

ADDITIONAL MANAGEMENT NOTES

1. Access Management

1.1. Refuse Collection

Waste will be pre-sorted within each kitchen (three types of 30ltr bin: (i) general/food waste; (ii) paper and card; and (iii) glass and tins). It will be the responsibility of the Residents' (Students) to pre-sort the waste into the correct bins. The management of this will be controlled by Homes for Students (FM Service provider) to ensure waste is not rejected for transfer.

It will be the responsibility of the Residents to remove the segregated waste from the building, to the external bins for transfer

This will be controlled by an agreed kitchen inspection process, which, Homes for Students will adhere to. It will state that the waste from the flats is not to be removed and stored in the corridors and lift lobbies. All waste is to be transferred in 1 manoeuvre from the flats down through the building and out to the designated bin store. Under no circumstances should waste be left in any communal areas to cause a risk of fire and evacuation.

The transferred waste from the buildings will be removed to the designated waste handling areas or "Bin store", until the waste is collected by the contracted waste transfer company.

The Bins used shall be 1100ltr wheelie bins and the quantity has being calculated based on historic information of other student residences in the country.

From national averages, the accepted calculated amount of waste per student is 90ltr per week and with 1 collection per week, this in turn has been used to calculate the number of Bins.

$61 \text{ students} \times 90\text{ltr} / 1 \text{ collections} / 1100\text{ltr} = 5 \text{ Bins.}$

Included in this will be 3 no. recycling bins provided in the Bin Store. These are to recycle Bottles, Tin Cans and Paper etc.

It is the FM provider's intention to promote the recycling of waste and hopefully if successful, will in turn reduce the amount of general waste transferred from the site which could reduce the requirement for either No. of Bins or No. of collections.

The Service Provider shall ensure that a licensed Waste contractor is used for the transfer of waste from the site and that timely collections are provided to ensure a clean and rodent free site remains.

At key times of the year such as intake and clear down weekends, significant additional waste is generated, and the Service Provider will ensure that sufficient waste receptacles with additional refuse collections and bespoke collection waste disposal services for larger items are in place as required.

For the avoidance of doubt, the Service Provider will be responsible for handling, recording, storage etc of the waste.

1.2. Servicing and Deliver

Delivery /Postal and servicing vehicles will be subject to short term stays only. Drivers will be directed to use one of the 3 designated parking bays located at the front of the property. Their vehicles will be parked in a safe manner at this location for the duration of the time it takes for the delivery or work to be completed.

1.3. Car Parking

Despite the property having the 3 purpose made parking bays. The student accommodation is proposed to be secured as 'car-free'. Therefore, no students will be allowed to bring vehicles to and park them within the site. It should also be noted that HFS will lead in the marketing of the student accommodation through the HFS' website, and the parking restriction of the site will be clearly advertised to prospective student residents to ensure that expectations are managed relating to the bringing of cars to the site.

Clauses preventing students from bringing a car to and parking on-site will be included in all tenancy agreements, and HFS will be proactive in monitoring any breaches. Students will be required to provide the registration number of all vehicles they own or have access to. Should any vehicles be parked inappropriately, or repeated complaints are received from local residents or business about a vehicle associated with a student, the student will be treated as having a serious breach of the tenancy agreement which in-turn will trigger the landlord into making an application to the court for possession of the accommodation.

Students will also be prevented from using their address at the property as the basis for applying to the Council for a parking permit. This will form one of the terms of the tenancy agreement and will include a restriction on parking within an agreed radius of the property.

2. Arrivals and Departures

2.1. Arrivals

Students are expected to arrive within a two-week period each September, in accordance with the start of the academic semester. To minimise the impact of the intensive student drop-off period on the local transport infrastructure, students will be required to pre-book a 'moving in appointment', this will be carefully managed and will operate on a first come first served system.

The HFS booking in system, is all "On-Line" and is completed by the arriving students. Completion cannot be made without the awareness of the site location details and highlighted arrivals process, which will indicate arrival appointment slots that they all agree to, at this point on the booking in process.

Appointments will be distributed to avoid the peak periods, ensuring adequate resource capacity to check students in. The length of each appointment will be approximately 20 minutes, and HFS staff will be available to help unload personal possessions to a secure location on the ground floor from where they can be moved to the relevant units once any vehicle stopped for unloading has been relocated to a longer-stay car parking location. Should any arriving student identify a specific access requirements, then HFS will ensure the appropriate access measures are put in place, to help/assist any individuals from their car, to the property.

The process will provide the details of the nearby "Queens Road" Public carpark location for longer stays, and the identified student drop off point at the front of the property. HFS staff will be located there to meet and greet the arriving students and help transport them, from their car to the property. Strict management of the time slots will be adhered to.

2.2 Departures

As student term end dates differ depending on subjects studied, year of study and examination dates, experience at all other student accommodation has found that the move-out period tends to be significantly less intensive, and more readily accommodated than the move-in period. Should this not be the case, the accommodation manages can implement the inverse of the Move-In process procedures.

The student management move-in / move-out plan will be monitored and reviewed annually and changes made if necessary.