



466-468, 470-472 Moss Lane East, Manchester, M14 4PJ



PURPOSE BUILT STUDENT ACCOMMODATION MANAGEMENT PLAN

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Date: October 2022
Revision: D

1.0 Accommodation Manager

Homes for Students are the Accommodation Managers for the new purpose built student accommodation at Park Side 466-468, 470-472 moss lane east, Manchester, M14 4PJ.

Details about Homes for Students can be found on their website

www.abouthomesforstudents.com

Homes for Students manage over 39,000 beds nationwide under their Homes for Students & Prestige Students brands across the whole of the UK including Aberdeen, Aberystwyth, Birmingham, Bolton, Bradford, Bristol, Cambridge, Canterbury, Coventry, Derby, Dublin, Durham, Edinburgh, Exeter, Glasgow, Guildford, Gloucester, High Wycombe, Kingston Upon-Tames, Lancaster, Leamington Spa, Leeds, Leicester, Lincoln, Liverpool, London, Loughborough, Luton, Manchester, Newcastle, Newcastle Under-Lyme, Norwich, Nottingham, Oxford, Preston, Plymouth, Reading, Sheffield, St Andrews, Southampton, Stoke On-Trent, Warwick, Worcester and York.

Homes for Students have a good support infrastructure with their main offices being in Harrogate and Liverpool but with regional and area managers across the country.

With a significant impact on the student experience, Homes for Students stand out by the quality of delivery. Homes for Students operate all schemes under the Accreditation Network UK (ANUK) Code of Practice www.anuk.org.uk , which is a network of organisations that promote high standards in private residential student accommodation which will apply to 466-468, 470-472 Moss Lane East, Manchester, M14 4PJ.

Homes for Students are very much community and customer focused organisation.

2.0 The Residence

2.1 The Site

The student accommodation site is in Moss Side Manchester. And the site is located less than 1 mile from the University of Manchester main campus. There are also a plentiful supply of local amenity facilities located around the site including Excellent public transport hubs and rail connections.

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2.2 The Universities

Moss Side is a very popular location for Students for University of Manchester. The travel distance to the University is less than 1miles 'door-to-door' and students typically utilise walking or the excellent public transport connections which commute regularly between the University and also to the main city of Manchester.

2.3 The Design

The design comprises 261 bed spaces from a mix of cluster flats with en-suite rooms and studios (207 Cluster beds & 54 Studios including 3 DDA adaptable rooms)

Additionally, there is a dedicated reception and management office, student amenities including TV lounge, common room, study rooms and laundrette.

There is also dedicated secure cycle store facilities, offering secure spaces for the students.

2.4 Accommodating DDA Students

The development has been designed to accommodate disabled students with a designated lift Approved Document M compliant and there are 3 designed DDA rooms adaptable for independent wheelchair users.

3.0 Site Management and Procedures

3.1 On Site Staffing

The site will be managed in the same way that all other Homes for Student's properties of this size. This is an operating structure that works successfully across the portfolio throughout the UK.

- A dedicated Property Manager who will lead the Management Team and be at the property from Monday to Friday during office hours and supported by a customer services assistant and maintenance operative + part-time cleaning staff, and part-time security as well as designated Student Wardens.
- Designated Wardens outside of office hours will be resident at the premises and be able to deal with any emergencies. There will be a team of Wardens that will be interviewed by the Property Team. They will work on a shift basis and be the first point of contact for the residents on site outside of office hours. All of the Wardens will be trained by the Property Manager on how to deal with various situations and the escalation process of Security, Emergencies, and interaction with the Helpdesk Service.
- A 24/7 Helpdesk will be available for both tenants and local residents. This will have access to the escalation processes throughout the company. The Helpdesk are able to coordinate the provision of Security patrols, emergency repairs and escalation to the Property team to attend site if required. This escalation process continues to the Regional Manager, Head of Operations, Operations Director, and Ultimately the Managing Director.
- There will be mobile Security provision, provided by a local security company, whom will be part of our escalation process for emergency response requirements, the security company will also have access to live pictures from the CCTV system. This process will deal with issues of lock outs, additional perimeter patrols and also as an escalation point if there are issues outside of office hours.

