FUSION GROUP

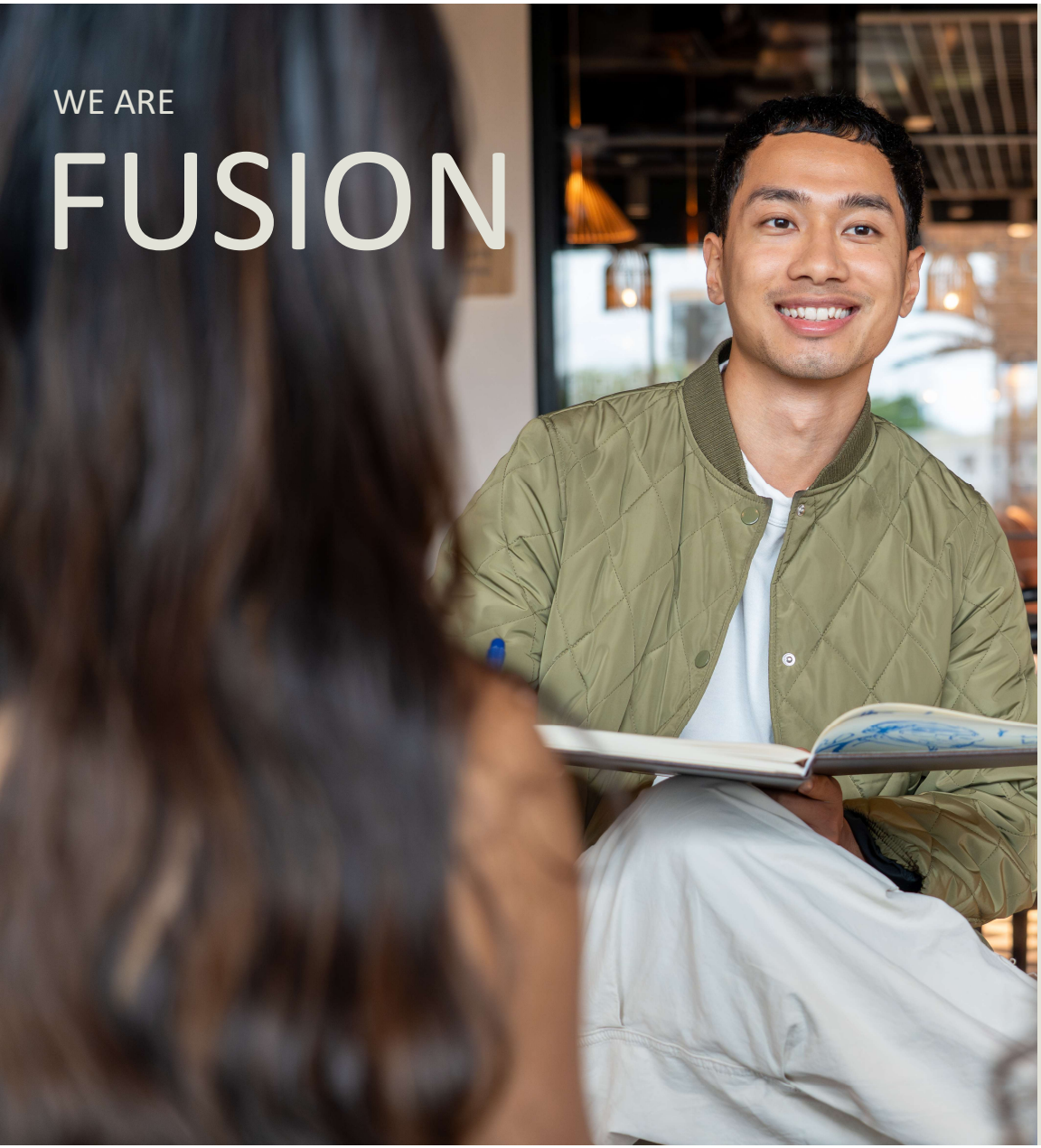



Whitworth Street, Manchester

# RESIDENCE MANAGEMENT PLAN

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WE ARE

# FUSION

At Fusion, we are dedicated to delivering high-quality, professionally managed student accommodation across all of our developments. We recognise that the student living experience extends beyond the physical building and is fundamentally shaped by how the property is operated, managed and supported on a day-to-day basis.

Our approach is therefore centred on combining well-considered design with a robust operational model, ensuring that buildings are not only visually appealing but also practical, durable and responsive to the needs of residents. This includes a strong focus on wellbeing, community integration, safety and long-term sustainability.

As both developer and operator, we are able to take a holistic view of each scheme, working closely with universities, local authorities and stakeholders to ensure that our buildings integrate effectively into their surroundings and operate in a way that is both responsible and responsive.

Our positive living ethos underpins everything we do, ensuring that students benefit from a safe, well-managed and supportive environment that enhances both their academic experience and personal development.









# UNLOCKING POSITIVE LIVING

**We take a considered approach to creating environments and communities that support both academic success and personal wellbeing. This is not limited to the physical design of the building, but extends into how the residence is operated, activated and managed throughout the academic year.**

Our approach is structured around three key principles:

**Community -** creating opportunities for interaction and connection, recognising the importance of social integration, particularly for first-year and international students

**Experience -** delivering a consistently high standard of service, facilities and operational support across all aspects of the building

**Continuous improvement -** actively capturing resident feedback and operational insight to refine both our buildings and management approach over time

This ensures the building remains responsive to resident needs, while also maintaining high operational standards and a positive relationship with the wider community.

# FUSION PHILSOPHY

**Our students have big ambitions for their future and studying at University in their chosen city is part of that journey.**

**From beautifully designed living and study spaces to the unrivalled facilities and focus on wellbeing. All of it is to take our students one step close to where they want to be.**



### We are: Thoughtful by Design

Our approach to design is informed by operational experience and resident feedback, ensuring that all spaces are functional, efficient and aligned with how students live on a day-to-day basis.

