



STUDENT ACCOMMODATION MANAGEMENT PLAN

ONE MEDLOCK STREET MANCHESTER

PREPARED FOR PREMIER INN HOTELS
LIMITED AND DOMINVS GROUP

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EXECUTIVE SUMMARY

This document outlines CRM Students' (CRM) management strategy for the proposed student accommodation at One Medlock Street in Manchester.

CRM are the UK's largest student accommodation management company, managing some 21,000 beds across the UK in schemes.

The document focuses on several areas, all of which are fundamental to the scheme's management and operation. Where relevant, examples from other similar schemes have been cited in order to demonstrate the specific needs of the student audience.

This document covers:

1. Seven Key commitments from Dominvs Group

Seven principal commitments are outlined by Dominvs Group as the developer of this project.

2. The approach to managing the scheme including:

- a) How CRM have been involved in the project and have significantly contributed to the design of the scheme.
- b) How managing a student accommodation development presents different challenges to those of a residential scheme, where security and the local neighbours play a significant part.
- c) CRM's proposed outline of the staffing provision for the scheme.

3. The National Code of Standards – ANUK:

CRM are a board member of the Code which provides a stringent outline of how the scheme should be run offering peace of mind to the owners, the local community and the student residents.

3. The approach to travel and deliveries:

- a) How the students can take individual responsibility for their travel choices and how the scheme can positively contribute.
- b) How through careful management any disruption on move-in weekends can be minimised.
- c) How the move-out process is different to the move-in.
- b) Full-time students.
- c) Marketing to disabled students.
- d) How the pastoral care of the students will be managed.
- e) Communal facilities.
- f) Refuse and waste management.
- g) Maintenance of the scheme.

4. The safety and security of the students.

- a) CRM's approach to out-of-hours emergencies and 24/7 coverage of the scheme.
- b) CRM's recommendations for One Medlock Street and how the design can significantly contribute to the students' security and safety
- c) How CRM manage the Health and Safety processes at One Medlock Street.

5. The processes for the day-to-day management of the scheme.

- a) How CRM deal with the students during their tenancy.

INTRODUCTION AND TRACK RECORD

CRM Students Limited (CRM) has been appointed by Dominvs Group to complete a Student Accommodation Management Plan to support a planning application for the development of One Medlock Street, Manchester. The proposal includes a total of 1,014 student rooms.



Grand Felda House - Wembley

The student accommodation proposed would be managed by a dedicated and experienced operator

and in this instance it is proposed that CRM would be responsible for the full-time management of One Medlock Street on behalf of the owner.

CRM is a provider of specialist property management solutions throughout the UK and additional information on our services is detailed at www.crm-students.com.

CRM has extensive experience managing purpose built student accommodation. We currently provide management services for some 21,000 beds across over 85 sites throughout the UK.

We operate a number of large scale developments within commercial and residential locations such as Grand Felda House in Wembley and The Hub, Dundee. Understanding and managing the interactions between the tenants and the other occupiers within the area is a key focus of CRM's day-to-day offering.

Capital House in Southampton, Hox Park in Egham and Purbeck House in Cambridge are further good examples of how well-managed CRM student

accommodation sits comfortably within the local area. Students at these sites add to the local community, both economically and socially.

Our management philosophy is to provide a safe and caring environment in which our student tenants and our staff can live and work, whilst taking into account the sensitivities of the local area and community. This ties in with the seven key commitments made by Dominvs Group, which are elaborated further on page 7.



Capital House - Southampton

INTRODUCTION AND TRACK RECORD

This is important in the context of One Medlock Street as the existing area has a large number of residential properties and is currently under development. We employ a good neighbour policy and believe that consultation is the most effective way in managing local requirements and local relationships.

As part of this policy the local CRM staff actively seeks to be part of and work with local groups to ensure we are a significant element of that local community. We welcome representatives from the local community to the student accommodation schemes we run, subject to operational demands.

We are proud of our close working relationships with a large number of the UK's leading Universities, both at senior level and on day-to-day working basis. We regularly consult with these institutions to ensure that we manage all our schemes in a method which is matching the Universities' aspirations as well as matching the ever-changing demands of the students.

This Student Accommodation Management Plan accompanies the planning application and provides a comprehensive overview of the management strategy. An updated and detailed version will be submitted to Manchester City Council for approval in advance of occupation, pursuant to an obligation in the Section 106 Agreement.



Hox Park – Egham (Royal Holloway)

DOMINVS GROUP – 7 KEY COMMITMENTS

Dominvs Group is a family-owned property development platform built on the principles of forming relationships, operating with integrity, exploring opportunities and ideas and making them a reality. Dominvs have built themselves as a family group from the ground-up, are self-funded and personally own each development site, enabling the deliver of tangible and collaborative outcomes for existing and new communities, that are supported through their philanthropic activities.

Dominvs Group has seven key commitments for its student accommodation developments, as follows:

- 1. Professional Management** – the building will be managed in accordance with the Accreditation network UK / Unipol National Code of Standards.
- 2. Community Liaison Pack** – A pack will be physically distributed across the local area prior to the start of each Academic Year, providing information about the operation and arrangements of the accommodation.
- 3. Community Liaison Officer ('CLO')** – A named CLO will be in place at all times from the date the building opens as the principal contact for the local community. Their details will be provided to the local community.
- 4. Community Liaison Group ('CLG')** – The CLO will coordinate and operate a CLG as a managed process to enable members of the local community to discuss any management matters with the operator.
- 5. Student Wellbeing** – A named Student Liaison Officer will be in place at all times from the opening of the building, acting as the primary point of contact for students regarding any concerns about their living experience.
- 6. Tenancy Agreement and Welcome Pack** – A Tenancy Agreement will be signed by students before moving into the building and will then be issued with a Welcome Pack summarising this and key information.
- 7. Student Behaviour** – The Tenancy Agreement and Welcome Pack will provide a Code of Conduct which will set out the expectations of students, including a 'three-strikes-and-out' procedure.



