Co-Living Operator Management Plan

138-144 Friar St, Reading, RG1 1EX

CLIENT: National Pub Portfolio Ltd

DATE: July 2026

PREPARED BY: Richard Leedham

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MANAGEMENT PLAN UPDATES AND REVIEWS

Monitoring and review of the management plan

This Management Plan should be reviewed annually, or if there are any significant changes and updated accordingly.

Any changes to the document including removal or adding of pages should be recorded.

Review Date	Description and updates / changes	Pages updated, or removed	Manager Signature

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Contents

1. Introduction

1.1 Our Approach

1.2 Accreditation

1.3 Core Management Principles

1.4 Sustainability

2. General Management Plan

2.1 Site Details

2.2 Resident Profile

2.3 Service Delivery

2.3.1 Staffing

2.3.2 Reception Services

2.3.3 Tenancy Management System

2.3.4 Security

2.3.5 Residents App

2.3.6 Health and Safety

2.3.7 Maintenance

2.3.8 Cleaning

2.3.9 Post and Deliveries

2.3.10 Management of Anti-Social Behaviour

2.3.11 Complaints Procedure

2.3.12 Liaison with Local Entities

2.4 Third Party Information Technology Services

2.5 Amenity Spaces

2.6 Room Servicing

2.7 Marketing and Leasing

2.7.1 Marketing

2.7.2 Leasing

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3. Waste and Recycling Plan

3.1 Overview

3.2 Capacity

3.3 Recycling

4. FIRE SAFETY MANAGEMENT

1. Fire Safety Management Statement of Intent
2. Introduction and Scope
3. Practical Fire Safety Arrangements
4. Planning
5. Maintenance
6. Training
7. Organisation and Control
8. Fire Activation and Management Control

Appendix I Key Contacts List

Appendix II Anti-Social Behaviour

Introduction

1. Introduction

This is the Co-Living Site Management Plan for 138-144 Friar St, Reading, RG1 1EX.

This document sets out the indicative key principles by which the building is proposed to be managed and is submitted to accompany the planning application for the development of the Site, for a Co Living development with 145 rooms.

If planning permission is granted to proceed with the site, and once detailed design has been completed, a final site operational management plan will be produced to define the management of the site and give clear processes and the defined offering to residents.

To date VervLife have been engaged by Fern Asset Management to provide pre-planning operational and management advice for the proposed development.

1.1 Our Approach

The Management Company "VervLife" is a specialist Build to Rent (BTR) and Co Living Management Business, experienced in providing a professional Management Service to BTR / Co Living schemes. Currently operating 2,500 units across the UK.
VervLIfe are not only the sole management company for the site, we are involved from early pre-planning stage, and throughout the process. Advising on viability and feasibility, design, mobilisation and ongoing operational management.

VervLife will manage the accommodation with one simple objective – to provide exceptional service to the clients whose properties they manage, and to the residents who live in them.

The site will be overseen by a Regional Operations Manager. The onsite operations will be led by an experienced General Manager, who will be responsible for the day-to-day running of the site, marketing to potential new residents, health and safety compliance and liaising with the local community and other stakeholders.

Support will be provided to the Regional Operations Manager by an experienced specialist Central Services department, whose areas of expertise provide the Site Management Teams with a detailed delivery framework, ensuring consistency of service delivery in line with recognised good industry practice.

The General Manager plays a vital part in supporting residents 'home' life. Not only will the staff combine experience, enthusiasm, and empathy in equal measures, they will regularly go that 'extra mile' for their residents.

The Management Company will work within the local community to ensure that the 'site' has a positive impact on the area, by working with local resident associations, local businesses, neighbourhood watch, local police, and the fire service.

1.2 Accreditation

The Management Company are members of RICS, ARLA, UKAA and ISO and will be committed to maintaining professional standards and full compliance within the Codes.

The Management Company will also work with the local council to sign up to any local accreditation scheme where appropriate.

In addition, they will have their own Quality Assurance Framework which ensures that a broader range of service levels are achieved.

1.3 Core Management Principles

The overall objective is to work with the client / owner to deliver a well-designed building that is professionally managed. They will provide a safe, secure home for residents, that integrates into the local community,

contributing positively to the local area and housing provision in Kingston-Upon-Thames. This provides reassurance to all stakeholders that:

- Residents have a safe and well-maintained place to live.
- The site becomes an integral part of the local community.
- All current legislation and compliance are correctly executed.
- Tenancy Agreements are correctly executed and enforced.

1.4 Sustainability

VervLife operates in the built environment sector as a specialist consultant and operator of residential Build-to-Rent communities and locations. It is active nationwide across the UK and works with many international funds and developers on their domestic UK Build-to Rent projects.

The business was launched in June 2021 to deliver a consciously simple approach to renting for both its clients and residents. Bringing a more planetary-aware and socially impactful approach to the management of rental communities was, and continues to be, a primary ambition behind the founding of the organisation. For our business to succeed, we know we must play our role in driving forward Real Estate's endeavours to do better by the planet and it's communities.

VervLife is committed to ensuring and demonstrating a sector-leading approach to sustainability concerns at corporate, portfolio and asset levels.

All change occurs though positive action. That's why we have struck strategic partnerships and are taking steps across our business to bring our clients and residents the most sustainable build-to-rent service.

Asset Level Promises

Green electricity

100% of our supplier's electricity is backed by REGO (Renewal Energy Guarantees Origin) certificates and Gas is 100% carbon offset.

No printing policy

As a general rule, we don't print anything. That's why we equip our teams with tablets and other hardware which allows them to do their jobs effectively without the need for paper. Where we do print, everything is printed on 100% recycled paper stock.

No single-use plastics

The 10 most commonly found single-use plastic items on European beaches, alongside fishing gear, represent 70% of all marine litter in the EU. We always procure and use consumables with no single-use plastics inherent within the product or packaging.

Travel & expenses

A commitment to reducing our carbon footprint is reflected in our travel and expense policy for smarter travel choices. The HQ team work from home and only travel when it is necessary to serve our clients and residents better, and we ensure all the flights we take are carbon positive. We also participate in the Cycle to Work scheme.

Living wage

We're committed to providing good roles, for good people that pay well. We pay the national and London living wage, depending on where our people are based as standard.

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Procurement

We only work with suppliers that meet the highest standards of sustainability, climate consciousness and planetary awareness. As a property services provider, we work closely with our partners on an ongoing basis to mitigate our scope 3 carbon impacts.

Overall responsibility for VervLife's sustainability results lies with Managing Director, Katherine Rose. Delivery of our sustainability strategy is delegated to departmental heads to ensure alignment across the business.

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Draft

Management

Plan

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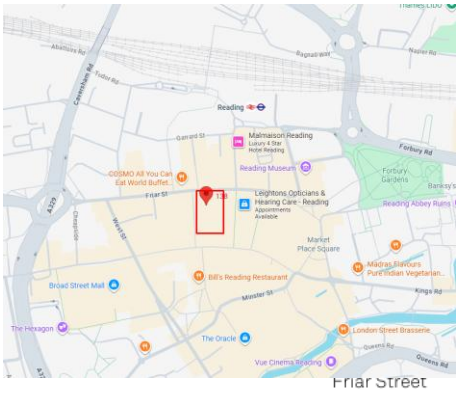
2. General Management Plan

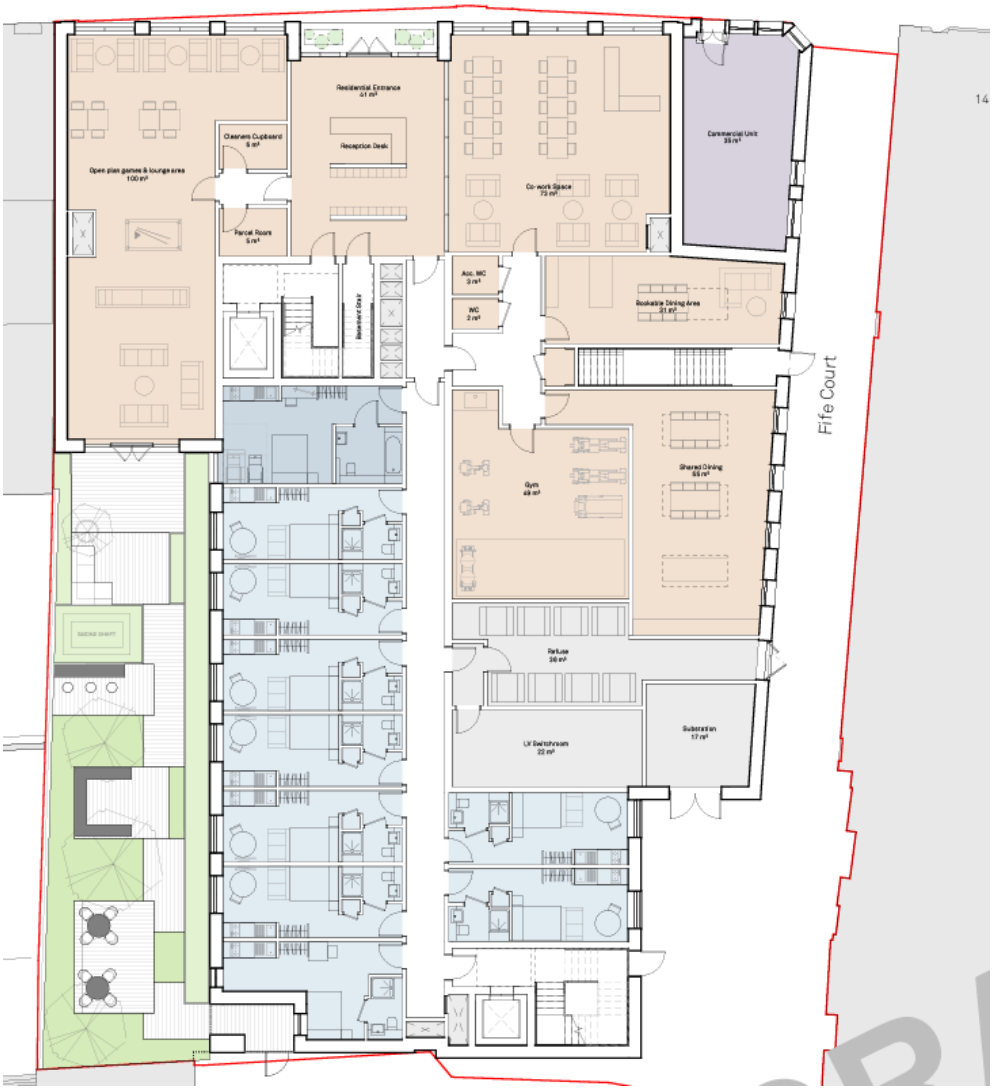
2.1 Site Details

Location

138 -144 Friar Street is in the heart of Reading town centre, on one of the town's main commercial streets. It is within a few minutes' walk of Reading railway station, making it a highly accessible central location.

