

TRIBE AVONMOUTH HOUSE LIMITED

AVONMOUTH HOUSE, 6 AVONMOUTH STREET

STUDENT MANAGEMENT PLAN

REPORT REF.

2102760-06

October 2021

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Document Control Sheet

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Student Management Plan

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1. Introduction

1.1. Ardent Consulting Engineers (ACE) has been appointed by TRIBE AVONMOUTH HOUSE LIMITED to prepare a Student Management Plan (SMP) for the proposed redevelopment of Avonmouth House at 6 Avonmouth Street, London within the London Borough of Southwark (LBS).

Proposed Development Summary

1.2. The description of the development is as follows:

"Demolition of existing building and structures and erection of a part 2, part 7, part 14, part 16 storey plus basement mixed-use development comprising 1733sqm (GIA) of space for Class E employment use and/or community health hub and/or Class F1(a) education use and 233 purpose-built student residential rooms with associated amenity space and public realm works, car and cycle parking, and ancillary infrastructure."

Purpose of the Document

- 1.3. This SMP has been prepared for the student element of the scheme to set out suitable management policies and monitoring/enforcement measures to ensure that student activity in respect to vehicular trips, delivery and servicing movements, and students moving into and out of the premises is successfully managed. This plan covers the proposed delivery areas to ensure they operate efficiently and the development does not create adverse parking or servicing issues within the vicinity of the site.
- Cross-reference should be made with the Healthy Streets Transport Assessment (TA) that was also submitted with the planning application (ACE Report Reference 2102760-08).
- 1.5. A Framework Travel Plan has also been produced for the development (ACE Report Reference 2102760-07), which includes a range of measures to encourage and facilitate travel by non-car modes by all users of the site.
- 1.6. Once the site becomes occupied, the measures set out in this SMP will be implemented and overseen by a management company, assisted by an appointed maintenance contractor who will oversee the day-to-day management of the site as necessary.

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Report Structure

- 1.7. Following this introduction, the remainder of this report is structured as follows: -
 - Section 2.0 sets out details relating to the site location, including existing parking opportunities and a brief summary of accessibility by sustainable non-car modes of travel;
 - Section 3.0 provides an overview of the development proposals; and
 - **Section 4.0** provides details of the management protocols for the student accommodation including security measures and moving arrangements.

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2. Site Location & Local Conditions

Site Location

- 2.1. The application site is bound by Avonmouth Street to the north, south and east and existing mixed land uses fronting Newington Causeway to the west.
- 2.2. The area is a mix of commercial and residential with a large amount of office space in close proximity. There are also extensive food and leisure opportunities within easy walking distance. The site location is shown in **Plate 2.1** below.

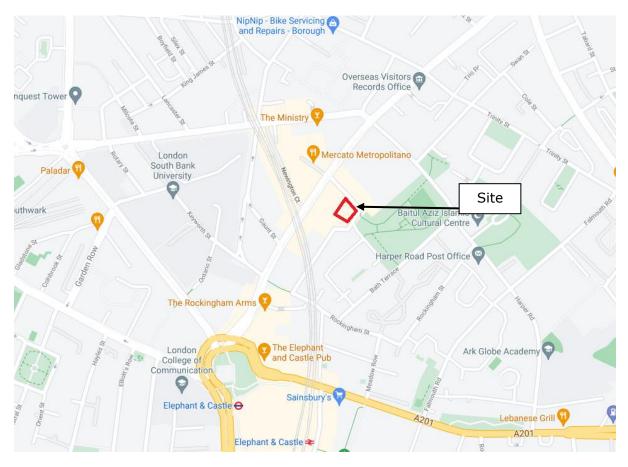


Plate 2.1: Site Location (Source: Google Maps)

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Local Road Network

- 2.3. Avonmouth Street is a quiet side road providing access to the site and a number of commercial and residential properties. It benefits from extensive parking restrictions, though some on street permit / pay and display parking is provided to the east of the site and to the west as the road wraps around the site. Pedestrian footways and street lighting are provided on both sides of the carriageway and it is subject to a 20mph speed limit. Traffic calming in the form of a raised table with surface treatment is adjacent to the eastern corner of the site where Avonmouth Wraps around the site.
- 2.4. Avonmouth Street connects with Newington Causeway at a priority T-junction to the north of the site and becomes known as Tiverton Street to the southwest after wrapping around the site, which in turns connects with Rockingham Street further to the south.