NATIONAL CODE OF STANDARDS

CRM are Board Members of the Code of Standards for privately owned/managed student accommodation blocks. 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.

The building will be managed in accordance with the ANUK / Unipol National Code of Standards. These standards address issues such as security and maintaining a complaints procedure. Other commitments will include:

- Staffing the reception desk 24/7;
- CCTV being in place across the building and maintained;
- Scheduled and unscheduled deliveries to be managed in accordance with a Deliveries Management Plan.

Full details of the Code are available on www.anuk.org.uk. The Managers of the Code and its enforcement is reported to Government as required by statute on an annual basis.

It is normal practice for CRM to register schemes that it manages with ANUK on behalf of its Owner. Compliance with the code ensures that both tenants and site managers enjoy the benefits of good practice. Protocols and procedures are part of the Code and are normally put in place to identify and resolve issues as quickly

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

COMPLAINTS

At CRM, for whatever reason people may want to make complaints. As such, we have in place a structure which allows complaints to be escalated as required.

1. All customer complaints (from clients, tenants, suppliers or other third party) are acknowledged on day of receipt and followed up within five working days. The process is managed by the Accommodation Manager.
2. All complaints are logged within the complaint log. Details to include, dates, responsibilities, follow up action taken and resulting outcome.
3. All complaints received, either verbally or in writing, are to be acknowledged in writing by the Accommodation Manager on the day of receipt, wherever practicable.
4. Accommodation Manager to respond to complainant in writing within a maximum of 5 working days from the date of receipt of the original complaint. Where appropriate, we will respond immediately. Copies of the response, report and correspondence to be forwarded to all parties involved.

THE CRM APPROACH TO MANAGING ONE MEDLOCK STREET

The management of student accommodation is a specialist service. Unlike residential flats where only the physical infrastructure is managed, in student accommodation there are many additional areas which need to be constantly addressed

- Students on courses together who choose to live in the same building;
- Students will expect on-site staff to respond to problems of behaviour and noise from others;
- Students will expect assistance from site staff on property and also personal issues;
- Both active and passive methods of securing the site must be utilised.

During this phase of the project, the role of CRM has been to provide direct advice and experience of the operational, design and specification needs of a purpose built student residence to meet the current and continuously evolving needs of this specialist occupier group. Equally as important, the role of CRM is also to manage the interface and relationship with the surrounding community.

With the management of a large number of student bedrooms across the UK CRM is well positioned to provide advice on the management of the proposed development. CRM is the leading provider of student property management services, and as such is frequently asked to consult on student schemes.

CRM has been asked to provide a management solution for management and letting of the student housing element of the proposal. This is to ensure that the student housing element can be appropriately managed and meet the needs of the local environment, as well as the student tenants.

One Medlock Street is likely to attract student tenants who are seeking good quality accommodation with a wide range of community spaces and are looking for a student experience living with others. The design of the scheme, with a wide range of room types; studios, twodios, threedios, 6 bed clusters and 7 bed clusters enables students with diverse age/course/demographic/culture to live together, whilst at the same time, the large communal areas allow mixing and strong communities to be formed. The wide range of room types also allow students with varying spending power to make their home at One Medlock Street. The design of the scheme provides a considered architectural response, with significant value added through the communal facilities.

Demand for purpose built student accommodation across the country has increased significantly in the last few years. Students are no longer prepared to accept poor quality, poorly maintained and poorly located accommodation. One Medlock Street with its wide range of public transport links and cycle lanes, as well as its high specification, will address these important needs.

The scheme at One Medlock Street with its cluster flats, studios and communal space, including the gym, roof terrace, study spaces and games room, allows students to socialise beyond their individual rooms.

SITE MANAGEMENT FOR ONE MEDLOCK STREET

GENERAL MANAGEMENT

The site will benefit from a 24/7 management strategy, which would include the dedicated management via a CRM team. Management via the on-site team would vary depending on the needs of service; for example across the move-in period, these times would need to be extended (see below).

At this stage, given the room numbers and extent of the scheme, we anticipate the provision of the management team would include the following:

- Full Time Accommodation Manager
- 2 x Full Time Assistant Managers
- 3 x Full Time Receptionists
- 3 x Full Time Maintenance Operatives

On-site staff would be employed directly by CRM and all aspects of personnel are managed by CRM's human resources department. Our recruitment philosophy is to always seek to employ the site staff from the local community

or within reasonable travel distance. Whilst this provides an economic benefit locally, the site team also then has a greater understanding and empathy with the local community, as they often live locally.

We would also have contracted staff for cleaning and out of hours security/ concierge services, employed from the local area.

The site will benefit from a 24/7 management strategy, which will reflect the needs of:

THE STUDENT

A key driver for choosing purpose built accommodation is the visibility and accessibility of management and maintenance staff.

THE LOCAL RESIDENTS

With visibility of the site and its staff, residents will be comforted in knowing whom they can contact should there be any antisocial behaviour relating to the scheme.

CRM will appoint and name a Community Liaison Officer who will be contactable for local residents. This is explained further on page 19. CRM will also commit to quarterly meetings with the local community along with a quarterly leaflet drop.

THE INSTITUTIONS

A strong management team ensures that pastoral and other associated issues are dealt with earlier and more successfully. Staff will periodically, and whilst undertaking other tasks such as random room inspections, move around the building to provide a discreet but effective behaviour monitoring role that enables inappropriate behaviour to be proactively managed.

The behaviour of residents and their enjoyment of their stay at One Medlock Street will be influenced by the quality and standard of their living environment; a clean, good quality, well maintained and safe environment engenders a real sense of respect and appropriate behaviour.

It is recommended that to maintain a good quality living environment, all communal areas of the building including the common rooms and laundry will be cleaned regularly and monitored via CCTV. The residents are, as part of their away from home experience, responsible for maintaining the cleanliness of their rooms and shared kitchens and this is ensured through a program of flat inspections and advice from site staff.

The development will be fully compliant with local and other HMO requirements for Fire and H&S.