This includes the testing of room types, layouts and amenity spaces prior to delivery, allowing us to identify and resolve potential issues early and ensure a high-quality end product.



### We are: Happy by Design

We aim to create environments that positively influence resident wellbeing and day-to-day experience. This is achieved through a combination of physical design, operational presence and community programming, ensuring that residents feel supported, engaged and part of a wider community within the building.



### We are: Sustainable by Design

Sustainability is embedded across both the design and operational strategy. This includes reducing environmental impact, promoting sustainable travel and behaviours, and ensuring that buildings operate efficiently over the long term while supporting the wellbeing of residents and the surrounding community.





ANUK
ACCREDITATION
NETWORK UK

The development will operate in accordance with the ANUK National Code of Standards for Larger Student Developments, which sets out a recognised framework for the management and operation of purpose-built student accommodation across the UK.

The Code establishes clear and consistent standards in relation to the condition and maintenance of the building, the management of health and safety, and the delivery of services to residents. It also defines expectations around tenancy management, communication, complaints handling and the overall resident experience.

Compliance with the Code requires operators to demonstrate that appropriate management structures, procedures and controls are in place to ensure the building is operated safely, efficiently and in a manner that supports resident wellbeing. This includes regular monitoring and review of operational practices, as well as adherence to statutory obligations and industry best practice.

The Code is independently administered and includes mechanisms for audit and enforcement, providing an additional level of assurance that standards are being maintained. It also offers a clear route for residents to raise concerns should they feel these standards are not being met.

Adherence to the ANUK Code therefore ensures transparency, accountability and consistency in management, giving residents, local stakeholders and the local authority confidence in how the development will be operated on an ongoing basis.

# ABOUT THE PROPERTY



# THE SITE



Fusion Whitworth Street is located on Whitworth Street West within Manchester city centre, directly opposite the Deansgate-Castlefield Metrolink stop, placing it at the heart of one of the city's most accessible and well-connected urban locations.

The scheme is positioned approximately 200 metres from Deansgate railway station, providing immediate access to local, regional and national rail services, alongside direct Metrolink connectivity on its doorstep. This prime location enables seamless movement across Greater Manchester and beyond.

Manchester Metropolitan University is located approximately 900 metres to the east, equating to around a 12–13 minute walk, with wider university campuses easily accessible on foot, by cycle or via the adjacent tram and bus networks.

The development comprises a mix of high-quality studio and cluster accommodation, supported by active ground floor and mezzanine frontage addressing Whitworth Street West. It has been designed in accordance with modern standards of sustainability and accessibility, supporting long-term student occupation. A managed student drop-off strategy will be implemented at key times of the academic year to facilitate safe and efficient arrivals, while maintaining the car-free principles of the development.

Manchester is a leading regional centre for education, business, culture and transport, with extensive amenities, leisure destinations and employment opportunities within walking distance. The surrounding environment benefits from exceptional connectivity, with immediate access to tram, rail and bus services supporting convenient and sustainable travel choices.

With direct access to the Bee Network, including cycle routes and high-frequency public transport services, the location provides a highly accessible and sustainable living environment, ideally suited to city centre student accommodation.



# SITE MANAGEMENT AND PROCEDURES

# 24-HOUR RESIDENT MANAGEMENT

**Team Structure**

The building will be operated by an on-site management team led by a Residence Manager, supported by a Community Manager, Maintenance Manager and Customer Service Assistants. A 24-hour on-site presence will be maintained, with out-of-hours cover provided by Customer Service Assistants and dedicated Security Concierges.

All staff are trained in fire safety, incident response and escalation procedures, ensuring that any issues are managed effectively and, where required, escalated to senior management. This provides continuous oversight of the building and a consistent point of contact for both residents and the local community.

The building will operate with secure, electronically controlled access at all entry points, supported by a comprehensive CCTV system covering key internal and external areas. CCTV is monitored by the on-site team and recordings are retained where required for security and incident management purposes.

The management office will be staffed 24 hours a day, providing residents with access to support at all times. Contact details for the management team will be clearly displayed within the building and made available to local stakeholders where appropriate.

The Residence team will ensure:

+ All staff understand their responsibilities to residents and the wider community and act in a professional manner at all times
+ All contractors and service providers are appropriately qualified, insured and managed to deliver services safely and effectively
+ Mail and parcel handling is managed efficiently, with deliveries received at reception and securely stored for resident collection
+ Residents are provided with clear information on what they can expect from the accommodation, and what is expected of them in return

# ACCESSIBILITY STATEMENT

**Inclusive Design Approach**
Fusion Whiteworth Street has been designed in accordance with the principles of the Equality Act 2010, ensuring the development is inclusive and accessible to all residents.

Access for disabled users, including those with mobility and visual impairments, has been considered from the outset, reflecting both the building's city centre context and its focus on sustainable transport and connectivity.

**Building & External Accessibility**
Fusion Whitworth Street incorporates accessible accommodation within the 818-bedroom scheme and provides step-free access from the public realm into the building.

Internally, lifts serve all floors, and principal circulation routes and communal areas have been designed to meet modern accessibility standards, ensuring inclusive use of shared amenities.

The site also benefits from close proximity to Deansgate Railway Station and Deansgate-Castlefield Metrolink stop, with well-maintained pedestrian routes and suitable crossing points supporting independent movement.

**Resident Support & Management**
Where additional support is required, the Fusion Whitworth Street management team will undertake an individual assessment to identify specific needs and implement appropriate measures.

This includes the preparation of Personal Emergency Evacuation Plans (PEEPs), developed in consultation with residents and reviewed regularly.

The overall approach ensures that all residents can access the building, its amenities and the surrounding environment safely, confidently and without disadvantage.

# MAINTENANCE OF RESIDENCE

A comprehensive maintenance strategy is in place to ensure that the building remains safe, compliant and well-presented throughout its operational life. This is delivered through a combination of Planned Preventative Maintenance (PPM) and responsive repair.

