

**GAA**

GLOBAL  
APARTMENT  
ADVISORS

DENVER | LONDON | SYDNEY | HONG KONG

**‘Gowan Motors Compound’ Site  
169-177 Merrion Road, Dublin 4  
Purpose-Built Student Accommodation  
Operational Management Plan**



September 2024

## Contents

<b>1</b>	<b>Introduction</b>	<b>4</b>
1.1	Report Content / Overview	4
1.2	GAA Overview	4
1.3	Site Location	4
1.4	Development Description	5
1.5	Resident Facilities	5
1.6	Proximity to St Vincent’s University Hospital	9
1.7	Vision	9
<b>2</b>	<b>Property Management &amp; Operational Considerations</b>	<b>11</b>
2.1	Structure & Management Strategy	11
2.2	On-site Team	11
2.3	Building Tech	12
2.4	Building Management Strategy	12
2.5	Leasing & Marketing Strategy	12
2.6	Policies & Procedures	13
2.7	Travel/Mobility Management	13
2.8	Check-In Management	13
2.9	Move Out Process	14
2.10	Non-Term Time Unit Management	14
2.11	Unit Allocation	14
2.12	Student Relations/Welfare	14
2.13	Security Measures	15
2.14	Community Liaison	16
2.15	Maintenance	16
2.16	Cleaning	17
2.17	External Area Management	17
2.18	Post & Parcel Strategy	17
2.19	Waste Management & Recycling	18
<b>3</b>	<b>Management Spaces</b>	<b>19</b>
3.1	Front of House	19
3.2	Back of House & Staff Welfare	19
<b>4</b>	<b>Resident Amenities &amp; Services</b>	<b>20</b>
4.1	Amenity Provision	20
4.2	Purpose of the Spaces & Considerations	20

## 1 Introduction

### 1.1 Report Content / Overview

This report has been prepared by GAA on behalf of the applicant, 1 Merrion Compound Land Limited, in relation to 'Gowan Motors Compound' site, 169-177 Merrion Road, Dublin 4.

This Student Accommodation Management Plan provides an overview of the long-term outline management strategy and the operational processes and policies that will be put in place in order to ensure the effective administration and supervision of the proposed student accommodation residences at 169-177 Merrion Road, Dublin 4 (hereafter referred to as 'the development').

The Plan will apply to both the student housing and the communal spaces proposed. It is designed to limit the impact of the operation of the building on the site and surrounding area, such as those related to servicing and refuse collection.

The report also provides detail of the proposed resident services and amenities, as well as the resident support facilities.

### 1.2 GAA Overview

GAA provides asset management and advisory services to the rental housing sectors globally (student, co-living, multifamily/BTR, senior), bringing 40+ years of rental housing industry expertise, including direct experience on large-scale real estate schemes.

GAA offers a wide range of advisory services with very deep expertise in the operations and property management aspect of the sector, including optimising building design for operations. This includes working with developers and their teams to focus on building specification, with an eye on long term maintenance and generating operational cost efficiencies.

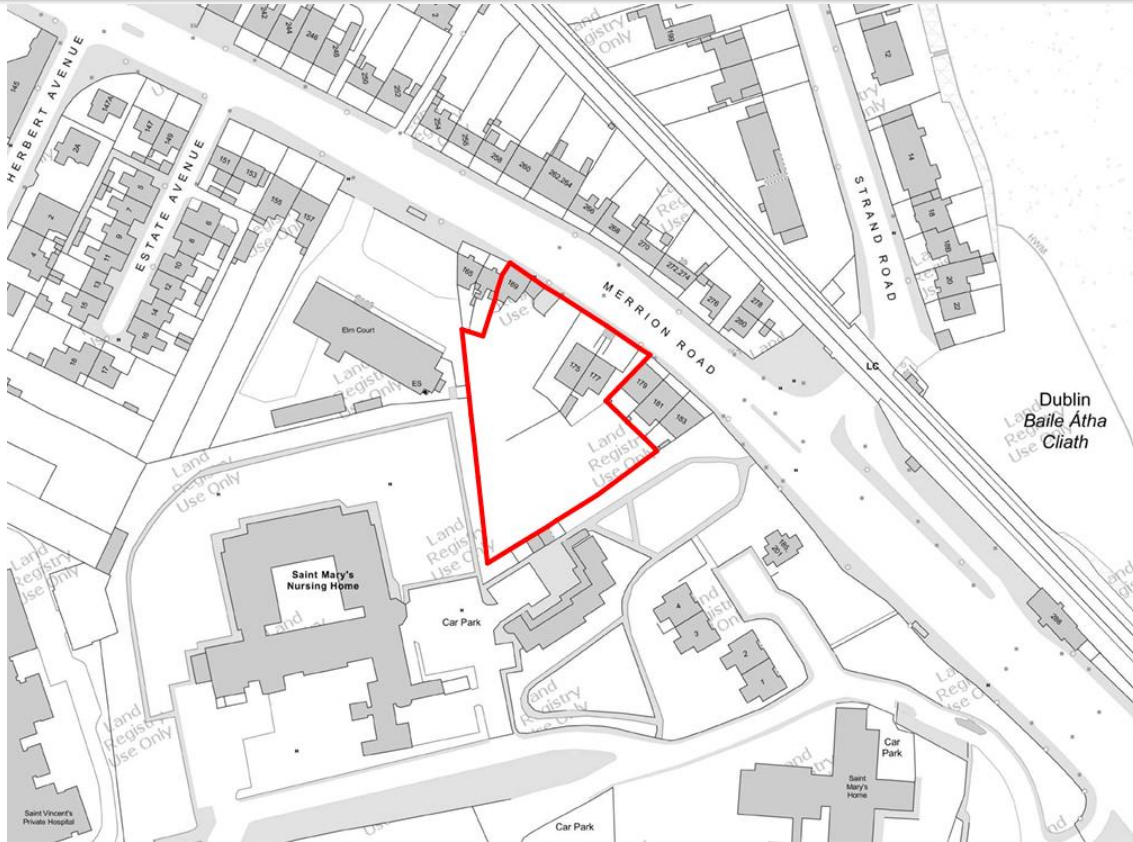
London-based GAA is the only advisory firm that focuses exclusively on the rental housing sectors globally, leveraging best practices from the US and other global markets for the benefit of clients. GAA's clients include many of the world's leading real estate institutions.

