

**Studios – New Century Place, Reading**  
*Residences Management Plan*



COLLEGIATE





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## Mission Statement

The Accommodation will be managed to create a safe, clean, well run environment for its occupants, which respects their need for privacy and study.

The Accommodation and its occupants acknowledge and respect the rights of adjoining residents and businesses to a quiet life and will work to ensure that these rights are not compromised by their actions. Residents of the building will be required to sign a contract agreeing to adhere to a code of behaviour for the duration of the tenancy. Particular attention is paid to respecting adjoining residents and to refrain from any activity that might cause nuisance or give rise to complaints from neighbours or the general public.

We have experience of managing purpose-built accommodation in the UK. We employ a good neighbour policy and welcome input from local residents and businesses regarding our students and management of our properties. We aim to encourage a safe and caring environment for staff and resident students that works in harmony with the local community.

## ANUK Registered

- Schemes which providers of larger student developments voluntarily join and in doing so commit themselves to maintaining a minimum set of professional standards for their accommodation and their accommodation management
- Enables providers of this kind of accommodation to show that they follow professional standards of service, and to badge themselves accordingly
- Provides a yardstick to help students work out management and property standards
- Establishes a system for verifying that standards are actually being complied with

The purpose of the Codes is to provide housing suppliers (owners and managers) and their tenants with a framework of transparent undertakings about how they are going to do business with one another.

# An introduction to Collegiate

Collegiate AC is a recognised knowledge leader in the field of student accommodation management with a particular advantage in delivering student and client focused solutions.

Our team comprises industry-leading experts who have advised on the management of operations, financials and the specification of over 500 student accommodation projects, including some of the UK and Europe's latest and most innovative schemes.

Collegiate is an expert student accommodation management company with a distinctive, progressive, proactive and consumer-focused approach. Our superior knowledge, experience and clear vision ensure an 'added value' service by optimising the design, specification, operation, marketing, and financial performance of our client's student accommodation schemes.

Our team experience of serving some 100,000 student tenants, in over 25 cities, has informed our distinctive management approach; focusing systems, processes, procurement and operations management around effectively serving the needs of students and successfully operating and maintaining the performance of our client assets.

All our management and central support staff have a proven record in the hands-on management of student accommodation operations and are able to intelligently, confidently and effectively support our on-site management teams, university relationships, and the interfaces with other key stakeholders.



## 24 Hour Accommodation Management

The Management team will consist of an Accommodation Manager who will be supported by an assistant manager as well as an on site maintenance operative and cleaner. The site will have a 24 hour site presence – out of office hours will be covered by live in Student Wardens.

This team will have been comprehensively trained on how to deal with fire management and major incidents. In addition, there will be an out-of-hours emergency call centre on site who will be able to escalate a situation to an oncall member of the management team if necessary, providing around the clock management. As such, there will be a member of staff (student wardens) on site at all times offering a point of contact for both students and local residents if required.

All entrances to the building will have a secure access point and will also be covered by CCTV. Contact details for the management team both during and outside of office hours will be posted by the entrance door should local residents wish to speak with a member of staff.

Further security is provided by way of strategically placed CCTV cameras that enable the management and security team to monitor the building and entrance areas remotely via CCTV imaging. These images will be able to be stored should they be required.

The office will be manned 9am – 5:30pm with all tenants having access to the onsite teams as well as a out of hours assistance.

## The accommodation team will ensure:

- That all staff are aware of their obligations to occupants and the local community and conduct themselves professionally at all times.
- That any contracted service provider or supplier is reputable and, where relevant, fully qualified and adequately insured and will act in a professional and courteous manner whilst at the Accommodation.
- That lost keys, swipe cards or other access tools are replaced as soon as possible after notification at an adequate charge in accordance with the Licence governing occupation. And that all lost swipe cards or other access tools are cancelled immediately of notifications to minimise the risk of someone using it that doesn't live on site.
- That all mail is distributed as soon as possible after receipt to occupants' rooms or post boxes. Where possible the post man will distribute to post boxes, any large parcels will be held at reception for the tenant.
- All occupants are provided with a statement of what the Accommodation will provide for them and what the Residence expects of them in return.

## Student Wardens

The role of student warden is in place to compliment and work alongside the existing accommodation team. Their role is to primarily assist tenants who have misplaced their key and to allow entry to the property and/or their room upon satisfactory identification being provided. Student wardens will work on a rota basis. As provision for three student wardens has been made; each warden will work one week in three. Their shift will be 5pm to 9am and all weekend. Student wardens will not be required to sit in the reception area, however they will need to remain contactable during their shift and be able to respond to callouts within a 10 minute time frame.