This will provide robust 24/7 management for the site to ensure that the property is managed professionally from day one to manage the impact on the local community.

3.2 Noise and Anti-social Behaviour

The continual presence by the on-site team will ensure that local residents always have a point of contact should there be any problems relating to noise or anti-social behaviour etc which means that any problems can be dealt with quickly.

The manner in which noise and anti-social behaviour will be managed include:

- On signing the tenancy agreement this includes details about rules and regulations relating to the property, local neighbourhood consideration and enforcement measures;
- On arrival the students will be inducted on the rules and regulations and enforcements;
- During the daytime the office staff will monitor any breaches as the reception will be manned;
- During out of hours using part-time security and student wardens to monitor breaches supported by remote CCTV and on-call security;
- Review and response to local residents calls and complaints;
- Feedback from local residents meetings;

All students will attend a welcome event which covers the issue of a customised 'Resident Handbook'; incorporating such things as fire safety; general health & safety rules; good neighbourliness, and identification of safe pedestrian routes around the Town and bus service points; respecting the local area and its residents discouraging movements late. It will also advertise the local Towns shops and amenities facilities, also the car free nature of the site and the discouragement of parking in any residential areas within the town. And noting that these points are all restricted clauses within their tenancy agreement.

Should there be any serious incidents or repeated complaints received from local residents about a student, the student will be treated as having a serious breach of the tenancy agreement which in turn will trigger the landlord to make an application to the court for possession of the accommodation.

3.3 Community Liaison

The on-site team will actively seek to engage with local tenants and residents associations and community organisations including regular meetings with local residents and groups to discuss and address any issues including but not limited to any disturbance, litter, emergencies and any other management issues.

Residents will be able to contact the Property Manager by a number of channels primarily:

- The reception which is open during office hours;
- The management company's 24/7 help desk (this has escalation through to the designated Student Warden; Property Manager; Regional Operations Manager; National Operations Manager and ultimately the Directors depending upon the seriousness of any incident);

- Using the management company's formal complaint and incident procedure;

The contact details will be on the HFS website and the Property Manager will distribute contact information leaflets from reception. Where residents request we can carry out leaflet drops.

Formal complaints are registered centrally by the management company and monitored by the Directors each fortnight. Complaints will be discussed with local resident groups and information distributed which complies with the General Data Protection Regulation.

3.4 Car Parking

The premises does not have any dedicated parking facilities for motor vehicles. Therefore, Students will not be permitted to bring cars to the site under the terms of their tenancy agreement. This will include a restriction to park within the local residences as set out in their tenancy agreements.

Students will be encouraged to use more sustainable means of transport, such as walking, cycling and local transport facilities.

The site is provided with secure Cycle parking provisions and will be actively promoted to the occupants.

Homes for Students will be proactive in monitoring the parking. Should any vehicles be parked inappropriately, or repeated complaints are received from local residents or businesses about a vehicle associated with a tenant, they will be treated as having a serious breach of the tenancy agreement which in turn will trigger the landlord into making an application to the court for possession of the accommodation.

A typical extract from a Homes for Students Tenancy Agreement is set out below:

"4.31 To strictly adhere to the parking restrictions set out in this clause:

- 1. 4.28.1 Other than the permitted cars, Not to bring and park any car or other motorised vehicle at or within the grounds of the Building during the Tenancy Period, even if that vehicle is normally kept away from the Building.*
- 2. 4.28.2 Not to leave or park or permit to be left or parked so as to cause any obstruction in or on any approach roads or passageways adjacent or leading to the Building any motor car, motor cycle or other vehicle belonging to or used by the Tenant or by any of their friends, servants or visitors.*
- 3. 4.28.3 Students are permitted to hire motorised vehicles on an occasional and temporary basis.*
- 4. 4.28.4 Car usage will be subject to regular monitoring. Breach of clauses 4.31.1, 4.31.2 and 4.31.3 will be a breach of planning conditions attached to the Building and will*

be treated as a serious breach of the tenancy agreement. This in turn will lead to the Landlord making an application to the court for possession of the Accommodation.”

