

Student Management Plan – The Residence, Plymouth Grove, Manchester

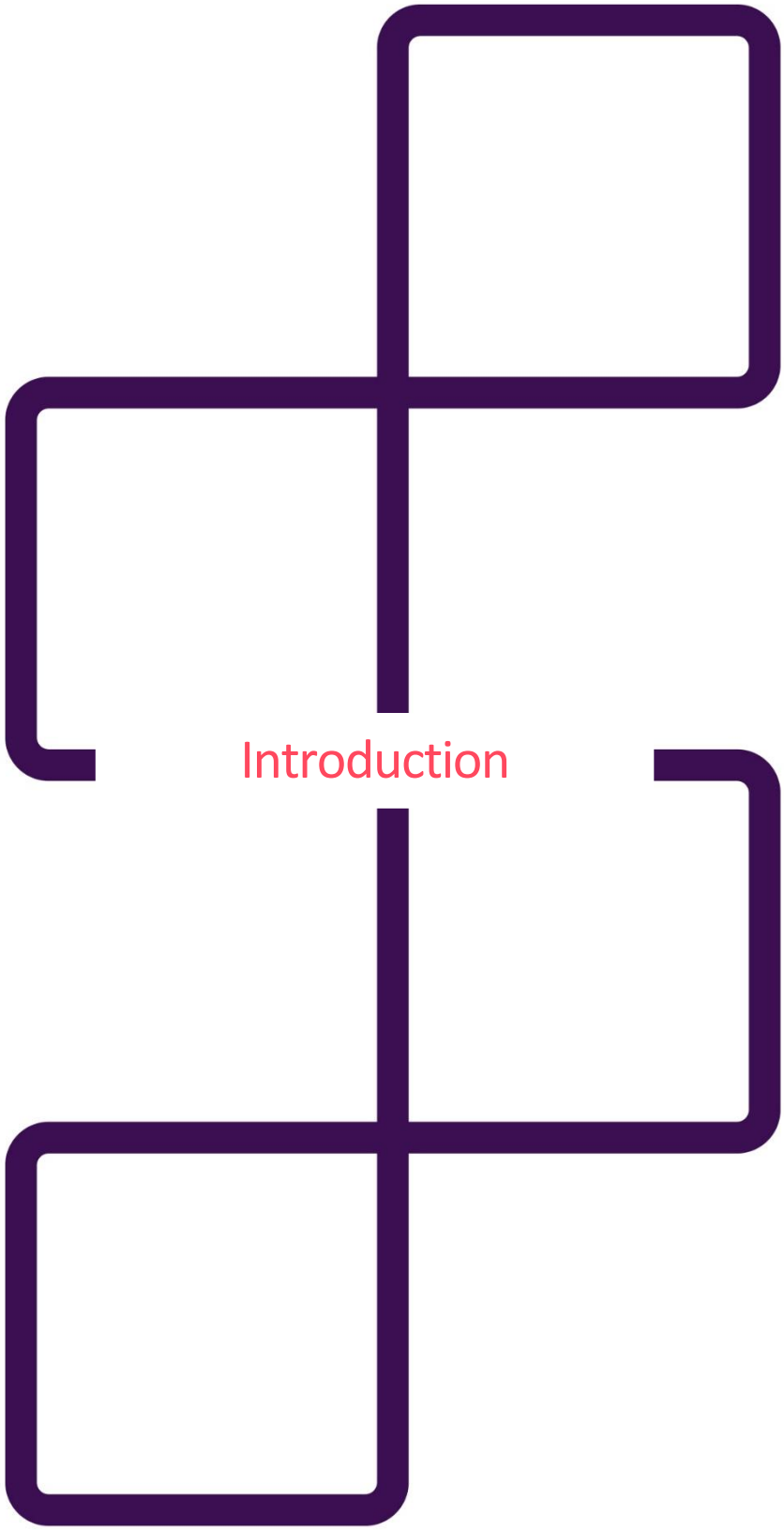
September 2023

Where you belong.

Fresh.

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Introduction

1. Introduction

This is the Fresh Management Plan for The Residence, Plymouth Grove. This document sets out the key principles by which the development will be managed.

1.1 Our Approach

Fresh is a leading expert in the purpose-built accommodation sector with an unrivalled track record, coverage and scale. The company turns great buildings into great places to live by offering a single source solution for clients in the student, build to rent and Co-Living sectors.

Our customer facing services are delivered locally by directly employed site based staff. The teams are led by professional and experienced Accommodation Managers, who are responsible for the day-to-day running of each site, marketing to potential new residents, health and safety compliance and working and liaising with Universities, the local community and other stakeholders.