Site Plan – Ground Level





2.2 Resident Profile & Number of Residents

The Site is ideally located to attract residents who work or are being educated locally or working within the Reading area as well as the wider areas such as London, due to its' convenient location to the Central railway station.

Co Living units will be available to private renters who meet our referencing criteria.

The VervLife concept offers an all-inclusive living solution for recent graduates, young professionals, and others who want to reside in a central city location but may not otherwise be able to or would do so under less favourable conditions.

VervLife aims to create a residential experience where like-minded individuals can connect and foster a genuine sense of community and belonging. This is achieved by enhancing the larger community and providing an environment that promotes social interaction and resident well-being.

The concept redefines private residential leasing by combining high-quality, affordable housing with extensive communal amenities and services. Residents will have the freedom to enjoy personal space while also participating in a shared, vibrant community. The development's value lies in its focus on openness, sharing, and collaboration.

Residents will experience a secure, well-managed environment, featuring fully furnished units, premium services, communal spaces, and all-inclusive rents. Amenities include on site management team, flexible work areas, communal kitchens, lounges, quiet spaces, fitness facilities, and outdoor amenity areas at the property.

VervLife's on-site team will host a range of events, such as supper clubs, workshops, resident talks, art exhibitions, pop-up shops, fitness and wellness classes, and community-driven projects. The social atmosphere will be shaped not just by the amenities, but by fostering connections through technology, creating a dynamic and balanced work/live experience.

Given that there are 145 units, taking into consideration a small void period and some double occupancy, we would estimate there will be 145 residents.

Demographic

Reading has a diverse demographic profile that makes it an attractive location for co-living developments. The typical renters in a new co-living block are likely to be young professionals, freelancers, and students who are in the early to mid-stages of their careers.

The age range for this group typically falls between 20 and 35 years but also older, e.g. divorced, professionals etc, as this demographic is often seeking affordable, flexible living arrangements with a sense of community. Given Friar Streets location and ability to provide easy transport links to central London many of these renters may see this as a more affordable option.

Students from nearby universities may also seek co-living as a solution for affordable, short-term housing.

Typically, renters stay 12 months+ allowing the management company to maintain a resident profile that will benefit the wider community and growth plan within Reading.

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2.3 Service Delivery: Management and maintenance of communal spaces

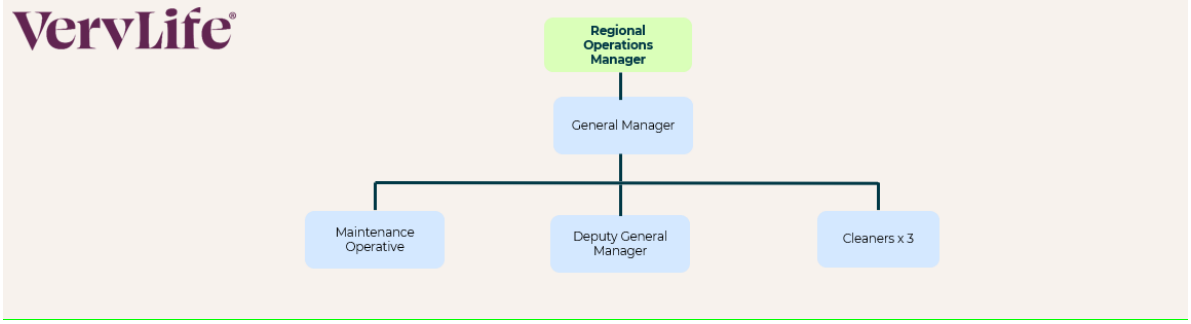
2.3.1 Staffing arrangements and provision of the concierge service

The day-to-day management and stabilisation of 138-144 Friar Street, would be managed by an onsite team led by the General Manger and supported by the Regional Manager

VervLife as the leading and largest co-living operator in the UK stive to deliver be in class service to our residents. The teams are equipped from day 1 with extensive knowledge on our buildings and service requirements to deliver on site, ensuring a first-class experience are delivered to the residents.

On site customer queries are dealt with by the site team in person. The teams supported by their General Manager have the knowledge of the site and are equipped to deal with anything that are needed.

Onsite team structure noted below.



Staff member	Working Hours	Location
Regional Operations Manager	09:00 – 17:30	Remote with site visits included
General Manager	09:00 – 17:30	On site (Monday to Friday)
Assistant General Manger	09:00 – 17:30	On site (Monday to Friday)
2 x Customer Service Advisor	09:00 – 17:30	On site (Monday to Friday)
Maintenance Op. Manager	09:00 – 17:30	On site (Monday to Friday)
Maintenance Operative	09:00 – 17:30	On site (Monday to Friday)
2 x Concierge	09:00 – 17:30	On site (Monday to Friday)
Cleaners (Rota Basis)	09:00 – 17:30	On site (Monday to Friday)
Security/Concierge	17:30 – 09:00	Off site (Monday to Friday)
Security/Concierge	17:30 – 09:00	Off site (Friday to Monday)

The on-site team would be supported by the Central Services Team to ensure the site is a success. The teams working closely with the onsite team would consist of Mobilisation, Leasing, Marketing, Health & Safety, Operations and Finance, and are specialists in these fields.
The Central Services Team creates the detailed operational framework for implementation at site level and continuously supports the onsite team.

The customer facing services and day to day running of the site would be delivered by the onsite team who would be responsible for marketing, tenancy management, rent collection, health and safety, resident events, engaging with the local community and maintaining stakeholder relationships.

All staff have annual key performance targets that cover hard KPI areas such as lettings and arrears, and softer KPI's including customer satisfaction and building management.

VervLife have a robust training & induction programme for all staff members ensuring they are trained and supported to deliver the site operations.

2.3.2 Reception Services

The reception will be staffed during the daytime, providing a point of contact for:

- Resident Liaison
- Reporting repairs and defects
- Contractor liaison (during the defects period)
- Delivery and collection of parcels
- Organising social events
- Provision of general local information and signposting to specialist services
- Marketing enquiries
- Local engagement
- Partnering businesses liaison
- Resident disputes and complaints

2.3.3 Tenancy Matters & Tenancy Management System

To ensure that the service is transparent and accessible the Management Company would use an online integrated Portal. This portal would provide the back-office tenancy management operating system that will be used to manage 138-144 Friar Street.

The system provides an online service for residents allowing them to reserve their apartment, manage their booking, pay their rent, report repairs and complete and view the condition and inventory for their accommodation online 24 hours a day.

This highly automates key admin processes ensuring that on-site staff can focus on customer facing services, whilst still enabling central monitoring of activity.

<u>Tenancy Agreement and Resident Handbook</u>

All residents will enter into an Assured Periodic Tenancy (APT), which will be issued electronically and managed in accordance with the Housing Act 1988 (as amended) and the Renters' Rights Act. Prior to the commencement of the tenancy, all statutory documentation will be issued, including the Written Statement of Terms and all other legally required information.

Where a tenancy deposit is taken, it will be protected within a Government-approved tenancy deposit protection scheme in accordance with current legislation.

The tenancy agreement clearly sets out the rights and responsibilities of both the resident and the landlord/management company as the managing agent. Residents will also receive a Resident Handbook, providing guidance on the safe use of the building, health and safety information, building amenities, community expectations, reporting repairs, and practical advice to help them enjoy and care for their home.

As required under the Renters' Rights Act, all tenancies are periodic from the outset and do not operate on fixed terms. VervLife's objective is to create stable, long-term communities by delivering a high-quality resident experience, encouraging residents to remain in occupation for as long as the accommodation

continues to meet their needs. Where residents choose to remain in their home, the tenancy will continue on a periodic basis, subject to the terms of the tenancy agreement and applicable legislation.

2.3.4 Security

Security provisions are tailored around the nature, size and location of the Site. At 138-144 Friar Street, the aim is to provide visible but unobtrusive security, through a combination of CCTV provision and access control. Any security personnel will all be SIA registered members and managed by a 3rd party security provider.

At 138-144 Friar Street, Reading there will be:

- Secure entrances which require a fob or card to gain access to the building thus ensuring that only authorized persons are on site.
  - Fob security access to reception lobby area
  - Further fob security access past lobby area into communal facilities
- The door entry system will not allow access to be granted to the building from individual flats but will require residents to meet their visitors at the main door. This will include food deliveries and residents will meet drivers at the front of the building.
- The building reception lobby service both the co living and shared spaces. This area service both sides during office hours receiving parcels, deliveries and visitors. Access beyond the lobby area into the co living space and amenity suites are restricted access to authorised user only.
- Full colour IP based CCTV will be provided which will cover a range of areas, including as a minimum the entrances, external areas, lifts, office, reception, bin store, common rooms, bicycle store, laundry, and resident foyer. The CCTV will also be linked back to monitoring screens in the office, with the ability for remote internet log- in.
- Remote support will be available to on site team to access further support on site in the event of an emergency and/or major incident.