### 1.3 Site Location

The subject site is located along Merrion Road c. 4.1km southeast of Dublin City Centre on a site area of c. 0.28ha. The site is bounded to the north by Merrion Road with residential units on the opposite side of the Merrion Road, to the east by residential dwellings (bungalows) which also front onto Merrion Road and are protected structures, to the south by Caritas Convalescent Centre and St. Marys Nursing Centre to the southeast and to the west by a 4 storey apartment block known as 'Elm Court'.

The area surrounding the subject site has undergone significant change in the last decade with numerous large-scale, modern tall buildings built within the vicinity of the site. The surrounding area comprises a range of uses such as commercial, residential, and medical uses. Immediately to the east, north and west of the site is residential, while to the south is Caritas nursing home. Within proximity of the site is Elm Park Business Centre c. 295m to the east, St. Vincent's University Hospital (with associated Nurse Education Centre) is located c. 250m to the west and Merrion Strand is to the northeast of the site c. 150m. It is also within 500m of Merrion Village.

There are excellent public transport services that operate in the surrounding area with Sydney Parade Dart Station located c. 900m or a 10-minute walk away (or 570m as the crow flies). Dublin Bus services 4, 7, 7A, 7D and 84A operate along Merrion Road with a stop located directly north of the subject lands. These connect the site to Dublin City Centre, Monkstown, Brides Glen, Bray, Greystones and Mountjoy.



## 1.4 Development Description

Planning permission is sought for a Large Scale Residential Development delivering 200 no. student residential units within two blocks. The blocks range in height up to 6 storeys with a basement below. All associated internal and external amenity space, car and cycle parking, landscaping, bin stores, service provision and vehicular and pedestrian accesses are also proposed.

The proposed development will comprise:

- No. of units: 200 bedrooms within 32 clusters. Each cluster will include a communal kitchen and dining space.
- No. of parking: 1 accessible parking space.
- No. of cycle parking: 248 no. spaces made up of 200 no. long term, 40 no. short term/visitor and 8 Cargo bike.

## 1.5 Resident Facilities

Resident support facilities and resident services and amenities are broken down as follows:

- Resident support facilities:
  - Management desk, lobby/reception space with seating.
  - Back-of-house/post boxes/parcel room.
  - Resident storage space, bin stores, bicycle stores, and laundry room.
- Resident services and amenities:
  - Resident amenities comprising residents lounge, social learning/coworking space, flexible multi-purpose gym/studio space, cluster kitchens, communal open space with basketball practice hoop.

The management desk and post-boxes will be located within the lobby area on the ground floor of Block A and the bin store will be to the rear of Block A, accessible externally via the courtyard (see Block A Ground Floor Floorplan below).



The internal communal resident facilities, as well as management support facilities and the parcel room will be located in the basement of Blocks A and B (see Basement Floorplan below). This will also include 88 long term bike spaces within the basement of Block A and 98 long term bike spaces in the adjoining basement of Block B.