Support is provided to the site based staff by an experienced specialist Central Services department, whose areas of expertise provide the Residents' Team with a detailed delivery framework, ensuring consistency of service delivery in line with recognised good industry practice.

As a Business we are committed to working in tandem with Universities and Colleges to provide a positive 'student experience' and ensure seamless access to shared services by integrating into the University's pastoral care regime and ancillary services.

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

Fresh has a proven track record of working within the local community to ensure that the property has a positive impact on the area, by working with local resident associations, neighbourhood watch, local police and the fire service.

1.2 Our Size

Fresh currently manages circa 22,496 units at 69 sites throughout the UK and Ireland[1].

Our properties range from 61-1025 units and include both shared cluster flats and studio accommodation for students and apartments/ studios for build to rent.

1.3 Accreditation

As members of ANUK and ARLA we are committed to maintaining our professional standards and are fully compliant with the Code.

We also work with the local councils or educational establishments to sign up to any local accreditation property where appropriate.

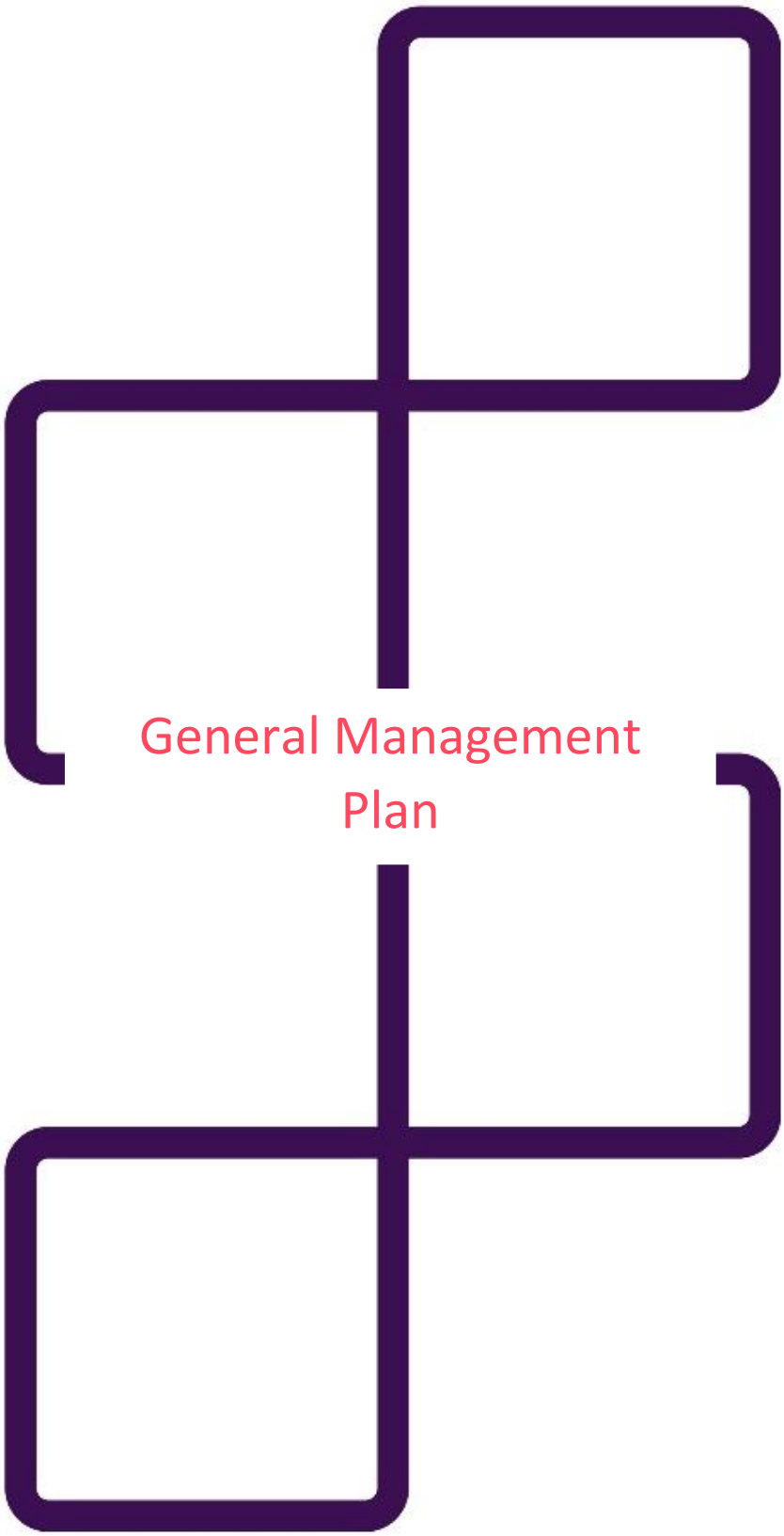
In addition, we have our own Quality Assurance Framework which ensures that a broader range of service levels are achieved.

