



**ALEXANDER HOUSE
PURPOSE BUILT STUDENT ACCOMMODATION
MANAGEMENT PLAN**

FOR

PJ ALEXANDER ESTATE LTD

Report produced by: Martin Corbett
Date: 9.1.2019
Revision: E

1.0 Accommodation Manager

Homes for Students are the Accommodation Managers for the new purpose built student accommodation at Alexander House Reading. Details about Homes for Students can be found on their website www.abouthomesforstudents.com

Homes for Students manage 18,000 beds nationwide under their Homes for Students brand across the whole of the UK including London, Oxford, Cambridge, Southampton, Bournemouth, Leamington Spa, Norwich, Aberystwyth, Liverpool, Exeter, Birmingham, Sheffield, Nottingham, Lincoln, Leicester, Durham, Glasgow, Edinburgh, St Andrews and Aberdeen. Our marketing and booking website is www.wearehomesforstudents.com .

Homes for Students have a good support infrastructure with their main offices being in Harrogate and Liverpool but with regional support staff around the country.

With a significant impact on the student experience, Homes for Students stand out by the quality of delivery. Homes for Students operate all schemes under the Accreditation Network UK (ANUK) Code of Practice www.anuk.org.uk , which is a network of organisations that promote minimum standards in private residential student accommodation which will apply to Alexander House. Homes for Students are very much community and customer focused organisation.

2.0 The Residence

2.1 The Site

The student accommodation site is bounded by Kings Road and Rupert Street and is adjacent to apartment blocks, housing association flats and next door but one from Reading College.

2.2 Higher / Further Education

The property is approximately 11 minutes' walk from the University of Reading London Road campus and approximately 22 minutes' walk from the University's main Whiteknights campus. Any students who may attend available courses at Reading College would find the campus next door but one. Central train station and the bus station are about 20 minutes' walk from the site.

2.3 The Design

The design comprises 159 cluster flat bedrooms and 23 studios with a common reception and management office, common room and laundrette at ground floor.

The cluster flats serving 6 to 10 bed ensuite bedrooms with a kitchen living area.

There is also a cycle hub located on the lower ground floor with 46 covered and secure cycle spaces.

2.4 Accommodating DDA Students

The accommodation has been designed to accommodate disabled students with 3 disabled car parking spaces. Designated lifts are Approved Document M compliant and there are 2 fully accessible rooms adapted for independent wheelchair users and with a further 8 rooms capable of being adapted in the future.

3.0 Site Management and Procedures

3.1 On Site Staffing

The site will be managed by:

- A dedicated Property Manager who will lead the Management Team and be at the property from Monday to Friday during office hours (9.00 to 17.00) and supported by a part-time customer services assistant, part-time maintenance, part-time cleaning staff and designated Student Wardens.
- In addition there will be an office number for daytime contact during office hours, an app to report faults and a 24/7 helpdesk number for any emergencies or incidents outside office hours including night time supervision. A manager or key (fob) holder will be available at any time to respond to any faults or incidents in accordance HFS emergency planning procedure.
- Designated Student Wardens outside of office hours be resident at the premises and be able to deal with any emergencies or incidents outside office hours including night time supervision. These are students (normally post graduates) who are paid to be on call and who are trained on fire evacuation and first aid.
- There will mobile key (fob) holding and mobile security provided by a local security company.

This will provide robust 24/7 management for the site to ensure that the property is managed professionally from day one to manage any potential impact on the local community.

3.2 Noise and Anti-social Behaviour

The continual presence by the on-site team will ensure that local residents always have a point of contact should there be any problems relating to noise or anti-social behaviour, car parking breaches etc which means that any problems can be dealt with quickly.

The manner in which noise, car parking breaches and anti-social behaviour will be managed include:

- On signing the tenancy agreement this includes details about rules and regulations relating to the property, local neighbourhood consideration and being a good neighbour and considerate in relation to avoiding noise, following parking rules and associated enforcement measures;
- On arrival the students will be inducted on the rules and regulations and enforcement procedures should any rules and regulations be breached;
- During the daytime the office staff will be able to monitor activity and note any breaches of the rules and regulations as the reception will be manned;

- Outside of office hours, student wardens would be in place to monitor and note any breaches of the rules and regulations;
- The ability to monitor activity and record evidence of any breaches of the rules and regulations will be supported by remote CCTV and will be able to be enforced by on-call security;
- Access will be promoted through the front door of the building as opposed to the rear which will be for exit only for dropping off rubbish or taking out and returning bikes. The access doors and gates will be soft close and have a warning sign to students to “be a good neighbour and keep the noise down”.
- Any external lighting, designed to provide light outside daylight hours will be PIR activated and directional with low cut off angle.
- Review and respond to local resident calls and complaints, with any breaches by students enforced in line with the rules and regulations the students had signed up to upon taking accommodation; and
- Obtaining and responding to feedback received from local residents meetings;

Should there be any serious incidents, ongoing parking offences or repeated complaints contrary to the rules and regulations for occupying students, received from local residents about a student’s conduct and behaviour, the student will be treated as having a serious breach of the tenancy agreement which in turn will trigger an application to the court for possession of the accommodation by the landlord.