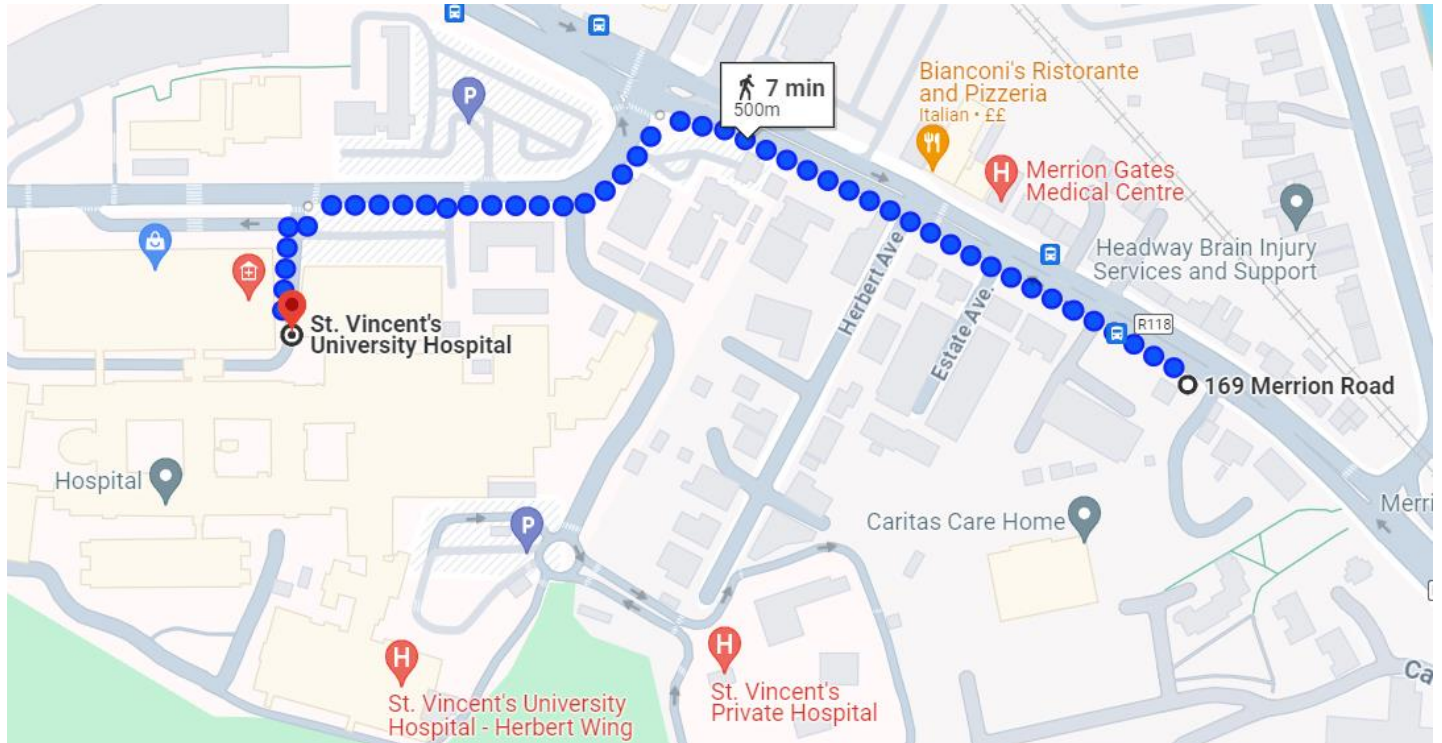


Internal bike storage will also be provided to the rear of Block B (see Block B Ground Floor Floorplan below).



## 1.6 Proximity to St Vincent's University Hospital

The map below illustrates the proximity between the development site and St Vincent's University Hospital, near the junction of Merrion Road and Nutley Lane opposite the Merrion Centre, only a 500m walk to the west of the site.



St Vincent's University Hospital is one of the world's leading academic teaching hospitals providing front line, acute, chronic and emergency care across over 40 different medical specialities – in the country's only integrated multi-hospital campus. As one of Ireland's largest teaching hospitals, its close alignment with the University College Dublin (UCD) ensures a seamless integration of education and practice, offering unparalleled opportunities for aspiring medical professionals.

Given its close proximity to St Vincent's University Hospital, being only a seven minute walk, it is anticipated that the proposed development will provide convenient, high quality, professionally managed accommodation to the medical students who are on clinical placement rotation during the last two years of their medical qualification or are postgraduates doing an internship/residency at the University Hospital.

The site is also only 2.4km from University College Dublin, accessible by way of a seven minute cycle, 30 minute walk or short bus ride, which may also attract those undergraduate students who are in medical school or students studying for postgraduate medical courses, as well as other students who are doing non-medical undergraduate or postgraduate degrees.

## 1.7 Vision

### 1.7.1 Overview

The vision is an integrated management and resident focused strategy for building a community at this exemplar purpose-built student accommodation (PBSA) development. This begins at the start of the customer journey, from that first viewing and tour of the property and its amenities.

This journey for the customer continues and flourishes long after they have moved in. Therefore, the applicant's approach is underpinned by a well-staffed and professional on-site management team. This includes the importance of delivering well considered units that are easy to use, comfortable and cost efficient.

For the landlord and long-term owner, there is the wider importance of the lifecycle of the asset and long-term operation of the development.



### 1.7.2 Resident Engagement

This approach comprises both responsiveness to repair and maintenance issues, but also curation of resident interaction through on-site events that promote community engagement and spirit.

To achieve this, the on-site team will act as a catalyst for residents coming together and establishing shared interests among themselves. Be this perhaps running, cooking, yoga, or social viewing of sporting events on TV.

The management team will set up different events but hope that, in time, the residents themselves will coordinate events that they desire. That the residents themselves form their own networks or groups.

Thus, the community environment is both a consequence of centrally arranged events and the residents become self-organising in their own right.

Residents will be notified as to events taking place in the community via a central communication system.

### 1.7.3 Branding

Importantly, the development will be branded, which will be more than just a name and set of coordinated collateral. The brand will form part of the culture of the development, both for the residents but also the staff on-site too.