1.4 Core Management Principles

Our overall objective is to work with the Owner to deliver a well-designed building that is professionally managed. We provide a safe, secure home for residents, in an environment that is conducive to study, and integrates into the local community, contributing positively to the local housing provision for residents in Manchester. This provides reassurance to all stakeholders that:

- Residents have a safe and well-maintained place to live.
- Tenancy Agreements are correctly executed and enforced.
- Student deposits are registered and secure.
- There is an on-site team for face-to-face contact with the residents, neighbours, and other stakeholders.
- We have a commitment to developing strong relationships with the local Universities and Colleges.
- Physical aspects of the estate are maintained to meet legislative compliance and to a high standard.

[1] As of January 2023.



General Management Plan

2. General Management Plan

2.1 Site Details

The property, The Residence, Plymouth Grove, is located at 1-3 Plymouth Grove Manchester, M13 9JJ and is to proposed to provide student residential accommodation in the form of Studios and larger Premium Studios.
There will be a total of 263 Beds, comprising 215 1 bed studio flats and 24 2 bedroom 'premium studio flats.
The ground floor will provide a combination of non-residential areas such as refuse store, laundry, gym, wellness studio, social spaces, games room, meetings rooms, a private dining area and TV lounge. In addition to this there will be an external roof terrace amenity.

The proposed development is intended to be operational from September 2026.

2.2 Resident Profile

The property will be attractive to a range of universities based across Manchester or more locally. The following institutions are now within an acceptable 30-minute public transport commute time.

- Manchester University (10 mins walk)
- University of Salford(30 mins bus)
- Manchester Metropolitan University (15 min walk)

The Studios are ideal for undergraduates and international students looking for a secure, but social environment in which to live.

Premium Studios are an attractive housing option for the mature 2nd and 3rd year undergraduates, 4th year students, postgraduates and international students who are looking for independent, but well managed and secure environment to complete their studies.

2.3 Service Delivery

2.3.1 Staffing

The onsite team at The Residence, will consist of a General Manager, Assistant General Manager, Service Assistant and Maintenance Operative.

The customer facing services and day to day running of the site will be delivered by the on-site Residents' Team who will be responsible for marketing, tenancy

management, rent collection, health and safety and maintaining stakeholder relationships and building maintenance.

The on-site staff will be supported by the Central Services Team who are specialists in Marketing, Finance, Maintenance, Health and Safety and Customer Service. The Central Team creates the detailed framework for implementation at site level.

The General Manager will report to the Operations Manager. All members of the Residents' Team will receive full training, comprising of an induction, a Management Development Programme, ANUK training in the National Code of Standards for Larger Developments, monthly 1-1's with their manager, probation review and annual appraisals. New managers are 'buddied' with existing site managers, who will offer practical guidance and support. The Residents' Team will also have regular communication with, and support from the Marketing and Facilities Team.

All staff have annual key performance targets that cover hard KPI areas such as lettings and arrears, and softer KPI's including customer satisfaction and building management.

Bonuses will be paid to staff based on performance against a range of KPI's ensuring attention to all areas of their role.

2.3.2 Reception Services

The Reception will generally be open Monday to Friday 9am till 5:30pm, providing a point of contact for:

- Reporting repairs.
- Delivery and collection of parcels.
- Resident disputes and complaints.
- Organising social events.
- Provision of general local information and signposting to specialist services.
- Marketing enquiries.
- General customer support and guidance

At key marketing and check in times, Reception opening hours will be extended to provide weekend and evening cover.

Community events and contact details

The creation of a thriving, strong, healthy and vibrant community in this building is important for customer satisfaction and also retention.

Regular events through our Be Wellbeing programme will be organised for residents to help to create a sense of community. The following represents a non-exhaustive list of the types of events that will be organised:

- Book clubs
- Grow it Fresh
- Bake off events
- Movie nights
- Quiz nights
- Cultural celebrations such as Halloween/ Christmas/ Eid etc

All events will be organised and communicated by the onsite Residents' team who will be available at the Reception desk or contactable via telephone/ email/ WhatsApp and WeChat. Contact details will be displayed at all times in the Reception area.

As well as creating a positive community inside the property, the Residents' Team will also look for opportunities to engage with and encourage our residents to seek employment and volunteering opportunities at local businesses, charities, and community groups. The Residents' team will signpost residents to local groups and opportunities through social media posts and organised events.

2.3.3 Tenancy Management System

To ensure that our service is transparent and accessible we use an online integrated Resident Portal and Tenancy Management System (Yardi).

