

Student Accommodation Management Plan for Hudd Student Living

April 2024



1.0 Accommodation Manager

Hudd Student Living will be responsible for managing the student accommodation at Manchester Road, Huddersfield, HS1 3FH.

2.0 The Residence

2.1 The Site

The student accommodation site is located in Huddersfield, on Manchester road, which is just a short distance from Huddersfield University (0.5 Miles) so transportation to the university will likely consist of a mix of walking, cycling and public transport.

2.2 The Design

The proposed building houses a total of 405 beds, in self-contained studios. Additionally, the proposed development will provide a dedicated reception and management office and generous student amenity space including a gym, study rooms, laundry, common room and cinema.

The scheme will provide cycle spaces located within an internal cycle store facility protected with security CCTV and access control.

2.3 Accommodating DDA Students

The development has been designed to accommodate disabled students. The building will have a designated lift compliant to an Approved Document M. Of the 405 proposed beds, 30 have been designed as accessible units to accommodate independent wheelchair users.

3.0 Site Management and Procedures

3.1 On Site Staffing

A dedicated property manager who will lead the on-site management team with a 9am to 5pm presence during the working week. This will be supported by in-house staff including, a customer service assistant, maintenance operatives, cleaning staff, security staff and designated student wardens. During out-of-hours and weekend periods, the following measures will provide the necessary support.

There will be On-call Security provision, provided by a local security company, which will form part of our escalation process for emergency response requirements. The security company will also have access to live pictures from the CCTV system. This process will deal with issues of lock-outs, additional perimeter patrols and also as an escalation point if there are issues outside of office hours.

A 24/7 Helpdesk will be available for both tenants and local residents. The Helpdesk are able to coordinate the provision of security patrols, emergency repairs and escalation to the property team to attend site if required.

The above staffing structure will ensure a professional and robust 24/7 operation structure to manage the site to ensure that the property is managed professionally from day one to manage the impact on the local community.

3.2 Noise and Anti-social Behaviour

The on-site management presence will ensure that local residents always have a point of contact should any issues arise regarding noise, anti-social behaviour or any other general concerns.

Issues relating to noise and anti-social behaviour are managed in the following ways:

- The signing of the tenancy agreement includes rules, regulations and conditions regarding the property, local neighbourhood consideration and enforcement measures;

- On arrival, the students will be inducted on the rules and regulations and the enforcement process;
- During the daytime, the reception staff will be able to monitor any breaches of rules and regulations;
- During out-of-office hours, the on site dedicated security guards will monitor breaches supported by remote CCTV and on-call security;
- Review and response process for local resident calls and complaints;
- Feedback from local resident meetings;

All students will attend a welcome event which covers the issue within a customised 'Resident Handbook'; this incorporating such things as fire safety; general health, safety rules; good neighbourliness, and identification of safe pedestrian routes around the city and bus service points; respecting the local area and its residents discouraging movements late at night. It will also advertise the local shops and amenities facilities in the area. It will also highlight, that whilst Homes for Students will strictly manage the car parking on the site, we shall also discourage the parking of vehicles in any residential areas thus limiting any nuisance to the residents. It will also be made clear that all these items are all restricted clauses within their tenancy agreement.

Should there be any serious incidents or repeated complaints received from local residents about a student, which in turn will trigger the landlord to make an application to the court for possession of the accommodation.

3.3 Community Liaison

The on-site team will actively seek to engage with local tenants and residents associations and community organisations via regular meetings to discuss and address any issues including, but not limited to, disturbance, litter, emergencies and any other anti-social behaviour or management issues.

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

- The reception which is open during office hours.
- The management company's 24/7 help desk and the escalation process as explained earlier in the management plan.
- Using the management company's formal complaint and incident procedure.

The contact details will be made available at the reception desk, at the request of local residents, the property manager can also distribute contact information leaflets.

Formal complaints are registered centrally by the management company and monitored. Complaints will be discussed with local resident groups and the information distributed will comply with the General Data Protection Regulation.

3.4 Car Parking

The premises does have 10 dedicated parking bays for motor vehicles, which will be strictly managed by site management team, However, the site is within close proximity to the university and the likely hood of students bringing motor vehicles to the site is limited.

Students will be actively encouraged to use more sustainable means of transport, such as cycling, walking and the excellent local transport facilities.

The proposed development provides secure cycle parking provisions and will be actively promoted to the occupants.

Should any vehicles be parked inappropriately, or repeated complaints are received from local residents or business about a vehicle associated with a tenant, it will be treated as a serious breach of the tenancy agreement. which in turn will trigger the landlord into making an application to the court for possession of the accommodation.

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

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

4.28.1 Other than the permitted cars, Not to bring and park any car or other motorised vehicle at or within the grounds of the Building , during the Tenancy Period, even if that vehicle is normally kept away from the Building.

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

4.28.3 Students are permitted to hire motorised vehicles on an occasional and temporary basis.

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

The planning consent includes a requirement to lease the parking spaces to Kirklees College. Given this, Hudd Student Living contacted Kirklees College in December 2023 with a view to agreeing a contract to lease the parking spaces associated with the development. The College’s Director of Estates & Facilities confirmed that the College were not aware of the provision of these spaces and that there was no longer a requirement for them. Should this position change and the College require the spaces, then Hudd Student Living would enter a contract with the College to allow the use of the parking spaces.

