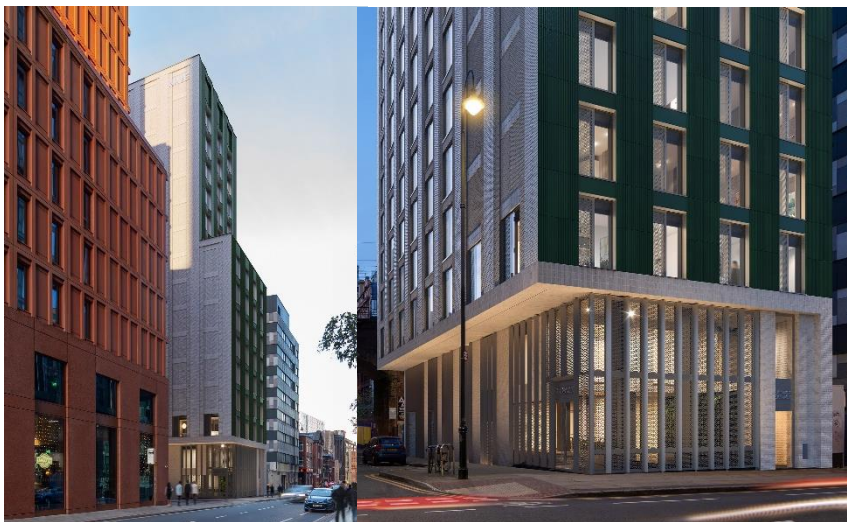


Outline Student Management Plan

true Manchester

Charles Street, Manchester

Operations managed by **True Student Ltd**, Ground Floor 8-9
Bulstrode Place, London W1U 2HY



Introduction

1. The Proposed Development will be operated and managed by True Student. True Student Ltd is a wholly owned subsidiary of the Bricks Group.
2. This Outline Student Management Plan seeks to set out the elements and definitive measures which will be provided within a detailed Student Management Plan (SMP). The final SMP will be submitted to and approved by the Council prior to the occupation of the scheme pursuant to a planning condition. The scheme will be managed in accordance with the final SMP.
3. The SMP will have a focus on both ensuring the well-being and safety of occupants whilst ensuring that the day-to-day operation of the scheme does not have adverse impacts on the local community in terms of day-to-day comings and goings and particularly move in / move out days.
4. The SMP will be prepared in line with the following technical documents which will be approved as part of the planning permission:
 - Crime Impact Assessment (Greater Manchester Police)
 - Design and Access Statement (SimpsonHaugh)
 - Energy and Sustainability Statement (BPP Energy)
 - Fire Statement (OFR Consultants)
 - Whole Life Carbon Assessment and Circular Economy Statement (BPP Energy)
5. The content of the detailed SMP is set out below:

Development, Accommodation and General Management Arrangements

6. There will be a 24-hour on-site staff presence. Operating 365 days of the year.
7. Average tenancy lengths will be expected to be around 51 weeks for a normal year.
8. The on-site management team consists of a general manager, team leader, housekeeping, guest experience and maintenance plus night concierge supported by regional and central functional teams.
9. For arrivals and checkout weekends we also provide a number of student/brand ambassadors to support guest and visitor movements.

Content of SMP

10. The content of the detailed SMP is set out below:
 - **Move In / Move Out Strategy:** This section will confirm that marshals will be deployed across 8am to 8pm shifts across arrivals week and Aug (51wk) departures to ensure there are no traffic infringements or access to Charles Street, York Street or adjoining

areas. Considerations will be made by local management nearer the completion date and pre-occupancy for luggage collection services to mitigate peak check in demands.

- **Access:** This section will provide detail on how each room will be accessed in the event of routine inspections, cleaning services and unplanned building work.
- **Repairs and Maintenance:** This section will confirm the performance standards which will be required to be met in the event that any repair or reactive maintenance work is needed.
- **Cleaning and Maintenance of Communal Areas:** This section will confirm how the cleaning and maintaining of communal areas will be communicated to tenants and how frequent the cleaning will be, as well who will be providing the cleaning services.
- **Furniture and Furnishings:** This section will confirm the furniture included within each room, as well as compliance with the relevant fire safety legislative requirements.
- **Kitchen Facilities:** This section will confirm how the kitchen within the studio rooms have been designed and installed having regard to the tenant's safety.
- **Bathroom and Laundry Facilities:** This section will confirm the bathroom facilities within each room, and provide details on how the laundry facilities will be managed.
- **Tenant, Local Community and Neighbour Satisfaction:** This section will confirm that tenants and neighbours will be consulted with regularly and will encourage dialogue with the landlord. Tenants and neighbours will be provided with contact details for the landlord who will aim to respond to any communication within 24 hours. Every effort will be made to mediate between the tenants and neighbours to resolve any issues and to ensure that repeat disturbances are kept to a minimum. The section will confirm that strong relationships between local businesses will be formed, and these businesses will be positively promoted to the tenants and guests via onsite events and information provides via the True Student app. Ultimately, the section will confirm that tenants will be encouraged to respond with mutual respect to the needs of neighbours in close proximity to the residence, most importantly the Paintpots Day Nursery. Residents of the building will be required to sign an agreement and adhere to a Code of Conduct "House Rules" for the duration of their residency incorporated within their contractual tenancy agreement. Particular attention is paid to respecting adjoining residents and to refrain from any activity that might cause nuisance, give rise to complaints from neighbours or the general public, or bring the institution into disrepute.
- **Health and Safety:** This section will provide details of how the building will be maintained and managed so to minimise the risks of potential health and safety hazards. The section will confirm the details relevant health and safety training that all staff will undertake.
- **Energy Efficiency:** This section will detail how the building complies with the Whole Life Carbon Assessment and Circular Economy Statement prepared by BPP Energy.
- **Fire Safety:** This section will detail how the building complies with the Fire Statement prepared by OFR Consultants.

- **Waste:** This section will detail how the building complies with the Waste Management Strategy which is subject to the Section 106 Agreement.
- **Lighting:** This section will confirm that all internal and external areas will be provided with adequate safe lighting which will be maintained to ensure continued effective operation. Additionally, it will provide details of the automatic timers.
- **Tenancy Agreements, House Rules and Deposits:** This section will explain the occupancy agreement which will need to be signed by tenants to avoid misunderstandings regarding the standard of cleanliness and condition of the property expected at the end of the tenancy.
- **Disputes and Complaints:** This section will detail how disputes and complains will be effectively managed.
- **Parking:** This section will confirm that there is no car parking available to students or staff at the property, and will detail the cycling provision.