Yardi provides the interactive resident portal and back-office tenancy management operating system that will be used to manage The Residence, Plymouth Grove.

The system provides an online service for residents allowing them to book their room, manage their booking, pay their rent, report repairs and complete and view the condition and inventory for their accommodation online 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.

Tenancy Agreement and Resident Handbook

In England and Wales our residents sign an Assured Short Hold tenancy agreement as prescribed by the Housing Act 1988. All the deposits taken for damages are registered with a government approved tenancy deposit property.

The Tenancy Agreement clearly sets out the responsibilities of the resident and Fresh as the managing agent.

In addition to the Tenancy Agreement, each resident is provided with an online residents' handbook. The handbook provides guidance and a range of useful information on things such as:

- Security.
- What to do in an emergency.
- House rules.
- Room inspections.
- Repairs and maintenance.

All our residents are required to provide us with a Guarantor who agrees to ensure that the resident complies with all the conditions required of them as set out in their Tenancy Agreement.

2.3.4 Security

Security provisions are tailored around the nature, size and location of each site. At The Residence, we aim to provide visible but unobtrusive security, through a combination of CCTV provision, access control and security personnel.

At The Residence, Plymouth Grove, there will be:

- secure entrances which require a fob or card to gain access to the building thus ensuring that only authorised persons are on site.
- the door entry system will not allow access to be granted to the building from individual flats, but will require residents to meet their visitors at the main door.
- Full colour, high definition, IP based CCTV is provided which will cover a range of areas, including as a minimum; the entrances, fire exits, external areas, lifts, office, reception, bin store, common rooms, and amenity spaces, laundry and resident foyer. The CCTV will be linked back to monitoring screens in the office, with the ability for remote internet log-in, and storage capacity for a 28 day period.

Fresh will work closely with the local Police, and community support officers, and become a known presence at The Residence. We will encourage active participation in any local Resident Watch Schemes and other initiatives to reduce crime and improved security for the residents.

All staff including Security Personnel undertake an induction to ensure they are fully aware of Fresh' procedures on site.

2.3.5 Out of Hours

The out of hours service will be provided by security personnel who are SIA accredited. We also ensure that there is a maximum of 2-3 dedicated Security Staff that become part of the Residents' Team and are familiar to the residents, rather than having a different person on each shift.

Security personnel will provide an on-site presence and will be the first response for any emergencies, and will carry out regular patrols of the interior and exterior of the building. The security personnel will also patrol the communal areas and roof terrace, ensuring that no instances of anti-social behaviour occur.

In the event that a significant incident occurs, Fresh has an escalation procedure to enable on site staff to contact senior staff out of hours. Contact details are also provided in a prominent place both within and on the exterior of the properties, to ensure that residents and neighbours can promptly contact a response service to mitigate any anti-social behaviour.

2.3.6 Health and Safety

The Health and Safety of the residents is paramount. Fresh have partnered with EDP Ltd to provide external and independent professional Health and Safety advice. EDP Ltd provide a 24/7/365 Health and Safety telephone helpline, allowing all Fresh staff to have access to Health and Safety professionals at any time it is required.

The Fire Alarm system will be monitored by a remote monitoring centre with an investigation delay programmed in, where permitted, to allow on-site staff to minimise false alarms. The cause and effect logic will balance the need for fire safety whilst avoiding unwanted fire signals.

Residents are required to complete an online induction using our Resident Portal prior to arrival. The induction contains a section on Fire Safety that requires residents to confirm that they will 1) make themselves aware of the evacuation point and the evacuation route upon their arrival, 2) immediately leave the building to the agreed evacuation point when the fire alarm sounds, 3) call the fire brigade (999) and activate a fire alarm call point (if available) should they discover a fire, 4) not tamper with the smoke detectors or fire safety equipment, and 5) not cause any obstructions in the shared flat corridors or the communal stairwells and corridors.

In addition, Fresh will invite the local fire service to attend the resident induction meetings where we will provide residents with information and guidance of the potential hazards within the home that could cause a fire. The Fire Service and on-site management team will also explain the consequences of raising false alarms.

The Fire alarm system hardware will support our fire management plan.

To ensure compliance with legislation, we ensure that we carry out and record all necessary testing. With the guidance from our Health and Safety partners EDP Ltd, Fresh have introduced Health and Safety management software, Yardi Elevate. This system allows all Fresh management the ability to view live information from each site in regard to Health and Safety compliance actions required to be completed e.g. fire alarm tests, lift checks etc. It also allows the user to add additional actions onto the system.