As an element of CRM's continued contribution to reducing the environmental impact of new buildings we actively encourage the use of alternative travel methods than the car. We have worked with a number of local authorities throughout the UK on developing Travel Plans and

ensuring their compliance.

The nature of the student accommodation is such that the academic year is typically spread over 9 rather than 12 months and there is an annual turnover of student residents. It is therefore considered difficult to influence and establish a change in travel habits over a long period of time. As such, specifically for residents of the student accommodation, the Travel Plan has a strong focus on presenting informative material which can be made available prior to, and again upon first arrival, of a student resident's stay and educating residents on their impact.

During our management of other schemes, we have provided students with details of local public transport services, timetables, how to purchase tickets, discount cards etc.

MANAGEMENT OF BICYCLES

There will be a large provision of secure bicycle storage spaces for the student accommodation. This storage will have secure access arrangements and CCTV coverage to enhance levels of security and safety. This CCTV, in addition to security lighting, will be monitored and recorded from the main management office.

Well-managed and secure bike storage is proving more and more popular within student accommodation and we are currently developing relationships with bike hire and sales companies to enhance this offering.

We are very experienced in producing a Student Travel Pack which is sent to all tenants (usually electronically) prior to moving in, which highlights the opportunities to reduce the environmental impact, both on a global scale, as well as locally, from their daily commute. This can include items such as; bike storage, a car share scheme, discounted travel cards, as well as clearly indicating that it is breach of their tenancy agreement to bring a private car with them.

The student accommodation building will provide long stay cycle parking at ground and mezzanine floors. A total of 434 spaces are proposed, equating

to provision at 42% of units. Please refer to page 127 of the Design and Access Statement for a more detailed overview and Figure 1 (right).

At any CRM site, where parking is not provided, and the bringing of cars is discouraged, we are highly conscious of the tenants' behaviour. We often work with the relevant Council department to ensure that permits are not issued to any residents and if necessary terminate their tenancy should that be required.

Our site manager is our nominated travel coordinator who will produce biennial reports on the site's impact on traffic. This is a common approach across many sites within the CRM portfolio.

In terms of the provision of accessible parking spaces, we find the most efficient method of management is through effective communication. During the booking process, prospective tenants inform us of any issue which may affect their room allocation or any other aspect of their tenancy.

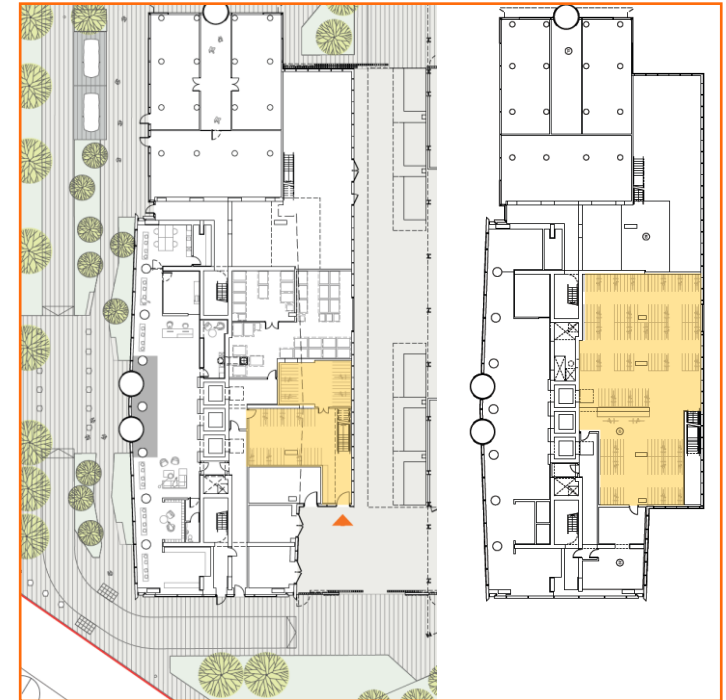


Figure 1: Cycle parking at ground and mezzanine levels

TRAFFIC MANAGEMENT

DELIVERIES

With the exponential growth in online sales, there has been a similar increase in deliveries. Given that the student demographic are incredibly online, we see a large number of deliveries to our student accommodation.

We work with major carriers to provide a single delivery rather than a number of repeat visits throughout the day. Unless impractical, we try and avoid having weekend deliveries. The travel plan for the scheme clearly identifies a safe delivery route via the service route on site whereby deliveries can be made to reception. Delivery vehicles will be encouraged to park on site, and to not leave their vehicles parked on the public highway or adjacent to.

The proposed development includes a dedicated servicing area within the site - this will be accessed from River Street. The servicing route will loop around the proposed student accommodation building in an anti-clockwise direction with vehicles heading south along Edge Street and back to River Street via the new service road running between the two buildings.

The Transport Assessment accompanying the application forecasts 328 vehicular trips to the

development daily (including deliveries and taxis). This is factored into the design of the development and is less than the existing Premier Inn hotel.

MOVE-IN PROCESS

Unlike university owned accommodation there is no specific date when all applications for privately owned / managed accommodation need to be received. Typically, the private hall market is a very gradual market, with a steady stream of bookings typically from November through to a peak period in August, following the publication of A-level results and postgraduate acceptances.

Prior to move in, we usually issue Welcome Packs, (including travel advice) which are distributed electronically to all students. These packs include details of the site and how it is run, advice on living with us and local information; if required a hard copy is also provided at check in. The preparation of this information enables a swift and largely trouble free process enabling CRM to welcome students and direct them to their rooms quickly and efficiently. The Welcome Pack will also provide residents with their first opportunity to book an arrival slot for the welcome weekends, whereby they can book a drop off parking slot and arrange their check in with the site team.

However, the check in process itself almost mirrors the booking behaviour of the site. Unlike university owned accommodation, there is no strict start date where all students must be matriculated. This is in part due to the anticipated mix of students at One Medlock Street, such as postgraduates and international students who will continue to arrive well into October which reduces the stress on the local area in terms of parking and drop offs.