Access by Sustainable Non-Car Modes

- 2.5. The TA included a detailed review of the existing opportunities for travel by walking, cycling and public transport to/from the site. It concluded that the existing infrastructure will be suitable to accommodate the potential increase in non-car trips generated by the development, and the scheme design helps to minimise reliance on car travel.
- 2.6. Key routes to and from the site are served by the footways and incorporate suitably located crossings in the vicinity, whilst there are also cycle routes available locally too.
- 2.7. Footways are provided on both sides of the roads in the immediate vicinity, all of which are lit. Dropped kerbs and tactile paving is available at junctions in the vicinity to assist pedestrian movements along key desire lines.
- 2.8. The A3 Newington Causeway benefits from bus lanes on both sides of the carriageway that can be used by cyclists. Cycle superhighway 7, which connects Clapham with the City of London, passes the site approximately 400 metres to the west and provides convenient connections to other TfL cycling infrastructure including Cycle Superhighway 3.
- 2.9. High frequency bus services are available from the bus stops located immediately adjacent the Avonmouth Street / Newington Causeway Junction. These stops are

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known as the Inner London Crown Court stops and are served by the 35, 133, 343 and C10 services as well as the N133 and N343 night bus services.

- 2.10. Elephant & Castle Underground Station is located approximately 400 metres walk to the southwest of the site. It is located on the Bank branch of the northern line with a typical off peak frequency of 20 trains per hour in each direction. It is also the terminus of the Bakerloo line with approximately 14 trains arriving and departing per hour.
- 2.11. Within the local area there are four permanent car club bays under operation by Zip Car.
- 2.12. ZipCar estimate that on average every ZipCar vehicle removes 20 privately owned cars off the roads because members often sell and do not replace their own car after they join (Car Plus Annual Survey for TfL 2009-2010).
- 2.13. The current proximity to local transport links is very good which is encouraging for the car club's chances of success, as synergy with public transport links is a key contributor to good car club performance.
- 2.14. A Framework Travel Plan has been produced for the development (**ACE Report reference: 2102760-07**), which includes a range of measures to encourage and facilitate travel by non-car modes by all users of the site. This should help to maximise the use of walking, cycling and public transport, thereby minimising demand for car parking at the site.

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3. Development Details

Background

3.1. The scheme proposals comprise:

"Demolition of existing building and structures and erection of a part 2, part 7, part 14, part 16 storey plus basement mixed-use development comprising 1733sqm (GIA) of space for Class E employment use and/or community health hub and/or Class F1(a) education use and 233 purpose-built student residential rooms with associated amenity space and public realm works, car and cycle parking, and ancillary infrastructure."

Access and Internal Layout

- 3.2. The site will be car-free with no general car parking accommodated, but there will be a disabled parking space provided with access from Avonmouth Street, as shown on the proposed site layout plan attached at **Appendix A**.
- 3.3. Several pedestrian accesses will be provided across the frontage of the site that will provide access to the student and ground floor space cores. The student entrance is located at the north east of the site, adjacent to Avonmouth Street. Double doors lead to the student accommodation foyer where the remainder of the building is accessed via stairs/lifts.

Servicing

3.4. Deliveries and servicing are proposed to be undertaken on street in the loading bay at the north of the site. Given the quiet nature of Avonmouth Street this approach is considered appropriate.

Cycle Parking

3.5. Secured, covered cycle stores are proposed within the lower basement and ground floor levels of the development. These have been designed in accordance with the London Cycle Design Standards (LCDS) and London Plan requirements in terms of number of spaces to be incorporated into the scheme.

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4. Student Management Arrangements

Staffing

- 4.1. The student accommodation will be served from the student lobby area where student access to lifts and the bin store is taken. The welcome desk is supported by an office and security room as well as a post room and will be manned by management staff likely comprising a general manager and assistant manager, front of house staff, plus cleaners and maintenance operatives.
- 4.2. The Reception will provide a point of contact for:
 - Reporting repair requirements;
 - Delivery and collection of parcels;.
 - Resolving any disputes or complaints;
 - Organising social events;
 - Provision of general local information and signposting to specialist services; and
 - Assistance with implementation of the Travel Plan.
- 4.3. Front of house staff will liaise with neighbours where appropriate to resolve any issues that may arise such as antisocial behaviour, plus they will also be responsible for maintenance and implementation of the complaints procedure.
- 4.4. Post will be signed for as appropriate by front of house staff and securely deposited for student collection as appropriate from the post room.
- 4.5. Front of house staff will also be points of contact in respect to managing any laundry services and IT suppliers if appropriate.

Security

- 4.6. Security provisions are tailored around the nature, size and location of each site and will involve a combination of CCTV provision, access control and security personnel.
- 4.7. The development will incorporate a range of secure access measures that will likely involve fob/card entry to the building to ensure only authorised persons gain entry to the building and a door entry system for students to allow persons into the building from their room but if incorporated will require students to meet their visitors at the lobby.

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4.8. CCTV will be linked to monitors in the security whilst an out of hours service is anticipated to be provided by security personnel.