## 2 Property Management & Operational Considerations

### 2.1 Structure & Management Strategy

The development will be built and owned by the proposer. The purpose-built student housing proposed would be managed by a dedicated and experienced operator who would be responsible for the full-time management of the scheme on behalf of the owner.

The operating company will commence appointment of the on-site staff some nine months prior to practical completion of the development. The first hire will be the property manager, thereafter, recruiting the leasing/front-of-house team and maintenance teams as the development gets closer to the completion date.

A detailed operational plan will be created over the two years leading up to the completion of the development. This will comprise a mobilisation plan, leasing plan, marketing plan, health and safety plan and standard operating procedures.

Service delivery will be in line with agreed Service Level Agreements and Key Performance Indicators set out in the Property Management Agreement between operating company and the development owner. Actual performance will be regularly reviewed by the owner.

### 2.2 On-site Team

The development is designed with the student rental market in mind and will offer a range of support services and amenities for its residents. A management team will be located on-site during normal working hours, based at a reception desk adjacent to the principal access point to monitor visitors, providing both a visible site management staff presence and a clear point of contact for residents.

Staff periodically undertake other tasks and move around the building to provide a discreet but effective behaviour monitoring role that enables inappropriate behaviour to be proactively managed. The behaviour of students and their enjoyment of their stay are influenced by the quality and standard of their living environment, with a secure, clean, good quality environment creating respect and appropriate behaviour.

The staff will work in partnership with the university's student services team to ensure those students that need further guidance and support receive it, and any nuisance issues are dealt with promptly and professionally. This enhances the support and intervention on offer to resident students and ensures that there is a cohesive, consistent and swift approach to the management of any resident misconduct.

#### 2.2.1 Staffing & Roles

The development will operate with a full on-site team. The team will be split between 'front-of-house' and 'back-of-house', overseen by a site property manager.

- **Front-of-House:** The role of the team will be leasing and resident management.
- **Back-of-House:** The back-of-house team will oversee all maintenance, cleaning, and will perform general repairs where appropriate.

The combined team will coordinate:

- Statutory compliance
- Visitor management
- Sales, leasing and marketing
- Resident communication
- Management of the move-in and move-out process
- Management of lease agreements
- Management of contractors and other requirements of efficient building operation
- Co-ordination of post/parcel deliveries
- Co-ordination of resident events and engagement
- Ensuring that the appropriate standards for resident behaviour are upheld, creating a secure and friendly environment.

Security for the property will be maintained by either a full-time presence or via an outsourced supplier, providing regular security patrols during the night.

There will be a maintenance staff member on-site to carry out all of the day-to-day repairs, testing of passive and active fire prevention systems and emergency lighting, and contractor management. The maintenance staff member will be backed up by specialist's subcontractors for gas, electrical testing, lift maintenance, water treatment risk assessments, fire extinguisher and fire alarm maintenance etc.

Any major repairs will be organised by the operator in collaboration with the landlord owner. This includes internal and external decoration, re-carpeting, new furniture and roof, window and fabric works as the building ages. This will ensure that the building is maintained in a safe and good state of repair.

### **2.2.2 Site Team Availability & Working Hours**

- The team will work on-site during typical working hours but there will be a staff rotation plan to have members of the team beyond traditional hours.
- This will allow for a presence typically from 08.00 to 20.00 Monday to Friday and Saturday 09.00 to 16.00. A Sunday presence may be considered during the 'lease-up' stage.
- These opening hours are holding times, this will be finalised closer to the completion of the property.
- Contact details of the key on-site management team will be shared with residents, which includes a centralised mobile number.
- It is intended that residents will also be able to communicate with the management team via a dedicated building website/portal, which will be mobile device friendly.
- This will encourage communication on events, maintenance alerts and other notifications.

### **2.3 Building Tech**

The development will benefit from building technology and systems throughout to help manage the blocks securely. The operating company will utilise a holistic property management accounting software system to help manage all aspects of the property.

Within this, residents will have access to a resident portal that will allow communication with the on-site team (maintenance, room bookings etc) and also allow access to a community page (for events etc).

### **2.4 Building Management Strategy**

A detailed management strategy that encompasses all facets of the development will be generated prior to practical completion. This will dovetail with the buildings' 'operations and maintenance' manuals that will be made available to the team as the development is completed. This strategy will include items such as the fire strategy, security, out of hours procedures/cover, lift maintenance, cleaning, water management, health and safety, pest control, internet and staff welfare.

Furthermore, the applicant is adopting a strategic approach to the provision of broadband and utilities, engaging with providers early to ensure best value and service for its residents.

To maintain a good quality living environment, all communal areas of the building, including the residents lounge, study area and the laundry room, will be cleaned regularly and monitored via CCTV. The cluster kitchens will be cleaned by on-site staff, but residents will be encouraged to keep these areas tidy to facilitate cleaning. The residents are, as part of their away from home experience, responsible for maintaining the cleanliness of their bed spaces and this is ensured through a programme of unit inspections and advice from site staff. The development will be fully compliant with local and other HMO requirements for Fire and Health & Safety.

### **2.5 Leasing & Marketing Strategy**

Separate leasing and marketing strategies will be created in advance of practical completion. These will document the entire marketing campaign and avenues for engagement with renters, particularly through its close links with the University.

