

IQ Chandos House - External Courtyard Management Strategy

- The courtyards will be operational from the hours of 7am to 11pm throughout the year. Outside of these hours these spaces will be locked. They are monitored by CCTV at all times.
- IQ have a 24hr presence on site and can monitor access to the courtyards.
- Any large events that take place in the courtyards will be organised by and managed by IQ.
- Use of the outdoor electric hot plate will be through booking and approval only via the IQ App.
- All IQ staff will be fully familiar with the building's emergency procedures and features; the emergency exits from both the East & West Courtyards will be marked clearly for residents.
- In the event of noise disturbances/ antisocial behaviour, warnings will be given to students initially. If these persists, an individual's fob may be blocked from accessing the courtyard or the space may be locked in its entirety.
- All loose furniture will remain in the courtyard at night.
- Residents will be encouraged to take any litter with them. The courtyard are non-smoking areas; no smoking signs will be erected in the space. There is a bin unit in reception so any litter should be deposited at this point. IQ's Ops Team will ensure that any litter which there may be dropped is cleared out at the end of each day.