Planned Preventative Maintenance ensures that all plant, equipment and building systems are regularly inspected, serviced and maintained in accordance with statutory requirements and manufacturer recommendations. This reduces the risk of system failure and supports the long-term performance of the building.

In addition, a responsive maintenance process is in place to address any defects or issues raised by residents or staff, ensuring that repairs are completed within appropriate timeframes and with minimal disruption.

All works are undertaken by appropriately qualified contractors, with specialist systems managed through approved service providers. This ensures compliance with relevant legislation, industry standards and best practice guidance.

The Residence team will ensure:

+ That all common facilities are kept clean and in a good state of repair and that all common fixtures comply with relevant statutory obligations and that those that require periodic inspection will be so inspected by properly qualified service providers.
+ That the common areas and building structure are properly maintained by means of a rolling programme of Planned Preventative Maintenance and that common areas are redecorated as often as is necessary.
+ That any maintenance work carried out as described above will be undertaken by reputable, professionally qualified service providers in compliance with Health and Safety legislation, relevant industry best practise guidelines and with due regard to minimising any temporary interruption of the amenities that either residents or adjoining residents enjoy.
+ That any deficient fixtures and fittings within residents' rooms are repaired or replaced as soon as possible following notification to the Residence Manager.
+ That all external areas will be kept clean and well landscaped, and rubbish will be stored safely and securely with regular collections.
+ That the interior and exterior of the building is kept clean and tidy and that any graffiti or rubbish is removed as quickly as possible.
+ That any damage or defect notified to the Residence Team will be repaired as soon as possible by reputable professionally qualified service providers.
+ That all accommodation will be clean, presentable, safe and secure.

# THE MIST PRINCIPLE

The **MIST** principle has been devised to assist the residence teams in understanding the full scope of what maintenance is, particularly during a defect's liability/rectification period.

Fusion Students has a statutory duty to ensure the residence and its systems are maintained in working order (including where appropriate monitoring, inspection, servicing and testing), whereas a specialist contractor, when employed, (or Principal Contractor depending on the circumstances) would have a contractual duty to monitor, inspect, service or test.

A Principal Contractor has a contractual duty to rectify defects during a defects liability/rectification period. To remember information better than its original form, a mnemonic device (MIST) is utilised:

| MIST Category | Description | Examples |
|---|---|---|
| **Mandatory** | Maintenance that must be carried out to comply with manufacturer recommendations or industry best practice, even if not legally required. | - Air handling unit filter changes- Fire alarm servicing (beyond statutory tests)- Lift servicing as per manufacturer's instructions |
| **Inspection** | Regular checks to monitor the condition of equipment or areas and identify early signs of wear, damage or failure. | - Visual inspections of roof and guttering- PAT testing- Periodic equipment checks |
| **Statutory** | Legally required maintenance and inspections to meet health, safety, and compliance regulations. | - Gas safety checks- Emergency lighting tests- Fire risk assessments |
| **Time-based** | Maintenance scheduled at set intervals regardless of equipment condition to prevent failure and prolong life. | - HVAC servicing every 6 months- Water hygiene flushing regimes |

# SPECIALIST MAINTENANCE SERVICING

The National Facilities Manager leads the procurement and management of all M&E specialist services across the portfolio, ensuring a consistent and compliant approach. This is supported by the Area Manager and Mobilisation Manager, who oversee implementation at a site level and support mobilisation and operational readiness.

While a significant proportion of maintenance is managed in-house by the on-site team, specialist services are delivered through a network of approved contractors. This approach ensures that the building is supported by appropriately qualified expertise, while also enabling a responsive maintenance service and quicker first-time resolution of issues.

The on-site operations team is responsible for the day-to-day management of building systems, working closely with these specialist providers to ensure issues are identified, escalated and resolved efficiently.

The central property operations team maintains an approved contractor and supplier framework, ensuring that residence teams have access to suitably qualified, compliant and consistently performing service providers.

Below is an outline of the scope of specialist and general external contractors' remit:

+ Life Safety Systems Maintenance
+ Fire Alarm System
+ Emergency Voice & Disable Refuge System
+ AOV Ventilation System
+ Sprinkler/ Water Mist System
+ Wet Risers M&E Systems Maintenance
+ Access Control System
+ Cold Water Booster Set
+ Gas Boilers (and associated plant)
+ Solar Panels
+ Passenger Lifts
+ BMS & Plant Control Panels
+ Roof access ladders
+ Latch-way Systems
+ Eye Bolts
+ Lightning Protection
+ Air Conditioning Systems
+ Central Extract Fans
+ Automated Doors
+ Sump & Foul Water Pumps Stations
+ Emergency Generators

# PLANNED PREVENTATIVE MAINTENANCE

**Planned Preventative Maintenance (PPM)** refers to a proactive approach to building maintenance that involves the scheduled inspection, servicing, and repair of plant, equipment, and systems to prevent breakdowns and ensure continued safe and efficient operation.

By carrying out maintenance activities at regular intervals, PPM helps to extend the lifespan of assets, reduce the likelihood of unexpected failures, and maintain compliance with statutory obligations.

This strategy not only improves the reliability and performance of building services but also supports effective budget planning and minimises disruption to building users.