3.3 Community Liaison

The on-site team will actively seek to engage with local tenants and residents associations and community organisations including regular meetings with local residents and groups to discuss and address any issues including but not limited to any disturbance, litter, car parking breaches, emergencies and any other management issues.

Throughout the academic year the property manager will liaise with the local residents by:

- Promoting open nights with local residents at least every 6 months;
- Attending any invites to local residence management meetings;

Residents will be able to contact the Property Manager by a number of channels primarily:

- The reception which is open during office hours;
- The management company’s 24/7 help desk (this has escalation through to the designated Student Warden; Property Manager; Regional Operations Manager; National Operations Manager and ultimately the Directors depending upon the seriousness of any incident);
- Using the management company’s formal complaint and incident procedure;

The contact details will be on the management company’s website and the Property Manager will distribute contact information leaflets from reception. Where residents request we can carry out leaflet drops within an agreed area.

Formal complaints are registered centrally by the management company and monitored by the Directors each fortnight (but may be escalated sooner in accordance with the aforementioned escalation procedure dependent on the severity of an incident). Complaints will be discussed with local resident groups and information distributed which complies with the General Data Protection Regulation.

3.4 Car Parking

No students, except those with disabilities, will be allowed to bring vehicles to the site or park locally.

Students will not be permitted to bring cars to the site under the terms of the tenancy agreement and this will be reinforced in their welcome pack and welcome induction. This will include a restriction to park within 1km as set out in a plan in their tenancy agreements.

Students will be actively encouraged to use more sustainable means of transport, such as cycling, walking and buses. Information in reception will include details of key bus and train services as well as key pedestrian and cycle routes to the city centre, train station, bus station and the relevant University campuses.

Homes for Students will be proactive in monitoring any breaches to the policy. For example students will have to provide the registration number of all vehicles they own or have access to (i.e. as the principal driver or as a named driver on another vehicle). Should any of those registered vehicles be parked in contravention of this policy, the student will be treated as having made a serious breach of the tenancy agreement which in turn will trigger the Homes for Students into commencing the disciplinary procedures mentioned under 3.5 below.

A typical extract from a Homes for Students Tenancy Agreement is set out below:

“4.31 To strictly adhere to the parking restrictions set out in this clause:

4.31.1 Not park any car or other motorised vehicle at/within the grounds of the Building nor have daily usage or ownership of a private motor vehicle in Reading within 1km of the Building during the Tenancy Period.

4.31.2 Not to leave or park or permit motorised vehicles to be left or parked so as to cause any obstruction in or on any approach roads or passageways adjacent or leading to the Building any motor car, motor cycle or other vehicle belonging to or used by the Tenant or by any of their friends, servants or visitors.

4.31.3 Students are permitted to hire motorised vehicles in Reading on an occasional and temporary basis by prior arrangement.

4.31.4 Car usage will be subject to regular monitoring. Breach of clauses 4.31.1, 4.31.2 and 4.31.3 will be a breach of planning conditions attached to the Building and will be treated as a serious breach of the tenancy agreement. This in turn will lead to the Landlord making an application to the court for possession of the Accommodation.”

The tenancy agreement and student welcome pack/handbook will clearly specify that, under no circumstance is any student permitted to park or store a motor vehicle within 1km of the property. Students will be made aware at this point that by bringing or storing a registered motorised vehicle (or if found to have brought a vehicle which has not been registered) within 1km of the property, they will be in breach of their tenancy agreement, and importantly, are at risk of forfeiting their accommodation at Alexander House.