Student wardens are paid monthly for their shifts and are provided with a mobile phone for business use. Should an issue arise that is outside of their remit then the issue would be escalated to the Accommodation Manager for resolution.

We have found the student warden system to be very successful and popular with students who wish to add business experience to their CV's. This system is also popular with universities as it is in line with their own wardennial system.

# Maintenance of the Accommodation

The on-site maintenance team will be responsible for keeping the Accommodation maintained, involving regular internal and external repairs. A rolling programme of Planned Preventative Maintenance will be in place for regular upkeep of the building.

## **The Accommodation 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 occupants or adjoining residents enjoy.

- ✚ That any deficient fixtures and fittings within occupants' rooms are repaired or replaced as soon as possible following notification to the Accommodation Manager.
- ✚ 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 Accommodation Manager will be repaired as soon as possible by reputable professionally qualified service providers.
- ✚ That all accommodation will be clean, safe and secure.
- ✚ That all fixtures and fittings will comply with relevant statutory obligation and that all fixtures and fittings requiring periodic inspection will be so inspected by properly qualified service providers.



## Management of Communal Facilities

The design of most of our accommodation sites allows tenants to have access to a purpose built residents lounge, dinner party room, fitness suite, group study rooms, cinema room and laundry facilities.

The use of common room spaces is intended to encourage interaction between the students and allows them to build a community life.

A seating area for visitors is generally provided in the reception area.

The accommodation managers will man the area whilst on duty and ensure it is kept neat and presentable and is well used. The security Student Wardens will also cover this area to ensure the students are safe and it is well managed at all times.

## External Maintenance

**The Accommodation 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 maintenance team will be responsible for all common areas including the common room laundry room, reception, walkways and waste disposal areas. Students, as part of the living-away-from-home experience, will be responsible for the cleaning of their own rooms and shared kitchens. Assistance will be given to disabled residents if required.

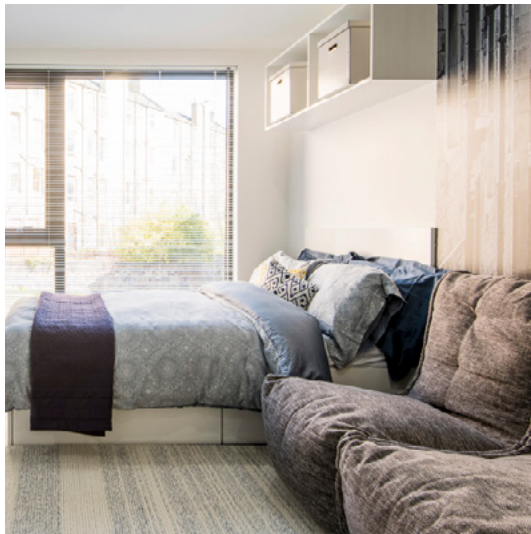
Students can arrange for their studio rooms or cluster rooms to be cleaned for a fee.

## **The Accommodation 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 coin-operated or card 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 occupants' 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 annually.
- ✚ That all occupants' 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 Accommodation Manager.



## Works to the Accommodation

Work (other than emergency work) will be carried out to the building between the hours of 9am and 5pm (and will be encouraged to take place during offpeak hours between 10am and 4pm), Monday to Friday (i.e. not at weekends / bank holidays) unless this is, for practical reasons, not possible.

## Deliveries & Collections

Deliveries will be accepted between the hours of 9am and 5pm, Monday to Friday (i.e. not at weekends/bank holidays) unless this is, for practical reasons, not possible.

Rubbish collection will be between the hours of 8am and 6pm, unless an alternative time has been agreed with the Council's contractor.

All deliveries and collections will adhere to the local loading restrictions. As this is not a retail or catering outlet deliveries are minimal and generally limited to mail. Collections are generally only residential refuse collections. Deliveries can be undertaken to the site whilst a vehicle is parked on the restriction of the yellow lines however the motorist has to be seen to be constantly loading and unloading.

# Security & Fire Safety

When the Accommodation is opened for occupation, both a Fire Risk Assessment and a Health and Safety Risk Assessment will be carried out on the Accommodation. Initial assessments will take place prior to completion to ensure fire escape routes and extinguishment materials are incorporated into the build as per statutory requirements and guidelines.

Staff will undertake training in general health and safety issues appropriate for their area of responsibility. A copy of the major incident and emergency evacuation plan will be provided to each member of the management team and each student at registration will receive a student handbook that details emergency procedures. Students will be informed of evacuation assembly sites and notices will be posted throughout the Residence.