This table outlines the typical items that are serviced and their frequency. Fusion Students uses an external competent & accredited third party provider to carry these works

| Plant Item | Maintenance Description | Frequency |
|---|---|---|
| Gas Fired Boilers | Full service by manufacturer or authorised agent in line with O&M manual | Annual |
| ATS (Automatic Transfer Switches) | Functional testing | Monthly |
| ATS | Clean and tighten terminals | Every 6 months |
| Supply & Extract Fans (Plantroom) | Visual inspection | Annual |
| Variable & Constant Speed Pumps | Flow rate checks (LTHW) | Annual |
| Basement Smoke Extract Fans | Functional check | Every 6 months |
| Control Panel (Smoke Extract) | Visual inspection | Annual |
| Pressurisation Units & Expansion Vessels | Visual inspection and check settings | Annual |
| Inline Water Softener | Visual inspection and check settings | Annual |
| Cold Water Storage Tank | Visual inspection and disinfection | Annual |
| Cold Water Booster Sets | Visual inspection and check settings | Annual |
| Cat 5 Tank | Visual and operational checks | Annual |
| Smoke Ventilation System (inc. AOVs) | Visual inspection & functional test | Every 6 months & Annual |
| MVHR Systems | Filter cleaning when indicated or every 6 months | Every 6 months |
| Heat Interface Units | Visual inspection, strainer check, parameter review | Annual |
| BMS (Building Management System) | Visual inspection and performance review | Quarterly |
| Residential Sprinkler System | Visual and operational checks | Annual |
| Dry Riser | Visual inspection | Every 6 months |
| Dry Riser | Water pressure test | Annual |
| Commercial Sprinkler | Visual inspection | Every 6 months |
| Commercial Sprinkler | Water pressure test | Annual |
| Electrical Installation | Full inspection and test (BS7671) | Every 5 years |
| PV System (Solar Panels) | Cleaning, visual and functional checks | Annual |

# BUILDING + ENVIRONMENT MANAGEMENT

A set of Building and Environmental Management Key Performance Indicators (KPIs) has been established to monitor the performance of the development during operation. These KPIs are aligned with key operational priorities, including resident satisfaction, building performance, safety, compliance and cost control.

The KPIs provide a structured framework for measuring how effectively the building is being managed on an ongoing basis. Performance is monitored through a combination of internal reporting, contractor data and resident feedback, allowing the management team to identify issues, track trends and implement improvements where required.

KPI performance is reviewed regularly by both on-site and central management teams, ensuring accountability across all operational areas. This enables any underperformance to be identified early and addressed through targeted actions, whether through operational changes, contractor management or additional resource where required.

The framework also supports consistent reporting across the portfolio, allowing benchmarking between properties and ensuring that best practice can be shared and implemented. This is particularly important during the early operational phase of a building, where performance trends are established and refined.

In addition, KPI data is used to inform forward planning and decision-making, including maintenance planning, resource allocation and service improvements. This ensures that the building continues to operate efficiently over time, while maintaining a high standard of service for residents.

This approach ensures that operational performance is not only maintained but continually reviewed and enhanced, supporting a consistently high standard of service delivery.

| Critical Success Factor | Key Performance Indicator | Performance Measures |
|---|---|---|
| Customers must remain satisfied with the service | Customers are satisfied with the service | GSLI survey<br>Complaints log |
| Major central plant must remain available | Major central plant is available | Plant & Lift Availability Report (uptime of 95% and above) |
| Repairs must be completed on-time in line with SLA's | Repair jobs are logged and completed on-time | Repair Stats Report (90% of jobs completed on-time) |
| Building Management related Opex must remain within budget | Building Management Opex is within budget | Finance P&L Reports. Building Management Opex per annum within budget (- 5%) |
| Utilities (electric, gas and water) consumption must remain within benchmarks | Utilities consumption is within acceptable benchmarks | Energy report. Consumption within +/- 5% |
| Residences must be safe and secure for tenants and staff | Incidents are reported, investigated, and reviewed | Incident reports<br>0% employee major injury probability |
| All specialist monitoring, inspection, servicing and testing must take place | All specialist activities complete | Annual Building Services Report (100% complete) |
| Relevant insurance covers must be in place | Insurance certificates available and valid | Zero claims processed<br>All material facts notified |

# STANDARD OPERATING PROCEDURES (SOP'S)

Fusion Students operates with a comprehensive set of Standard Operating Procedures (SOPs), ensuring clarity, consistency and high standards across all properties. These procedures underpin the way our buildings are managed and play a key role in shaping the resident experience from pre-arrival through to the end of the tenancy.

SOPs are designed to support brand consistency, deliver high levels of customer service and ensure the safety and wellbeing of both residents and staff. They form part of a wider quality control framework and are developed by operational teams to ensure they are practical, relevant and reflective of day-to-day site activity.

All SOPs are regularly reviewed and updated by the Operations Support team to reflect changes in legislation, best practice and operational learning. Updated procedures are communicated to all site teams, ensuring alignment across the portfolio.

SOPs form a core part of staff induction and ongoing training, with copies made readily accessible in both digital and on-site formats. This ensures that all team members are equipped to carry out their roles effectively and in line with established standards.



# MANAGEMENT OF BICYCLES AND CARS

The development is designed as a car-free scheme and does not have designated on-site parking. Instead, sustainable and healthy modes of transport are actively promoted, with walking and cycling encouraged as the primary means of travel. There are 3 disabled bays opposite the scheme that students with requirements will be able to access and we have sufficient loading bays to allow for servicing and delivery.

Residents are provided with information on local walking routes and public transport connections, supporting convenient access to the city and surrounding university campuses.

To support cycling, a secure internal bicycle store is provided at ground floor level, accommodating 139 bicycles and 10 Fusion-branded bikes. We offer a free-to-access bike service to support travel across the city and make The facility has been designed to ensure residents have access to secure and convenient bicycle storage outside of their living space.

Access to the cycle store is controlled via secure entry points, with additional coverage provided by a monitored CCTV system. This ensures the facility is safe, well-managed and protected from unauthorised access.

# MANAGEMENT OF COMMUNAL FACILITIES

The design of our accommodation sites allows residents to have access to a purpose-built resident's lounge, private dining, study spaces, TV and game zones and laundry facilities as well as the outdoor spaces. Dedicated fitness suite and studio spaces are integral to the overall wellbeing strategy for the building.

We are firm believers that the space you inhabit should have a positive impact on your overall lifestyle. The use of social amenity space is intended to encourage interaction between the students and allows them to build a community.

