OCTAGON HOUSE - ACCOMMODATION MANAGEMENT PLAN

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Property Address: Octagon House – Hathersage Rd. Manchester.

1.0 Accommodation Manager

The accommodation will be managed by an experienced specialist student accommodation management company that operates across the UK and has extensive experience in manging student accommodation and delivering a range of support services.

The management company maintains regional and national operational support teams and operates in accordance with recognised industry standards and accredited codes of practice for student accommodation management. The **UUK/Guild HE Accommodation Code of Practice**

The management approach is focused on providing a safe, caring, sympathetic and professionally managed, community-minded environment for students, while maintaining positive relationships with neighbouring residents and local stakeholders.

2.0 The Residence

2.1 The Site

The purpose-built student accommodation is located within convenient travelling distance of several higher education institutions (including the University of Manchester and MMU) and benefits from access to local amenities, public transport, retail facilities and community services.

2.2 Local Universities

The development is intended primarily for students, research students and post-graduates, attending nearby universities and higher education institutions. Students are encouraged to travel using sustainable methods including walking, cycling and public transport.

2.3 The Development

The accommodation comprises a mix of cluster flats with en-suite bedrooms and self-contained studios.

Facilities include:

- Reception and management offices
- Student common rooms
- TV lounge and cinema room

- Gymnasium
- Rooftop gardens and gathering room.
- Study and meeting rooms
- Laundry facilities
- Secure cycle storage
- Communal (internal and external) amenity spaces

2.4 Accessible Accommodation

The development has been designed to accommodate disabled students through accessible entrances, lifts compliant with current accessibility legislation and a number of adaptable accessible bedrooms suitable for wheelchair users.

3.0 Site Management and Procedures

3.1 On-Site Staffing

The property will be managed by a dedicated on-site team comprising:

- Property Manager
- Customer Services staff
- Maintenance Operative
- Cleaning staff
- Security personnel (where required)
- Resident Student Wardens and mentors

Outside normal office hours, trained Resident Wardens and a 24-hour helpdesk will provide support to residents. A 24/7 helpdesk will coordinate emergency maintenance, security attendance and escalation procedures where necessary.

Security services include mobile patrols and remote CCTV monitoring where appropriate.

This management structure provides continuous support for residents and ensures effective management of the property throughout the year.

3.2 Noise and Anti-Social Behaviour

Residents are required to comply with the terms of their tenancy agreement, which includes obligations relating to:

- Respect for neighbours
- Noise management
- Good neighbour behaviour
- Responsible use of communal areas

Students receive an induction upon arrival covering:

- House rules
- Fire safety
- Health and safety
- Community expectations
- Respect for neighbouring residents

Reports of nuisance or anti-social behaviour will be investigated promptly. Persistent or serious breaches may result in formal disciplinary action in accordance with the tenancy agreement, including legal action where appropriate.

The use of class A, B and C drugs on the premises will be viewed as anti-social behaviour and dealt with accordingly.

3.3 Community Liaison

The management team will actively engage with local residents, community organisations and relevant stakeholders.

Residents and neighbours will be able to contact the management team through:

- Reception during office hours
- A 24-hour helpdesk
- Formal complaints procedures

Complaints will be recorded, investigated and reviewed in accordance with company procedures and relevant data protection legislation.

3.4 Car Parking

Where no resident car parking is provided, students will not normally be permitted to keep motor vehicles at the development.

Residents will be encouraged to travel by:

- Walking
- Cycling
- Public transport

Secure cycle storage will be provided.

Unauthorised vehicle use or parking contrary to tenancy conditions may result in enforcement action and may void the tenancy agreement.

3.5 Property Management

The accommodation will operate a zero-tolerance approach to persistent anti-social behaviour.

The on-site team will be supported by regional operational management for tenancy enforcement, compliance and major incidents.

3.6 Out-of-Hours Management

A 24-hour helpdesk and emergency response system will be available throughout the year.

Resident Wardens will provide assistance outside office hours and monitor student welfare and behaviour where appropriate.

Communal facilities will remain available in accordance with building management arrangements.

3.7 Security

Security measures include:

- CCTV coverage
- Electronic access control
- Secure entrance doors
- Controlled visitor access
- Secure cycle storage
- Access-controlled lifts where appropriate

Security arrangements will be informed by professional crime prevention advice and regularly reviewed.

3.8 Inspections

Residents are responsible for maintaining the cleanliness of their own rooms.

Routine inspections will be undertaken during the academic year.

At the end of each tenancy, rooms will be inspected, repaired where necessary and professionally cleaned before reoccupation.

3.9 Repairs and Maintenance

An on-site Maintenance Operative will undertake routine repairs and statutory testing.

Specialist contractors will undertake planned servicing including:

- Fire alarm maintenance
- Electrical testing
- Gas safety inspections
- Water hygiene management
- Emergency lighting testing

A planned maintenance programme will ensure the long-term condition of the building.

3.10 Health and Safety

The management company will operate comprehensive health and safety procedures including:

- Fire Risk Assessments
- Health & Safety Risk Assessments
- COSHH assessments
- Portable Appliance Testing (PAT)
- Gas Safety Certification
- Electrical testing
- Emergency lighting testing
- Water hygiene risk assessments

Emergency evacuation procedures will include Personal Emergency Evacuation Plans (PEEPs) where required.

Staff will receive appropriate health, safety and first aid training.

Residents will receive health and safety information during induction.

Pastoral Care is at hand to assist students.

3.11 Operational Standards

The accommodation will be managed in accordance with recognised student accommodation management standards and relevant codes of practice.

These standards cover:

- Health and safety
- Repairs and maintenance
- Customer service
- Tenant management
- Good practice in student accommodation – in accordance with the stated COP.

3.12 Community Relations

The management team will maintain regular engagement with residents, student representatives and local community groups.

Where appropriate, meetings will be held to discuss issues including:

- Noise
- Waste management
- Security
- Community relations
- General management matters

3.13 Move-In and Move-Out

Student arrivals will be managed through a pre-booked appointment system to minimise disruption to neighbouring properties and local highways.

Arrival slots will be staggered to manage traffic and ensure efficient check-in procedures.

Students and visitors will receive information regarding appropriate parking arrangements and local transport options.

Move-out procedures will be managed in a similar manner where necessary.

The move-in and move-out process will be reviewed annually.

3.14 Servicing, Waste and Deliveries

Servicing and contractor visits will normally take place during normal working hours.

Parcel deliveries may be accepted at reception where operationally appropriate.

Residents are responsible for disposing of waste in designated refuse and recycling facilities.

Depositing litter on local streets or in common areas will be considered anti-social behavious.

Waste collection arrangements will comply with local authority requirements.

Support arrangements will be made for residents requiring assistance with waste disposal.

Laundry facilities will be provided on-site and managed through an electronic payment system.

4.0 Tenancy Agreements

All residents will enter into a tenancy agreement before occupation.

The tenancy agreement sets out residents' responsibilities, behavioural expectations and house rules.

Where breaches occur, enforcement and disciplinary measures may include:

- Verbal advice
- Written warnings
- Financial charges where applicable
- Final warnings
- Termination of tenancy or legal proceedings where appropriate

These procedures are intended to promote a safe, respectful and professionally managed living environment for all residents and the surrounding community.