In accordance with the fire strategy the car park is not to be used for storing any items and only to be used for its intended purpose.

Any persons under the age of 18 must be accompanied at all times by an adult whilst on site at New Century Place.

Please use the handrails provided when ascending and descending the stairs.

## **The Accommodation team will ensure:**

-  That all external access points are adequately secured and monitored to prevent unwanted/unauthorised entry.
-  That any breach of security or any other incident or emergency is investigated as soon as notified to the Residence Manager and the appropriate authorities advised if relevant. The Residence Manager will log all such incidents and will keep all parties updated until the incident is closed.
-  That all Fire Escape routes are adequately signed and kept free from obstruction at all times.
-  That all Fire alarms are tested at least as often as is statutorily required and that evacuation drills are carried out in accordance with statutory provision.

## During the tenancy

### The Residence requires that occupants:

- Comply with the terms of the occupational Licence / Tenancy Agreement.
- Respect the Accommodation Manager and other Residence staff and comply with any reasonable requests that they may make of you from time to time.
- Respect the right of adjoining residents to a quiet life and behave accordingly. Refrain from any activity that might cause nuisance or give rise to complaints by adjoining residents or the general public.

## Community liaison: responsibilities & procedures

### The Accommodation team will ensure:

- A responsible member of staff will be available at the Accommodation outside normal working hours.
- Any complaints or comments about the Accommodation or its students should be made to the Accommodation Manager or responsible member of staff at the residence, by telephone on the numbers provided, or in writing.
- Any complaints received will be dealt with in a timely and courteous manner, and that the person who made the complaint will be notified of the action taken, or response made to their complaint if they ask to be informed of the outcome.
- Staff contact details are displayed in the main foyer for contact during office hours, any out of office house emergencies will be dealt with by the out of hours, this contact number will be displayed in the main foyer.

# Delivering a superior student experience

Our tenant management model is based on hospitality without stuffiness - our tenants 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 well-being.

We assist clients to specify schemes with amenities, layouts, fittings and room designs that students value and which provide our clients with a market advantage. Our operating and management structures, processes, interfaces and systems have been built around serving and satisfying our student tenants. 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 tenants 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. Collegiate 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 tenants and a fostering of a community spirit at various levels, from cluster flat to scheme-wide.

Our bookings and management systems enable us to communicate with tenants en-masse and individually, through SMS text and e-mail to ensure timely and effective tenant communication alongside our interactive community Facebook pages.

# Moving in procedure

The Accommodation will operate an electronic student registration procedure. In order to become a registered student, each student must provide proof of identity, a home address, emergency contacts and their confirmation of a place at the University. This database of information is used by the Accommodation to apply their room allocation procedures and to assign student's rooms which will best suit their individual needs. For example, disabled students would be assigned appropriately fitted rooms, first years can be grouped to encourage integration and postgraduates can be grouped to ensure quieter living spaces to facilitate study. As part of an Accommodation Application pack, students will be provided with information setting out the Move In/Move Out procedures which they must follow.

In order to mitigate the potential for disturbance to local residents and the local road network, it is proposed that the tenancy start date commences in September and student arrivals will typically occur throughout the month. This spread of arrivals reduces pressure on the management staff who are thus able to process individual arrivals without delays. This also reduces any pressure on the local transport networks and ensures that a situation in which a large number of students arriving at any one time is avoided. The

move in procedures provided to students in advance of arrival will make it clear that the provision of arrival slots is for their own benefit and the wider benefit of the local area, to ensure a trouble-free Move In procedure. The Accommodation Management takes its responsibilities as a neighbour very seriously and in addition to the arrival slot system, students are also provided information as to what will be regarded as anti-social behaviour, both in the property and locality, and will be required to attend a Welcome Evening where the students will be introduced to the staff and the Code of Conduct, Health & Safety and fire procedures detailed.

The arrival date is generally at the individual student's choice, however, the Accommodation Management (as a section of the Application Form) must be notified in advance to ensure that if there are any instances of numerous coincident arrivals or arrivals at inappropriate times, this can be addressed through rearrangement with the students involved well in advance of their arrival. Due to this, it is considered that the impact across the majority of the month will be negligible and existing provisions for loading and parking in the area is satisfactory for car arrivals.

