Fusion Manchester
RESIDENCE MANAGEMENT PLAN

FUSION GROUP



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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.

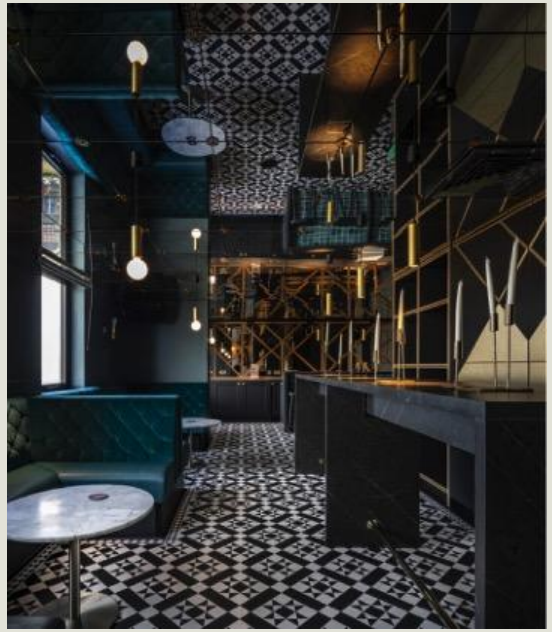
Our approach is therefore centred on combining well-considered design with a robust operational model, ensuring that buildings are not only visually appealing but also practical, durable and responsive to the needs of residents. This includes a strong focus on wellbeing, community integration, safety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

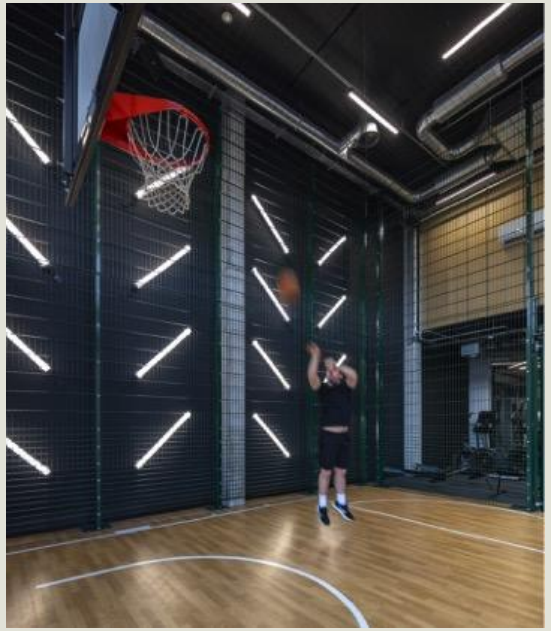
As both developer and operator, we are able to take a holistic view of each scheme, working closely with universities, local authorities and stakeholders to ensure that our buildings integrate effectively into their surroundings and operate in a way that is both responsible and responsive.

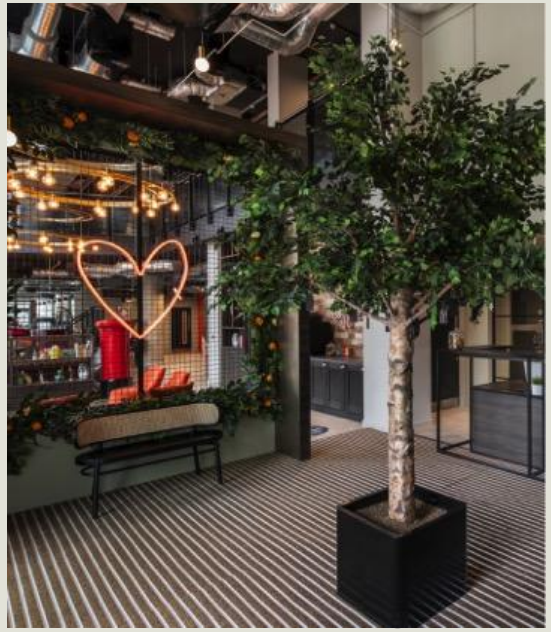
Our positive living ethos underpins everything we do, ensuring that students benefit from a safe, well-managed and supportive environment that enhances both their academic experience and personal development.

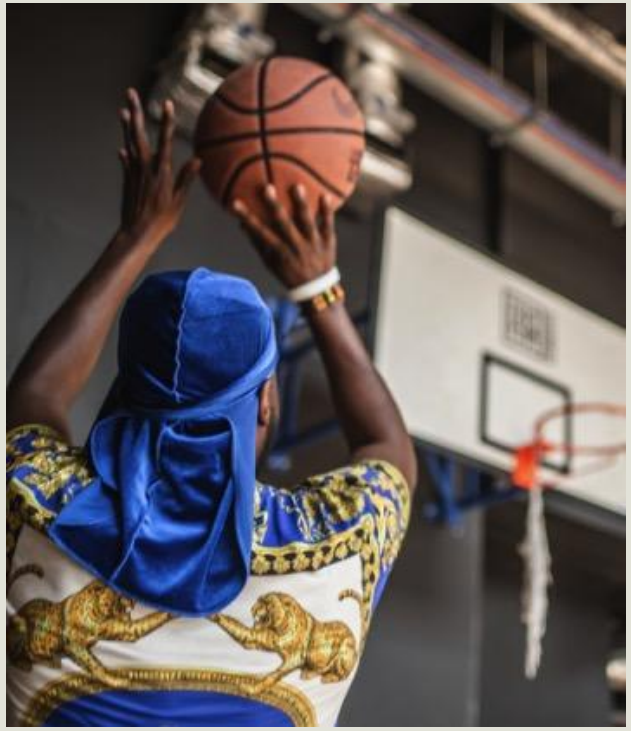
This document sets out how the building will be operated on a day-to-day basis, including staffing, safety management, servicing and resident engagement

















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
- **Operational by Design -** the building is designed with operational efficiency in mind, ensuring safe access, effective maintenance, and long-term performance.

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

FUSION PHILOSOPHY



Our students have big ambitions, and studying in their chosen city is an important step towards achieving them.

Through carefully designed living and study spaces, high-quality facilities and a strong focus on wellbeing, we create an environment that supports them every step of the way.

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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.

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.

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.



ABOUT THE PROPERTY

Fusion Manchester

Fusion Manchester is a 30 Storey, 88m high residential tower located on Deansgate South within Manchester city centre, forming part of a highly sustainable and well-connected urban location.

The scheme is positioned approximately 210 metres from Deansgate Railway Station and around 250 metres from the Deansgate-Castlefield Metrolink stop, providing direct access to local, regional and national transport connections. Manchester Metropolitan University is approximately 950 metres to the east, within a 13-minute walk, with wider campuses accessible on foot, by cycle or via public transport.

The development comprises a mix of high-quality studio and cluster accommodation, supported by active ground floor and mezzanine frontage. 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 major regional centre for education, business, culture and transport, with extensive amenities within walking distance. The surrounding environment benefits from strong connectivity to bus, tram and rail services, supporting convenient and sustainable travel choices.

With access to Bee Network cycle routes and frequent public transport services, the location supports a highly accessible and sustainable living environment, appropriate for city centre student accommodation.





SITE MANAGEMENT AND PROCEDURES

24-Hour Residence 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.