3.5 Management

Whilst we aim to create a welcoming environment for all the students any anti-social behaviour will not be tolerated and any residents breaching the clear and strict rules and regulations outlined within their tenancy agreement could lose their accommodation.

The on-site team will be supported by our off-site operational team (including local regional managers) relating to compliance and any serious tenancy enforcement issues.

3.6 Out of Hours Management

Homes for Students operate a 24/7 help desk which will link through to the Property Manager and on-site team – these staff who will be available on a call out rota to attend out of hour calls eg: when there is a fire alarm, or the heating fails etc

Contracted Resident Volunteer Student Wardens who will be responsible for assisting students who need advisory services and for monitoring student behaviour.

The student's amenity facilities will be available at all times for students use. TV licences in these areas will be paid for by the owner with TV licences in the studios the students responsibility to pay.

3.7 Security

The building has had a full security and crime assessment undertaken by an accredited consultancy, from which many design considerations have been incorporated into the design of the building to improve the safety and security of the occupants.

- install security rated doors, windows and glazing to the new building;
- install an audio-visual unit at the main entrance to allow visitors to contact staff;
- add window locks and opening restrictors to the ground floor windows of the listed building;
- limit access to the roof terrace at night;
- consider installing bollards on Moss Lane East to prevent pavement parking and a service bay to assist on moving in and out days;
- ensure the maintenance path is secured with appropriately high and secure gates.

Additionally CCTV cameras will be installed in and around the building, and will be channelled back to the management office to allow monitoring of incidents and potential incidents 24/7. There will also be an electronic access control system to prevent unauthorised access into the building. The lifts will have access control fitted to restrict use of the lifts to the management team and students only.

3.8 Inspection

Students will be responsible for cleaning their own rooms and providing their own dustpan, brush, mop etc. but we will facilitate access to a central bank of rechargeable hoovers in the store which will be signed out to specific rooms.

There will be termly inspections to check the condition and cleanliness of the rooms.

Also at the end of each academic year, the rooms will be inspected, repaired and deep cleaned in readiness for the next student occupier.

This will ensure that the accommodation continues to conform with hygiene regulations and minimises pest control issues.

3.9 Repairs

Homes for Students will have a Maintenance Operative (MO's) on site who will carry out all of the day to day repairs and testing of the fire alarm and emergency lighting systems. The MO will be backed up by specialist's subcontractors for gas, electrical testing, water treatment risk assessments, fire extinguisher and fire alarm maintenance etc.

There is a sinking fund in place to deal with major repairs which will be organised by Homes for Students. This will include internal and external decoration; re-carpeting; new furniture and roof, window and fabric works as the building gets older.

This will ensure that the building is continually maintained in a safe and good state of repair.

3.10 Health & Safety

Designated staff will have comprehensive first aid, fire management and incident management training. Homes for Student's procedure manuals incorporate local contact details for police and emergency services.

Homes for Students will operate the site to the following BSI accreditations including ISO9001: Quality Management; ISO14001: Environmental Management and OHSAS 18001: Health & Safety Management. Homes for Students take Health and Safety and Statutory Compliance very seriously with regular assessments and audits carried out relating to such items as:-

- Fire Risk Assessments
- Health & Safety Risk Assessments including COSHH, PAT testing and Gas Safety Certification
- Legionellosis (water) Risk Assessment
- Fixed Electrical Testing
- Emergency Lighting Testing

The property will be subject to regular statutory compliance reports.

The evacuation procedures will be developed to suit the 'Cause and effect' and fire strategy for the property and involve the development of Personal Emergency Evacuation Plan (PEEP) for people with any form of disability and include in that any specific requirements in relation to the fire strategy including use of evac chairs and use of safe refuge areas etc in the PEEP.

The roof has restricted access for designated maintenance personnel and has a fall arrest system fitted to ensure their safety.

All students will attend a welcome event which covers the issue of a customised 'Resident Handbook'; incorporating such things as fire safety; general health & safety rules; good neighbourliness; respect and to provide familiarisation with the amenities, building and neighbouring areas.