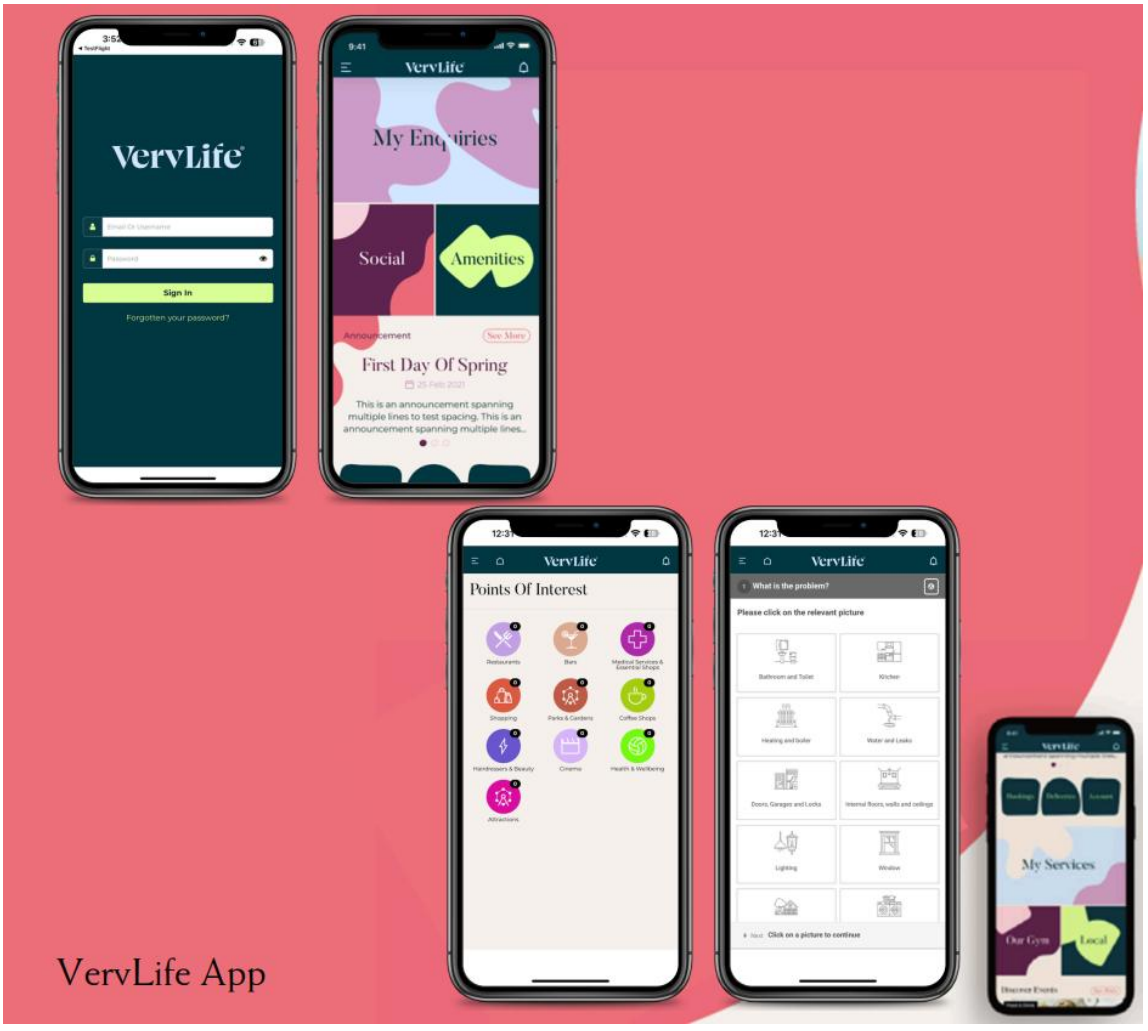
The Management Company will work closely with the local Police and will encourage the local neighbourhood policing team to visit regularly to meet the on- site team during the lease up phase and become a known presence at site. We will encourage active participation in any residents Association's and other initiatives to reduce crime and improve security for the residents.

All staff undertake an induction to ensure they are fully aware of the procedures on Site. Out of Hours support is provided by the remote keyholding services team. They will be trained in all aspects of emergency plan for the scheme and will be the first point of contact for residents OOH.

2.3.5 Residents App and Events Management

An industry leading resident's app will be developed for 138-144 Friar Street, it will be tailored to the specific requirements of the building. The resident engagement app, allows residents to virtually manage their daily lives from a single app, including being notified when a package is ready to collect, booking a slot in any of the private amenity spaces, logging a maintenance issue within their home, interacting with other residents via forums and clubs, and learning about local retailers.

The app allows residents to build friendships with neighbours, build a community and get the most out of their building. The app also provides easy access to frequently asked questions, appliance guides and safety procedures, as well as information about upcoming residents events.



2.3.6 Health and Safety

Residents are required to complete an induction on arrival. The induction contains a section on Fire Safety that requires residents to confirm that they will 1) make themselves aware of the evacuation point and the evacuation route upon their arrival, 2) immediately leave the building to the agreed evacuation point when the fire alarm sounds, 3) call the fire brigade (999) and activate a fire alarm call point should they discover a fire, 4) not tamper with the smoke detectors or fire safety equipment, and 5) not cause any obstructions in the shared corridors or the communal stairwells and corridors.

As way of an indicative example of how the fire strategy could be outlined operationally.
The Fire Alarm system could be monitored by a remote monitoring centre 24 hours a day. The cause-and-effect logic will balance the need for fire safety whilst avoiding unwanted fire signals. The out of hours response to activations will be provided by the out of hours security provision.

To ensure compliance with legislation, the management company would ensure that they carry out and record all necessary testing.

The management company are responsible for carrying out and recording a range of routine tests, these include the following:

- Weekly Fire Alarm test.
- Weekly Call point/firefighting equipment inspection.
- Monthly Emergency Light flick test.
- Monthly Water temperature.
- Weekly Fire door inspections.
- Routine Health and Safety inspection and audit of the building

We employ specialist contractors to carry out the following tests:

- Lift inspection
- 6 monthly full system maintenance for fire alarms, AOV's, sprinklers etc
- Annual full duration tests for emergency lighting
- Water sampling for Legionella, including an annual tank clean.
- CCTV/Security alarm maintenance.
- Automated gates/door.

A record of all testing will be kept ensuring we have an audit trail. Records of statutory testing and actions completed by the management company are stored within the CMMS and within the onsite Health and Safety filing system.

External consultants are used to carry out a range of Risk Assessments following industry regulations to ensure legal compliance and the safety of our tenants. The guidance is regularly reviewed to ensure best practice guidance is being followed.

Risk Assessments include the following:

- Fire
- Legionella
- Workplace
- H&S

The Tenancy Agreement and the handbook will prohibit the use of candles, and any equipment or device that has a flame, generates heat or smoke. Smoking is not permitted anywhere within the building including residents' apartments, and communal areas.
To further aid in the control of the spread of fire, residents will not be permitted to store any items on their balconies apart from approved garden furniture. This will be detailed in the Tenancy Agreement

The on-site team undertake formal property inspections twice a year to check that all equipment is being used as designed and that there are no breaches of health and safety.

All electrical products such as white goods that are built in are registered with the manufacturer to ensure quick resolution to any recall issues and ensure safety of the residents and the building. Residents are encouraged to do the same, and to ensure that any electrical goods they bring into the building are either brand new or PAT tested.

2.3.7 Maintenance

Maintenance is a key area of tenant dissatisfaction, if not properly managed. A tiered approach is operated to maintenance to ensure a value for money response maintenance service. By offering a professional onsite service, tasks can be responded to and in most cases remedied immediately.

The Maintenance team will be onsite 5 days a week to carry out basic compliance checks and handyman repairs – this also enables minor issues to be dealt with quickly and cost effectively, creating good customer satisfaction.

For larger and more specialist jobs, approved regional or national contractors will be used to carry out necessary works. A Procurement Manager is employed centrally who is experienced in negotiating contracts and harnessing economies of scale across a number of sites to drive cost efficiencies that benefit Clients.

The Management Company will operate in accordance with the table of response times, which are fully compliant with the ARLA code.

Urgency	Timescale	Includes
Emergency Repairs	Within 24 hours of being reported.	An emergency repair is any repair required to avoid danger to the health and safety of residents. **E.g.,** No power supply, overflow of sewage.
Urgent Repairs	Within 5 working days of being reported	An urgent repair is any repair which materially affects the comfort or convenience of the residents. **E.g.,** Broken handrails, faulty electrical fittings such as the microwave.
Non-Urgent Repairs	Within 28 days of being reported	A non-urgent repair is any repair not falling into the two above categories. **E.g.,** Single electric light or power point failure within room, sticking doors or windows.

<u>Procuring Works</u>

An online purchase order system will be operated, and no works or supply of goods or services are carried out without a Purchase Order. Contractors and suppliers email invoices which are automatically matched against the PO. Once an invoice is received the PO originator must confirm satisfactory receipt of goods and services via the PO system before the invoice is paid.

All contractors must be on an 'Approved List' of contractors and their performance will be monitored against response times, and in respect of quality and customer service.

2.3.8 Cleaning & Linen

A preoccupation clean of the resident's homes will be undertaken before they move into their home by our onsite housekeeping team, however on occasion there may also be the requirement to use specialist cleaners or one of our approved contractors to support the onsite team. This will be arranged by the Management Company.