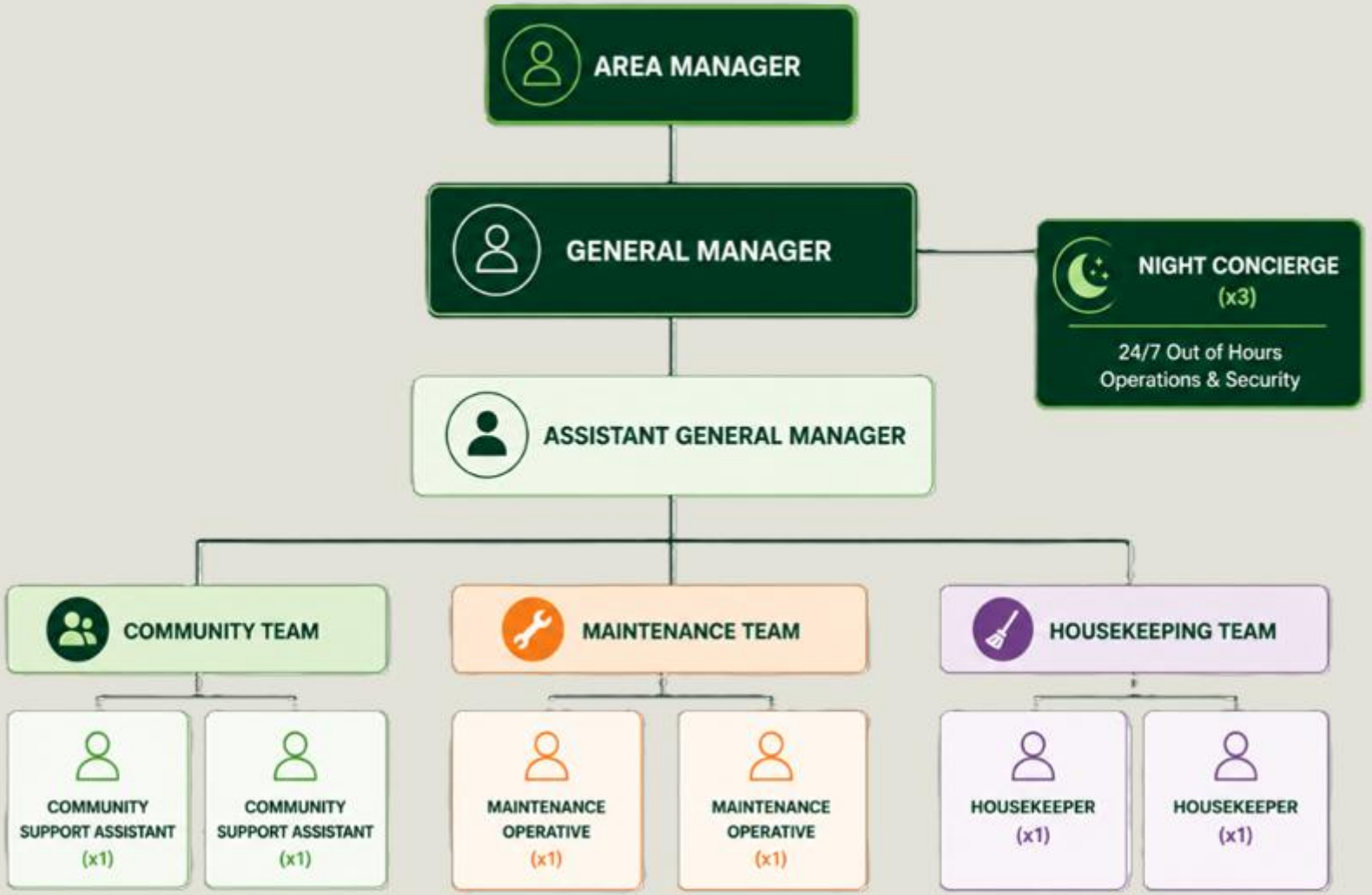
The management office will be staffed 24 hours a day, providing residents with access to support at all times. Contact details for the management team will be clearly displayed within the building and made available to local stakeholders where appropriate.

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



Local Team Structure



*A member of the management team is available at all times to respond to incidents, including out-of-hours emergencies







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.





Accessibility Statement

Building & External Accessibility

Fusion Manchester incorporates accessible accommodation within the 509-bedroom scheme and provides step-free access from the public realm into the building.

The surrounding footways on Deansgate South are approximately 3.5 metres wide and include dropped kerbs and tactile paving, supporting safe and convenient arrival for wheelchair users and those with additional mobility requirements.

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 Manchester 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.

Inclusive Design Approach

Fusion Manchester 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.



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 Student 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- Lighting control servicing

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

Maintenance Schedule

A planned programme of preventative maintenance & compliance checks helps ensure the building operates safely, efficiently and comfortably throughout the year.

ACTIVITY	DESCRIPTION	FREQUENCY	RESPONSIBILITY
Emergency Response	• 24/7 call-out service for urgent issues • Immediate action to make safe and resolve emergency faults	**24/7 As required**	**Maintenance Team**
Routine Repairs	• Response to reported maintenance issues • Repairs carried out to agreed service levels	**Ongoing** (as per response times)	**Maintenance Team**
Planned Preventive Maintenance	• Regular servicing and inspections to prevent faults • Includes plant, equipment and building systems • Scheduled in advance to minimise disruption	**Monthly / Quarterly / Annual**	**Maintenance Team & Specialist Contractors**
Fire Safety & Life Safety Systems	• Fire alarm testing and system checks • Emergency lighting and signage testing • Fire door inspections	**Weekly / Monthly / Quarterly**	**Maintenance Team & Specialist Contractors**
Electrical Compliance	• Portable Appliance Testing (PAT) • Electrical panel inspections • Lighting and emergency systems checks	**Monthly / Quarterly / Annual**	**Specialist Contractors**
HVAC & Water Systems	• Heating, ventilation and cooling system servicing • Water system inspections and legionella checks • Filters cleaned and replaced as required	**Quarterly / Bi-annually / Annually**	**Specialist Contractors**

Residents will be given a minimum of 24 hours' notice prior to planned maintenance works in their room unless access is required in an emergency. All works are carried out by qualified professionals in line with statutory requirements.

SAFE. COMPLIANT. RELIABLE.
Maintaining your home, protecting your wellbeing.

Maintenance Response Times



All maintenance issues are prioritised and responded to in accordance with defined service levels, ensuring a consistent and reliable approach to building management.

Priority 1 – Emergency

Issues presenting an immediate risk to health, safety or building integrity

Response: Within 24 hours (or sooner where required)

Priority 2 – Urgent

Issues affecting comfort or usability of the accommodation

Response: Within 3–5 working days

Priority 3 – Routine

Non-urgent maintenance requests

Response: Within 5 working days

This structured approach ensures that issues are managed effectively, with clear expectations for residents and accountability for the management team.

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 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 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 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 has been designed to prioritise sustainable travel, with a strong emphasis on walking, cycling and public transport use, reflecting its highly accessible city centre location.

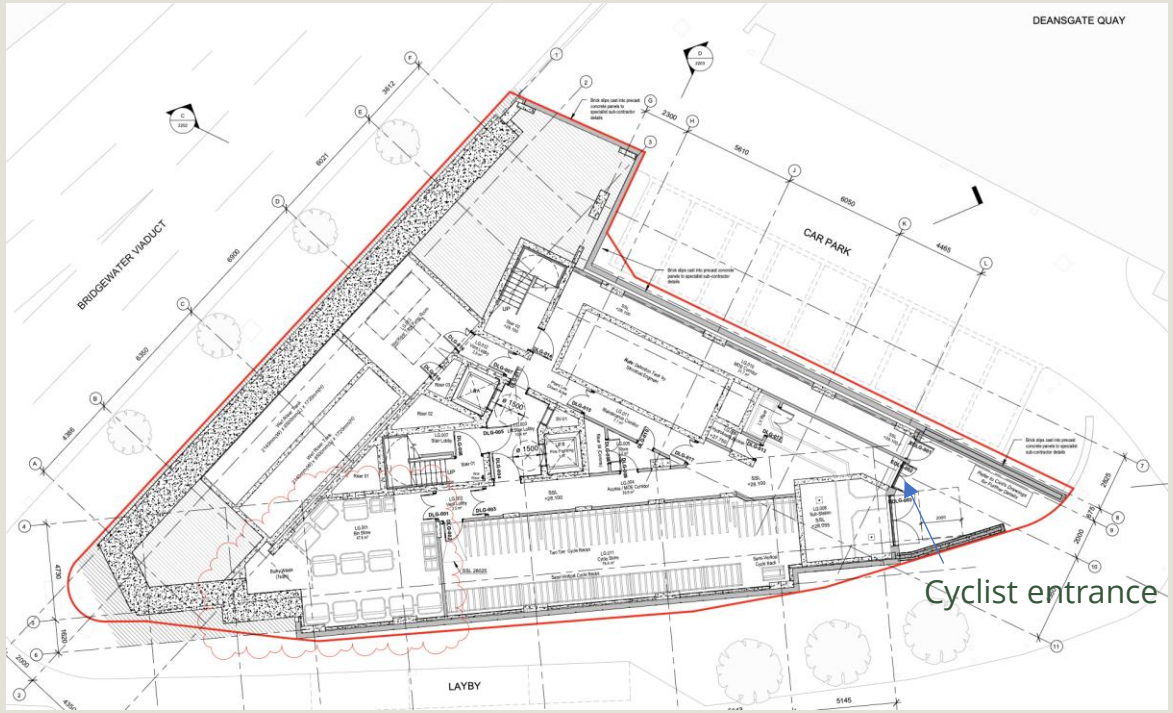
Secure cycle storage is provided at lower ground floor level, accessed via a dedicated ramp from Deansgate South. This location has been selected to provide the most accessible route into the building, with gentle gradients and direct access for all users.