The following is the procedure proposed for the arrival and departure at the beginning and end of each academic year:

- Prior to their arrival / departure, all students will be contacted by email to confirm the arrival / departure arrangements and move-in / move-out procedure. They will simultaneously be provided with details of travel arrangements from key airports and main line train stations to encourage sustainable travel wherever possible.
- The nature of the location, i.e. limited space for arrivals/departures and restrictions on car parking in the locality will be made very clear at this time.
- Students will also be required to confirm the means of their arrival / departure in advance;
- Students that have confirmed plans to arrive by vehicle (either private or hired) will be allocated time slots and the small area to the rear of the property will be made available for parking and unloading. Slots are allocated to avoid any congestion at the front of the property and allow effective management of the rear unloading area.
- To ensure the move-in process is managed efficiently, additional staffing resources are employed to manage movements and for directing students quickly to their accommodation. Such staffing resources would specifically involve the Property Manager and Customer Services Advisor or a Student Warden, as a minimum.
- The Property Manager and Customer Services Advisor or the Student Warden will at this time also compile a schedule of students and record the licence plate of the vehicle they arrive in and car make and model.
- The student move-out period is managed in a similar fashion to the move-in process. Students are expected to confirm with the accommodation team their proposed move-out times and dates. However, congestion at move-out periods are unlikely as the students tend to move out over an extended period.

3.5 Steps to monitor and enforce parking restrictions

Homes for Students will monitor and enforce parking restrictions as follows:

- Our Property Manager and Customer Services Advisor or Student Warden will be

Alexander House - Reading

present at the property on the designated move in days (weekend) at the start of the academic term. The Property Manager and Customer Services Advisor or Student Warden will at this time compile a schedule of all student tenants and also record the licence plate of the car they arrive in and car make and model.

- Monthly checks within the vicinity of the property will be undertaken by the Property Manager and Customer Services Advisor or Student Warden to observe if any students are utilising a motorised vehicle in contravention of the rules and regulations. Photographic evidence will be taken of any student resident seen to be parking; this will subsequently be checked and recorded against the complaints log for any previous incidents and also the above mentioned log (taken by the Property Manager and Customer Services Advisor or Student Warden at the beginning of term on the move in day).
- We are an experienced team and it goes without saying that neighbourly relations are important to the continued success and reputation of our business. With this in mind, we believe it is prudent to provide our neighbours in surrounding streets with a letter at the start of the academic term informing them of the terms of the tenancy agreement that their student neighbours are signing up to and specifically the policy in relation to parking or keeping a motor vehicle within 1km of the property.
- We will also ask our neighbours to be vigilant and report any sightings to reception of student tenants that they have reasonable grounds to believe are parking in contravention of their tenancy agreement.
- We will monitor the complaints log so that prompt action can be taken if any complaint is received from an external party such as residents living on the surrounding roads.
- If any student is identified as using or storing a motorised vehicle within the 1km of the accommodation either by our own Property Manager and Customer Services Advisor or via reports from neighbours, they will be asked to attend a meeting with our team.
- The Property Manager and Customer Services Advisor will explain that bringing a motorised vehicle within 1km of the accommodation is in direct breach of their Tenancy Agreement. They will be asked not to bring the motorised vehicle within 1km of the property. A formal warning letter will be issued and they will be given 7 days to comply with this parking restriction, before any further action is taken.
- If within 7 days of the initial warning letter a student fails to comply with the parking restriction, a second meeting will be held and a final warning letter issued to them informing that legal proceedings will commence to enforce the condition of their tenancy agreement.
- The Property Manager and Customer Services Advisor at Alexander House will be responsible for the day to day management including enforcement of the site management plan on behalf of the owner.

The records kept by the Property Manager and Customer Services Advisor, including any complaints received from neighbours and any formal warning letters or actions to tenants will be available for the Local Authority to view, at their reasonable request. The tenants will be made aware that any data will be shared, if requested by the Local Authority.

3.7 Out of Hours Management

Homes for Students operate a 24/7 help desk which will link through to the Property Manager and on-site team – these staff who will be available on a call out rota to attend out of hour calls eg: when there is a fire alarm or the heating fails.

A few rooms will provide accommodation for a resident Student Wardens who will be responsible for assisting students who need advisory services and for monitoring student behaviour.

3.8 Security

CCTV cameras in and around the building (including outside the building along the Rupert Street boundary) will be channelled back to a room at the rear of reception to allow monitoring of potential incidents 24/7.. There will be an electronic access control system to prevent unauthorised access into the building and into the lift lobby.

3.9 Inspection

Within the cluster flats, the shared student lounge and kitchen areas will be inspected monthly and a traffic light system used (i.e. green, amber and red) to control cleanliness. In the instance of a red, we will bring in cleaners to carry out a deep clean and recharge the offending students from their deposits.

This will ensure that the accommodation conforms to hygienic regulations and minimises pest control issues.

At the end of every break in occupation the rooms will be inspected, repaired and deep cleaned in readiness for the next student occupier.

3.10 Repairs

Homes for Students will have a part time Property Services Assistants (PSA's) on site who will carry out all of the day to day repairs and testing of the fire alarm and emergency lighting systems. The PSA's will be backed up by specialist's subcontractors for gas, electrical testing, water treatment risk assessments, fire extinguisher and fire alarm maintenance etc.