The Management Company will manage all common areas as listed below on a scheduled basis, which is published to the residents.

AREA	FREQUENCY
Reception/foyer	Daily
Social spaces	Daily
Corridors	Weekly
Staircases	Weekly
Lifts	Daily
Windows	Annual
Deep cleans	Annual

Deep cleaning and window cleaning will be carried out by specialist contractors and tendered annually.

All hazardous substances are used and stored in compliance with COSHH regulations. A register is provided for each site and is reviewed during Health & Safety audits.

WE do not propose linen change services at Friar Street. Residents will supply their own linen and can make use of the fully integrated laundry facilities on site.

Waste and refuse bins will be provided in common areas and amenity spaces and will be collected and disposed of into the main bin store by the onsite cleaners.

2.3.9 Post and Deliveries

The regular post-person could be provided with access to the site to make their regular deliveries to each letterbox. Alternatively, a member of staff will allow access to the post boxes each day.

For larger parcels and packages, a parcel store is situated on site, couriers could deliver straight into Reception. Once delivered residents would receive a notification on their community app with a code which would provide access the post room. Access to the building for the couriers would be provided by the onsite team.

Food deliveries would be collected by residents from reception or their buildings main front door. Residents should share their contact telephone number at the time of placing an order for the delivery driver to make contact once they arrive to deliver food, with residents taking collection of their food delivery. The onsite team would not take delivery of food items but will assist where possible.

2.3.10 Management of Anti-Social Behaviour

Residents are made aware of the behaviours expected of them in the Terms and Conditions of the Tenancy Agreement, as well as in the Tenant Handbook, the online Induction, and at the Welcome Meet and Greet with the onsite Team.
The Management Company operates a tiered escalation process to deal with anti-social behaviour.

The Management Company's internal guide for the onsite Teams regarding the handling of Anti-Social This guide sets out types of Anti-Social Behaviour and provides detailed instructions for the actions that should be taken to respond to instances of such behaviour.

2.3.11 Complaints Procedure

The Management Company are determined to provide a high-quality service to all customers. Residents and local residents and neighbours are therefore encouraged to raise any complaints or grievances to the Management Company. The Management Company will endeavour to resolve any complaints at this initial point of contact. If this is not possible then they will request that the complaint is set out in writing. It will be dealt with in accordance with the stages set out below.

A three-stage tiered approach to dealing with complaints is employed:

<u>Stage 1</u>

All new complaints will be dealt with at Stage 1. If the complaint cannot be resolved immediately, it may need to be investigated further at which point the Management Company will endeavour to respond in writing within 10 working days providing details of any corrective action that the source and where necessary the reporter should take to minimise potential future conflict. If the resident/local resident feels that their complaint has been treated unfairly and incorrectly they can escalate their complaint to Stage 2

<u>Stage 2</u>

At Stage 2 the complaint will be investigated by the Regional Operations Manager. The Regional Operations Manager will review and respond with their findings within 10 working days.

Stage 3

Stage 3 is the final stage of the complaint's procedure. At Stage 3 the complaint will be heard by a complaints panel. The Panel will notify the resident of their decision in writing, normally within 10 working days of receiving the request to escalate the complaint.

2.3.12 Liaison with Local Interests in the operation of the facility

Local Police

The Management Company endeavour to maintain close working relationships with the Police in local areas where we manage accommodation. The General Manager at Site will aim to meet with the local Police prior to occupation to establish a dialogue and to review our anti-social behaviour policies with them.

The Police often offer the facility for residents to have their mobile phones, laptop, bikes and other valuables coded and registered so they may be recognised should the item be stolen. This activity encourages residents to interact with the police and assists to enforce the idea to residents that Friar Street is a safe and secure environment with a close relationship with the local police.

The Management Company will always abide by local landlord accreditation schemes that are in place, in addition to the national standards presently adhered to. The team at site will liaise with the Environmental Health Department of the local Council and provide monitoring returns to the Council of noise incidents which occur and that are dealt with by the onsite team. The Management Company operate a policy of zero tolerance in respect of noise and will make the tenants and neighbours aware of the night-time noise service operated by the local Council. This is only for exceptional incidents where persistent noise disturbance occurs.

2.4 Third Party Information Technology Services

Residents will receive a high-speed broadband and Wi-Fi service. Details of the service to be confirmed before entering into their tenancy.

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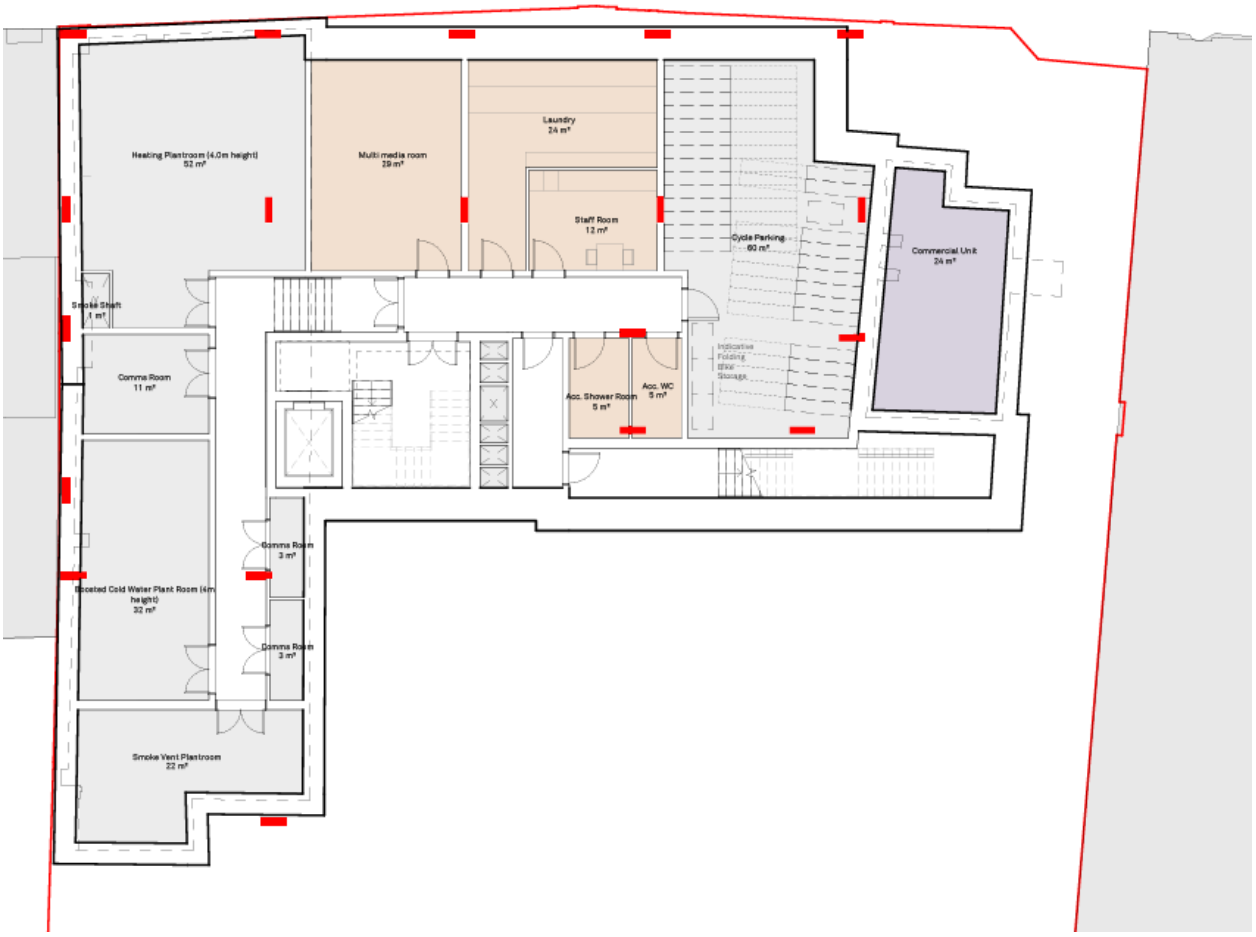
2.5 Amenity space management

Amenity facilities are located within the Lower Ground and ground floor's of the building and will be utilised as resident's amenity space, bookable areas, workspace, and leisure areas.

Lower Ground Floor Plan:

Multi Media Room
Cycle Store
Laundry
Staff Room



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Ground Floor Plan:

Reception / Entrance / Post
Bookable Dining room
Residential Lounge
Co-Working Café
Gym
Shared Dining Room
Refuse Store

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The size, operation and maintenance plan for the amenity spaces will be carefully curated to satisfy the needs of the anticipated number of residents and their guests.

Our aim will be to provide workspaces, both private and co-working, health and wellbeing areas, recreational areas, and community building areas.

A selection of the resident's amenity spaces, will be available to book as a private space via our resident's App. All other spaces will be available for residents use on a first come first serve basis but can be added to the App as bookable spaces if demand requires.

Community standards will be in place for residents to adhere to when using these areas, this will include washing up utensils etc when using the communal kitchen, being mindful of noise levels when using -co-working spaces etc. The standards will be part of the residents move in journey and will also be available via the App.

External and landscaped areas will be maintained by the onsite team and by the use of outsourced contractors if required.

All scheduled resident's and community events will be notified to residents via our resident app and events calendar. Appropriate events will also be advertised to the local and wider community.

