriction on car ownership.

We therefore actively encourage you not to own a car via the measures identified above with no student parking (except disabled spaces) and No unrestricted car parking local to the site.

We would welcome you to visit **Transport for Greater Manchester** which sets out the majority of Manchester's frequently asked travel questions and tips.

1. Getting Around by Foot and Bike: Promoting Active Travel

Discover Manchester's streets, landmarks, and attractions on foot. "Bee Network" pedestrian maps highlight pedestrian-friendly routes, parks, and popular destinations to assist you in exploring the city. <https://gmwalking.co.uk/walking-routes/>

Cycling Routes: Manchester is a cyclist's paradise with numerous dedicated bike lanes and paths. Explore the city and its surroundings on two wheels. Our cycling map suggests scenic routes and bike-friendly areas. [Cycle Maps](#)

E-Scooters & E-Bikes: E-bikes and E-scooters are rapidly growing in popularity which offers users a sustainable way to get around the city quickly and conveniently. To see where they are available to use download the [TIER app](#), [Lime](#) which is available on the App Store or Google Play.

Active Travel Benefits: Walking and cycling not only contribute to a healthier lifestyle but also reduce your carbon footprint and support a sustainable community. Plus, it's a great way to immerse yourself in the local culture.

2. **Public Transportation:** Trains and Buses

Train Services: Manchester has excellent rail connections. The train map outlines routes to nearby towns, cities, and attractions. Consider taking a scenic train ride to explore. [Find a Station](#) | [National Rail](#), [Trainline](#)

Bus Routes: Manchester's well-connected bus network makes it easy to travel around the city and its outskirts. The bus map highlights major routes and stops. <https://tfgm.com/ways-to-travel/bus>

3. **Car Clubs and Shared Transportation:**

Car Clubs: For occasional car use, consider joining a car club. They provide access to shared vehicles parked conveniently throughout the city. It's a flexible and eco-friendly option.

- a. **Hiyacar** - <https://www.hiyacar.co.uk/search?q=Manchester,%20UK>
- b. **Enterprise Carclub** - <https://www.enterprisecarclub.co.uk/gb/en/home.html>

Ride-sharing and Carpooling: Connect with fellow students for ridesharing or carpooling to campus and beyond. It's a great way to reduce costs and make new friends.

E-Hailing: Manchester has access to easily accessible e-hailing taxi services such as **Uber** and **Bolt**.

Download App:

[Uber App](#) or [Bolt App](#)

Taxis: Manchester has access to several long-standing taxi services which can assist with transfers from stations or airports as well as day-to-day travel. These include:

- a. **Manchester taxi Service** – Telephone: (0161) 270 8701
- b. **Manchester Airport taxi**– Telephone: (0161) 546 70000

4. **Safety and Tips:**

Safety First: Whether you're walking, cycling, or using public transportation, prioritise safety. Follow traffic rules, wear helmets when cycling, and use well-lit pathways at night.

Local Apps: Download local transportation apps for real-time updates, routes, and schedules. Apps like "Citymapper" can be invaluable companions for your journeys—alternative—alternative travel maps.

- a. Waze
- b. Google maps
- c. Apple maps

5. Your Health and Well-being

Health Benefits: Active travel not only reduces stress but also boosts mental and physical well-being. Incorporate walking or cycling into your routine to stay fit and energized.

Environmental Impact: By choosing active travel options, you're contributing to a cleaner environment and reducing air pollution.

We're here to support your travel adventures and ensure you have a fantastic experience in Manchester. If you have any questions or need assistance with planning your journeys, feel free to reach out to our friendly onsite staff. Safe travels and enjoy exploring Manchester!