The scheme provides 129 cycle parking spaces, representing approximately 25% of total occupancy, in line with the agreed planning strategy. This includes a combination of double-height/two-tier racks and Sheffield stands, ensuring a range of storage options to suit different user needs.

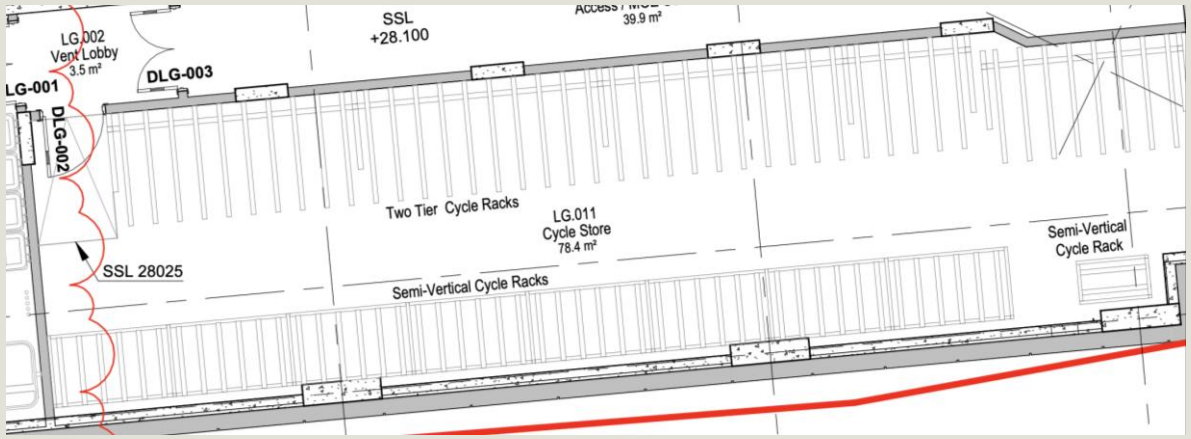
In excess of 35% of cycle spaces are designed as accessible bays, supporting inclusive use and ensuring that facilities are suitable for all residents.

Access to the cycle store is controlled via a secure entry system, with passive surveillance provided from the ground floor social spaces above. This is supplemented by CCTV coverage, ensuring a safe and well-managed environment.

Residents are supported with information on local walking routes and public transport connections, encouraging sustainable travel choices and reducing reliance on private vehicles in line with the Travel Plan.



Bike storage unit:



Management of Communal & Amenity Spaces

The design of the development provides residents with access to a range of purpose-built communal facilities, including a resident lounge, private dining space, study areas, TV and games zones, laundry facilities and external amenity areas. Dedicated fitness suite and studio spaces also form part of the building, supporting the overall wellbeing strategy for residents.

These spaces are designed to have a positive impact on day-to-day living, encouraging interaction between residents and supporting the development of a strong community within the building.

The Residence team actively manages these areas to ensure they are safe, well-presented and effectively utilised. This includes maintaining high standards of cleanliness, monitoring usage and ensuring that facilities remain accessible and welcoming at all times.

External areas are subject to the same level of management and upkeep. The Residence team will ensure that landscaped areas are kept clean and free of litter and weeds, and that the building maintains a neat and orderly appearance, with all external signage kept clean and clearly visible.







External Roof Terraces

The external roof terraces form an important amenity for residents and are intended to provide high-quality outdoor space during daytime and evening hours. Recognising the building's city centre location and the proximity of neighbouring residential accommodation, the terraces will operate under a managed access regime designed to protect residential amenity whilst allowing residents to enjoy the facilities responsibly.

In accordance with the approved planning conditions, the external terraces will only be available for resident use between 07:00 and 23:00 daily. Outside of these hours, electronic access control systems will automatically prevent resident access to the terraces. Access permissions will be managed centrally by the Residence team and integrated within the building's access control system to ensure consistent enforcement.

The use of amplified music, speakers or any form of amplified sound is prohibited at all times on the external terraces in accordance with the approved planning condition. This requirement will be clearly communicated through the Resident Handbook, tenancy agreement, induction process and signage displayed at all terrace entrances.

During daily closing procedures, members of the Residence team will undertake physical inspections of each terrace shortly before 23:00 to ensure residents have vacated the spaces prior to access being disabled. Should any residents remain on the terraces, staff will politely request that they return inside the building before the scheduled closure time. This combination of electronic access control, routine staff patrols and resident education provides multiple layers of operational control and ensures the external amenity spaces are managed responsibly throughout the year.







Housekeeping & Servicing

A structured housekeeping and servicing model is in place to ensure that all shared areas of the building are maintained to a consistently high standard.

The on-site housekeeping team is responsible for the regular cleaning of all communal areas, including lounges, study spaces, corridors, reception, laundry facilities and waste storage areas. Cleaning schedules are established to reflect usage patterns, ensuring that high-traffic areas are maintained throughout the day.

Residents are responsible for the cleaning of their own rooms and shared kitchen spaces, supporting independent living. In addition, optional room cleaning services are available to residents where required.

The Residence team monitors standards across the building and responds to any issues raised, ensuring that cleaning, servicing and general presentation are maintained at all times. Emergency cleaning or servicing requirements are addressed promptly to minimise disruption to residents.

This approach ensures that the building remains clean, safe and well-presented, supporting both resident wellbeing and the overall operational performance of the development.

The Residence team will ensure:

+ All internal common areas, fixtures and fittings are maintained in a clean and presentable condition at all times
+ Waste is managed appropriately, with refuse stored safely and waste areas maintained to prevent hygiene or pest issues
+ Communal facilities, including laundry equipment, are maintained in good working order and remain available for resident use
+ Clear expectations are in place regarding resident behaviour within shared spaces, including the appropriate use of drying areas and cycle storage
+ Periodic deep cleaning of communal areas is undertaken, with additional cleaning carried out where required
+ Any damage, spills or incidents are responded to promptly to minimise disruption and maintain standards
+ External areas are regularly monitored and maintained to ensure the building presents a clean and well-managed appearance

Cleaning Schedule

AREA	SCOPE OF CLEANING	FREQUENCY
Communal Areas (Lobbies, Lounges & Study Spaces)	• Floors vacuumed and mopped • Surfaces, tables and seating cleaned • Bins emptied and sanitised • High-touch points disinfected	**Daily**
Corridors & Circulation Areas	• Floors vacuumed and mopped • Handrails, doors and touchpoints cleaned • Bins emptied	**Daily**
Lifts	• Floors cleaned • Buttons, handrails and mirrors cleaned • Walls and doors spot cleaned	**Daily**
Toilet & Shower Facilities	• Floors cleaned and sanitised • Toilets, basins and showers cleaned • Mirrors and surfaces cleaned • Bins emptied and sanitised	**Daily**
Bin Store / Waste Areas	• Bins area cleaned • Floors swept and washed • Any spillages dealt with	**Daily**
External Areas (Entrance & Paths)	• Paths and entrances swept • Litter picked and bins emptied • Surfaces spot cleaned	**Weekly**

Landscaping Management Plan

A structured landscape management strategy is implemented to ensure that all external areas are maintained to a high standard, supporting both resident wellbeing and the quality of the surrounding public realm.

The approach focuses on preserving the original design intent of the development, while ensuring that all landscaped areas remain safe, clean, accessible and visually attractive throughout the year.

External spaces, including planting, trees, terraces, gardens and public realm areas, are subject to a coordinated maintenance regime delivered by a competent specialist contractor. All works are undertaken in accordance with recognised horticultural best practice and relevant British Standards.