The Residence team will be present in the area whilst on duty and ensure it is kept neat and presentable, safe and is well used and well managed at all times.






## External Maintenance

The Residence team will ensure:

+ That all external landscaped areas are kept swept and free of litter, weeds and other rubbish.
+ That the Accommodation presents at all times a neat, orderly appearance and that any external signage is kept clean and legible.




# HOUSEKEEPING + SERVICING

**The housekeeping team will be responsible to maintain the regular and periodic cleaning of all common areas including the social amenity space, laundry room, reception, walkways, waste disposal areas and lifts.**

**Students, as part of the living-away-from-home experience, will be responsible for the cleaning of their own rooms and shared kitchens. We will offer a tailormade housekeeping room service to all residents for a fee.**

The Residence team will ensure:

+ That all internal and external common parts, fixtures and fittings are kept clean and free of rubbish and waste.
+ That all rubbish is stored safely and collected as frequently as possible and that all waste storage areas are disinfected / treated as often as necessary to prevent rodent or pest infestation.
+ That commercial payment-operated washing machines and driers are available at all times within the Accommodation and that the cost of operation of these machines is kept at a competitive level.
+ That no laundry will be allowed to be hung to dry other than within residents' rooms and provided that it is not visible from the exterior of the Accommodation.
+ There will be a penalty for any bicycles left anywhere in the building other than in the appropriate cycle storage area.
+ That all fixtures, fittings and common area facilities are deep cleaned at least bi-annually.
+ That all residents' rooms, together with such of their contents as are provided by the Accommodation, are deep cleaned at least annually.
+ That all emergency damage, spills or incidents are dealt with as soon as possible after notification to the Residence team.

# REFUSE MANAGEMENT AND COLLECTION

**STRATEGY**
A structured refuse management strategy is in place to ensure that waste is stored, managed and collected safely, efficiently and in accordance with relevant standards.

Fusion Students recognises the environmental and operational importance of effective waste management within high-density residential developments. The approach focuses on reducing waste generation, encouraging recycling and ensuring that storage and collection processes are robust, hygienic and well managed.

The strategy aligns with best practice and relevant guidance, including BS5906:2005, and has been developed in consultation with local authority requirements.

**STORAGE AND CAPACITY**
The development incorporates a dedicated refuse and recycling storage area located at ground floor level within the building. The bin store is designed to safely accommodate the required number of Eurobins in accordance with calculated waste volumes.

Based on a total of 818 bedrooms and an assumed waste provision of 70 litres per bedroom, the total weekly waste arisings are calculated at 57,260 litres.

This requirement equates to the provision of approximately 15 no. 1100-litre Eurobins and 6 no. 240 litre wheelie bins, which would provide sufficient capacity to accommodate waste generated between collection periods at a frequency of 2-3 times per week.

The bin storage area is designed to be secure, well-ventilated and easily accessible for both residents and management staff, ensuring safe and efficient operation.

**COLLECTION AND ACCESS**
Refuse collection will be undertaken by a third-party waste contractor, with collections scheduled on a regular basis to prevent overflow and maintain hygiene standards.

The bin store has been positioned to allow direct and level access to the collection point, ensuring that bins can be moved safely and efficiently between the storage area and refuse collection vehicles.

The maximum distance between the bin store and the collection point is within 25 metres, in accordance with Manual for Streets (MfS) guidance, ensuring that operational requirements for waste collection are fully met.

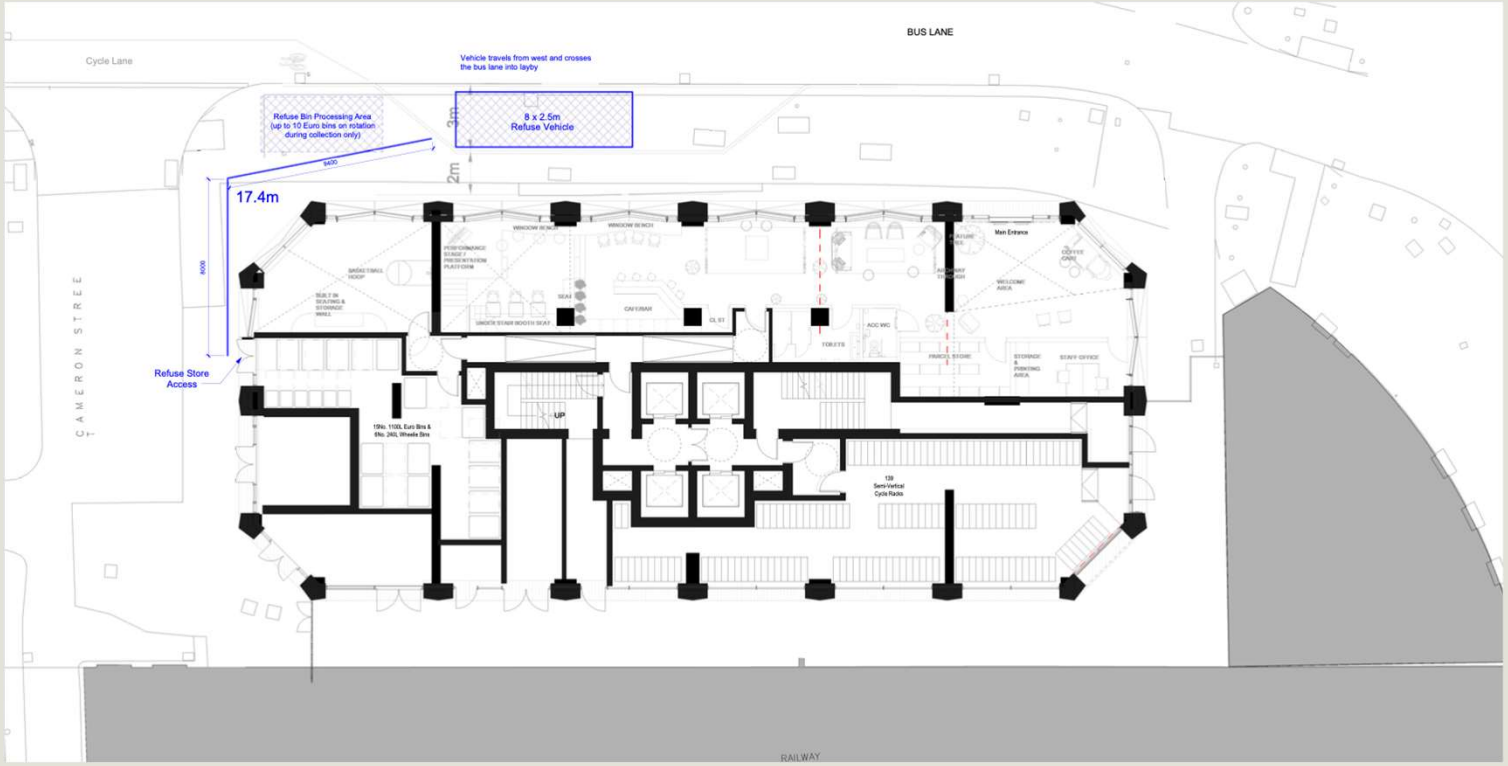
**OPERATIONAL MANAGEMENT**
Residents are responsible for the disposal of their own waste, with recycling facilities provided within apartments to support the separation of materials. Clear signage and guidance are provided to encourage correct use of waste and recycling facilities.