3.5 Management

Whilst we aim to create a welcoming environment for all the students, any anti-social behaviour will not be tolerated and any residents breaching the clear and strict rules and regulations outlined within their tenancy agreement could lose their accommodation.

The on-site team will be supported by our off-site operational team (including local and regional managers) relating to compliance and any serious tenancy enforcement issues.

3.6 Out of Hours Management

Hudd Student Living will operate a 24/7 help desk which will connect through to the on-site team. The staff will be available on a call out rota to attend out of hour calls eg: when there is a fire alarm, or the heating fails etc.

Contracted Resident Student Wardens will be responsible for assisting students who need advisory services and for monitoring student behaviour.

The student’s amenity facilities will be available at all times for student use. TV licences in these areas will be paid for by Hudd Student Living whilst the students will be responsible for any TV licences required within their own rooms.

3.7 Security

There will be on-call Security provision, provided by a local security company, whom will be part of our escalation process for emergency response requirements. The security company will also have access to live pictures from the CCTV system. This process will deal with issues of lock outs, additional perimeter patrols and also as an escalation point if there are issues outside of office hours.

3.8 Inspection

Students will be responsible for cleaning their own rooms and providing their own dustpan, brush, mop etc. but we will facilitate access to a central bank of hoovers in the store which will be signed out to specific rooms.

There will be termly inspections to check the condition and cleanliness of the rooms and the students will be charged, should the level of cleanliness not be acceptable.

At the end of each academic year, the rooms will be inspected, repaired and deep cleaned in readiness for the next student occupier.

All the communal areas of the accommodation will be managed, maintained and cleaned by our onsite property team on a daily basis. Our house keepers will clean the building using a managed cleaning schedule system, to ensure all areas are covered, and the high priority areas, (Entrances, reception, amenity areas, visitor toilets etc) will be checked and inspected throughout each day to ensure they are always at their best.

This will ensure that the accommodation continues to conform with hygiene regulations and minimises pest control issues.

3.9 Repairs

Hudd Student Living will have a Maintenance Operative (MO's) on site who will carry out all of the day to day repairs and testing of the fire alarm and emergency lighting systems. The MO will be backed up by specialist's subcontractors for gas, electrical testing, water treatment risk assessments, fire extinguisher and fire alarm maintenance etc.

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

3.10 Health & Safety

Designated staff will have comprehensive first aid, fire management and incident management training. Homes for Student's procedure manuals incorporate local contact details for police and emergency services.

Hudd Student Living will operate the site to the following BSI accreditations including ISO9001: Quality Management; ISO14001: Environmental Management and OHSAS 18001: Health & Safety Management. Homes for Students takes health and safety and statutory compliance very seriously with regular assessments and audits carried out relating to the items as:

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

The property will be subject to regular statutory compliance reports.

The evacuation procedures will be developed to suit the 'Cause and effect' and fire strategy for the property and involve the development of Personal Emergency Evacuation Plan (PEEP) for people with any form of disability and include in that any specific requirements in relation to the fire strategy including use of evac chairs and use of safe refuge areas etc in the PEEP.

The property will have a dedicated roof terrace for the students use. The property team will have the ability to restrict access between certain times of the day, to ensure the space is not used in an inappropriate way that could cause a noise disturbance to local residents.

3.11 Minimum Operational Standards

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

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

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

3.12 Neighbourhood and Community

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

Hudd Student Living have robust procedures in place to manage behaviour which is detrimental to the local neighbourhood and community and the terms of the licence means that we can fine and if necessary expel repeat offender students or take criminal proceedings if appropriate. We operate a deposit and guarantor policy which provides further security relating to student behaviour.

3.13 Move-In Process

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

The booking-in system, is all "on-line" and is completed by the arriving students. Completion of the booking system cannot be made without agreeing to the awareness of site location details and highlighted arrivals process which will indicate appointment slot details.

Appointments will be distributed to avoid the peak periods, ensuring adequate staff resource capacity to check students in. The length of each appointment will be limited to 20 minutes.

Strict management of the time slots will be adhered to.

Friends and family who wish to stay longer to assist their students checking-in, will then be advised to drive to the local longer stay car parking facilities.

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

Move-out

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

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

3.14 Servicing, Waste and Deliveries

Servicing will be restricted to office hours only when the management team are on site to supervise contractors. Students parcels can be taken at reception if they are not on site. In respect of food deliveries & takeaways, Students will need to be present in order to collect them.

Students will be responsible for taking their own waste down to the main bin store located at basement level.

Waste collection will be managed by local refuse collection for the area.

For disabled students we will agree a plan for waste removal using our team or a buddy student. Our team will be on site to monitor this process and ensuring bins are ready to empty and returned to their normal holding position to ensure there is no negative impact.

We will also closely monitor the cleanliness of the student kitchens to ensure waste is being removed regularly and the facilities remain hygienic and safe.

A central laundry room will be provided on site with 5 washers and 5 driers, which conforms with the ANUK ratio standards (1:75) and with a payment system using a card which can be topped up on site. There is also a laundry 'app' so students can see if machines are in use.

4.0 Tenancy Agreements

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

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

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