However, due to the fact that the main University teaching term commences in early October, it is likely that a large number of (in particular first year) students will desire to arrive in the few days and weekend prior to the commencement of the teaching term and the manner in which this will be managed is described in the following paragraphs. A number of tenants will arrive by car. To facilitate this and mitigate any wider impacts, move in procedures will contain detailed information on:

- Details of parking and loading provision in the immediate locality will be provided with comprehensive information on restrictions, length of stay and penalties and, in addition, information on congested traffic times to ensure that users are discouraged in the strongest possible terms from behaving in a manner which will cause any disruption to the local road network.
- Details of off-street car parking locations and of regulations on surrounding streets and for immediate loading; this will include details of (i) on street loading constraints and opportunities and (ii) wider-area public (pay) car parking which can be used post-unloading by parents.
- Parking bays localised to the scheme will be suspended for use only for new arrivals to move in on the assigned move in weekend only. Tenants will be told these bays are for unloading only and will be directed to other parking areas.

In addition to the information provided in the move in procedures, a number of temporary signs will be placed at strategic locations on approaches to the Site to reinforce routes and help avoid cases of drivers becoming lost in nearby neighbourhoods. For students arriving/leaving by car, kerbside unloading/loading can take place within the prescribed traffic regulations. This will include loading-unloading.

The Accommodation will provide additional staff to assist with car arrivals and unloading where necessary. The assistance of extra staff (easily available on an ad hoc basis from the student body) will ensure that any unloading can be completed within the 20 minutes allocated. Staff will assist in the transfer of personal goods to a secure location on the ground floor from where students can subsequently relocate their belongings once vehicle unloading is complete.

As noted above, the Accommodation Management will determine and hold final approval on arrival time slots and arrivals requested during the hours for which loading/unloading is allowed.

Therefore, to summarise on-street impact, arrival slots will be organised in a manner which will generate a minimum of arrivals at peak times and will ensure that no arrivals spill-out on to the wider road network. Adherence to time slots will be ensured by the Management reserving the right to deny entry to students if they arrive outside their allocated slot. This will be communicated to students (and parents) in advance to ensure maximum compliance.

Arrival windows will be stipulated which are of sufficient length that they are achievable for people to aim for, but not so long that they undermine the use of the slot system. An appropriate length would be 2 hours. This window length relates only to arrival time; once a vehicle arrives, its length of stay will be a maximum of 20 minutes. Window bookings will

be organised, and staff available to assist unloading as noted above, so that if arrivals are not evenly distributed throughout their arrival windows (as invariably, they will not be) then the capacity exists to serve all the vehicles within the 20 minute maximum.

Management will organise the arrival window bookings to ensure that the kerbside capacity and staffing capacity exists to unload each vehicle within the maximum 20 minutes available. This will ensure a rapid turnover and maximum throughput of vehicles with a minimum of disruption. Should parents wish to park for longer, they will be directed to local parking facilities. Alternatively, should parents decide that they wish to disobey the area's restrictions, then they will be subject to the full force of Local Authority Parking Enforcement, as appropriate.

# Moving out procedure

The Move Out procedure will, in effect, operate a reverse of the Move In process. Students will be required to pre-organise their departures to again ensure that the area is not overwhelmed with vehicles. As with the moving in process, staff will be on hand to assist the transfer of belongings to vehicles so loading can be achieved within the 20 minutes available per vehicle. The pre-notification process will allow Accommodation Management to plan this staffing appropriately. As such staffing often comes from within the student population itself, there is usually a readily available pool of flexible staff available on an ad hoc basis.

Unlike the Moving In process however, the Move Out will be spread over a much longer period as student departures will vary depending on when their last exams are scheduled, plans for the summer vacation, personal or work commitments etc. As such, the demands on the surrounding network will be even less than the small arrival impacts in the moving in period and thus the Move In period can be considered a worst-case scenario. Most demand for Move Outs will likely be requested for the weekend following the release of results (usually the end of June), although as with the Move In process, the pre-notification procedures will assign collection slots to ensure that demand is more evenly distributed over time. Similarly, a peak will also

occur at the end of the tenancy period (which, based on 51 week tenancy contract length, will be in mid-August; a period when background traffic is at its lowest) but again it is stressed that both these peaks will be much less smaller and more widely spread than that at the arrival impacts at the start of October.

During the expected peak move out weekends as previously detailed, the management team will assess the impact that this may have on the surrounding network and seek to find off street parking solutions surrounding New Century Place, Reading.

Along with booking a time slot for moving out, the tenant will also need to book a time slot for a room inspection, this would generally be a couple of hours prior to departure so that if there is any additional cleaning / clearing up / damage this can be notified to the tenant to give them a chance to do more cleaning or rectify any damage (where they can).

The tenant will then be asked to sign their return of deposit form which agrees final deductions (if any) from their deposit. The deposit will be processed with 14 days of the end date of their tenancy.







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