The landscape strategy is centred around:

- Maintaining a clean, safe and well-presented environment
- Ensuring planting establishes and matures as intended
- Promoting biodiversity through appropriate planting and habitat creation
- Managing hard landscape areas to prevent hazards and maintain usability

Regular maintenance activities include:

- Routine inspection and care of trees, shrubs and planting
- Watering, mulching, fertilising and seasonal pruning
- Replacement of failed planting to maintain quality and consistency
- Litter collection, leaf clearance and general upkeep
- Cleaning and maintenance of all hard landscaped areas, including paving and street furniture

Maintenance frequencies are adapted to seasonal conditions, with more intensive activity during peak growing periods and autumn leaf fall, ensuring the landscape remains in optimal condition throughout the year.

All works are carried out in accordance with relevant health and safety requirements, including site-specific risk assessments and appropriate control measures for materials and equipment.

Window Cleaning

The cleaning and maintenance strategy for the building will be developed as part of the detailed design process and aligned with the requirements of the building owner and operator. This will be incorporated within the Health and Safety File and wider Building Management documentation. All high-level access is facilitated via a roof-mounted davit system, allowing safe and controlled rope access for façade cleaning and maintenance.

Glazing
At ground floor level, windows will be cleaned safely from ground using a pole-fed “reach and wash” system, extending up to Level 3 where required. Above this level, external glazing will be maintained using specialist rope access techniques from designated abseil points at roof level.

Windows within study bedrooms will be designed to allow safe cleaning from within via tilt-and-turn operation. The full opening function will be restricted under normal use through a keyed system, with access available to authorised personnel where required. Fixed glazing panels will be cleaned externally via rope access and internally from finished floor level.

Powder-coated metal elements will utilise high-durability finishes (e.g. superdurable / Qualicoat Class 2), improving resistance to weathering and reducing long-term maintenance requirements.

Cladding
The external cladding system has been selected for its durability and longevity. Maintenance requirements are expected to be minimal, with a “repair rather than replace” approach adopted where necessary. Periodic cleaning can be undertaken using mild detergent and water to maintain appearance and performance over time.

Roofing & Access
Roof design will minimise the need for routine access. Where access is required, this will be provided via designated internal access points with appropriate safety measures, including parapet upstands and defined safe walkways.



Refuse Management Strategy

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.

The approach has been designed to support a high-density city centre development, focusing on operational control, hygiene and minimising impact on the surrounding environment.

Waste is managed by the on-site Residence team, ensuring that storage, movement and collection processes are coordinated, controlled and consistently maintained.

Storage and Capacity

The development incorporates a dedicated internal refuse store located at lower ground floor level, accessed via a ramp from Deansgate South.

Waste storage capacity has been assessed in accordance with Manchester City Council GD04 Waste Storage and Collection Guidance for New Developments (Version 7.00) and supplementary operational principles derived from BS5906:2005.

The strategy adopts a managed private collection approach with high-frequency collections, reducing the amount of waste required to be stored on-site at any one time whilst maintaining sufficient operational flexibility and compliance with local guidance.

The refuse store has been designed to accommodate approximately 11 x 1100L Eurobins and associated food waste / glass containers, supported by a minimum collection frequency of four collections per week.

Collection and Access

Refuse collection is undertaken by a private waste contractor, with collections scheduled regularly to prevent overflow and maintain hygiene standards.

The refuse store is located at lower ground floor level and accessed via a ramp, allowing bins to be moved safely and efficiently to the designated loading bay on Deansgate South.

The route has been designed to provide direct, level access with sufficient width and clearance, ensuring safe handling and minimising manual handling risks.

The loading bay provides a dedicated and safe location for collection vehicles to stop without obstructing the public highway. Vehicle movements have been designed to ensure safe access, manoeuvring and exit in forward gear.

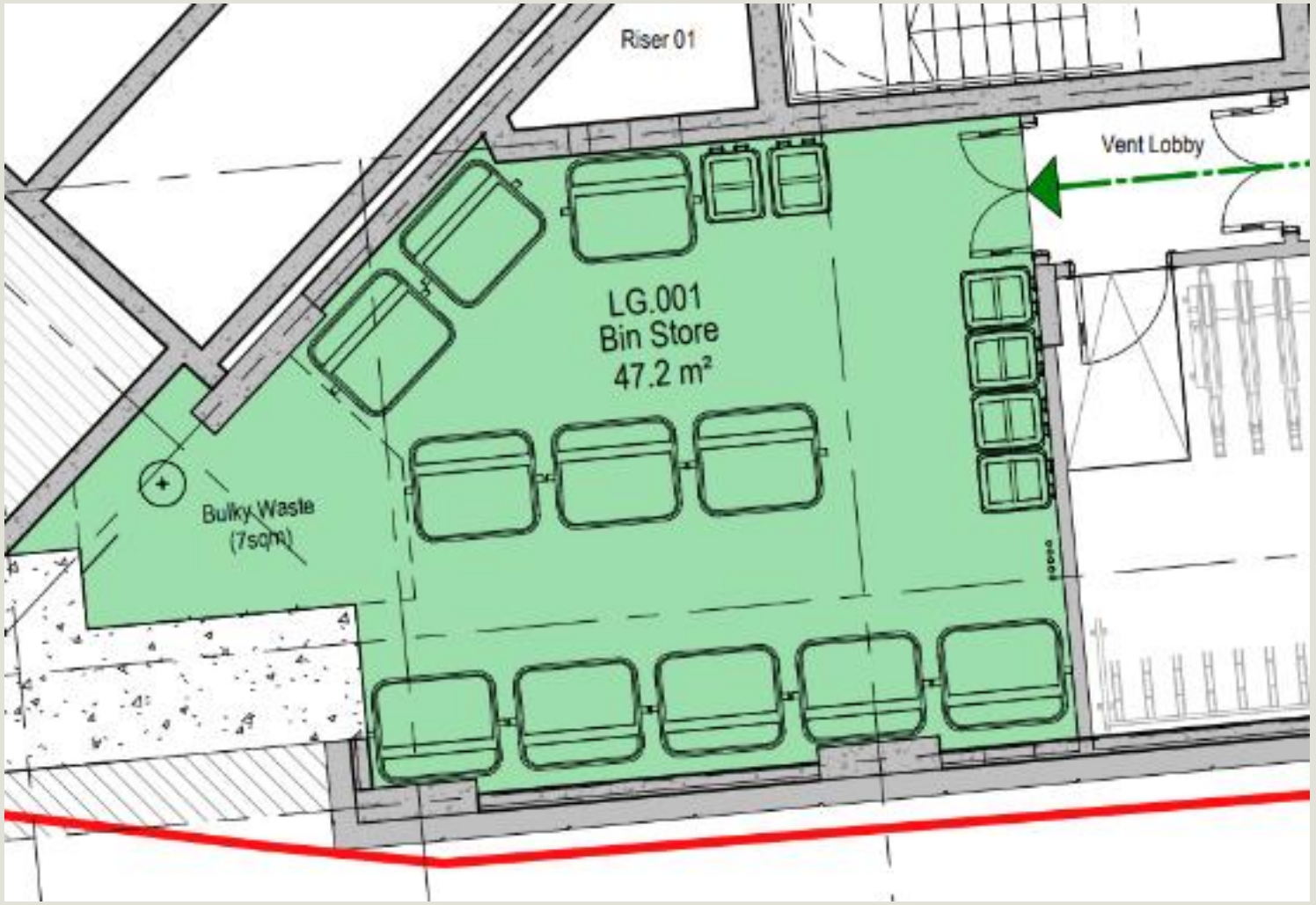
Operational Management

Clear signage is provided within the bin store to support correct separation of waste streams, with additional guidance communicated through the resident induction process and ongoing engagement.

Regular cleaning and maintenance of refuse storage areas is undertaken to maintain hygiene standards and prevent issues such as odours or pests.

The Residence team actively manages the use of facilities and addresses any misuse to ensure the refuse strategy operates effectively and in line with the overall building management approach.