Our on-site staff are responsible for carrying out and recording a range of routine tests, these include the following:

- Weekly Fire Alarm.
- Weekly Call point/firefighting equipment inspection.
- Monthly Emergency Light.
- Monthly Water temperature.
- Weekly Fire door inspections.
- Routine Health and Safety inspection and audit of the building.

We employ specialist contractors to carry out the following tests:

- Lift inspection
- Annual full system test for fire alarms,
- Annual full duration tests for emergency lighting
- Water sampling for legionella, including an annual tank inspection and clean if required
- CCTV/Security alarm maintenance.
- Automated gates/doors

A record of all testing will be kept to ensure we have an audit trail. Records of statutory testing and actions completed are stored within the Yardi Elevate system and also within the onsite Health and Safety filing system.

We use external consultants to carry out a range of Risk Assessments following industry regulations to ensure legal compliance and the safety of our residents. We regularly review the guidance to ensure we are following best practice.
Risk Assessments include the following:

- Fire
- Legionella
- General health and safety

The Tenancy Agreement and handbook 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 resident bedrooms, kitchens and communal areas.

Termly evacuation tests will be undertaken to ensure all residents are aware of the procedures and assembly points. The on-site team undertake formal room inspections 3 times per year to check that all equipment is being used as designed and that there are no breaches of health and safety.

2.3.7 Maintenance

Maintenance is a key area of resident dissatisfaction if not properly managed. We operate a tiered approach to maintenance to ensure a value for money response maintenance service.

We have an approved list of small local contractors which enables us to deal quickly and cost effectively with more minor issues creating good customer satisfaction.

For larger and more specialist jobs we work with approved regional or national contractors to carry out necessary works. Our Property Team are experienced in negotiating contracts and harnessing economies of scale across our portfolio to drive cost efficiencies that benefit our clients.

Residents can report repairs via our online portal, Yardi, or direct to the Residents' Team. We then assess the situation and grade repairs as Emergency, Urgent or Routine.

We operate in accordance with the table of response times, which are fully compliant with the ANUK code.

Urgency	Timescale	Includes
Emergency Repairs	Within 24 hours of being reported.	An emergency repair is any repair required to avoid danger to the health and safety of residents. **E.g.** No power supply, overflow of sewage.
Urgent Repairs	Within 5 working days of being reported	An urgent repair is any repair which materially affects the comfort or convenience of the residents. **E.g.** Broken handrails, faulty electrical fittings such as the microwave.
Non Urgent Repairs	Within 28 days of being reported	A non-urgent repair is any repair not falling into the two above categories. **E.g.** Single electric light or power point failure within room, sticking doors or windows.

Procuring Works

We operate an online purchase order system, and no works or supply of goods or services are carried out without a Purchase Order. Contractors and suppliers email invoices which are automatically matched against the PO. Once an invoice is received the PO originator must confirm satisfactory receipt of goods and services via the PO system before the invoice is paid.

All contractors must be on our 'Approved List' of contractors and their performance is monitored against response times, and in respect of quality and customer service.

2.3.8 Cleaning

Residents will be responsible for cleaning their own flat, including bedrooms and shared kitchen areas.
Fresh will clean all common areas as listed below on a scheduled basis, which is published to the residents.

Area	Frequency
Reception/foyer	Daily
Amenity 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 – we always tender early in the year to ensure we get the best contractors and secure the time slots we want, and when reviewing tenders, we focus 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.

2.3.9 Post and Deliveries

The regular post-person will have fob access to the site to make their regular deliveries to each letterbox.

For all other deliveries, the courier/postman will use the intercom call button for the address of the delivery. If the resident is at home, they will meet the courier/post person at the entrance to receive the delivery.

If the resident is not home the Residents Team will take in and sign for deliveries. All parcels received on behalf of the resident will be recorded on google sheets, which is shared with the residents online. The resident will be notified of the delivery and asked to come to reception with ID to collect it. The resident will sign the post book to confirm they have received the delivery.

Delivery vehicles will be signposted to Dryden Street, to the side of the property, by the Residents' team. Dryden Street has a number of car parking bays, a service vehicle bay for refuse collection, and by volume of traffic is secondary to Plymouth Grove. Delivery companies such as Parcel Force, DPD and Amazon will be contacted prior to occupation by the operator to advise that stopping will not be allowed in Plymouth Grove.
Furthermore, the Residents' Team will not accept deliveries of perishables and food deliveries, instead encouraging residents to actively buy from local outlets. Residents wishing to order food items should ensure they are in the building at the time of delivery and that the delivery person has their contact details. Residents are advised of this as part of their induction and this is also explained in the their tenancy handbook. See sample handbook here.

2.3.10 Noise Management

Residents are made aware of the behaviours expected of them in the Terms and Conditions of the Tenancy Agreement, as well as in the Resident Handbook, the online induction, and at the welcome meeting with the residents Team.