The leasing strategy is an accompanying document that will articulate the entire leasing process/customer journey. From the first email and/or phone call, through to the viewing, follow-up and thereafter application process and finally move in. A key feature in this strategy will be absolute transparency of the process to prospective renters.

## 2.6 Policies & Procedures

Behind the building management, leasing, and marketing strategy will be a 'bible' of operational policies and procedures, documenting all the processes for the on-site team. This set of standard policies and procedures will enable clarity and consistency in the way the management team operates and ensure students have a positive and safe experience during their stay.

The policies and procedures cover all aspects of the management of the student accommodation, from leasing, managing student intake, health & safety, security & welfare to planning building maintenance, cleaning procedures and all non-term time activities.

## 2.7 Travel/Mobility Management

No students, with the exception of students with disabilities, will be allowed to bring vehicles to the site or park locally. Students are not permitted to bring cars to the site, which will be outlined in the tenancy agreement. Students are encouraged to use more sustainable means of transport, such as cycling, walking and buses. The on-site team will emphasise the car ban on booking and at intake and will continue to work with the University and local residents to enforce this policy.

The development will have one allocated car parking space for disabled residents, which will be managed by the on-site team.

The location of the development site provides considerable opportunity for a high pedestrian activity. The proximity of the proposed student residences to St Vincent's University Hospital means walking will be an attractive option for the majority. In addition, the nearby facilities within a short walking distance of the development site, such as Merrion Shopping Centre, reduces the need to travel long distances for common, everyday trips which in turn will facilitate a positive modal shift away from the car.

The development looks to actively promote greener methods of travel and has made generous provision for secure bike parking and storage.

## 2.8 Check-In Management

Student check-in normally takes place over a period of two weeks at the beginning of the academic term. In addition to the principal intake weekends, a proportion of students – particularly those travelling from overseas – will arrive on an ad hoc basis during weekdays. Localised disruption can occur during student intake and occupation, due to the relatively high volume of students arriving in a relatively short time period. While an infrequent, short-lived, and temporary occurrence, it is important that the student intake process is appropriately controlled and professionally coordinated by the on-site management team.

In the weeks prior to move in, as tenancy agreements are returned, welcome packs will be prepared for each student. The welcome pack will include details of the site and how it is run, health and safety information, advice on living at the development and local information. Preparation of this information will enable a swift and largely trouble-free process enabling the on-site management team to welcome students and direct them to their rooms quickly and efficiently.

Students will be advised of their allocated time slot to arrive, in order to stagger arrivals throughout the weekend. Whilst it is understood that the nature of transportation makes it very difficult to pinpoint exactly when people will arrive, experience tells us that operating with these slots improves the flow of arrivals and reduces pressure significantly. Each student will be given a set time slot, after which they will then have to remove the car from the site and go to the nearest public car park. Students arriving by car will be directed into the site off Merrion Road to keep the street clear. It will be made clear to students that the allocation of time slots is for their benefit to ensure a smooth move in, ensure sufficient attention and assistance from the onsite team, and to minimise any localised disruption in terms of vehicular movements.

For the key weekends the flow of new residents moving in will be managed by:

- Bringing in additional staff to manage traffic.
- Providing a specific time slot for arrival and check-in.
- On arrival students will be given a set time period in which to unload.
- The site-based team will control traffic onto and through the site to ensure students and parents/helpers move through in less than an hour.
- Trolleys will be hired to assist parents/helpers and students to move luggage from the check-in area into the building.

Using this time allocation information, the on-site management team can also liaise with the local Gardai in advance of busy move-

in weekends in order to alert them to possible intensification of traffic movements at certain times.

It should be noted that as the student accommodation will be fully furnished, a reduced amount of luggage and personal belongings should arise.

## **2.9 Move Out Process**

Student move out is not so time constrained as individual university courses finish at different times. Furthermore, the medical profession attracts many overseas students who would be unlikely to go back home for any significant length of time compared with Irish/UK students who may return to the family home during the holidays.

For those students who do follow academic term times, in our experience they move out over an extended period of time at the end of the academic year. Some students may require a continued residence throughout the summer recess due to the need to finish research and/or write up dissertations or take a summer internship.

All students will be advised prior to the end of their tenancy period of the move out procedure and date on which they would be expected to finally vacate. Appointments will be made to inspect rooms for damage and cleanliness prior to departure and, where necessary, arrangements made to return deposits or use them to offset the cost of damages.

## **2.10 Non-Term Time Unit Management**

The nature of student accommodation is such that the academic year is typically spread over nine rather than 12 months and there is an annual turnover of student residents. Not all residents will follow the typical undergraduate student calendar, such as postgraduate students who are doing their medical internship/residency training, however, the summer is likely to be a quieter occupancy period and as such there will be a need to implement a separate leasing and management strategy for this time.

There are a number of strategy options available:

- a) Accommodation for summer education programmes
- b) Short term holiday lets for students

For either of the two options, the summer residents will be restricted to students only, who will require a short term lease for a period of 1-3 months. There is no plan to offer short term leases to anyone not currently in education as the building design and the staffing strategy has been developed specifically for the student sector.