Operational Management



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

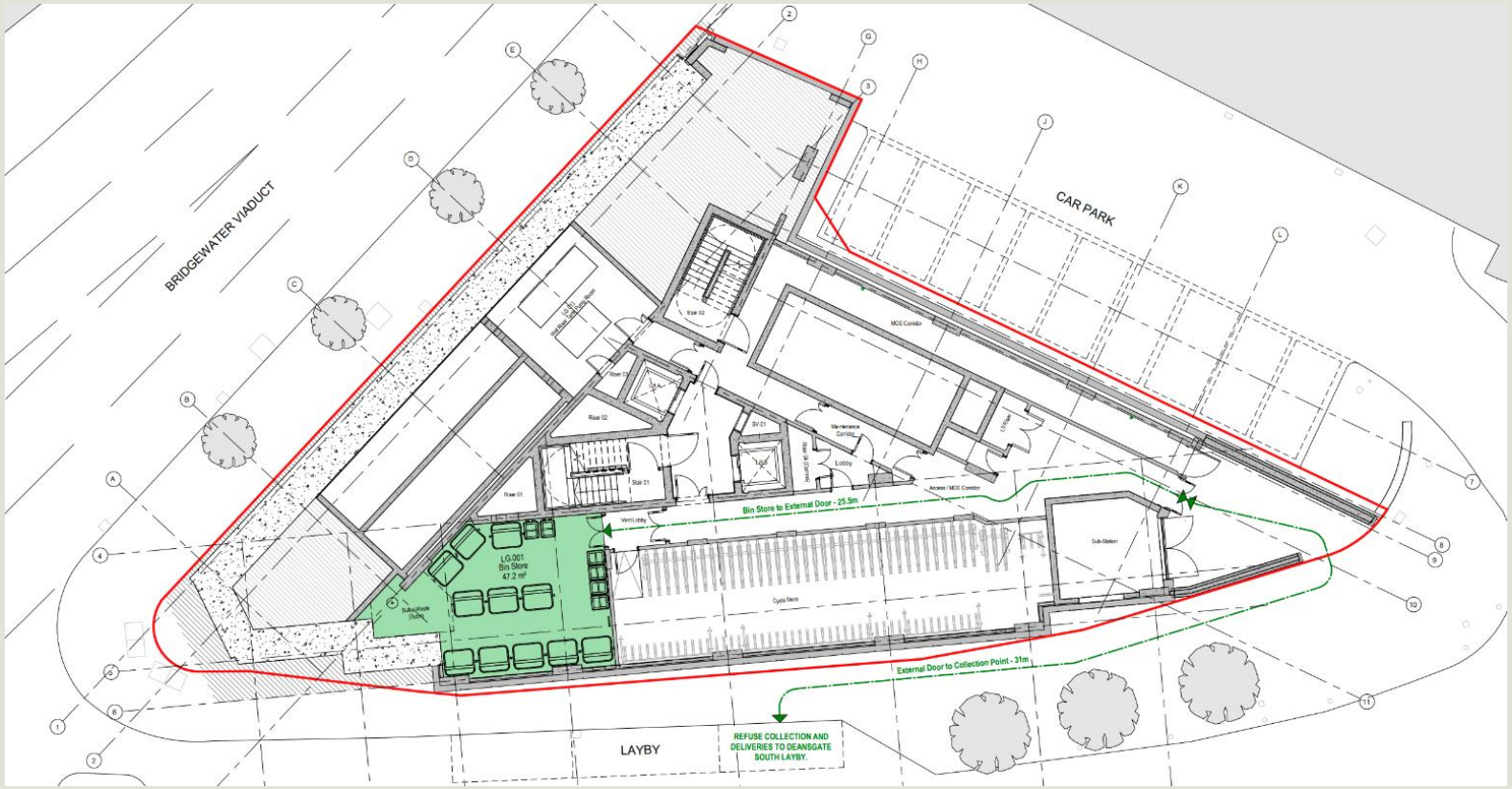
Residents will be provided with clear information on the use of waste and recycling facilities, including the correct separation of materials. This will be communicated through the resident induction process, supported by guidance within the resident handbook and ongoing communication throughout the 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..

Refuse Collection Strategy



The diagram illustrates the refuse collection strategy, showing the movement of bins from the internal refuse store to the designated loading bay on Deansgate South.

The refuse store is located at lower ground floor level and accessed via a ramp, allowing bins to be moved safely and efficiently to the collection point. The route has been designed to provide direct, level access with sufficient width and clearance, ensuring safe handling by the on-site team and minimising manual handling risks.

Waste is managed by the Residence team, who coordinate bin movements in advance of scheduled collections. This ensures that bins are presented at the appropriate time, reducing the duration of on-street activity and maintaining a controlled and efficient process.

The designated loading bay provides a safe and dedicated location for refuse vehicles to stop without obstructing the public highway. Vehicle movements have been considered as part of the wider servicing strategy, ensuring that access, manoeuvring and egress can be undertaken safely and in forward gear.

This coordinated approach ensures that refuse collection is fully managed, operationally efficient and minimises any impact on the surrounding public realm and highway network.

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 generates a low level of servicing activity, estimated at approximately 8 two-way vehicle movements per day, including deliveries, refuse collection and maintenance visits.
- Due to this low demand, a dedicated servicing yard is not required, with servicing activity accommodated via existing on-street loading arrangements in accordance with the approved Transport Statement.
- All servicing activity is scheduled and managed to take place outside of peak traffic periods where practicable, ensuring that any impact on the surrounding highway network is minimised.
- Deliveries are primarily limited to mail, parcels and occasional operational supplies. All deliveries are directed to the main reception, where they are received and managed by the on-site team, ensuring a controlled process and preventing congestion within the surrounding public realm.
- The servicing and delivery strategy has been developed in line with the Transport Statement and is designed to ensure that all activity is low in volume, well managed and does not adversely impact the surrounding highway network.
- Servicing activity is consistent with the nature and scale of surrounding city centre uses and is not expected to result in any material impact beyond typical baseline conditions.

Mail and Parcel Management

- All deliveries are received at the main reception and securely stored within designated areas. Residents are notified when items are ready for collection, ensuring an organised and controlled process. The system is designed to manage high parcel volumes efficiently, particularly during peak periods, while maintaining security and preventing congestion within the building.