Specific references are made in the Tenancy Agreement to reducing noise and disturbance to neighbours within and beyond the scheme, including public paths/lighting.

The Terms and Conditions of our Tenancy Agreement specifies under Building Clause A19 & A21:

A19 (e) play any radio, music player, television or musical instrument or sing in a way that may be a nuisance or disturb or annoy neighbours within or beyond the building or be heard outside the Room between 11pm and 9.00am;

A21 I will obtain the Landlord/Agent's prior written approval for any party or meeting of more than 10 people. I will ensure that all gatherings arranged by me or taking place in the building respect the terms of this Tenancy Agreement and the House Rules as set out in the Residents' Handbook.

2.3.11 Management of Anti-Social Behaviour

Fresh operates a 4-tier escalation process to deal with anti-social behaviour and will work closely with the universities and their disciplinary procedures.

2.3.12 Complaints Procedure

Fresh are determined to provide a high-quality service to all customers. Residents and local residents / neighbours are therefore encouraged to raise any complaints / grievances in person to a member of the onsite Residents' Team, either by telephone on the number provided at the main entrance or at Reception. We'll try our best to resolve any complaints at this initial point of contact. If this is not possible then complaints should be submitted in writing and will be dealt with in accordance with the stages set out below. Any complaints that are sent to Central Services will be re-directed to the relevant Residents' Team for them to investigate in the first instance.

We operate a three-stage approach to dealing with complaints:

Stage 1

All new complaints will be dealt with at Stage 1. If we cannot resolve the complaint immediately, we may need to investigate further, and we will then endeavour to respond within 10 working days. If the resident feels that their complaint has been treated unfairly and incorrectly, they can escalate their complaint to Stage 2.

Stage 2

At Stage 2 the complaint will be investigated by an Operations Manager. The Operations Manager will review and respond with their findings within 10 working days.

Stage 3

Stage 3 is the final stage of the complaints procedure. At Stage 3 the complaint will be heard by a complaints panel. The Panel will notify the resident of their decision in writing, normally within 10 working days of receiving the request to escalate the complaint.