With this in mind, we would not expect all tenants to arrive on a single weekend. As a result of the size of the building we would offer two tenancy start dates across two weekends in September. Residents will be able to book a tenancy which suits them depending on their year and type of study. Once a tenancy has been booked and a welcome pack issued residents will be able to book an arrival time, providing slots between 8am and 7pm on both Saturday and Sunday of each of the two arrival weekends. The slot will consist of a 15 minute drop off window for residents to park, unload their items to the arrivals reception area and then move their vehicle to nearby public parking to park for the rest of their check in. There are in excess of 2200 parking spots within 800m of the site providing plenty of

opportunities post drop off.

Through this methodology, it is made clear to students that the allocation of time slots is for their benefit to ensure a smooth and trouble free move-in and minimise any localised disruption in terms of vehicular movements. All room allocations for move-in are spread throughout the building to minimise pressure on lifts and stairwells. If students and parents choose to ignore these timings we reserve the right to refuse access until the site is able to accept them.

We will work with the Office occupiers to ensure an agreement is in place to use the 6 disabled parking spaces on site during check-in weekends. This combined with the 3 drop-off points for the site provides 9 drop off bays. Across two weekends of 11 hour days with 20 minute slots there is a provision for 1,188 arrivals, exceeding the number of beds available. There will be procedures in place to potentially penalise those who exceed the 20 minute slots to ensure that the sequence of students moving in is effectively managed.

The above strategy does not account for residents who will arrive later into term and those who will arrive via train directly from Manchester Airport, this will, in reality, reduce the number of students who wish to arrive by car.

To further assist in a smooth intake additional

staffing support, in the form of either contracted security staff or head office staff, is provided on move-in weekends. The staff is there to assist in directing new students to drop off and reception areas where they can collect keys and, help them unload from cars or provide assistance from taxis or those using public transport.

Where assistance is provided all personal goods will be stored in a secure location on the ground floor. This enables those with cars to unload quickly and move the vehicle. As part of our communication to students and parents prior to move-in, details of public transport are provided. This enables students and in particular parents to pre-plan their journey, journey times and next steps after unloading. Also details of local car parks to minimise pressure on neighbouring residential streets at these times.

During the move-in period further assistance, support staff and student helpers may also be provided. This is dependent upon how the development lets and local relationships. This is a service and support that many Universities become involved in and can again smooth the process for student move-in.

A series of “Meet & Greet” induction evening events will be arranged during the move-in week. We would try to ensure that this meeting, wherever possible, would be held in conjunction with Fire Service and the Police’s community officers. Each may give a

short presentation as to life in accommodation blocks and what issues to look out for. This opportunity reinforces the need to be a good neighbour both inside and outside of the accommodation itself, and lets the fire / police service undertake a presentation as to fire / security risks and how to avoid them.

This meeting delivers a strong message regarding acceptable behaviour and how students should live within the community.

In many cases we provide students with site-specific safety information and energy saving as part of the Welcome Pack. These meetings will also offer a chance for the students to meet each other and form friendships outside their immediate block, or cluster.

The envisaged pattern of movement for Move-in / Move-out movements is summarised in Figure 2 overleaf.

MOVE-OUT PROCESS

The move-out is significantly less constrained than the move-in period, as individual courses and the Universities themselves, finish at different times. In our experience, students move out over an extended period of time at the end of the academic year.

All students will be advised, prior to the end of their tenancy period, of the move-out procedure and dates on which they would be expected to finally vacate.

Appointments will be made to inspect rooms for damage and cleanliness prior to departure and, where necessary, arrangements made to return deposits or use them to offset the cost of damages.

We would anticipate this timeframe will extend over a period of weeks as individual courses end. However, this process would be monitored and departure slots will need to be booked for any departures where cars will be required on site.

If concentrations of movements are anticipated over a shorter period, similar measures to the move-in process would be put in place to ensure departures are spread over the course of a number of days.