Co-Living Amenity Space event examples

Wellbeing & Mental Health

Every Monday
7:00 pm - Wellness Studio
Yoga

Every Tuesday
7:30 pm - Gym/Wellness Studio
Boxing Class

Every Thursday
7:00 pm - Gym/Wellness Studio
HIIT Class - Beat & Burn

Every Sunday
ALL DAY - Check the app to book your slot!
Body Kneads Massage

Music & Entertainment

Sunday 2nd June
1:00 pm - Brent River Park
Sip'N'Park w/Ashley

Friday 7th June
7:00 pm - Living Room
New Joiners' Games Night w/Bashley

Friday 21st June
8:00 pm - Media Room
Movie Night w/Bashley

Friday 28th June
7:30 pm - Living Room
Quiz Night w/Ashley

Creativity & Culture

Wednesday 12th June
7:00 pm - Loft
Friendship Bracelets Workshop w/Ashley

Saturday 29th June
12:00 pm - Central London
Pride Parade w/Susana

Food & Beverage

Wednesday 5th, 12th & 19th June
9:00 am - Living Room
Wednesday Breakfast Club

Sunday 30th June
11:00am - Cookhouse
New Joiners Brunch & Stroll w/ Susana

ARK Community

Thursday 13th June
7:00 pm - Rooftop Garden
ARK Link-up Series: Summer Sundowner

Sustainability & Charity

Friday 14th June
7:00pm - Media Room / Pavilion / Loft
Young Brent Foundation - Gaming Night

Room servicing will not be offered as a standard inclusive service, but can be added on and arranged for additional charge through our on site team using a local contractor.

2.7 Marketing and Leasing

2.7.1 Marketing

VervLife has dedicated central marketing team with experience across multiple rental sectors and bring each new project to the market. The property will be launched with a marketing strategy agreed that combines expertise in the industry and a well-researched Reading market ensuring we can present to the market a property while still in construction phase.

Initially the project will be showcased online and as soon as practically possible the Show Flat unit will open on site to allow in person viewings to prospective residents. The Show Flat will present the property they will rent and enable them to learn more about the amenities and life at the site. All our properties also offer virtual viewings and tours to bring each prospective tenant closer to experience the property.

The marketing and leasing will be supported by the wider team and onsite and will commence before completion.

2.7.2 Leasing

Our Co-Living strategy is there to make renting a property with us effortless. The price point is set for a wide range of budgets with affordability a key consideration. All our rents include all their utilities and the use of the shared amenity space. The tenant also benefits from the permanent on site team and maintenance staff on hand when needed.

The leasing model is designed for flexibility and ease to moving into their new home. All out units will come furnished and ready for immediate occupation.

We do run a fair usage policy that will be included in the AST agreed with the tenant requiring them to pay additional rent if they exceed the usage cap set out in the agreement. Monitoring of the usage caps is done by submetering each unit and readings taken by the on site team to monitor usage. This is also to help with the reduction of energy consumption within our buildings.

VervLife®

Waste & Recycling Plan

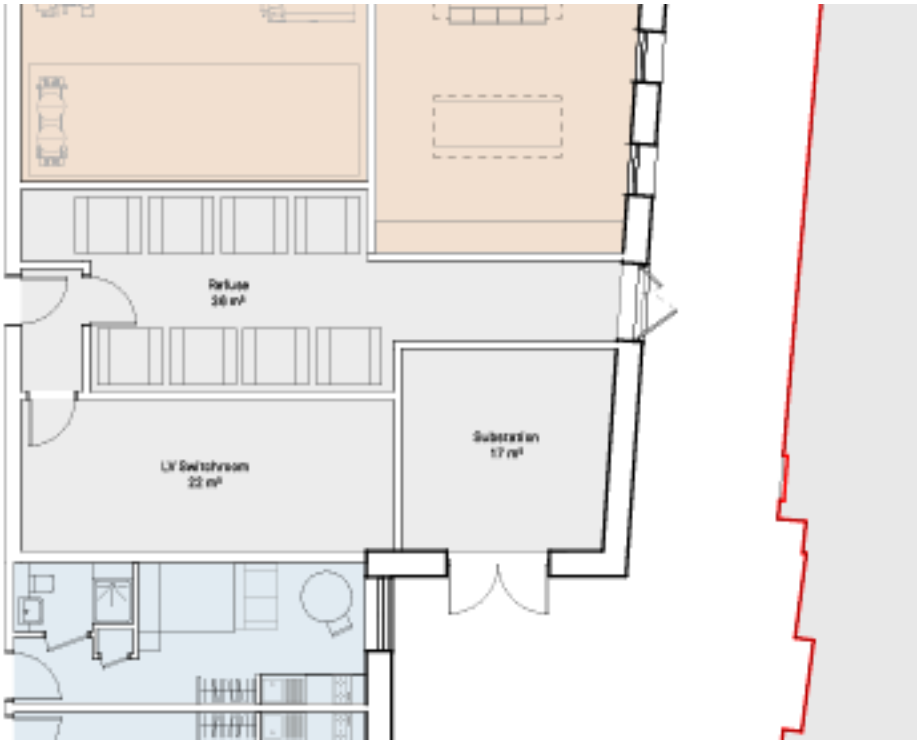
4. Waste and Recycling Plan

4.1 WSP

Waste Management Strategy

The management company will comply and manage waste and recycling in line with any waste management strategies in place.

Location of the Bin Store



The bin store is located on the Ground floor of the building and has access internally and externally for collection.

4.2 Recycling

Residents will be encouraged to recycle and to also make use of specialist banks for clothing and other recyclables located 'Offsite' to avoid as much refuse going to landfill as possible.

4.3 Conclusions

Environmental concerns are a top priority for many young professionals, and VervLife found that offering the right resources and support helps ensure residents actively participate in reducing waste and minimising the environmental impact of our community.

Designated communal waste storage areas will be situated on the ground floor, accessible to all residents. These bin areas will provide separate bins for different waste streams, and resident will be encouraged to use the correct bins for proper waste disposal and recycling methods. The setup is designed to achieve maximum recycling efficiency and positively impacting the environment and supporting with recycling efforts.

The inhouse team will regularly monitor waste disposal to prevent contamination between waste streams and ensure feedback provided where needed. Additionally, VervLife promotes local donations to charity shops by residents to reduce useable items going to landfill.

The measures proposed within a Waste Management Plan for this proposed development are in line with the local Council's waste strategy and VervLife will provide 3 waste type bins.

- To foster a partnership approach between residents, staff and visitors to influence waste management behaviour.
- To reduce the environmental impact associated with this development through encouraging the use of waste recycling by staff & residents.
- To improve the health of residents and staff through frequent waste collections and dedicated waste storage areas.
- Bin areas will have sufficient space to host the three bin system for removal of card waste, organic waste and general waste.
- Bins stores will be cleaned and adequately ventilated to minimise odour and vermin.
- Bin areas will also be included in the vermin control maintenance programme.
- Waste collection will be by the local Council or private provider with the schedule and timing to be agreed closer to occupation. This will be in line with all relevant H&S requirements to ensure the waste team can safely empty bins for the development.

Conclusion

VervLife is the market leader in developing and operating Co-Living spaces for generations to come. Our management teams with their combined experience and strong track record will continue to develop, support and guide our operational teams.

We strive to deliver spaces for our residents to comfortably live, work, and building new relationships within the community.

This plan is set out to deliver a service experience expected by our residents at the site and ensuring they live in a safe and secure environment to develop and grow.

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VervLife®

Indicative Fire Management Plan

5.0 SITE FIRE SAFETY INFORMATION

5.1. Fire Safety Management Statement of Intent

The Management Company believes that ensuring the health and safety of staff, residents, visitors and all relevant persons is essential to our success.

They will be committed to:

1. Preventing accidents and work-related ill health.
2. Compliance with statutory requirements as a minimum.
3. Assessing and controlling the risks that arise from work activities.
4. Providing a safe and healthy environment.
5. Ensuring safe working and management methods
6. Providing effective information, instruction and training.
7. Consulting with employees, residents and visitors on health and safety matters.
8. Monitoring and reviewing our systems and prevention measures to ensure their effectiveness.
9. Setting targets and objectives to develop a culture of continuous improvement.

A Fire Safety Management System (FSMS) would be created to ensure the above commitments can be met. Employees throughout the company will play their part in the creation of a safe and healthy working environment for all.

Owners and General Building Information

Owners:	Fern Asset Management
Site name and address:	138-144 Friar St, Reading, RG1 1EX
Regional / Manager responsible for fire safety:	Regional Operations Manager
Site Person responsible for fire safety:	General Manager
Cyclic Maintenance	Internal maintenance team and external specialist
Brief Description of Site:	145 studios and amenity space
Type and Nature of Occupancy	Private renters
Special Risk Areas	• Possible occupation by residents with disabilities – Personal Emergency Evacuation Plan (PEEPs) in place as necessary. • Adjoining properties

Occupant Information

Approximate Maximum Number:	TBC

Occupant Information

Minimum Number of Employees at Any One Time:	TBC
Number of Members of Public:	Members of the public who are visiting Residents will be required to 'Sign In' with the Management / Security at Reception.
Maximum Number of Sleeping Occupants:	TBC
Number of Disabled Occupants:	Will vary. PEEP documents held in Emergency Fire folder if necessary
Number of Other Users:	TBC
Other Persons Affected:	Visitors & contractors to site and commercial tenants

5.2. Introduction and Scope

5.2.1 Fire is a hazard in any part of the premises. Its consequences include the threat to the lives or health and safety of relevant persons, damage to or loss of property and severe interruption to normal business activities or opportunities.

5.2.2 Managing the risk of fire demands fire safety precautions based on a combination of appropriate prevention and protection measures depending upon building use and occupancy, the inherent fire risks and the legal obligations laid on the management company as the employer, occupier / owner or *'responsible person'*.

5.2.3 This Fire Safety Management and Fire Emergency Plan applies to Friar Street. Its requirements extend to all persons at those premises including staff, residents, visitors and contractors whether permanently or temporarily engaged.