All summer residents will be required to abide by the same rules and procedures as those who are in situ during term time.

## **2.11 Unit Allocation**

It is advisable to allocate floors and units according to undergraduate or postgraduate status, as well as whether they are undertaking a medical degree/training or another subject.

Not only is this sensible from the point of view of creating a like-minded community and preventing any issues between residents (undergraduate students are likely to be younger and more focused on social activities than postgraduate students who may be working unsociable hours in clinical training), but also this level of separation will aid the operational management of the property in terms of keeping residents who are on a standard term time lease together in order to then be able to let out units in floors and/or clusters for a short period over the summer, rather than having available units scattered throughout the property.

## **2.12 Student Relations/Welfare**

### **2.12.1 Anti-Social Behaviour**

In order to respond to noise complaints, the operating company will instigate measures in line with the Tenancy Agreements to reinforce the need for students to minimise noise disturbance both to other students and neighbours. Students will be encouraged to keep noise to a minimum when entering and exiting the building along the principal entrance routes to the building. This message will be reinforced both within the terms of the Tenancy Agreement and by the property management team.

On entry to the accommodation each occupier will be required to sign an Assured Shorthold Tenancy Agreement, which outlines the terms and conditions of their stay and covers matters such as anti-social behaviour, disciplinary procedures, and all aspects of Health & Safety.

In order to reduce opportunities for anti-social behaviour, students will be notified of 'quiet hours' between 10pm and 7am where no external noise should be heard from bedrooms/cluster units and students will be asked to proceed quickly from the grounds to their cluster-unit when arriving to the accommodation residence during these hours. This will assist in the cultivation of a study-positive environment in which residents feel secure and focused.

In order to encourage appropriate behaviour, all staff moving around the development provide discreet but effective security and monitor behaviour during the day. To maintain good quality living and working environments for all students, communal areas of the building including lifts, communal areas, laundry, courtyard, amenity space and all entry and exit points will be inspected and cleaned regularly by a team of cleaning staff. This provides a further effective method for monitoring the welfare and behaviour of the students. As part of their role, the Property Manager and the onsite team will perform daily inspections to ensure that:

- Operational staff are performing in accordance with policies and procedures.
- Supply chain partners are performing in line with applicable service level agreements.
- Students are benefiting from a good living and learning environment free from the inconveniences caused by poor service delivery and disruptive behaviour.
- Student, University staff and neighbour challenges are dealt with appropriately.

### **2.12.2 Hygiene**

The management team will take responsibility for conducting a general clean of the communal cluster kitchens on a weekly basis, including mopping the floor, changing the bins etc. However, as a condition of their tenancy, students will be required to clean their communal kitchen facilities after use, i.e. wipe up any spillages, wash up pots and pans, and to maintain this shared area in a clean and tidy condition.

The communal areas within the cluster flats will be inspected on a monthly basis in order to control the cleanliness of the property. Should the area fall below the required health and hygiene standard, the management team will issue cleaning orders to all students who share the cluster kitchen. If the level of cleanliness does not sufficiently improve, cleaners will carry out an additional deep clean and recharge the offending students from their deposits. This ensures 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.

### **2.12.3 Pastoral Care**

The management team will actively work with the University and seek to build strong personal relationships with the University pastoral and mental health support groups. By developing those relationships with a clear, honest and open dialogue, those students who may have problems or difficulties will have a clear and transparent support network.

The management strategy will place great emphasis on pastoral care and mental health awareness, especially for students who may never have lived away from home, and site management will make regular visits to flats for informal chats. It is advisable that at least one member of the on-site management team is a mental health first aider.

## **2.13 Security Measures**

### **2.13.1 CCTV**

The development will be covered by 24 hour CCTV, a secure door-entry system and expertly managed out of hours by third party PSA-licensed security officers. The main entrance into Block A is from Merrion Road and there is also an entrance to the rear via the courtyard – both of which will be managed through a programmable electronic fob-entry system. Block B has two entrances, both of which will be accessed via the courtyard with a secure fob entry system. Residents will also be able to unlock their doors through an access control app on their phones, thus minimising lockouts. There will be CCTV coverage throughout, particularly focused on points of entrance and exits and the courtyard area. CCTV will also cover the cycle parking, access to which will be controlled by a

fob-entry system. Management on-site will treat all breaches of security or anti-social behaviour very seriously.

CCTV images and random monitoring of communal facilities will ensure a safe and secure environment is provided for all. Management will reserve the right to close the communal areas if they are found to be used inappropriately or in a way that disturbs other students/local residents. The management team will also ask students to leave the outdoor areas should the level of noise cause a disturbance.

### **2.13.2 Key Fob Entry System**

Entry to and from the buildings, cluster areas, individual units, communal amenity spaces, communal laundry facilities and the bin and bike stores will be controlled by an advanced electronic key fob security system. Residents will be issued personal fobs when they first arrive, and these are individually registered and strictly controlled. The onsite team will be able to precisely control the extent of access around the buildings of all occupants and this can be tailored for specific larger groups of students living within a specific part of the building to encourage greater interaction and a sense of community. On termination of the tenancy, the key fob will expire and will be returned to the front desk. In the event of a key being lost or stolen the key fob will be deactivated remotely and a replacement issued to the student. Students also have door entry access via their mobile phones, which will be deactivated after move-out or in the event that their phone is reported lost or stolen.