2.4 Third Party Services

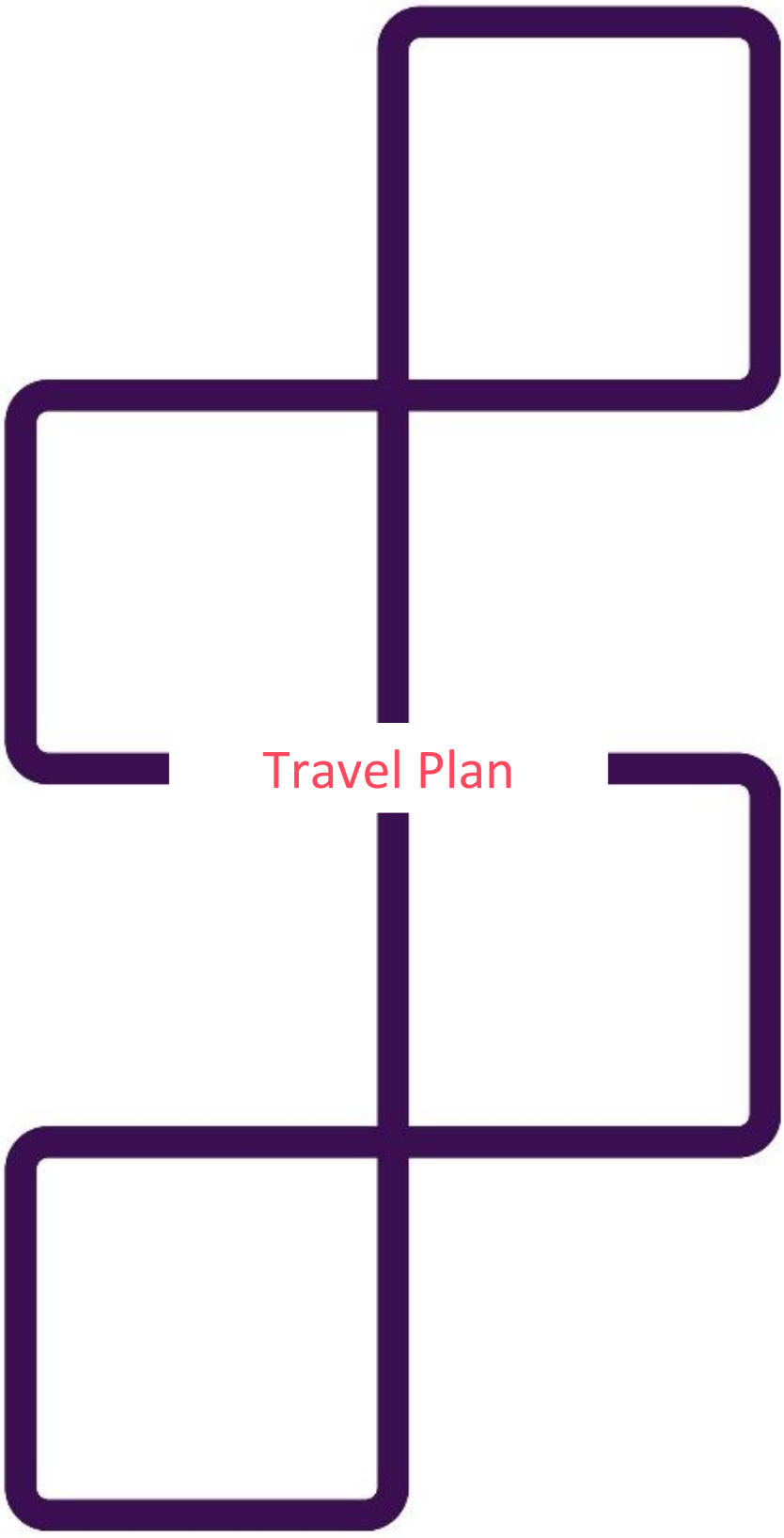
2.4.1 Laundry

The on-site laundries will be provided at The Residence by a third-party laundry operator on a lease basis. The laundries will be open to residents 24 hours a day, 7 days a week. The machines will be operated using a top up card which can be topped up online using a debit/credit card or via an app that residents can download to their smartphone. Residents can also view online how busy the laundry room is to ensure there is an empty machine before taking their washing down.

Machines will be provided on a minimum ratio of 1:75 residents and be fully DDA compliant.

2.4.2 Information Technology

Residents will receive a high-speed broadband and Wi-Fi service to ensure there is excellent internet connectivity for residents to complete their studies. The service also offers unlimited upload/download, data backup storage, Freeview TV, a dedicated resident portal and a free 24/7 helpdesk.


Travel Plan

3. Travel Plan

This is the Fresh travel plan for The Residence, Plymouth Grove. This document sets out the Travel Plan for residents living at The Residence and should be read in conjunction with the Framework Travel plan prepared by Edisons and included at appendix 1 of the Transport Statement.

The Travel Plan has been prepared mainly for the residents living at the development and the majority of the measures proposed are intended to encourage residents to reduce their reliance on private car travel. Much of what is proposed in the Travel Plan will also apply to the small number of staff employed at the site.

The implementation and the management of the Travel Plan is the responsibility of the General Manager based at The Residence and will be monitored by the Operations Manager.

3.1 Key Benefits of the Travel Plan

3.1.1 Benefits to the individual

In order to involve residents and successfully promote the Travel Plan it is important to outline the benefits to the individual. The use of non-car modes of transportation can bring several benefits, including:

- **Improved Health**
  Walking and cycling can bring about a number of health benefits. According to the British Heart Foundation, half an hour of cycling or walking a day can reduce the risk of heart disease by 50%.

- **Cost Benefits**
  Promotion of the savings that can be achieved by using other forms of transport other than owning and running a car should appeal to residents who have increased pressures on their finances.

- **Time Savings and Convenience**
  For the key journeys the residents will undertake, it will often be quicker to walk, cycle or use public transport than use a car.

  It is often more convenient to be able to use a range of transport modes depending on the purpose or destination of the travel; e.g. travel to University, city centre or to enjoy the night life, it will be easier using a range of transportation other than the driving of a private car.

- **Environmental Awareness**

Build awareness that the travel choice has an impact on the local and global environment and will enable the individual to appreciate their surroundings and contribute to its protection.

3.1.2 Benefits to the Universities

The benefits to the University will include:

- **Increased Attendance**
  Residents who either walk or cycle more will have improved health and wellbeing and therefore will reduce absenteeism.

- **Reduced Congestion and Pressure on Parking near or on Campus**
  Fewer trips by car and reduction of single occupancy trips travelling to and from campus and the site will lessen traffic levels and lessen the need for parking on or near the campus.

3.1.3 Benefits to the Community

The Travel Plan would be aimed at bringing benefits to the community as a whole including:

- **Improved Air Quality**
  Fewer vehicles will result in less pollution and improved air quality. Cars are a major generator of pollutants according to the Department of Transport, emissions from road transport now constitute over 70% of all emissions of carbon monoxide and CO2 emissions. A reduction in car use will, therefore, lead to improvements in both local and global air quality.

- **Reduced Traffic Levels**
  Reduced traffic levels provide the community with an environment that is less congested and improves the overall quality of environment. The site has been designed without car parking spaces, in order to discourage residents relying on this form of transport.