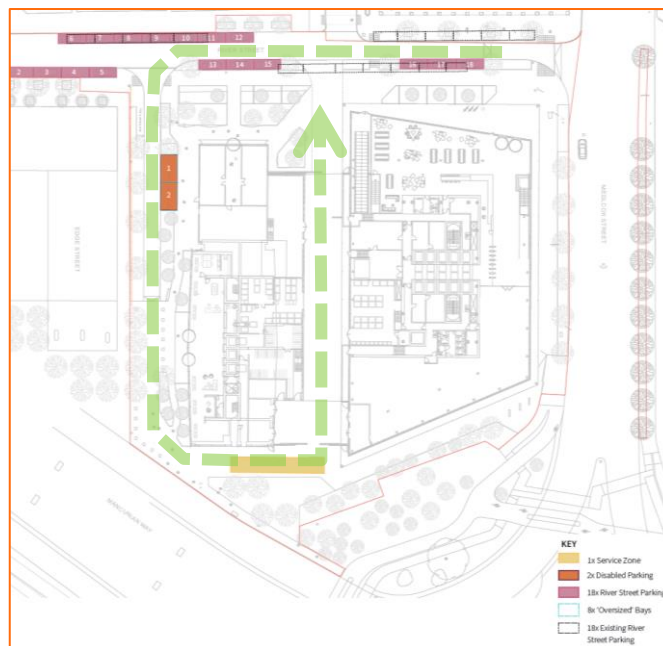


Figure 2: Servicing patterns of movement

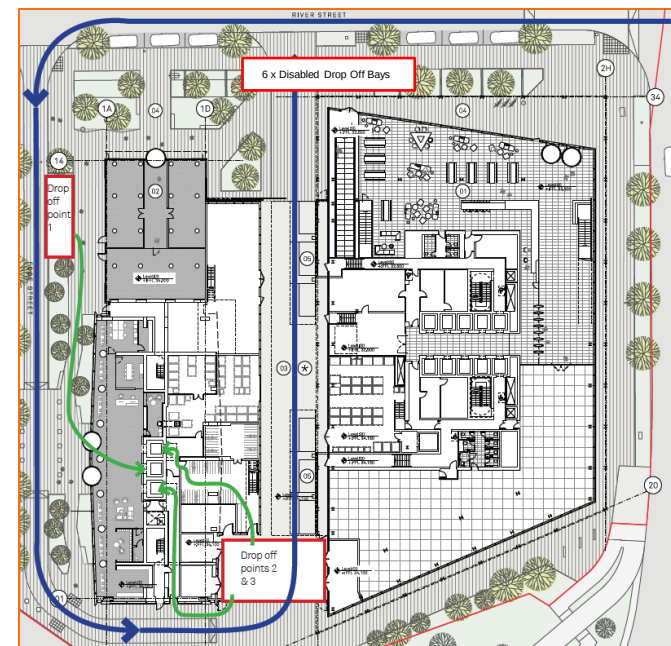


Figure 3: Patterns of Movement for Moving In / Moving Out

OUT OF HOURS EMERGENCY MANAGEMENT

Student housing schemes that we manage are normally supported by access to a 24/7/365 national call centre and One Medlock Street will benefit from the same support, as well as a 24 hour a day staffing presence as previously detailed.

CRM will appoint and name a retained local contractor who can provide a 24/7 emergency response to request for maintenance that requires an immediate response.

The emergency contact telephone numbers for our 24 hours support service and our on-site team will be displayed throughout the building and available to all students in their welcome pack and in other documentation. These details will also be confirmed and named prior to occupation.

In case of major incidents, the call centre also has senior management telephone numbers. A major incident plan for the scheme would be drawn up in advance of operation detailing the following:

- actions in the event of an emergency situation
- responsible persons (hierarchical chart)
- incident criteria
- contact details for relevant personnel, including staff, clients, universities, embassies and contractors (i.e. electrical contractors, plumbers etc)

CRM can work closely with local authority emergency planning officers to ensure full support in the event of a major incident. Liaison with local emergency planners will begin during the construction of One Medlock Street to develop and implement the major incident plan.

SECURITY

Security is an important requirement when considering development proposals and is especially relevant in this instance given the close proximity of the site to residential units. A fundamental requirement of the scheme is therefore a visibly secure site for the use of occupiers.

It is also relevant that in some instances this will be the first time that a student has been away from parental care and as such they will not necessarily be aware of the potential dangers posed by living in a metropolitan area.

In the first instance, CRM seek to educate students on security matters. This starts with our Welcome Packs and “Meet & Greet” meetings mentioned above. If possible, we would want to work in partnership with the Community Support Team from the local police force.

Secondly, we have considered the active measures that we can apply at One Medlock Street. As mentioned above, the scheme will have a comprehensive CCTV installation

enabling on-site staff to monitor the CCTV images and to store images to disc for permanent record should they be required. This will supplement the on-site staff and is not considered to be a replacement for the essential personal presence of responsible staff and a security presence on site.

Thirdly, the site itself must be made secure. CRM have worked closely with Dominvs Group to provide input into the design of the building and its layout, as well as provide advice on the landscaping and operational aspects of security.

The security principles of the development have been tested with the Greater Manchester Police and are summarised in the Crime Impact Assessment and Section 4.2 of the Design and Access Statement.

The ground floor principles are summarised in Figure 4 to the right.

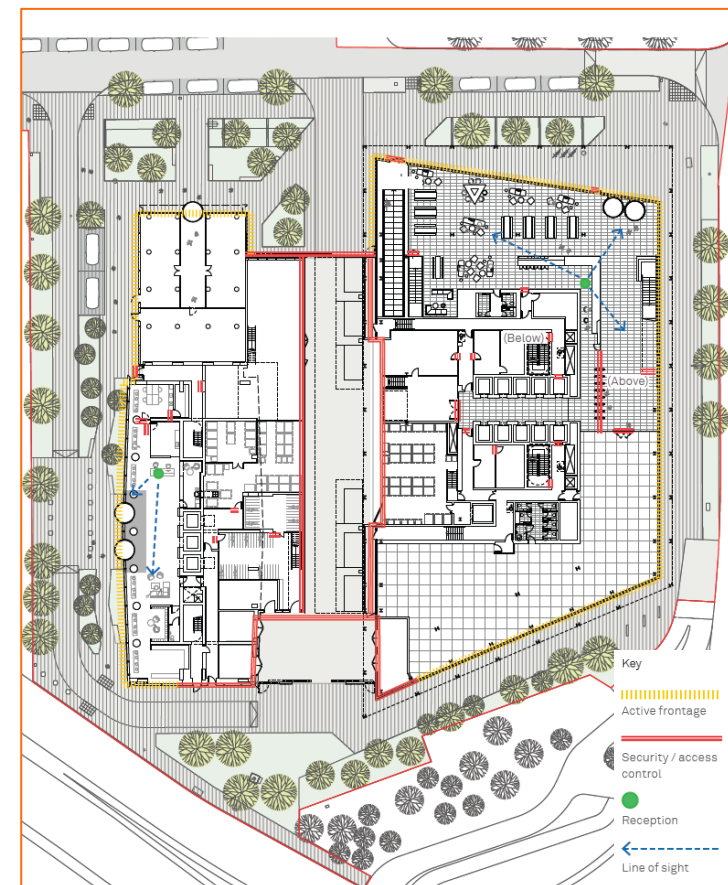


Figure 4: Overview of Secure by Design Principles at Ground Floor

WORKING WITH OUR NEIGHBOURS

CRM prides itself on proactively working with and developing a constructive relationship with our nearest residents, businesses and representatives of the local community. CRM views this approach as critical to ensuring that as far as possible, the numerous local interest groups co-exist harmoniously.