Works To The Residence, Deliveries & Collections

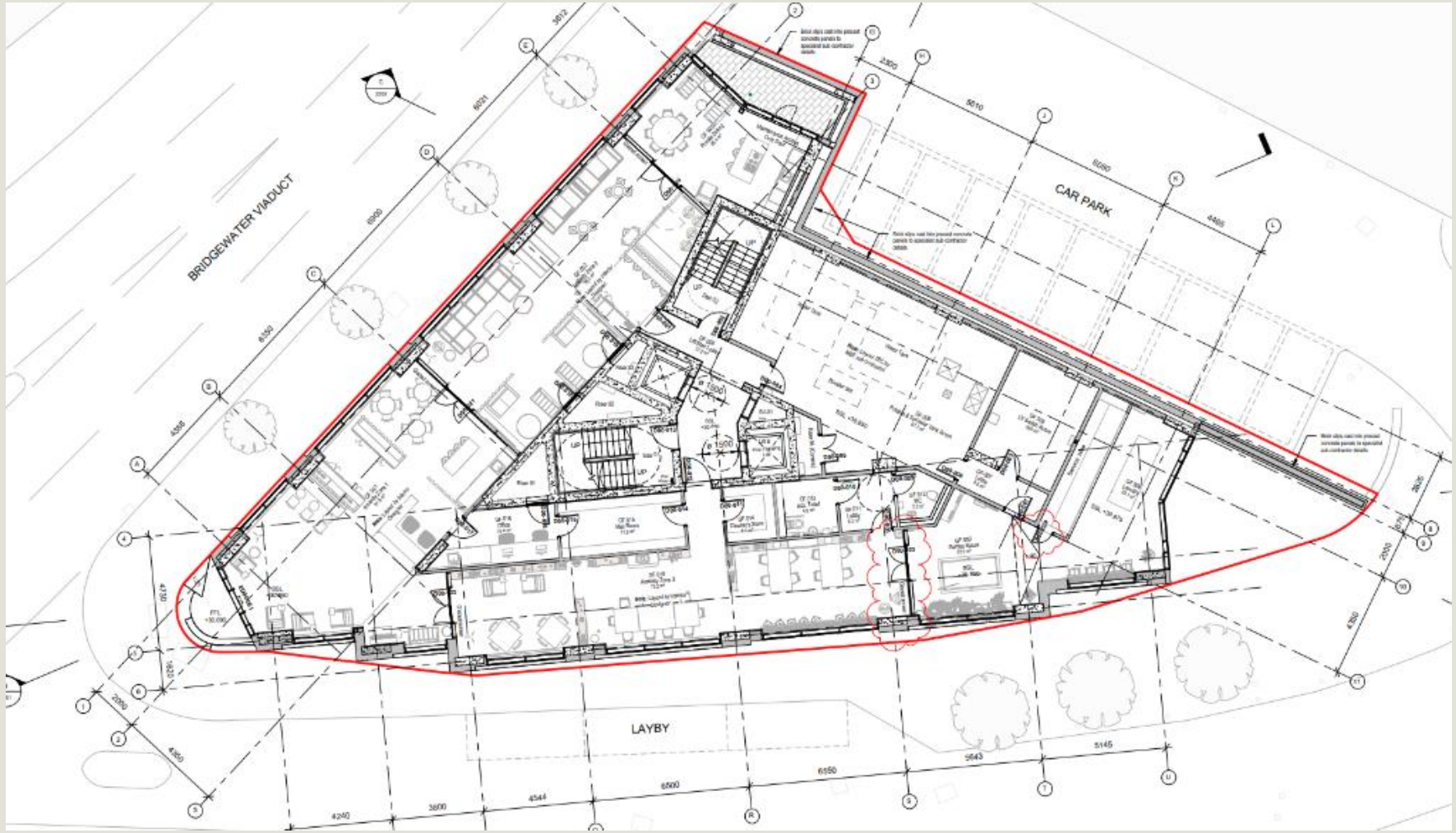
Car-Free Development

The development operates as a car-free scheme, with no on-site parking provided. This reflects the highly sustainable city centre location and is supported by excellent access to public transport, walking routes and cycle infrastructure.

Residents are actively encouraged to use sustainable modes of transport, reducing reliance on private vehicles.

The image highlights the designated loading bay on Deansgate South, which is used for all servicing, delivery and refuse collection activity.

This ensures that all operational movements are contained, controlled and do not adversely impact the surrounding highway network.



Fire Safety

Fusion Students adopts a proactive and structured approach to building and fire safety, aligned with the detailed Stage 4 Fire Safety Strategy prepared for the development. The building is classified as a high-rise residential building (circa 88m) and incorporates a comprehensive range of active and passive fire safety measures.

Fire Strategy & Evacuation Approach

The primary evacuation strategy for the building is “defend in place”, supported by high levels of compartmentation and fire resistance throughout.

In addition, the building is equipped with a full L1 fire detection and alarm system, enabling a controlled simultaneous evacuation of the building if required by the on-site management team or the Fire & Rescue Service.

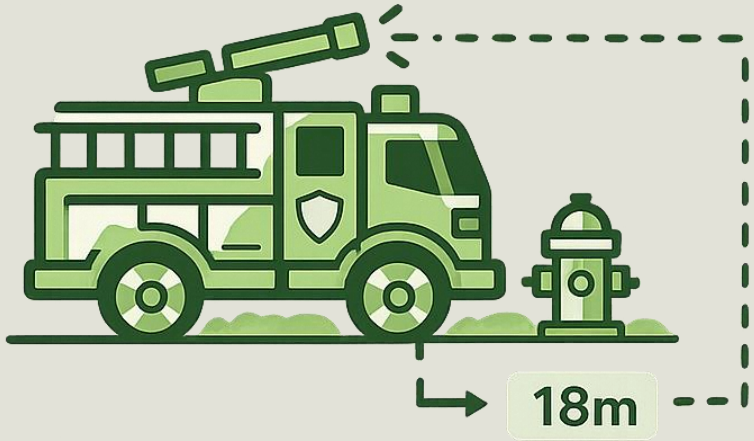
A simultaneous evacuation strategy is adopted in communal and back-of-house areas.

Fire Safety Systems

The building includes the following key fire safety provisions:

- Automatic Water Fire Suppression System (sprinklers) throughout
- Wet riser system within a central firefighting shaft
- Firefighting lift serving all floors
- Mechanical smoke ventilation to corridors and lobbies
- Automatic Opening Vents (AOVs) to stair cores
- Full L1 fire detection and alarm system
- Emergency lighting and enhanced wayfinding signage
- Premises Information Box (PIB) to support Fire & Rescue Service response

Fire Service Access & Facilities



The development has been designed to provide appropriate access for the Fire & Rescue Service, including:

- Appliance access within 18m of the building
- Wet riser inlets and hydrants located in accordance with BS9991
- Direct access to firefighting shafts and protected cores

Building Safety & Compliance

In accordance with the Building Safety Act 2022, the building will be registered as a Higher-Risk Building.

A Building Safety Case Report and Building Safety Management System will be implemented to ensure that risks are clearly identified, monitored and managed throughout the building lifecycle.

A structured system of digital compliance records will be maintained, including:

- Fire Log
- Health & Safety Log
- Building Services Manual

Operational Management & Response

The building operates with a 24/7 on-site management presence, ensuring immediate response to any incident.

In the event of a fire alarm activation:

- The system alerts the on-site team and/or remote monitoring centre
- Staff undertake initial investigation where appropriate
- Emergency services are contacted where required
- The building can be placed into full evacuation mode if necessary

A Premises Information Box (PIB) is provided at the main access point to support Fire & Rescue Service operations.

Testing, Maintenance & Training

All fire safety systems are subject to regular inspection, testing and maintenance in accordance with statutory requirements and best practice guidance.

- Weekly fire alarm testing (manual call points)
- Routine inspection of life safety systems
- Planned preventative maintenance of all fire systems
- Annual Fire Risk Assessments

All on-site staff receive training in fire safety, evacuation procedures and incident response, ensuring preparedness at all times.

Security & Building 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 Students recognises that students may be vulnerable at different stages of their tenancy, particularly as many are living independently for the first time. This can include managing academic pressures, finances and day-to-day responsibilities, as well as adjusting to a new city or environment.

For international students, this transition can be further influenced by cultural and language differences, which may impact their ability to settle in and feel comfortable within their surroundings. While most residents adapt successfully, the operational model is designed to identify and support those who may require additional assistance.

The on-site team is trained to recognise early signs that a resident may be struggling and to respond in a supportive and appropriate manner. Where required, this includes working closely with university student support services to ensure residents are directed to the most suitable professional support networks.

All staff receive training in mental health awareness and safeguarding, supported by clear procedures that guide how concerns are identified, recorded and escalated. This ensures a consistent and responsible approach to resident wellbeing across the building.



Support & Initiatives

A range of wellbeing tools and initiatives are provided to support residents throughout their tenancy. These are designed to promote positive mental health, encourage engagement and reduce social isolation.

Health Portal

Residents have access to a digital wellbeing platform offering guided support across a range of topics, including thoughts, emotions, behaviours and lifestyle factors. The platform provides tailored content based on individual needs, including topics such as stress management, social confidence and personal development. Residents are encouraged to engage with this platform as part of their onboarding process.

Resources

Additional support is provided through online content, including blogs, guidance and wellbeing tips, offering residents accessible information to support their mental and physical health.

Social Events

A structured programme of events is delivered throughout the year, including activities such as yoga sessions, cooking workshops, creative sessions and community-led initiatives. These events are designed to encourage interaction, build community and support overall wellbeing. Events are supported by on-site staff and, where appropriate, student ambassadors to maximise engagement.

Student Experience



The Fusion Feeling

The Fusion Feeling represents the core of the Fusion Students approach, centred around community, support and delivering a high-quality student living experience. It is underpinned by a “You First” philosophy, ensuring that residents are supported from the moment they arrive and throughout their time in the building.

The operational model is designed to create an environment where students feel comfortable, secure and able to thrive, not just academically but socially and personally.



Healthy Futures

The building is designed to support resident wellbeing through a combination of high-quality living spaces, fitness facilities, study areas and social environments. This ensures that residents are able to maintain a healthy and balanced lifestyle throughout their time at university.



Joyful Exploration

The resident experience is shaped through a programme of events, activities and shared spaces that encourage interaction, creativity and exploration. These initiatives are designed to help residents engage with their surroundings, try new experiences and make the most of their time at university.



All For One

A strong sense of community is at the heart of the Fusion Feeling. The building is designed and managed to create an inclusive and supportive environment where residents feel they belong and are encouraged to connect with others.

The on-site team plays an active role in fostering this community, supporting residents both individually and collectively, and ensuring a positive and welcoming atmosphere throughout the building.



Communication

Residents are supported through a combination of on-site staff presence and digital communication tools, enabling both individual support and building-wide engagement. This ensures that residents remain informed, connected and supported throughout their tenancy.