The proactive management of the extensive communal student amenity areas throughout the student blocks is critical to ensuring both student and staff safety and security. Many active and passive methods can be employed to ensure these amenity spaces are safe and secure environments:

- Controlled electronic entry to individual blocks and communal areas.
- Controlled 'opening hours' of certain areas.
- 24-hour monitoring and recording of CCTV where appropriate.
- Areas which are sensitive in terms of sound, or disturbance to other student residents, would be sealed utilising the door-entry system.

### **2.13.3 Visitor Management**

Students will be permitted to bring visitors into the property; however, they will be responsible for them whilst they are on the premises, including any damage or disruption they may cause. Visitors may be required to sign-in and out at reception and visitor access will be strictly controlled between 11pm and 7am.

Visitors of student residents will be required to use the intercom system which will be located at each entrance to the block. The intercom system will allow the visitor to communicate with the student's house unit. The student will then be required to go to the block entrance in order to open the door for their visitor.

## **2.14 Community Liaison**

The operator will ensure that:

- a) The reception desk is attended during office hours by a member of staff.
- b) A member of the management or security team is on-call outside of normal office hours.
- c) Any complaints or concerns which occupants of adjoining properties may have regarding the operation of the residence may be raised with the on-site property manager during office hours by telephone or in writing.

With visibility of the site and its staff, local residents will be comforted in knowing whom they can contact should there be any antisocial behaviour adjacent to the scheme.

## **2.15 Maintenance**

The management team will ensure that all residents are aware of the procedure for reporting maintenance defects and faults via an online resident portal.

The maintenance staff will ensure that reported defects and faults are dealt with in a timely manner, either by the on-site maintenance staff or by escalating the defect/fault to an appropriate contractor. All maintenance will be carried out by reputable,

professionally qualified service providers in compliance with Health & Safety legislation, relevant industry best practice guidelines, and with due regard to minimising any temporary interruption of the amenities that residents enjoy.

Routine reactive maintenance (except in case of emergency) will generally be undertaken between the hours of 08:30–17:00, Monday to Friday, except Public/Bank Holidays.

A rolling programme of Planned Preventative Maintenance will be put in place for conformance with statutory compliance, regular upkeep of the building and all additional areas will be added to this cyclical plan upon completion.

## 2.16 Cleaning

The management team will be responsible for cleaning all common areas including the laundry room, residents lounge, social learning/co-working space, gym, studio space, reception, walkways, waste disposal areas and communal cluster kitchens.

This will be delivered either via a cleaning contractor whose staff will comply with agreed quality standards and frequency specifications, or by an in-house housekeeping team.

Residents will also have the option to have their rooms cleaned on a weekly basis at an additional cost.

## 2.17 External Area Management

Grounds maintenance will be carried out by the on-site team and management will ensure that all external areas will be kept clean, tidy and well landscaped and free from graffiti, litter, weeds, waste and other debris.

All signage will be kept clean, legible, and unobstructed, and where illuminating signs are used they will be maintained in accordance with the general building maintenance requirements.

## 2.18 Post & Parcel Strategy

There will be a dedicated post and parcel strategy with allocated parcel space in the basement of Block A, in close proximity to the residents lounge and social learning space. The strategy will comprise the following components:

- **Post Boxes:** Post boxes will be located on the ground floor of Block A in close proximity to the main entrance.
- **Parcel Room:** There will be a dedicated parcel storage room located in the basement of Block A to be managed by the on-site team.

Postal deliveries will be made directly to the post boxes with parcels being handled by the on-site team and transferred to the parcel room for safekeeping. Standard deliveries will be accepted by the on-site management team during normal working hours.

The management team will not take responsibility for:

- Signed for Items: Recorded letters/parcels.
- Lost or Damaged Items: Any items stored in the communal areas are at the resident's own risk.
- Posting Out>Returns/Collections: The resident will need to be present to manage the collection or return of items that are being posted out.

### 2.18.1 Parcel Room Size Requirements

Based on a total of 200 student beds, it is expected that the property will receive 1,206 parcel deliveries per month on average, peaking at 1,809 parcel deliveries in the months of November and December. This equates to storage space needs for 181 parcels a day. The average time a parcel spends in the parcel room is 6.9 hours; however, many will spend several days awaiting pick up, so the parcel room needs to be big enough to account for this. In addition, the space requirement will only increase as ecommerce grows so future proofing the property is key.

Based on the average parcel being 30cm wide, it is recommended that the property will need a minimum of:

- 32.6 metres of shelving (it is recommended to have four shelves from floor to ceiling).



- 4.9 square metres of floor space.
- 7.4 square metres of walkway.

## 2.19 Waste Management & Recycling

The position and capacity of the bin stores have been designed to ensure that waste collections are of sufficient frequency and at times of day that avoid disturbance to neighbours and avoid the risk of odours from food waste.

Bins will be stored in an enclosed compound that is accessible for the refuse vehicles. Collections will take place off road in the designated service area. Bin stores and the surrounding areas will be kept clear of debris by the dedicated cleaning team and treated to minimise the risk from environmental issues such as vermin infestation. A full preventative pest control regime will be put in place at the site. Rubbish collection will be as per times agreed with the private waste collection company.