The Residence team is responsible for overseeing the day-to-day management of refuse areas, ensuring that bin stores are kept clean, accessible and free from obstruction. This includes monitoring waste levels, managing bin movements for collection and ensuring that waste is stored safely at all times.

Regular cleaning and maintenance of bin storage areas is undertaken to prevent hygiene issues, including the risk of pests or odours.

Waste management procedures are communicated to residents as part of the induction process and reinforced through ongoing engagement, ensuring compliance and maintaining a high standard of operation.

# REFUSE MANAGEMENT AND COLLECTION




The on-site Residence team will take overall responsibility for the day-to-day management of refuse and recycling within the development.

Residents will be provided with clear information on the use of waste and recycling facilities, including the correct separation of materials.

This will be communicated through the resident induction process, supported by guidance within the resident handbook and ongoing communication throughout the tenancy.

Clear signage will be displayed within the bin store to identify waste streams and support correct usage. Where required, bin labelling and visual prompts will be used to reinforce recycling practices.

The Residence team will actively manage the refuse areas, including monitoring usage, maintaining cleanliness and coordinating bin movements for collection in line with the agreed collection strategy.

The management team will also be responsible for addressing misuse of facilities and reinforcing compliance with the waste management arrangements to ensure the system operates effectively.

# WORKS TO THE RESIDENCE / DELIVERIES + COLLECTIONS

All planned maintenance and servicing works (excluding emergency works) will be carried out between 9:00am and 5:00pm, Monday to Friday, with activities encouraged to take place during off-peak hours between 10:00am and 4:00pm where practicable. Works will not normally be undertaken at weekends or on bank holidays unless operationally necessary.

Refuse collection will typically take place between 8:00am and 5:00pm, unless otherwise agreed with the appointed waste contractor. Collection times will be managed to minimise disruption to residents and the surrounding area.

The development operates without dedicated servicing bays and all deliveries and collections will adhere to local loading restrictions. Due to the nature of the building, delivery activity is expected to be low in volume and primarily limited to mail, parcels and occasional operational supplies.

All deliveries, including mail, parcels and food orders, will be directed to the main reception, where they will be received and managed by the on-site team. This ensures controlled access to the building and avoids unnecessary congestion within the surrounding public realm.



# SECURITY
# + FIRE SAFETY

Fusion Students adopts a robust and proactive approach to fire safety and wider health and safety compliance, ensuring that the building is operated in accordance with all relevant legislation and best practice guidance.

Prior to occupation, a full suite of risk assessments will be undertaken by an external specialist health and safety consultancy. This includes a Fire Risk Assessment, as well as broader Health and Safety assessments covering areas such as COSHH, PAT testing, gas safety certification and Legionella (water) risk. These assessments will be completed towards the end of the construction phase, ensuring that all required safety measures are in place ahead of first occupation.

In line with the requirements of the Building Safety Act 2022, the building will be registered as a Higher-Risk Building with the Building Safety Regulator upon practical completion. A comprehensive Building Safety Case Report will be prepared, clearly setting out how building safety risks are identified, assessed and managed. This will be supported by a Building Safety Management System, providing a structured and auditable framework for the ongoing management of safety throughout the building's lifecycle.

Risk assessments are reviewed and updated on a regular basis, with formal reports commissioned at least annually or more frequently where required. Day-to-day management of health and safety is undertaken by the on-site team, supported by specialist consultants where necessary, ensuring that any issues are identified and addressed promptly.

A structured system of digital compliance records is maintained, including a Building Services Manual, Health and Safety Log and Fire Log. These records capture all relevant inspections, testing and maintenance activities, ensuring full traceability and ongoing compliance.

All on-site staff receive appropriate training in health and safety and fire procedures, aligned with their roles and responsibilities. The site management team is trained in the operation of fire safety systems and is responsible for carrying out regular testing of fire alarm systems, including weekly testing of manual call points and routine checks of associated equipment in line with current legislation.

A dedicated Maintenance Assistant is responsible for the day-to-day management of building systems, including the testing, inspection and logging of fire safety equipment. This ensures that all systems remain operational, compliant and effectively managed at all times.

This approach ensures that fire safety is actively managed, regularly reviewed and embedded within the day-to-day operation of the building.

# SECURITY
# + FIRE SAFETY

**SECURITY**
The safety and security of residents is a primary operational priority and is supported through a combination of on-site management, physical security measures and operational procedures.