CRM and Dominvs Group will commit to:

- **The appointment of a Community Liaison Officer.** A named CLO will be in place at all times from the date the building opens. The CLO will be the primary point of contact for the local community. Their name, email address and telephone number will be provided to members of the local community in a Community Liaison Pack. The Community Liaison Pack will also provide an out-of-hours contact telephone number;
- **Distribution of a Community Liaison Pack.** A Community Liaison Pack will be physically distributed across the local area prior to the start of each Academic Year. The purpose of the Community Liaison Pack is to: provide general information about the operation of the student accommodation, including arrangements for when and how students will be arriving and departing at the start and end of the Academic Year; identify the Community Liaison Officer; and invite members of the local community to join the Community Liaison Group.
- **Establishing a Community Liaison Group.** The CLO will coordinate and operate a CLG. The purpose of the CLG is to provide a managed process that will enable members of the local community to discuss matters relating to the management of the student accommodation with the CLO. The CLG will be a membership group formed from those within all parts of the local community (including residential neighbours, local businesses, local groups, local Councillors and local Police Community Support Officers) who have expressed an interest in participating. The CLO will invite the local community to join the CLG within the Community Liaison Pack. The CLG

will hold virtual meetings, to an agenda and with minutes taken, prior to the start of each term.

LOCAL RECRUITMENT

CRM understands the local employment benefits the scheme is able to offer.

Residents living locally will be targeted for employment for the various roles and opportunities on site. These will be advertised through Hulme Jobcentre, Manchester Jobcentre, specific channels for advertising jobs and local resource centres.

Emphasis will be placed on local recruitment, with local listings posted in advance of broader listings.

It is envisaged that the Proposed Development could support 180 local jobs during the construction of the development and 1,900 during the operational stage (Chapter 6 of submitted Environmental Statement).

CODE OF BEHAVIOUR AND CONDUCT

A student's behaviour is managed and closely monitored through their compliance with the tenancy agreement which they have signed and agreed to prior to moving in to any CRM managed accommodation.

Within the tenancy agreement there are specific clauses regarding what is and what isn't acceptable behaviour for a tenant who is living with us.

Furthermore, a handbook is produced for each and every student that we house. This handbook adds further instruction on the behaviour expected and is provided in a more digestible format.

BREACH OF ACCEPTABLE BEHAVIOUR

Should a student breach what is acceptable then we have a set process:

- 1). Ascertain the severity of the breach
- 2). Depending on the severity, we have 3 options:
 - a). Speak directly with the student or students regarding their behaviour; explain how it has affected others and how their behaviour can be improved.
 - b). Issue a written notice indicating that any further breach would result in a termination of their tenancy. The written notice is also issued to a student's guarantor (where available).
 - c). End the tenancy and commence the legally required steps

These three steps are clear, concise and allow the students to be treated correctly and as adults. In the first two cases we would often also mention the behaviour to the student's University pastoral team, as their behaviour may be having other effects.

Should a student receive three upheld complaints, this will result in an early termination of their Tenancy Agreement.

DURING THE TENANCY

TENANCY AGREEMENT

All students sign a Tenancy Agreement before moving into the building. They are then issued with a Welcome Pack which summarises the Tenancy Agreement and, amongst other features:

- Describe move-in/move-out arrangements;
- Promote walking, cycling and use of public transport;
- Provide information about local services, including on-campus and local GP provision; and
- Set out expectations in terms of student behaviour.

STUDENT WELLBEING

A named Student Liaison Officer (SLO) will be in place at all times from the date the building opens. The SLO will be the primary point of contact for the students living in the student accommodation regarding any concerns they have about their experience living away from home and in a new environment. Their contact details and those of an out-of-hours contact telephone number will be provided in a Welcome Pack. The SLO will also be the primary point of contact for the educational institutions whose students are living in the student accommodation and who have a wider role in terms of providing pastoral care. The SLO will contact the relevant educational institutions prior to the start of each term in order to address any relevant matters.

PASTORAL CARE

CRM also place great emphasis on pastoral care especially for first year students who may never have lived away from home and site management do make regular visits to flats for informal chats. Later in the year, surgeries are established to encourage students with concerns to discuss any issues they may have.

The management team, wherever possible, will build relationships with the University's student support teams.

This enables a proactive approach to pastoral and other behavioural issues which can affect the enjoyment of students and their peers while at University.

By utilising the out of hours staffing team, early indications of any pastoral issues can be raised quickly and confidentially and dealt with equally swiftly before the issue becomes a major concern.

MARKETING TO DISABLED STUDENTS

At CRM we want all our schemes to be enjoyed by all our guests, able-bodied or otherwise. At One Medlock Street, all communal spaces and student rooms can be accessed and enjoyed by wheelchair users.

Furthermore, we will actively market the accessible rooms at various University events by utilising specific materials, namely leaflets, as well as having a specific area of the scheme's entry on our website (crm-students.com) dedicated to promoting the accessible rooms.

ACCESSIBILITY

ACCESSIBILITY PRINCIPLES

The following measures will be incorporated to ensure that suitable access is provided within the building, having been developed in line with national legislation, avoiding discrimination regardless of disability, age or gender. For a more detailed overview, please see Section 8.4 of the Design and Access Statement.

ACCESS AT SITE BOUNDARY

It is ensured that all primary entrances can be accessed from flat and level approaches.

CIRCULATION AND ACCESS TO PRIMARY ENTRANCES

The widths of all access routes from the pavement to main entrances are at least 1500mm wide and at the very least comply with statutory guidance. Gradients will be at no more than 1:21.

Access routes will be finished in textured surfaces to thresholds as required.

COMMUNAL STAIRS AND LIFTS INCLUDING LOBBIES

Communal stairs will comply with all appropriate Building Regulations, with a dedicated Fire Fighting lift. Wheelchair refuges will be provided to the amenity floors.

WIDTH OF INTERNAL CIRCULATION ROUTES

All primary circulation corridors will be a minimum of 1500mm wide.

INTERNAL LAYOUT OF APARTMENTS

Switches, sockets and controls will be fitted at a height usable to all (between 450mm and 1200mm). Full height glazing will provide clear, unobstructed views.