Community Management & Resident Behaviour

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
    + Residents must comply with the operational rules governing communal amenity spaces, including the approved operating hours for the external roof terraces and the prohibition of amplified music or speakers within external areas.

+ 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 & Anti-Social Behaviour

Approach

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.

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.

Monitoring

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.

Escalation

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 awareness from the outset.

External Terrace

Particular attention is given to the management of the external roof terraces due to their relationship with the surrounding city centre environment. Terrace use is restricted to the approved operating hours of 07:00–23:00, with access automatically disabled outside these hours through the building's electronic access control system. The Residence team undertakes routine patrols during evening closure periods to ensure the terraces are vacated promptly and to reinforce expected standards of behaviour. Any resident failing to comply with operational requirements may be subject to formal action under the terms of their tenancy agreement.

Move-In Strategy Overview

Overview

The Residence team will operate a fully managed and pre-booked arrival system designed to safely accommodate peak student arrivals whilst minimising impact on the surrounding highway network and neighbouring occupiers.

The strategy is based around a controlled and phased on-street unloading process, supported by nearby public car parks and active management by the on-site Residence team.

Prior to arrival, all residents are required to book an allocated arrival slot via the resident portal. This enables arrivals to be staggered throughout the day, preventing excessive demand at any one time and allowing vehicle movements to be carefully coordinated.

Students arriving by car are directed initially to designated nearby public car parks, including MCC Deansgate, MCC Bridgewater Hall and RCP Park Avenue. Residents are then required to attend the building on foot to complete check-in and receive unloading instructions before returning to their vehicle.

Vehicles are only directed towards the designated unloading area on Deansgate South when operational capacity is available. This ensures that no queuing, waiting or obstruction occurs on the surrounding highway network.

The arrival operation is supported by on-site staff, traffic marshals and porters throughout peak periods, ensuring that unloading activity is efficiently managed, pedestrian safety is maintained and vehicles are directed away from the site promptly following unloading.

This coordinated approach ensures that arrivals operate as a managed logistical process rather than an unmanaged drop-off arrangement, maintaining safety, efficiency and minimal impact on the surrounding city centre environment.



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.

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.

This process forms part of a wider staged arrival strategy, ensuring that vehicle movements are controlled and coordinated in line with the approved Travel Plan.

Pre-Arrival Planning & Resident Preparation

Pre-Arrival Requirements

All residents are required to complete a mandatory pre-induction process via the resident portal. This ensures that all arrivals are planned, coordinated and aligned with the approved Travel Plan.

As part of this process, residents are required to:

- Confirm their mode of transport
- Select a pre-booked arrival time slot
- Provide key contact and emergency details

Arrival slots are strictly controlled and capped per hour to ensure that vehicle movements remain within the capacity of the surrounding highway network.

This structured approach ensures that all arrivals are planned in advance, reducing uncertainty and enabling the Residence team to manage vehicle movements safely and efficiently on the day.

Arrival Instructions

Ahead of arrival, residents are provided with clear and detailed guidance to ensure that the arrival process is fully understood and followed correctly, including:

- Confirmed arrival time and allocated unloading slot
- Approved approach routes and local parking guidance
- Pedestrian access routes to the building
- Instructions on when to return to their vehicle for unloading
- Guidance on unloading durations and departure procedures

Residents arriving by car are instructed to initially park within designated nearby public car parks before attending the building on foot to complete check-in and collect keys.

Once check-in has been completed, residents are directed back to their vehicle and released towards the designated unloading area on Deansgate South by traffic marshals when capacity is available.

This process significantly reduces dwell times within the unloading area and supports the safe and efficient management of vehicle movements throughout peak arrival periods.

Additional support can be requested in advance for residents with accessibility requirements, ensuring that appropriate assistance is in place throughout the arrival process.

This guidance ensures that residents arrive prepared and informed, supporting the smooth operation of the managed arrival strategy.

Resident Arrival Checklist

All residents are required to complete key onboarding steps on arrival to ensure a smooth transition into the building.

- ✓ Complete registration and confirm personal details
- ✓ Inspect room and report any issues
- ✓ Submit inventory / condition form
- ✓ Familiarise with building layout and facilities
- ✓ Locate bin store, cycle storage and communal areas
- ✓ Understand local surroundings and access routes
- ✓ Confirm postal address details

This structured approach ensures that all residents are fully oriented within the building and aware of operational procedures from day one.



Arrival Process

Arrival Process & Vehicle Management

The arrival process is operated as a fully managed and coordinated system designed to safely accommodate peak student arrivals whilst minimising impact on the surrounding highway network and neighbouring occupiers.

All arrivals are pre-booked and controlled through allocated time slots, ensuring that vehicle movements are phased throughout the day and aligned with the operational capacity of the site.

Students travelling by car are initially directed to designated nearby public car parks, including MCC Deansgate, MCC Bridgewater Hall and RCP Park Avenue, where vehicles are temporarily held prior to unloading.

Residents are required to first attend the building on foot to complete check-in, collect keys and receive arrival instructions before returning to their vehicle. This significantly reduces dwell times within the loading area and allows vehicle movements to be coordinated in advance.

Once checked in, vehicles are released in a controlled sequence by traffic marshals and directed towards the designated unloading area on Deansgate South only when capacity is available.

The arrival operation is actively managed throughout the day by the on-site Residence team, supported by trained traffic marshals and porters, ensuring that:

- Vehicles do not queue on the public highway
- Unloading durations are controlled and monitored
- Pedestrian safety is maintained
- Loading areas remain operational and unobstructed
- Vehicle turnover is maintained efficiently throughout peak periods

All unloading activity is short stay only, after which vehicles are directed away from the site to prevent congestion and maintain continuous operational flow.

The arrival strategy operates as a coordinated logistical process rather than an unmanaged drop-off arrangement, ensuring that the development can accommodate peak arrival activity safely, efficiently and with minimal impact on the surrounding city centre environment.

Co-Ordination

Operational Co-Ordination & Highway Management

A coordinated operational strategy is implemented to ensure that all arrivals are managed safely, efficiently and without adverse impact on the surrounding highway network or neighbouring occupiers.

Prior to the main arrival period, Fusion Students will liaise with Manchester City Council and relevant highway stakeholders to agree operational arrangements, including temporary signage, traffic management measures and stewarding requirements where necessary.

Clear communication is issued to all residents in advance of arrival, ensuring that the move-in process is fully understood and adhered to. This includes:

- Arrival instructions and allocated time slots
- Routing guidance and approved approach routes
- Unloading procedures and expected resident behaviour
- Information relating to local parking and pedestrian access

Additional operational staff will be deployed throughout peak arrival periods, including:

- Traffic marshals coordinating vehicle movements and unloading activity
- On-site staff managing resident check-in and access control
- Porters assisting with luggage movement and resident arrivals

Particular consideration is given to the constrained nature of the surrounding city centre environment and the need to maintain safe traffic flow on Deansgate South and adjoining routes during peak arrival activity.

The Residence team actively monitors operations throughout the arrival period and is able to adapt staffing levels and operational measures in response to real-time conditions where required.

This coordinated approach ensures that arrivals operate as a managed logistical process rather than an unmanaged drop-off arrangement, maintaining safety, efficiency and minimal impact on the surrounding city centre environment.