5.2.4 The Management Company, so far as is reasonably practicable, and in accordance with legal obligations and standards, will:

- provide and maintain passive and active fire prevention, protection and measures according to the purpose or use of the building, the numbers of occupants and the activities or processes undertaken therein.

- provide comprehensible and relevant information to staff, residents, visitors etc, through the provision and availability of emergency instructions or fire safety plans and the risks identified by relevant risk assessments.

- provide a programme of fire safety training.

- carry out and keep under review a Fire Risk Assessment to analyse building and process fire risks, the existing preventive and protective measures and to identify areas for improvement.

- identify a sufficient number of persons, whether staff, security or others, to be present at all times the building is occupied with responsibility for initiating the Fire Evacuation Procedure and provide information and assistance to the Fire Service.

5.3. Practical Fire Safety Arrangements

5.3.1 As part of a holistic Fire Safety Management system, in addition to the management action outlined below, considerations of passive and active fire precautions are essential.

5.3.2 Passive fire precautions are concerned with the physical conditions in premises which are designed to facilitate containment of fire by design, construction and layout, effective communication and safe evacuation. In particular including;

- materials specification, design, construction and inspection of buildings, fire doors and escape routes taking into account the needs of staff, residents, visitors, people with disabilities, contractors etc.
- appropriate safe and secure location of building services e.g., gas and electricity.
- provision of clear fire safety signage for escape routes and final exits in conformity with the Health and Safety (Safety Signs and Signals) Regulations 1996 and Disability Discrimination Act 1995.
- provision of prominently located fire action notices (e.g., by fire alarm manual break glass points) to inform people of the action to be taken in the event of fire.
- education and training of staff in fire safety arrangements, this includes evacuation procedures and drills.

5.3.3 Active fire precautions are those features of the Fire Safety Management system that detect and operate in the event of a fire, including fire alarm systems, emergency lighting systems and firefighting equipment. In particular:

- the installation, maintenance, inspection and weekly testing of fire alarms.
- the appropriate design, location, operation, monthly inspection and annual testing of adequate (emergency) lighting systems for fire escape routes.
- the provision, use, appropriate type and location, and annual maintenance of portable fire extinguishers and Fire Blankets, where required.
- An annual premises Fire Safety Risk assessment will be carried out

5.3.4 The fire safety arrangements will be based on HSG 65 *Successful Health and Safety Management* and the Fire Safety Management Plan Strategy. The main strands of the strategy involve:

- Effective planning, organisation, control, monitoring and review of protective and preventative measures
- Fire safety risk assessments and building audits
- Fire safety systems and maintenance
- Fire warden and staff training
- Fire evacuation drills
- Building design, alterations and commissioning

5.4. Planning

5.4.1 Fire Risk Assessments are a requirement and are a structured approach to determining the risk of a fire occurring in a building. Identifying the precautions necessary to eliminate, reduce or manage the risk. The outcome of the risk assessment must be incorporated in the fire emergency plan.

5.4.2 Fire Risk Assessments must be carried and then reviewed annually or when there is any building or process alterations, change of occupation and use of the premises, or following a fire incident/emergency, etc.

5.4.3 The risk evaluation and appropriate control measures to be considered will include those practical fire safety arrangements outlined above.

5.4.4 Risk assessments must consider those who could be affected, e.g., numbers involved, their location, physical and mental capabilities. The significant findings of the Fire Safety Risk Assessment will be made known to all other responsible persons as appropriate.

5.4.5 There may be a requirement for, an individual Personal Emergency Evacuation Plan (PEEP) to be developed for staff, residents, visitors who have known disabilities that will impact on their ability to evacuate the premises safely in accordance with GDPR.

Example below:

i. PERSONAL DETAILS OF PERSON WITH DISABILITY:

Name of Resident:	
Name of Assessor:	
Date of Assessment:	
Period of Occupation:	

ii. EMERGENCY PROCEDURES

The resident has a full understanding of the site emergency procedures.

Building	
Floor	

iii WHAT IS THE NATURE OF THE DISABILITY?

iv Is a PEEP (Personal Emergency Evacuation Plan) Required?

No		*If confident that the resident can self-evacuate, tick this box and ask the resident to sign the form. In this scenario, there is no need to complete further sections of this form.*
Yes		*If yes, continue to complete the rest of this form.*

v. LOCATION:

Building	
Floor	
Room Number	

Vi **ALARM SYSTEM:**
The resident is informed of an emergency evacuation by:

Existing alarm system (bell/siren)	
Visual alarm system (e.g. flashing beacon)	
Vibrating pager	
Other (please specify)	

vii. **DESIGNATED ASSISTANCE**:
Where applicable, the following people have been designated to give assistance when I need to get out of the building in an emergency.

Name:	Meeting point:	Signature

viii **EVACUATION PROCEDURE (To be provided by the Fire Risk Assessor):**

Details of the specific emergency procedures to be listed. The details provided here should include a step-by-step account of how VervLife will ensure that the building user will reach a place of safety from first alarm actuation to final exit.

ix. **IS THE ALARM CHORD SYSTEM BE REQUIRED TO BE ACTIVE?**

Yes	
No	

x. **ASSESSMENT SIGN-OFF**

Signed - Assessor

Print

I agree that if my condition deteriorates or changes over the period of my residency then I will contact the Site manager to request a review of my PEEP.	
Signed (resident)	
Print	
Date:	

xi. **DISTRIBUTION LIST**

Copies to: • Security Provider	
• Person with disability	
• Site Manager	
• Designated Buddies	
Copy saved in emergency folder	
PEEP signage installed by building fire alarm panel	

5.5 MAINTENANCE

Maintenance of fire safety systems falls under the umbrella of the Fire Maintenance Contract. The provision of the contract ensures that maintenance on fire systems and equipment is carried out in compliance with the “Regulatory Reform Order (Fire Safety) 2005” and Approved Codes of Practice and other associated legislation. The contract will ensure that only appraised, competent, contractors will be used to work on the fire equipment and fire alarm systems for VervLife.

- Maintenance and routine testing of the fire detection and alarm system should be in accordance with BS5839-1:2017
- Maintenance and routine testing of the emergency lighting installation should be in accordance with BS5266-8

Maintenance Regimes Include:

5.5.1 Planned Maintenance

This relates to all scheduled inspections, tests and activities needed to maintain the fire safety systems in good working order and condition.

All maintenance and any works carried out on the fire systems will be recorded in the VervLife health and safety filing system.

5.5.2 Cyclic Maintenance Programme

This programme will be devised and implemented by the Regional Operations Manager. The programme will include service contracts that have been set up to cover legislative requirements. The programme will also include other tasks that when completed will be seen as good practice and good preventative maintenance. Planned maintenance will be carried out by approved external contractors, Buildings maintenance staff and handypersons who are assessed to be competent.

5.5.3 indicative programme, subject to final scheme proposals, shown as follows**:**

Area	*Frequency of Service Maintenance*
Fire Alarm Panel - fault reports	Monitored by System. Faults identified by Site Staff.
Fire Exits - routes & exits clear	Monthly (recorded). Monitored Daily by Staff as part of their daily routine.
Fire alarm tests - break glass call points	Weekly test
Electro-magnetic door-hold devices (if fitted)	Annual inspection spread over four quarters
Dorgard door hold devices (if fitted)	Weekly test
Electronic door locks (where doors fail open)	Weekly test
Emergency lighting- flick test	Monthly test

Fire signage checks	Monthly checks
Lift emergency alarm	Weekly test
Fire Fighting Lift	6 monthly Test and Inspection Monthly check by in house team
Emergency Voice Communication system	Monthly
Fire Doors & self-closers communal areas Fire Doors - Studios	Quarterly Annual
Fire alarm service / detector tests	6 monthly
Fire extinguisher checks	Monthly checks, or after a fire.
Fire extinguisher service	Annual service, plus discharges at required intervals
Portable Appliance testing	Bi-Annually
Dry Risers	Annual major service, 6-month minor service. Monthly Visual check
Air Source Heat Pumps	Annual service
Fixed Wiring inspections	5 yearly cycles
Automatic Opening Vents	6 monthly service Monthly checks
Sprinkler System	Annually Monthly visual check

5.5.4 Fire detection and warning system

- Heat detectors are in kitchens and plant rooms.
- Smoke / heat detectors are in sleeping rooms.
- Smoke / heat detectors will be in areas as identified within the project Fire Strategy Plan.

5.5.5 Firefighting facilities and Fire Alarm

- Specific equipment requirements will be detailed in the Fire Strategy for construction and operation of the building.
- Only trained, competent persons are authorised to use the firefighting equipment.
- Fire alarms and systems conform to the British Standard 5839, Part 6.

5.5.6 Emergency routes and exits.

- The Fire Strategy for the construction will detail the travel distances, exit widths etc and position required for routes and exits. The building will be constructed to the relevant standards.

5.5.7 Maintenance and testing in accordance with British Standards

- Maintenance and routine testing of the fire detection and alarm systems will be undertaken in accordance with BS 5839-1:2017 for fire detection and alarm systems serving ancillary accommodation, and BS 5839-6 for fire detection and alarm systems serving the domestic residential areas.

- Maintenance, inspection and testing of the emergency lighting installation will be undertaken in accordance with the applicable requirements of the BS 5266 series, with the emergency lighting system designed and installed in accordance with BS 5266-1.

5.5.8 Ventilation and extract arrangements for ground and upper levels:

- Smoke control systems- Automatic opening vents to be checked and operated in accordance with the testing and inspection schedule.
- Any kitchen extract (cooker filter) is subject to quarterly filter change and arm's length clean of the ducting as a minimum.
- Bathroom ventilation is subject to annual filter change and deep clean.