The building will operate with a 24-hour on-site presence, including Customer Service Assistants and dedicated security personnel, ensuring continuous monitoring and immediate response capability. A comprehensive CCTV system will be installed throughout the building, covering key internal and external areas, with monitoring undertaken by the on-site team.

Residents will be required to complete a pre-arrival e-induction, which includes guidance on building safety, personal security and expected behaviours. This is reinforced through ongoing communication and engagement throughout the tenancy.

The on-site team will carry out regular checks of the building and associated systems, ensuring that all security and safety equipment remains fully operational. Any faults or issues will be addressed promptly in line with the building's maintenance procedures.

Fusion Students will work in partnership with local police and university stakeholders to promote personal safety initiatives and ensure that residents have access to relevant advice and support. This coordinated approach helps to create a safe, well-managed and secure living environment.

**ACCESS CONTROL**
The building is operated with a secure electronic access control system, providing controlled entry to all key areas. Each resident is issued with an individual access credential at the start of their tenancy, enabling access to the main entrance, pedestrian and cycle access points, and their designated apartment.

Access activity is recorded and monitored by the on-site team, providing an additional layer of security and enabling effective management of the building. In the event that an access credential is lost or compromised, it can be immediately deactivated and reissued, preventing unauthorised access. All access credentials are deactivated at the end of each tenancy.

Access control is implemented throughout the building, including at ground floor level, within circulation areas and at entry points to apartments and restricted operational spaces. This ensures that only authorised individuals can access specific areas of the building.

Residents are able to move freely within the building to visit other residents and communal areas, supporting a positive and sociable living environment, while maintaining overall security through controlled entry points.

Communal facilities, including the gym and shared amenity spaces, are restricted to residents only, ensuring appropriate and secure use of these areas.

# STUDENT WELLBEING

Fusion recognise that students can often be vulnerable. This is in part due to the age group which the majority of students fall into and in part because many of them will never have lived away from home before and had to manage their time and finances independently.

For many international students it may be their first time in a foreign country and their understanding of the language and culture may be difficult for them to settle into. Whilst most will not have issues with these things, some students unfortunately will and if we suspect that we have a resident living with us who is struggling, there is action which we should take

Fusion Students works closely with the University student services and provides a great wellbeing network and tools to support the residents with their wellbeing and mental health. All of our staff are trained on Mental health awareness and have procedures for guidance on recognising struggling students.

Some of these are:

### Mental Health Portal

This portal has a progressive base of in-app conversations covering thoughts, feelings, bodily effects and behaviours. The app can create new tailored conversations based on specific challenges for example Recreational use of substances, authority complexes or resident comfortability on-site. We encourage downloading of this app during the resident's welcome.

### Wellbeing and Social Events

We create specific wellbeing events and activities as part of our community programme that include communal yoga, vegan cooking workshop, DIY/Craft sessions, Community Clothes Swaps, Walk the City and motivational/inspirational speakers.

We always provide catering at our events and have a staff and/or student ambassador presence to encourage engagement.

### Wellbeing Blogs

We offer virtual blogs and Tips on Mind and Health.

# COMMUNITY MANAGEMENT + RESIDENT BENHAVIOUR

**COMMUNITY LIAISON**
Fusion Students adopts a proactive approach to community engagement, recognising the importance of maintaining a positive relationship with neighbouring residents, businesses and local stakeholders.

This approach is established from the early stages of development and continues throughout the operational life of the building. The objective is to ensure that the development integrates successfully into the surrounding area and that any potential impacts are effectively managed.

The on-site Residence team will act as the primary point of contact for the local community, ensuring that any concerns can be raised easily and addressed promptly. Contact details will be clearly displayed within the building and made available to local stakeholders where appropriate.

Any complaints or feedback received will be handled in a timely, professional and courteous manner. Issues will be investigated and appropriate action taken, with responses provided to the complainant where requested.

A member of the management team will be available at all times, including outside of standard working hours, ensuring that urgent matters can be addressed without delay.

This approach ensures that the development operates responsibly and maintains a constructive relationship with the surrounding community.

**RESIDENT RESPONSIBILITIES & BEHAVIOUR**
Residents are expected to act responsibly and in a manner that respects both fellow residents and the wider community. Expectations are clearly set out within the tenancy agreement and reinforced through induction and ongoing communication.

Residents are required to:

+ Comply with the terms of their tenancy agreement
+ Respect on-site staff and comply with reasonable management requests
+ Behave in a way that does not cause nuisance or disturbance to neighbours or the general public
+ Respect the right of others to a quiet and peaceful environment

Where behaviour falls below expected standards, the Residence team will take appropriate action in line with established procedures, ensuring that issues are addressed promptly and consistently.

# NOISE AND ANTI-SOCIAL BEHAVIOUR

**APPROACH & OVERSIGHT**
Fusion Students takes a proactive approach to managing noise and anti-social behaviour, recognising the importance of maintaining a positive living environment for residents and minimising impact on the surrounding community.

The building operates with a 24-hour on-site presence, ensuring continuous monitoring and a consistent point of contact for both residents and local neighbours. Issues are addressed promptly by the Residence and Security teams.

**MANAGEMENT & ENFORCEMENT**
The on-site team actively monitors noise and behaviour within the building. Initial issues are typically addressed through informal engagement, such as verbal warnings, with escalation to formal meetings and behaviour agreements where required.

Persistent breaches of the tenancy agreement may result in formal action, including financial penalties where appropriate. In more serious or repeated cases, steps may be taken to terminate the tenancy in line with contractual terms.

**RESIDENT EXPECTATIONS**
Expectations around behaviour are clearly set out within the tenancy agreement and reinforced during induction and ongoing communication.

Residents are required to avoid behaviour that may cause nuisance or disturbance, both within the building and in the surrounding area. This includes noise, disruptive activity and any behaviour that may negatively impact others.