EVACUATION

Evacuation of disabled people will be a liaison between building managers and occupants; driven by a combination of physical fire safety measures and management procedures. This will be developed in conjunction with the fire strategy and management policies with reference to statutory guidance.

GENDER NEUTRAL TOILETS

At least one gender neutral WC has been included on every floor which is accessed off of common corridors. Unisex WCs serve the ground and thirteenth floor.

MANAGEMENT OF HEALTH AND SAFETY

CRM are extremely vigilant in their approach to health and safety. CRM have a dedicated H&S Risk Manager and utilise the services of an external specialist Health and Safety company to undertake risk assessments of student schemes in the following areas:

- Fire Risk Assessment (Fire Safety Regulatory Reform Order 2005)
- Health and Safety Risk Assessments including COSHH, PAT testing and Gas Safety certification
- Legionellosis (water) Risk Assessment

Comprehensive reports are commissioned annually if required by law and all site safety issues will be managed in-house via the specialist companies interactive web based system which will be accessible by the owner in addition to relevant CRM safety personnel. The initial assessments will be undertaken towards the end of the construction phase, and will enable all required safety measures to be put in place prior to student move-in dates.

The system 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 as governed by the Health & Safety Executive. The system will also host copies of the major incident and emergency evacuation plan.

With regards to issues of staff safety and compliance, staff will undertake training in general health & safety issues as appropriate for their area of responsibility. In the highly unlikely event that employees will be required to work during the night, then they will be eligible for night worker health assessments as required under the Health & Safety at Work Act 1974.

For a detailed overview of Fire Safety matters, please refer to the Fire Strategy prepared by Design Fire Consultants.

COMMUNAL AREAS

A major draw of One Medlock Street will be its outstanding provision of communal facilities. These improve the quality of the scheme but will also require management by the on-site management team.

The communal areas will comprise the circulation spaces within the building, along with dedicated communal amenity space areas at first floor, 11th floor and 37th floor (Figure 6 right). Please refer to pages x of the Design and Access Statement for a more detailed overview.

From experience across the CRM portfolio, we will employ a number of methods which can control these spaces; methods which are both passive and active:

- Controlled electronic entry to individual blocks and communal areas
- Controlled “opening hours” of certain areas
- As mentioned previously, these areas would be subject to 24 hour monitoring and recording of CCTV
- Areas which are sensitive in terms of sound, or disturbance to other student residents, would be closed and sealed utilising the door-entry system.

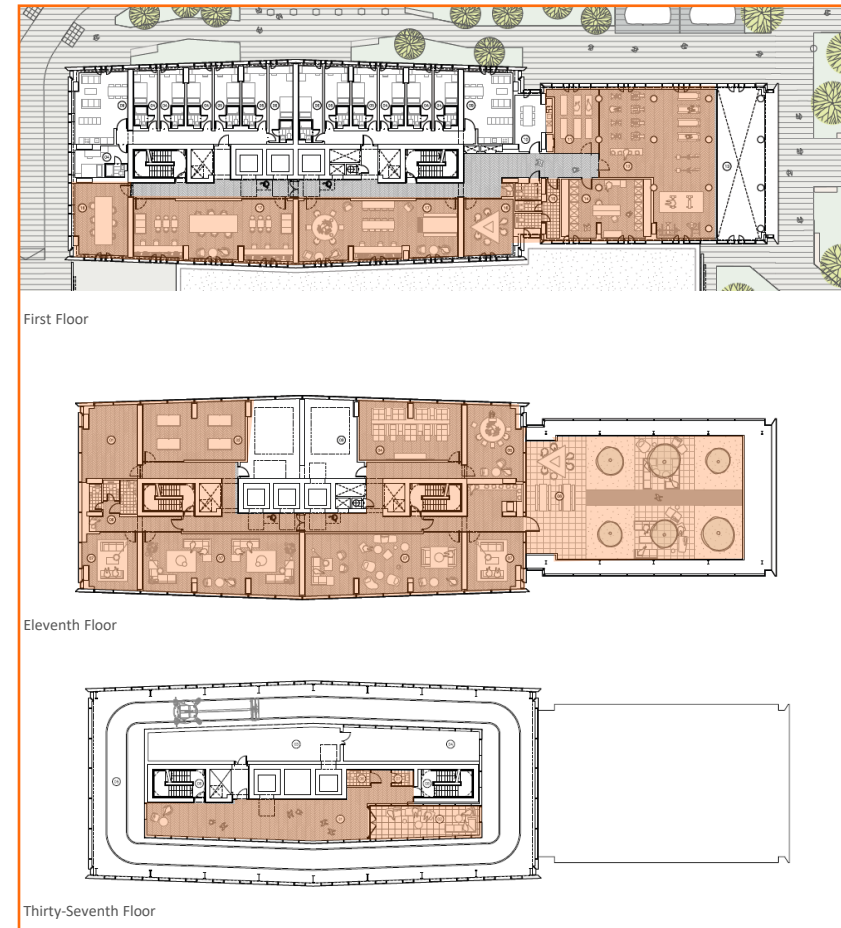


Figure 6: Location of Community Amenity Spaces

PUBLIC REALM AREAS

The development will be complemented by a high-quality scheme of public realm, for residents, visitors and passers by to enjoy. This will require management by the on-site management team, in co-ordination with the office building.

CRM will employ a number of methods which can control these spaces; methods which are both passive and active:

- Regular routine of maintenance and cleaning;
- 24 hour monitoring and recording of CCTV;
- Ensuring students are briefed on behavioural expectations within the public realm;
- Regular maintenance and care of planting.