5.5.9 Control measures for the containment of smoke and products of combustion:

- Suitable fire doors installed to contain fire and smoke, fitted with smoke seals and intumescent strips to give a minimum of 30 minutes protection and 30 minutes on escape stairs.
- All such fire doors are either installed with self-closing devices or are maintained locked shut to aid in the restriction of smoke spread. Closers to be checked in accordance with the testing and inspection schedule.

5.5.10 Provisions of first aid firefighting equipment:

- Fire Points are established at strategic locations throughout the building and comprise portable firefighting equipment. The objective being to provide first aid firefighting facilities for use by trained people, sited in uniform positions on protected escape routes from the building. This specification and location of this equipment will be detailed by The Fire Strategy.

5.5.11 New Fire Safety Regulations 2022

- +Based on the current design information, the building's topmost habitable storey is understood to be approximately 15.5m above ground level. The applicable requirements of the Fire Safety Regulations 2022 will therefore be considered and complied with as required for the building's final classification.

5.6 TRAINING

5.6.1 Fire safety training:

Onsite Team:

- All staff receive a Health and Safety induction which includes procedures for raising an alarm and evacuation.
- Staff with any responsibility for fire systems checking, escape routes auditing, building evacuations or management of fire receive 'Fire warden/ 'person in control' training.
- Staff with responsible persons status receive suitable management level training.

Residents:

- e-induction with fire topics before arrival.
- Resident's handbook either on, or, prior to arrival.
- Fire talks during move in day.
- Fire evacuation procedures for the building and instructions on how to report a fire will be communicated to resident's prior to on the day of move and then at a minimum of 12 monthly intervals.
- Relevant information about fire doors will also be provided to resident's prior to on the day of move and then at a minimum of 12 monthly intervals.
- Fire evacuation drills will be undertaken 6 monthly if dictated by the fire strategy for the building.

5.6.2 Contractor Training

- Contractor induction, management and permit to work system in place.
- Contractors to provide RAMS prior to undertaking works on the premises.

5.6.3 Training reviews

- As part of internal annual Health and Safety audit, person specific training is reviewed as part of the annual performance review process.
- Training needs are also reviewed following incidents as appropriate.

5.6.4 Fire Evacuation

Fire evacuation of a building will be in accordance with established procedures in the Fire Emergency Plan and emergency evacuation folder, (kept in hard copy on site). All staff, visitors and contractors will be made aware of these fire procedures. The procedures will be dictated by the Fire Strategy documented for the building.

Provisions will be made (as above) for the safe evacuation of disabled people.

Testing of building passive and active fire evacuation systems are to be conducted by Site Person responsible for Fire Safety, Persons in control at agreed appropriate times during normal hours and in line with current British or European test standards. All building staff and Fire Wardens will be trained in the use of the evacuation system and operate from pro-forma instructions based on Section 8.

Staff will report any faults or problems with the alarm system to their respective Regional Manager who will forward the details to appropriate person, the testing regime for persons in control are documented below.

A Fire Safety Logbook will be kept recording the details of all tests on passive and active preventative and protective measures, as well as training and fire drills.

5.6.5 Persons in Control This schedule will be completed on staff appointments.

Name	*Company / Contact No.*	*Task Area*	*Control Area*	*Frequency*

Evacuation drills (will depend on Fire Strategy of the building)		On arrival and then 6 monthly
Record keeping	H&S files	ongoing
Reception	Sign In register	ongoing
Emergency response/ evacuation control	All sites	As required
Fire safety inspections		Monthly Accommodation Audits
Emergency Light testing	All site	Monthly flick tests
Emergency Light testing	All site	Annual discharge test
Emergency Light repairs	All site	Service call
Portable Appliance Testing	All site	Annual test
Fire Doors / door sets	Inspection	Annually for apartment doors and quarterly for communal areas
Fire doors / door sets	Installation / repair	As required
Fire Stopping	Installation / repair	As required
Disabled alarms	Installation / repair	As required
Lightning Conductors	Testing / service	Annual test
Dry Riser testing	Visual	Annual test

5.7 ORGANISATION AND CONTROL

5.7.1 Management Structure

The following management structure ensures there are nominated, trained, competent persons in control of the premises.

(i) The Management company Responsible Person is The Head of Property Services they will:

- Ensure that appropriate documentation is provided to site Responsible Persons.
- Ensure that an appropriate training program for Responsible Persons and Persons in Control is developed and implemented.
- Ensure that any fire consultants appointed to provide technical support, guidance or documentation, where required, are appropriately qualified, competent and appointed in accordance with the scope of services required.
- Ensure appraisals of contractors to ensure they are competent to work as Persons in Control of fire equipment and fire systems.
- Undertake regular site inspections and audits that ensure the Fire Safety Management system is being appropriately implemented.

(ii) The Head of Property Services is the Responsible Person for.

- Control of budgets and financial matters.
- Appointing Site Responsible Persons
- Overview of site responsible persons accountabilities.

(iii) Employees and Residents must:

- ensure they are familiar with the Emergency Plan for the premises and co– operate by participating in fire evacuation/drill procedures and by observing practical fire safety arrangements.
- know, and co-operate with, the responsible person for the premises.
- report to the centralised management team any concerns about fire safety.
- be familiar with all escape routes.
- not wedge fire doors open, nor block or obstruct them.
- be aware of the action to be taken on discovering a fire, hearing a fire alarm, for raising the alarm (including the location of fire alarm call points) and calling the Fire and Rescue Service.

5.7.2 Management & System Audit

- The Management company's Fire Policy and Fire Strategy will be implemented and updated by The Regional Operations Manager, approved and signed off by the Management company's Managing Director and management board.
- Training will be provided to the Responsible Persons by an approved service provider to ensure they understand their roles and responsibilities.
- The Regional Operations Manager is responsible for ensuring a Site Responsible Person is appointed to manage the fire safety provision at each site.
- The Responsible Person will usually be the site manager or equivalent. The General Manager (Property Manager) is the Responsible Person during the lease up phase and then the third-party H&S provider, however the Head of Property Services has delegated this responsibility (Responsible Person) but must ensure the management and implementation of the fire strategy within the building for which they are responsible.
- The Head of Property Services will ensure there are appropriate resources and facilities to enable the Site Responsible Person to undertake their fire safety role in a competent and adequate manner.
- The Head of Property Services will appoint persons and service providers to assist in maintaining, managing, testing and servicing the fire safety systems (Cyclic Maintenance).
- The Site Responsible Person will ensure that anyone they appoint to assist in the upkeep of the fire safety systems is competent and adequately resourced and managed.
- The Site Responsible Person will ensure that those appropriate records and logs are maintained in the approved record system.
- The Head of Property Services will provide an approved record system, external fire training providers, external Fire Risk Surveyors, management checks and other support to the Site Responsible Person
- Fire risk assessment reviews, including, where appropriate, technical surveys in respect of fire protection.

5.7.3 Independent Management Audit

- The Head of Property Services will undertake annual audits of the fire safety system (fire policy & fire strategy

5.7.4 Site Responsibility

The Head of Property Services is responsible for ensuring the Site Responsible Person is appointed to manage the fire safety provision at the site and ensures effective management of the responsibilities further outlined below.

- Ensure that Fire Risk Assessments and reviews are carried out for all their workplaces
- Ensure that fire alarm and detection systems, emergency lighting and fire extinguishers are appropriately located and properly maintained.
- Ensure that a robust and effective Emergency Plan is in place to safely evacuate all persons, whether employees, residents, visitors etc. This emergency plan must consider people with mobility, sensory and learning impairments, including those with temporary impairments.
- Arrange for the emergency plan to be issued to their employees, residents, visitors etc. to inform them what to do in the event of fire, particularly safe evacuation.
- Arrange for a competent Responsible Person (who may also be the premises coordinator) to be nominated to oversee and implement fire safety arrangements at their workplace(s) on their behalf.
- Ensure that staff are appropriately trained in fire safety procedures to reflect the requirements of the Fire Risk Assessment.
- Ensure that a copy of the current fire risk assessment for their premises is readily accessible, its provisions complied with.
- Ensure that fire risk assessments are reviewed at least annually or whenever there is any building alteration, change of process or following an incident involving fire.
- Ensure that effective arrangements are in place for contacting the emergency services.
- Review the Emergency Plan and ensure it is issued to all staff.
- Ensure information on fire safety arrangements is available to residents, visitors etc.
- Ensure all staff, residents, visitors etc are inducted on the contents of the Emergency Plan.
- Arrange and review fire drills at a frequency of twice a year.
- Ensure Fire Alarms are tested weekly.
- Ensure the Fire Safety Log Book up to date.
- Ensure that Fire Action Notices (displayed as a minimum at fire alarm call points) and fire signage are appropriate and kept up to date.
- Ensure all escape routes are kept clear of obstructions and that access to fire extinguishers and fire alarms is not impeded.
- Ensure that quarterly fire safety inspections of the premises are carried out and that these address fire safety arrangements.
- Responsible for ensuring investigations of incidents and resulting actions are implemented and for the recording of incidents and actions.
- Alarm activations, fires and incidents will be managed by staff, and the Site Responsible person.
- Responsible for the recording of alarm activations, fires and incidents.
- Responsible for trend analysis, reviewing actions and reviewing fire strategy. (With support from the Head of Property Services)

5.7.5 Procedures for review and authorisation

- Annual review of fire risk assessment or following any significant incident.
- All persons they appoint to act in any capacity affecting fire safety / fire equipment, known as Persons in Control, are trained and competent for the roles they are given.
- All persons with disabilities are identified and that appropriate, tested, Personal Emergency Egress Plans are made for each individual.
- There is appropriate communication and liaison with all relevant persons including local businesses, local residents, contractors, the fire service.
- The Fire & Emergency Plan is maintained current and up to date at all times.
- Waste Storage Areas and any other Risk Areas.
- A Site Plan drawing, and room plan must be kept available to be marked at the time of an incident with the location of the incident and the access route to the incident.
- The plan drawings will be pre-identified to show permanent fire safety features such as Fire Hydrants, Dry Risers, Assembly Points, Fire Alarm Panels, Fire Fighting Equipment, Areas of Special Risk to fire fighters, Gas Valves, Electrical Isolators,

5.7.7 Monitoring

The following Key Performance Indicators will be used to monitor the effectiveness of the Fire Safety Management Plan:

- Number of fires recorded annually / number of fire related incidents.
- Achieving set schedules and time frames (evacuation drills and building audits).
- Measuring the number of Fire Service call outs against cause.
- Number and nature of Enforcement, Alterations or Prohibition Notices from Statutory authorities

5.7.8 Information Distribution

Residents, visitors, contractors will receive a copy of the 'Fire Evacuation Plan for residents, Contractors and Visitors' on arrival and at 12 monthly intervals, so they are aware of actions to take in the event of a Fire Alarm or in the event of discovering a fire.