**ESCALATION & EXTERNAL ENGAGEMENT**
Where appropriate, matters may be escalated through formal procedures, including those set out within the ANUK National Code of Standards.
The management team will work with relevant external bodies, including universities and local authorities, and will seek support from the police in exceptional circumstances.

Residents are provided with clear guidance during induction on expected standards of behaviour, including through welcome events and ongoing communication, ensuring

# STUDENT EXPERIENCE

Our Residence Management model is developed from our focus on positive living - our residence should feel they are in their home; comfortable, reassured and secure; with our onsite staff caring for their living environment and amenities whilst subtly looking out for their wellbeing.

We specify schemes with amenities, layouts, fittings and room designs that students value. Our operating and management structures, processes, interfaces and systems have been built around serving and satisfying our student residents. With every new intake, and throughout the year, we conduct a series of induction, welcome, meeting and social events to catalyse the feeling of homeliness and belonging.

From prior-to arrival, we adopt a number of tools and strategies to help students acclimatise to their new and strange environments and understand their different contexts. Be they UK nationals away from home and their parents for the first time, to international residents coming into an entirely new culture, social and medical system, and economic and transportation infrastructure where even routine elements like opening bank accounts appearing as major tasks.

Fusion Students helps them feel at home quickly in a pro-active way. Within studios and apartments, we monitor and help students to live independently, often for the first time, but together with other independent young adults, adopting tools to help them coexist, divide and share labour, and to make potentially lonely tasks - like shopping and cooking – sociable. We aim to help undergraduates through this transition in their life.

There are on-site staff to report maintenance and social issues to, either in person or through our on-line systems and interfaces. This enables interaction with fellow residents and a fostering of a community spirit at various levels, from en-suite apartments to scheme wide.

Our bookings and management systems enable us to communicate with residents as a collective and individually, through SMS text and e-mail to ensure timely and effective resident communication alongside our interactive virtual tools.

# MOVING-IN PROCEDURE

**Pre-Arrival & Booking Process**
Fusion Students operates an electronic student registration process to support a structured and efficient move-in experience. Prior to arrival, all residents are required to complete registration, including providing proof of identity, home address, emergency contact details and confirmation of their place at university.

This information is used by the Residence team to allocate rooms appropriately, ensuring that individual needs are considered. This includes allocating accessible rooms where required, grouping first-year students to support integration and allocating quieter areas for postgraduate residents. Tenancy start dates are aligned with the academic year, with the main intake commencing in September and staggered arrivals continuing through to November.

In the lead-up to arrival, residents are provided with a digital welcome pack outlining key information on arrival, living in the building and the move-out process. As part of this, residents are required to book an allocated arrival slot, with a controlled number of arrivals scheduled per hour.

**Arrival Management & Resident Induction**
The use of pre-booked arrival slots enables a managed and phased move-in process, reducing pressure on on-site staff, minimising disruption to neighbouring residents and the local road network, and ensuring a smooth experience for students arriving, many of whom may be new to the city.

Students moving in by car will be required to park in a nearby car park and walk to the site. If a student is disabled or requires assistance they can pre-book a temporary parking space (for a limited time period) on Cameron Street (directly adjacent to our site) where the Fusion team will be waiting to help. The car would then be required to go to a car park once the student has unloaded all of their belongings.

On arrival, residents are supported by the on-site team and introduced to the building, its facilities and operational procedures. This includes guidance on expected standards of behaviour, health and safety requirements and fire procedures.

A Welcome Evening is also delivered as part of the induction process, providing an opportunity for residents to meet staff, understand the Code of Conduct and begin integrating into the building community.

Student departures are typically more dispersed, reflecting variations in academic schedules, summer plans and personal commitments. As a result, the move-out process is managed over an extended period, reducing concentrated impact on the building and surrounding area.

# MOVING OUT PROCEDURE

**Managed Departure Strategy**
The move-out process operates as a controlled and pre-planned system, mirroring the structured approach used during arrival. Residents are required to pre-book departure slots to ensure that vehicle movements are managed effectively and that the surrounding area is not impacted by congestion.

Staff are present during key periods to support residents with the movement of belongings, ensuring that loading is completed efficiently within allocated time slots.

**Phased Departures & Traffic Impact**
Unlike the move-in process, departures are spread over a significantly longer period, reflecting variations in academic schedules, personal commitments and summer plans. As a result, the impact on the surrounding highway network is expected to be lower and more evenly distributed.

Peak periods may occur following the release of academic results and at the end of tenancy periods; however, these are anticipated to be less concentrated than arrival periods and are managed through the pre-booked slot system.

The management team will monitor activity during peak periods and, where necessary, implement additional measures, including identifying off-site parking solutions to minimise local impact. Students moving out by car will be required to park in a nearby car park and walk to the site. If a student is disabled or requires assistance, they can pre-book a parking space on Cameron Street (directly adjacent to the site), where the team will be available to help. Vehicles using these spaces will then be required to relocate to a nearby car park, as only two spaces are available on Cameron Street.

**Room Check-Out Process**
As part of the departure process, residents are required to book a room inspection, typically undertaken in advance of their departure. This allows any cleaning, clearance or maintenance issues to be identified and addressed prior to check-out.

Residents are provided with the opportunity to rectify any issues before departure, supporting a fair and transparent process. A formal check-out record is completed and agreed, including confirmation of any damages where applicable.

# SUMMARY

This document shows the management strategies for our Fusion Whitworth Street PBSA development and outlines all areas of management and operation.

Fusion Students acquire, develop and manage high specification student accommodation residences.

We understand the complex needs and aspirations of students and know how to bring everything together to create the best student living environment.

Our priority is to create an environment that encourages wellbeing for our residents and respects the local community and our neighbours.

In this document, we have focused on the management of the communal facilities, place of residence, internal and external interior. As well as showing the importance of security and safety procedures.







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