Arrival & Unloading Routing Strategy

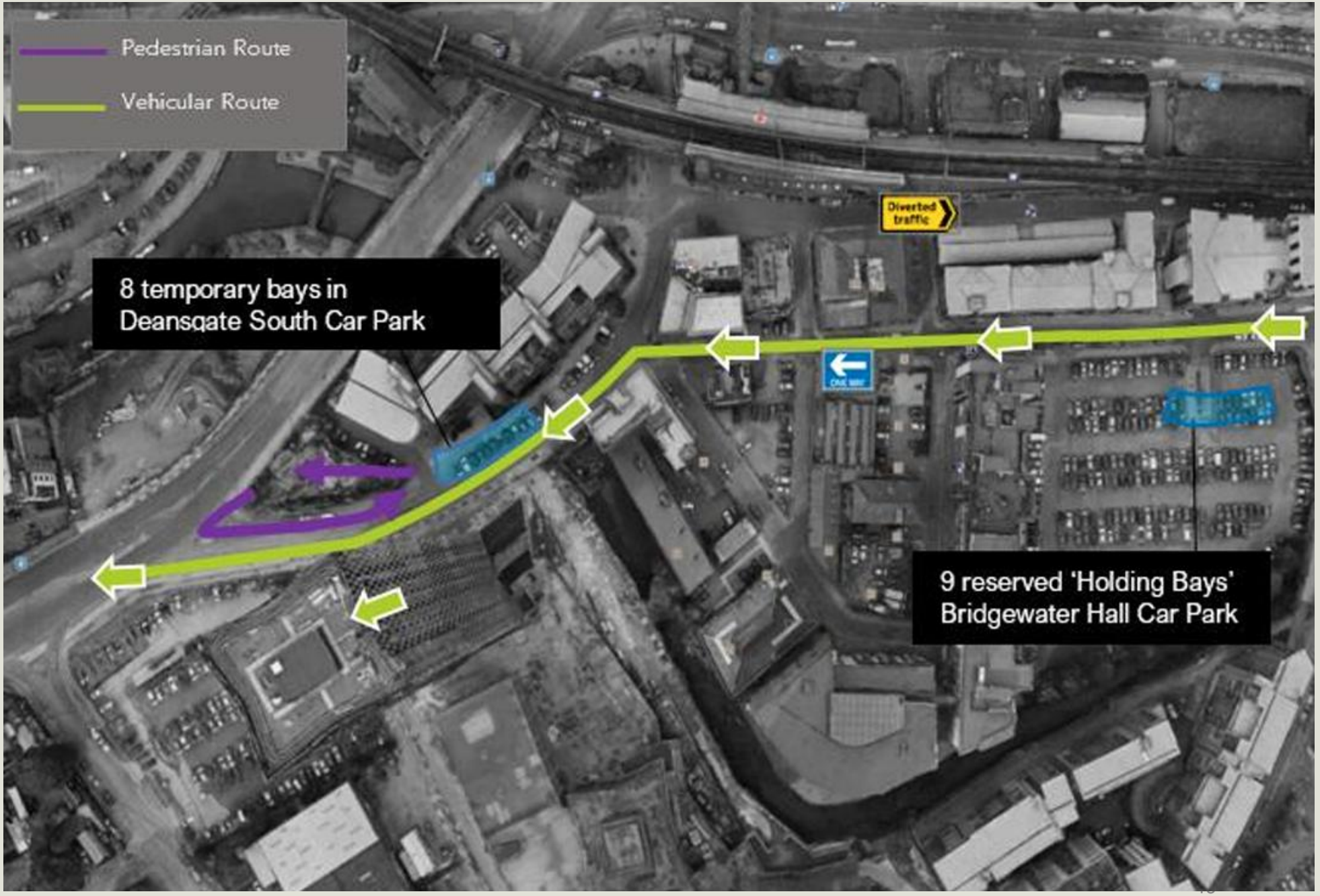
Residents arriving by car are directed initially to designated nearby public car parks, including MCC Deansgate, MCC Bridgewater Hall and RCP Park Avenue.

Following check-in at the building, residents return to their vehicle and are directed towards the designated unloading area on Deansgate South only when instructed to do so by traffic marshals and on-site staff.

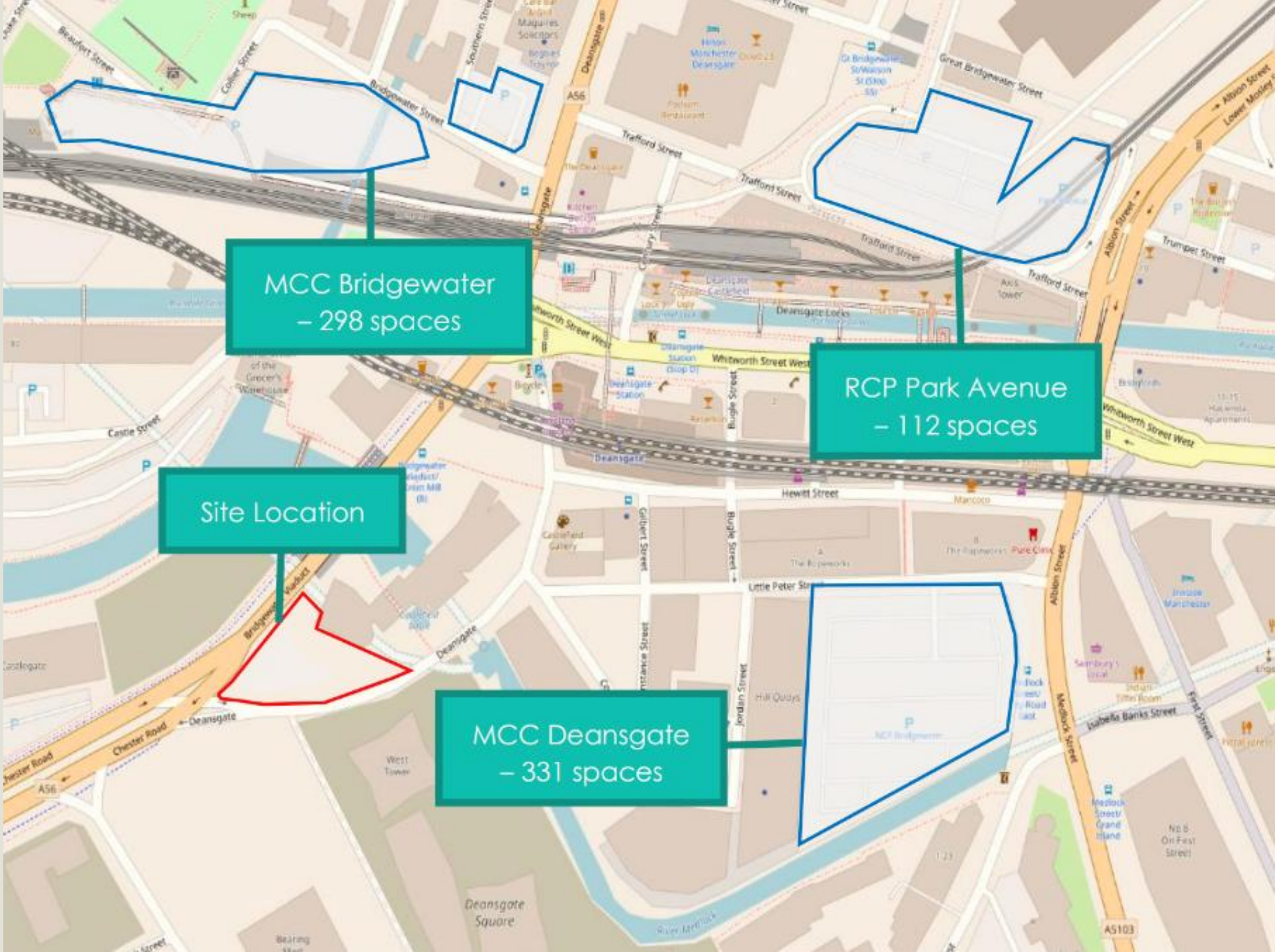
The unloading process operates as a short-stay managed arrangement, ensuring that vehicle dwell times are minimised and that the surrounding highway network remains operational throughout peak arrival periods.

Once unloading has been completed, vehicles are directed away from the site and instructed to return to public car parking facilities or alternative long-stay parking locations.

This controlled and phased approach ensures that vehicle movements are carefully coordinated throughout the arrival period, preventing queuing, maintaining traffic flow and minimising disruption to the surrounding city centre environment.



Local Car Parks



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.

Where required, the same managed approach and support measures are available during move-out, including assistance for residents with accessibility requirements.

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.

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

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.

The operational strategy for Fusion Manchester has been designed to align with the approved Design and Access Statement and Travel Plan, ensuring that the building operates efficiently, safely and without adverse impact on the surrounding area.

Through a combination of controlled servicing, managed arrivals and departures, robust waste management and a 24-hour on-site presence, the development will operate as a well-managed, secure and fully integrated city centre residential scheme.

The operational management approach also includes controlled management of the external roof terraces through electronic access control, defined operating hours, routine staff patrols and resident behaviour management, ensuring continued compliance with the approved planning conditions relating to noise and residential amenity.



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Appendix

Fig 1. Fusion Deansgate: Swept Path Analysis

The surrounding road network of the site allows refuse vehicles to approach the loading bay either from east or west. However, arriving from the east would place the rear of the vehicle closest to the bin store exit, which is beneficial to reduce walking distance to and from the bin storage.