There is a sinking fund in place to deal with major repairs which will be organised by Homes for Students. This will include internal and external decoration; re-carpeting; new furniture and roof, window and fabric works as the building gets older.

This will ensure that the building is maintained in a safe and good state of repair.

3.11 Health & Safety

Designated staff will have comprehensive first aid, fire management and incident
Alexander House - Reading

management training. Homes for Student's procedure manuals incorporate local contact details for police and emergency services.

Homes for Students will operate the site to the following BSI accreditations including ISO9001: Quality Management; ISO14001: Environmental Management and OHSAS 18001: Health & Safety Management. Homes for Students take Health and Safety and Statutory Compliance very seriously with regular assessments and audits carried out relating to such items as:-

- Fire Risk Assessments
- Health & Safety Risk Assessments including COSHH, PAT testing and Gas Safety Certification
- Legionellosis (water) Risk Assessment
- Fixed Electrical Testing
- Emergency Lighting Testing

The property will be subject to regular statutory compliance reports.

All students will attend a welcome event which covers the issue of a customised 'Resident Handbook'; incorporating such things as fire safety; general health & safety rules; good neighbourliness; respect and to provide familiarisation with the amenities, building and neighbouring areas.

3.12 Minimum Operational Standards

Homes for Students will manage standards to the Unipol ANUK Code of Standards for Larger Developments for Student Accommodation. The Code sets out the main elements of good management practice. Its key features include:

- Health and Safety
- Maintenance and repairs
- The relationships between managers and the student tenants

It also aims to assist students in understanding both the standards and procedures which apply to their accommodation, as well as obligations to tenants.

3.13 Neighbourhood and Community

The amenity areas including the gym, cinema room, games room, TV room and lounge in the basement which will all be subject to a curfew after 22.00. This will be managed by the on-site team. The study room on the ground floor will be open 24/7.

Students who invite visitors into the building will be responsible for the visitors and for ensuring they follow the same rules as set out in the student's tenancy agreement.

The main student amenities are in the lower ground floor area and this will ensure any
Alexander House - Reading

noise associated is kept to a minimum.

There will be CCTV cameras covering communal areas as well as around the perimeter of the building to increase surveillance of students in and around the property.

Homes for Students have robust procedures in place to manage this and the terms of the licence means that we can fine and if necessary expel repeat offender students or take criminal proceedings if appropriate. We operate a deposit and guarantor policy which provides further security relating to student behaviour.

Homes for Students also actively engage with student representatives via regular consultations to listen to their concerns and suggestions and at the same time for us to provide feedback to the students on any incidents or underlying issues.

Our on-site team will also actively seek a working relationship with local tenants and residents associations and local community organisations. We would propose that at least annually to meet to address issues surrounding shared interests.

3.14 Move-In Process

The move in process will be meticulously planned so that all students don't arrive at once. This will minimise the impact on the surrounding street scene.

Move in will normally be a managed process over two weekends each academic year. To stagger arrivals, each student will be advised of a date and time to take up occupancy of their room.

During 'move in' days we will provide an increased management presence and in order to minimise disruption we provide a methodical approach to the appointment times that students can arrive and unload and send them a supporting information pack relating to nearby unloading positions and public transport routes.

Students would be made aware that if students and parents choose to ignore the approved timings, the on-site team will reserve the right to refuse access.

3.15 Servicing, Waste and Deliveries

Servicing will be restricted to office hours when the management team are on site to supervise contractors. Parcels will not be accepted at reception if the students are not on site and cards will normally be left in the post boxes in the reception lobby for students to pick up. In respect of takeaways, students will need to be present in order to collect orders. During office hours, deliveries will be directed to the rear of the building. Out of office hours, there will be no access to the rear of the building for vehicles apart from bicycles.

In order to ensure that deliveries are speedy, wayfinding will be clear and a simplified room

number system so that students can be found quickly.

Students will be responsible for dropping off their waste to the designated bin area. The site team will organise collection of the bins by the local authority once a week and this will be during normal office hours and our team will be on site to monitor this process and ensuring bins are ready to empty and returned to their normal designated holding position.

4.0 Tenancy Agreements

Student applications will be processed with deposits required and guarantors in place as soon as the Tenancy Agreement is signed.

Each student will sign up to a Tenancy Agreement which bounds them to rules and codes of conduct during their stay at the residences.

Where students breach the agreement, there will be escalating levels of enforcement which will include deductions from their deposits, written and final warnings and ultimately expulsions.