The plan provides for a large waste room located to the rear of Block A that is accessible externally via the courtyard. Students will be required to take their waste to the communal bin store, segregate, and place in the appropriate bin.

All bins in the communal areas will be clearly labelled to indicate appropriate contents. Cleaning staff will empty bins in the communal areas as required and bring the waste to the bin store.

### 2.19.1 Waste Room Size Requirements

A standard single-bed student room is estimated to generate approx. 44.5 litres of waste per week, which for a 200 bed property equates to 8,900 litres of waste produced per week. Assuming a weekly collection, the development will require the following type and quantity of waste containers:

	General Waste (37%)	Dry Recycling (50%)	Organic Food / Garden Waste (8%)	Glass (5%)
<b>Total Waste Per Week (litres)</b>	3,300	4,400	720	480
<b>Number of Bins Required</b>	3	4	3	2
<b>Type of Waste Container</b>	1,100l bins	1,100l bins	240l wheelie boxes	240l wheelie boxes

However, if the bin store cannot accommodate the proposed quantity of bins, the frequency of collection can be increased to twice a week. In addition, it may be necessary to have additional dry recycling collections during the busy move-in period due to an expected increase in the amount of cardboard packaging waste.

A detailed Operational Waste Management Plan will be prepared for the development, which will provide further detail on collections times/dates.

### 3 Management Spaces

#### 3.1 Front of House

##### 3.1.1 Lobby & Leasing Space

A primary goal of the lobby space is to make prospective residents and current residents feel comfortable and engage in discussion with the leasing and management team. The goal is to offer a location that will attract, then retain, residents.

This leasing space will comprise the following components:

- **Seating Area:** A helpful and attractive area for prospective residents and for leasing agents to dwell.
- **Administrative Space & Staff Welfare (Back-of-House):** Administrative office space and staff welfare will be provided for.
- **Coffee Dock/Drinks Station:** An area where prospective residents can be welcomed with refreshments in order to enhance the customer experience.

#### 3.2 Back of House & Staff Welfare

Attention has been paid to the spaces that the on-site staff use, both front-of-house spaces but also the spaces behind the scenes, the 'back of house'. The on-site staff are at the 'coal face' of delivering customer service, and their spaces are practical and comfortable. The staff need to be looked after too. These back-of-house and welfare spaces are reasonably sized and well specified space, with a decent kitchen, seating area, lockers, space for desks, filing and storage.

##### 3.2.1 Staff Welfare Room

There will be a staff welfare room/back-office space located at basement level in Block A, the function of which is to store 'back office' equipment, such as spare keys, and will include a small kitchenette and a table and chairs for staff use. There will also be dedicated staff toilet facilities in close proximity to the welfare room.

##### 3.2.2 Maintenance Room

There will be a specific maintenance room located in the basement, used to store cleaning materials and maintenance equipment and parts/inventory. No natural light or running water is required. All regulations relating to the storage of chemicals will be adhered to, and applicable health and safety signage will be visible to team members.

## 4 Resident Amenities & Services

### 4.1 Amenity Provision

Across the development, the residents will enjoy purposely designed but flexible internal and external amenity spaces. These spaces will comprise:

#### Internal Amenity

- Cluster kitchens
- Residents lounge
- Social learning/co-working space
- Flexible multi-purpose gym/studio space

#### External Amenity

- Communal open space
- Basketball practice hoop

### 4.2 Purpose of the Spaces & Considerations

The design of the scheme enables students with diverse age/ course/demographic/culture to live together, whilst at the same time, the large communal areas allow mixing beyond just the individual house cluster or floor.

The range of amenities being proposed support the promotion of 'wellness' through the encouragement of resident engagement and the formation of a community.

The aim is to create several areas for the residents to use, either to relax, work or dine in larger groups and can be treated as an extension of their individual bedroom. These spaces are almost the 'hub' for residents. Where they come to meet friends and hang out. If 'clubs' are formed, they can meet here. When sports events are on, again this is a space to meet and enjoy these moments as a group/community. Resident events will also be hosted here.

The amenities support wellness through a number of ways:

- A space that is beyond the immediate bedroom you live in, which is easily accessible and inviting and comfortable.
- Spaces that are quiet zones and support studying.
- Provision of a wide range of external landscaping for the residents to enjoy.
- And, most importantly, spaces that support social interaction and support mental wellness.

The principle of providing such communal spaces is that residents come together, to gather and socialise, and for friendships and relationships to be formed. The team have sought to create a blend of both internal and external spaces to support this. For single people in particular, living on your own can be lonely and these shared amenities seek to alleviate this by connecting residents.

The operational team will coordinate events for the residents, but the site team will equally encourage residents to organise their own, and indeed form clubs, bringing together residents with shared interests. This could range from running and cycling to perhaps painting and cooking.

The social learning/co-working space seeks to support the need for students to have a space for studying or group collaboration. The development offers a space that is a break from their cluster area and an alternative space to work from that isn't their immediate home. This space will be supported by free Wi-Fi, and tea and coffee facilities.