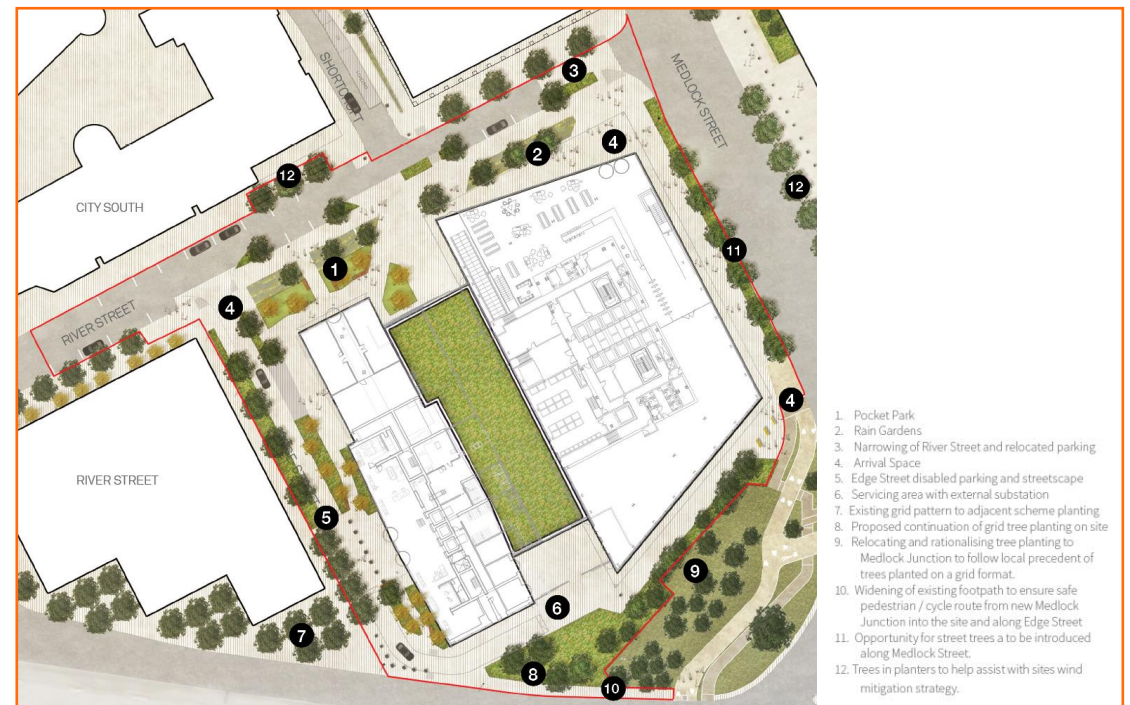


Figure 7: Public Realm Overview

REFUSE AND WASTE MANAGEMENT

Good management of the scheme's waste and recycling has many benefits, both the residents and local neighbours, but also to the wider community.

Environmental issues are high on the student agenda and in CRM's experience, by providing resources and proper support, we ensure that students engage fully with a common goal of reducing waste and ensuring the scheme has minimal impact upon the environment.

Waste for the scheme at Medlock Street comprises of domestic waste (landfill), pulpable waste and mixed recyclables. Residents will be able to dispose of waste from each floor via a refuse chute which will separate items into their correct bins at the end of the chute in the bin store. The management team will actively manage the refuse store via CCTV, an alarm system and proactive regular checks, ensuring bins are swapped over regularly. A collection is anticipated every two days and will be managed via the maintenance and cleaning team in conjunction with the waste collectors. Any refuse items that do not fit into the chutes will be taken directly to the refuse store by residents with management supervision.

Waste will be stored in the below storages and it is assumed this will be collected every two days. It is assumed at this stage that 28 Eurobins will be required, with collection vehicles moving anti-clockwise through the site. Please refer to the Waste Management Strategy prepared by Vectos for further details.

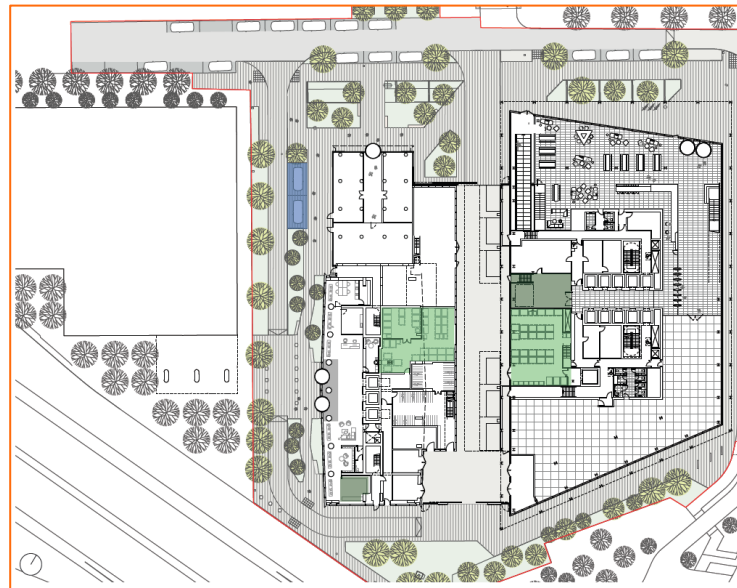


Figure 8: Waste Storage

SUMMARY AND CONCLUSIONS

One Medlock Street in the configuration and design proposed in the planning application which this report supports, represents an outstanding scheme for Manchester's students. With a wide range of accommodation types and high quality and large communal areas, One Medlock Street will offer a wide range of students an excellent location in which to spend their time studying in Manchester.

The scheme will also be of particular interest to returning students in Manchester who represent a significant demographic within the market. There is a growing need for accommodation for returning students who already have existing friendship groups and are familiar with the City. Traditionally this demographic tends to favour HMO shared housing to allow friendship groups to live together. One Medlock Street offers a wide range of accommodation including studios, shared cluster flats for 6 and 7 students catering for different sized groups and demographics. This combined with the excellent communal facilities and inclusive management services makes the scheme very attractive for groups of returning students.

Our goal will be to ensure a complete integration of the scheme with local businesses and residents and this can be well and safely managed by carefully considered, and on the whole, passive security measures. By careful design, strong communications with local stakeholders and sympathetic student management, the scheme can be made a safe environment in which to make a home and an extremely safe environment.



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