3.11 Minimum Operational Standards

Homes for Students will manage standards to the Unipol ANUK Code of Standards for Larger Developments for Student Accommodation. The Code sets out the main elements of good management practice. Its key features include:

- Health and Safety
- Maintenance and repairs
- The relationships between managers and the student tenants

It also aims to assist students in understanding both the standards and procedures which apply to their accommodation, as well as obligations to tenants.

3.12 Neighbourhood and Community

There will be CCTV cameras covering this area as well as around the perimeter of the building to increase surveillance of students in and around the property.

Homes for Students have robust procedures in place to manage this and the terms of the licence means that we can fine and if necessary expel repeat offender students or take criminal proceedings if appropriate. We operate a deposit and guarantor policy which provides further security relating to student behaviour.

Homes for Students also actively engage with student representatives via regular consultations to listen to their concerns and suggestions and at the same time for us to provide feedback to the students on any incidents or underlying issues.

Our on-site team will also actively seek a working relationship with local tenants and residents associations and local community organisations. We would propose that at least annually to meet to address issues surrounding shared interests.

3.13 Move-In Process

Students are expected to arrive within a two-week period each September, in accordance with the start of the academic semester. To minimise the impact of the intensive student drop-off period on the local transport infrastructure, students will be required to pre-book a 'moving in appointment', this will be carefully managed and will operate on a first come first served system.

The HFS booking in system, is all "On-Line" and is completed by the arriving students. Completion cannot be made without the awareness of the site location details and highlighted arrivals process, which will indicate arrival appointment slot times, that they all agree to, at this point on the booking in process.

Appointments will be distributed to avoid the peak periods, ensuring adequate staff resource capacity to check students in. The length of each appointment will be limited to 20 minutes, thereby enabling a turnover of 12 drop-offs per hour.

Strict management of the time slots will be adhered to.

As per paragraph 3.4. Homes for Students will proactively monitor the parking in and around the immediate streets of Moss Lane East, especially during the Move in / out stages. Any vehicles found to be parked inappropriately, or following complaints received from local residents or business about a vehicles associated with a tenant, they will be treated as having a serious breach of the tenancy agreement which in turn will trigger the landlord into making an application to the court for possession of the accommodation.

Arriving students who's friends wish to stay longer will be advised and directed towards the public car parking facilities, such as Hathersage Road multi storey Car park M13 0FH.

The move in process will be meticulously planned so that all students don't arrive at once. This will minimise the impact on the surrounding street scene.

Move in will normally be a managed process over two weekends each academic year. To stagger arrivals, each student will be advised of a date and time to take up occupancy of their room.

Move-out

As student term end dates differ depending on subjects studied, year of study and examination dates, experience at all other student accommodation has found that the move-out period tends to be significantly less intensive, and more readily accommodated than the move-in period. Should this not be the case, the accommodation manager can implement the inverse of the Move-In process procedures.

The student management move-in / move-out plan will be monitored and reviewed annually and changes made if necessary.

3.14 Servicing, Waste and Deliveries

Servicing will be restricted to office hours only when the management team are on site to supervise contractors. Students parcels can be taken at Reception if they are not on site. In respect of food deliveries & takeaways, Students will need to be present in order to collect them.

Students will be responsible for taking their own waste down to the main bin store area. Waste will be picked up by the local authority or a private contractor and split into general (including food) and mixed recyclable waste. Collections have been planned for twice a week collection and the bin store sized accordingly.

For disabled students we will agree a plan for waste removal using our team or a buddy student. Our team will be on site to monitor this process and ensuring bins are ready to empty and returned to their normal holding position to ensure there is no negative impact. We will also closely monitor the cleanliness of the student kitchens to ensure waste is being removed regularly and the facilities remain hygienic and safe.

A central laundry room will be provided on site with 4 washers and 4 driers, which conforms with the ANUK ratio standards (1:75) and with a payment system using a card which can be topped up on site. There is also a laundry 'app' so students can see if machines are in use.

4.0 Tenancy Agreements

Student applications will be processed with deposits required and guarantors in place as soon as the Tenancy Agreement is signed.

Each student will sign up to a Tenancy Agreement which bounds them to rules and codes of conduct during their stay at the residences.

Where students breach the agreement, there will be escalating levels of enforcement which will include deductions from their deposits, written and final warnings and ultimately expulsions.