5.8 FIRE ACTIVATION & MANAGEMENT RESPONSES (this will depend of the evacuation strategy of the building).

5.8.1 What Staff Should Do If They Discover a Fire;

- Call the emergency services on 999
- Evacuate the impacted residents and ensure they assemble and remain at the designated point; which is TBC.
- **DO NOT USE THE LIFT**
- Tackle the fire only if trained and where appropriate.
- If you have responsibilities for assisting persons with Personal Emergency Evacuation Plans respond as required following the actions as identified in the Plan.
- Leave the building by the nearest exit.

- Do not stop or return to collect personal belongings.
- Close any doors en-route without delaying your escape.
- You must congregate and remain at the assembly place.
- Return to the building only when authorised to do so by the Responsible Person.

5.8.2 Contacting the Emergency Services

The Emergency Services will be called by the Site Staff, Security or/and the person who discovered the fire. And where any of the following events occur:
The Fire Alarm will send a signal to the Automatic Monitoring Centre in the event of:

- THE ALARM ACTIVATING FOR MORE THAN 3 MINUTES WITHOUT BEING RESET
- IMMEDIATELY IF A SECOND DETECTOR IS ACTIVATED BEFORE 6 MINUTES PASSES
- WHEN SOUND ALARMS IS PRESSED ON THE FIRE PANEL
- IN THE EVENT OF A CALL POINT BEING ACTIVATED.
- IF A HEAT DETECTOR IS ACTIVATED

The site mobile phone or other mobile phones can be used for this when outside the building.

5.8.2 Emergency Services Liaison Procedures

The Staff will liaise with the Emergency Services on arrival.

The Staff will approach the Emergency Services to make themselves known to them.

5.8.3 Specific Information for the Emergency Services

The Staff will Provide the emergency services with the 'Fire emergency folder' which is located at reception and is collected by the staff during an emergency.

They will also provide further collated information such as:

- Type of emergency
- Location of the fire / incident
- Missing persons
- Any unusual activities such as building works or temporary structures.

5.8.5 Fire Emergency Plan Folder

The Fire Emergency Plan details the information that should be provided to the Fire Service when they attend site during an emergency.

A prepared Site Drawing Plan showing key information including isolation valves, hydrants, zone panels will be marked at the time of the incident with the location and access route to the incident and be given to the Fire Service on arrival.

FIRE EMERGENCY PLAN

To be handed to Fire Service in the case of an emergency

SITE: Friar Street

DATE:

Location of Fire;

(Marked on the attached site drawing plan)

Persons at Risk (disabled persons, persons known to be inside the building;

Location; -

Issue

Location; -

Issue

Location; -

Issue

Special Risks and Hazards (LPG, chemicals, waste storage, vehicles, gas etc)

Other Information;

Emergency Contacts;

Person in Control:

Mobile No:

REPORTING

(I) Following a Fire

In the event of a fire the Site Responsible Person will notify the Regional Operations Manager, the Health & Safety Manager.

POSITION		TELEPHONE NUMBER
H&S Manager	Rebecca Agnew-O'Kelly	+447710167510
Regional Ops Manager	TBC	TBC

(II) Following a Fire which cause Injury, Death, or Significant Damage.

In the event of a fire that causes injury, death or significant damage that prevents further use of the area, the Head of Property Services and Managing Director must be notified immediately.

POSITION		TELEPHONE NUMBER
Managing Director	Katherine Rose	+447793565225
Operations Director	Neelam Saihjpal	+447784213899

The Head of Property Services will make any HSE reporting requirements.

In the event of a major fire or serious injury/fatality caused through a fire the Head of Property Services will undertake an investigation, liaise with insurers and report to the Board.

5.8.9 In the Event of a Serious Fire Outside Office Hours contact.

The development will be manned 24/7. All site staff will be trained in emergency responses.

5.8.10 Incident Report

- A H&S Incident Report will be completed for all fires, Near Miss Incidents and events that could have caused injury or significant damage and will include the following information:
- Date and Time of Incident:
- Location of Incident:
- Details of Incident:

- Emergency Services in attendance:
- Persons affected:
- Outcome of Incident:

5.8.11 Significant Incident Review

In the event of a significant incident a review of the Fire Risk Assessment, Incident Response and Communication may be required.

INDICATIVE EXAMPLE FORMS

APPENDIX II - Key Contacts List

Police	**999**
Local Team Atlantic House, Imperial Way, Reading, Berkshire, RG2 0TD	101
Fire	**999**

Local Station
Caversham Road Fire Station, 65 Caversham Road, Reading
RG1 8AD

Local Authority Environmental Health

Council Civic Offices, 19 Bridge Street, Reading, RG1 2LU

General enquiries: **0118 937 3787**

Anti-social Behaviour

INDEX

1. What types of Anti-Social Behaviour are there?……..…….…….PAGE 2

2. How could we become aware of Anti-Social Behaviour?……...…….…… PAGE 2

3. What do you need to do if you become aware of Anti-Social Behaviour?….…….…….PAGE 2

4. How to investigate incidents of Anti-Social Behaviour……...…….…….…PAGE 2

5. **Logging and recording of incidents…….…….…PAGE 3**

1. What types of Anti-Social Behaviour are there?

- Smoking on the premises.
- Rubbish being disposed inappropriately.
- Noise nuisance.
- Tampering with fire equipment.
- Malicious damage.
- Harassment and Bullying.
- Theft.
- Drug use on premises.
- Any illegal activity.

2. How could we become aware of Anti-Social Behaviour?

- From daily walk arounds or during a studio inspection.
- Reports from members of the onsite team.
- Reports from the General Public.
- Reports from Residents or their advocates.
- Anonymous reports via letter, social media or other method.

3. What do you need to do if you become aware of Anti-Social Behaviour?

- All serious incidents to be reported to the Regional Operations Manager immediately.
- Investigate each incident as soon as practical.
- Record each anti-social behaviour incident (**APPENDIX IV**)
- Escalate repeated incidents of anti-social behaviour to key contacts (APPENDIX **I)**
- Save all CCTV footage immediately if the incident has been caught on camera.
- Report to the police immediately all incidents of suspected or known drug use on the premises.
- Report to the police all incidents of theft and or assault carried out on the premises.
- Report to the police any other crime committed on a FSL property or to do with FSL business activity

4. How to investigate incidents of Anti-Social Behaviour

1. Note the name of the person who has observed or is reporting the incident of anti-social behaviour **(APPENDIX II). Y**ou will need their contact details to follow up and confirm the outcome of investigation.

2. Note the details of the anti-social behaviour **(APPENDIX II)** and record via the incident Log **(APPENDIX IV).**

3. What evidence is there of the anti-social behaviour?

- CCTV footage?
- Damages?
- Independent witnesses?

4. Speak to all possible witnesses and perpetrators to gather the facts.

- Speak to each person involved individually, preferably in the office in a confidential setting.
- Ensure that the facts are noted.
- Complete the Witness Form **(APPENDIX III).**

5. Logging and recording of incidents

All incidents of anti-social behaviour should be saved on the CMMS in the relevant section.

Actions are only as good as your records. Therefore, remember to do the following:

- Notes have been entered into HubSpot
- That you record all incidents in the incident log.
- That copies of the incident forms (and where applicable witness form) have been saved on the shared drive.
- All information is dealt with sensitively and confidentially.

APPENDIX II

Incident form

Full name		**Address**	
Contact Telephone number		**Email address**	
Place of Incident		**Date and time of incident**	
Has the incident been reported to anyone else e.g. police?		**Has anyone been identified in the anti-social behaviour activity?**	
Investigation carried out by		**Position:**	
Log Number			

Details of Incident (A detailed report together with interview notes with offender, CCTV, photographs and any witness statements should be attached where necessary.)

Names of witnesses	**Key times on CCTV**
Actions to be taken	
Action to be taken by:	Completion Date:

Kind of Anti-Social Behaviour Indicate what kind of accident led to the injury or condition (tick one box):

Smoking on the premises ☐	Rubbish being disposed of inappropriately ☐	Noise nuisance ☐	Tampering with fire equipment ☐
Malicious damage ☐	Harassment and bullying ☐	Theft ☐	Drug use on premises ☐
Any illegal activity ☐	Other ☐		

APPENDIX III Witness

report form

Full name		**Address**	
Contact tele-phone number		**Email address**	
Place of Incident		**Date and time of incident**	
Investigation carried out by:		**Position:**	
Details of Incident (A detailed report together with CCTV, photographs and any witness statements should be attached where necessary).			
Witness signature:		Completion Date:	

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Last Name	Hubspot ref	Tampering with fire equipment	Other	Letter Type Issued	3rd Party Notified	Hubspot" notes added dd/mm/yyyy

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