3.2 On Site Resident Parking

The travel plan would not allow for any resident parking on or near the premises. The tenancy agreement and resident handbook will specify that the location is car free and that residents are not to bring their own cars to the accommodation. If such car car use is alleged, and found to be true, it will be deemed that the resident is in breach of their tenancy agreement and warning notices will be issued as per Fresh's 4 tier disciplinary process.

At The Residence, there are secure cycle racks for 135 bicycles across the scheme, consisting of double stacks, plus a number of short stay visitor spaces.

3.3 Start and End of Term

The following is the procedure employed by Fresh for the arrival and departure of up to 263 residents at the beginning and end of the academic year.

Prior to arrival, all residents are contacted by email to confirm the arrival arrangements and move-in procedure. They are provided with details of travel arrangements from key airports, the main line train stations, bus routes, and the cost of taxis from these key arrival hubs. We will also provide information about the location and cost of public paid car parking facilities close to the site.

Fresh encourage residents to spread their arrival to the accommodation by offering the facility to arrive up to three days prior to the tenancy start date at no additional charge.

Residents are required to book their arrival online through the resident portal. Limited time slots are built into the system to avoid congested arrival periods.

Residents who arrive by car with family and friends are given information about local car parks before they arrive. They are advised to park away from the site before they have been checked in. Arrangements have been made with the Qpark (Manchester Hospitals), to provide parking for up to 80 spaces at any time. This ensures that the area around The Residence remains uncongested during the arrival period.

The residents are met at reception and in a couple of minutes they are checked-in and have been shown to their room. Once the resident has been shown to their room, and been given an induction of the building, they are advised of the nearest place they can park and unload their luggage.

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

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

The residents move-out period is managed in a similar fashion to the move-in process. Residents are expected to confirm with the Residents' Team their proposed move-out times and dates. However, move-out periods are unlikely as the residents tend to move out over an extended period.

Additionally, unlike other traditional halls of residence, residents at The Residence will not need to remove all their belongings at Christmas and Easter, therefore reducing the traffic associated with the site as residents are more likely to head home by train or coach, as opposed to a car.

Waste & Recycling Plan

4. Waste and Recycling Plan

The below section should be read in conjunction with the Waste Management strategy for the site.

4.1 Overview

The management of waste can be expensive if not undertaken correctly, so we take a structured approach in order to minimise costs and environmental impact.

Residents will be responsible for putting their waste in the bin store. We will actively promote recycling and the use of specialist banks for clothing and other recyclables to avoid as much refuse going to landfill as possible.

Waste and recycling levels will be monitored, allowing us to identify trends and take corrective action when required.

Waste generated by residents will be stored within each studio or flat in refuse and recycling bins. It will be the responsibility of the residents 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 wheeled Eurobins provided.

We minimise management staff handling of bins as this will add significant management costs. All waste and recycling is stored in a secure purpose built bin storage accessible from the ground floor.

4.2 Capacity

The bin stores at The Residence have been designed to accommodate numerous wheeled Eurobins for mixed/recyclable and general waste.

4.3 Recycling

To assist in maximising the recycling and recovery of waste and thus minimise waste disposed to landfill, storage will be provided for mixed/recyclable waste within each studio and flat and also within the main bin store at ground floor level.

Recyclables including paper, cardboard, cans, plastics and bottles will be stored in a proportion of the bins provided. These will be clearly labelled to advise the occupants about what materials can be recycled in the mixed/recycle waste bins.


Fire Safety
Management

5. Fire Safety Management

STATEMENT OF INTENT

Fresh Property Group believes that ensuring the health and safety of staff, residents, visitors and all relevant persons is essential to our success.

We are committed to:

1. Preventing accidents and work-related ill health.
2. Compliance with statutory requirements as a minimum.
3. Assessing and controlling the risks that arise from our work activities.
4. Providing a safe and healthy environment.
5. Ensuring safe working and management methods
6. Providing effective information, instruction and training.
7. Consulting with employees, residents and visitors on health and safety matters.
8. Monitoring and reviewing our systems and prevention measures to ensure their effectiveness.
9. Setting targets and objectives to develop a culture of continuous improvement.
10. Ensuring adequate resources are made available for health and safety issues, so far as is reasonably practicable.

A Fire Safety Management System will be created to ensure the above commitments can be met. Employees throughout the company must play their part in the creation of a safe and healthy working environment for all.

Revision History

Issue	Date of issue	Description	Author
1.0	04.07.23	First Draft	Jonathan Burcham (JB)
2.0	12.09.23	Second Draft	Jonathan Burcham (JB)
3.0			
4.0			
5.0			