Health & Safety

- 4.9. The building will have a fire alarm system that can be monitored and on-site staff will carry out regular fire alarm drills to ensure all students are aware of necessary protocol.
- 4.10. Students will receive details of such protocols as part of any welcome pack and/or induction to the building.
- 4.11. Specialist contractors and/or the maintenance staff will carry out regular tests on building equipment as appropriate, including lifts, fire alarms, emergency lighting, water sampling, CCTV systems and automated doors.

Maintenance

- 4.12. There will be maintenance staff available to resolve any minor issues raised by students relating to their services and/or the building. If these cannot be quickly resolved then specialist contractors will be arranged to remedy any issues. Details on how any issues can be reported will be provided in a student welcome pack of information but can be reported to front of house staff in the lobby during working hours.
- 4.13. Students will be responsible for general cleaning of their own flat including any communal spaces if appropriate. Cleaning staff will however undertake regular cleaning rounds for general building maintenance.

Parking

4.14. One disabled bay is provided on-site, which can be allocated to a specific student/member of staff in advance when they secure their accommodation, although disabled students would typically be allocated accommodation closer to, or within, the campus.

Student Arrivals/Departures

4.15. The student management provider will oversee the arrival and departure of students at the start and end of the academic year, plus at the end of semesters where appropriate. It is anticipated that mid-year arrivals/departures will be negligible to

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the operation of the local area since these will not require the removal of significant goods/possessions.

- 4.16. Prior to students moving in they will be provided with welcome packs to provide key information on the operation of the building, their responsibilities and appropriate contact details that may be useful during their tenancy at the building.
- 4.17. This information pack will also detail the student moving in/out procedures which will be supported by the student management provider to ensure a swift and trouble free process and help direct students to rooms as appropriate. Arrivals/departures will be overseen by security and university staff to help secure and move possessions during the moving in/out process.
- 4.18. Due to the mixed nature of student types between international students, postgraduate students and undergraduate students, there is unlikely to be a set single day for arrivals/departures when first moving in or indeed at the end of the academic year. This will assist with staggering students during moving in/out.
- 4.19. As part of the welcome pack, students will be required to book their arrival in order to facilitate the efficient arrival of students at the site and allow staff to properly inform students of their room location and pertinent building information. Once a slot has been booked students will need to adhere to strict timeslots for the arrival and departure process to minimise impact on the surrounding network and the operation of adjacent uses within the site.
- 4.20. It is anticipated that the student management provider, in liaison with on-site staff, will liaise with adjacent commercial unit managers as appropriate to suitably inform them of key moving in/out dates.
- 4.21. It is anticipated that room allocation will be considered against anticipated arrivals in order to help minimise demand for shared circulation space and spread arrival/departure movements around the building as much as feasible.
- 4.22. Student management provider staff, and student volunteers, will be available on moving days/weekends to oversee arrival of vehicles during allocated timeslots and to direct vehicles to unloading areas as appropriate, as well as direct persons using public transport to the lobby and entrance areas.

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- 4.23. The areas that are proposed to be used for loading will be utilised for student arrival/departures, whilst the on-street single/double yellow line restrictions on Avonmouth Street will be used to facilitate space for loading/unloading for students moving in/out. Further detail on these arrangements will be provided to LBS closer to the time, and any further application for suspension of parking/loading etc. will be applied for through LBS if deemed necessary.
- 4.24. Accommodation will be accessed via the main student entrance through the lobby area and lifts. Suitable signage will be provided, as well as on-site staff to direct arrivals to waiting areas and oversee arrival/departure of vehicles as appropriate to minimise any potential conflict.
- 4.25. Management staff will be waiting for students with luggage trollies to allow for quick unloading of vehicles, and movement of possessions to the accommodation, meaning that risk of overrun of allocated time-slots will be minimised.
- 4.26. Liaison with the ground floor use also proposed within the scheme will be necessary during these periods to ensure deliveries do not conflict with student arrivals/departures.
- 4.27. Arrivals/departures will be staggered over a number of weekends. There is anticipated to be space for 3-4 vehicles at any given time. Arrivals can be spread over a 12-hour period (0700-1900) with a 30 minute time-slot for unloading to take place. This would result in 48 slots per weekend per loading space, a total of 144 slots per weekend. A maximum of 273 slots will be required in total. 288 slots would be available over 2 weekends, but would likely take place over 3/4 weekends and could include weekday movements as well to further disburse movements as required.
- 4.28. It is worth noting that some students will be able to car-share whilst others will not require use of a car for loading purposes, simply using local public transport facilities, and so it is not anticipated that the full potential number of students would all require car loading slots to be booked.
- 4.29. Furthermore, after the first occupancy, it is likely that there will be returning students for following years who may not move out between academic years. In these instances, their arrival/departure process would be more akin to mid-year movements such as at Christmas where students return to the family home with

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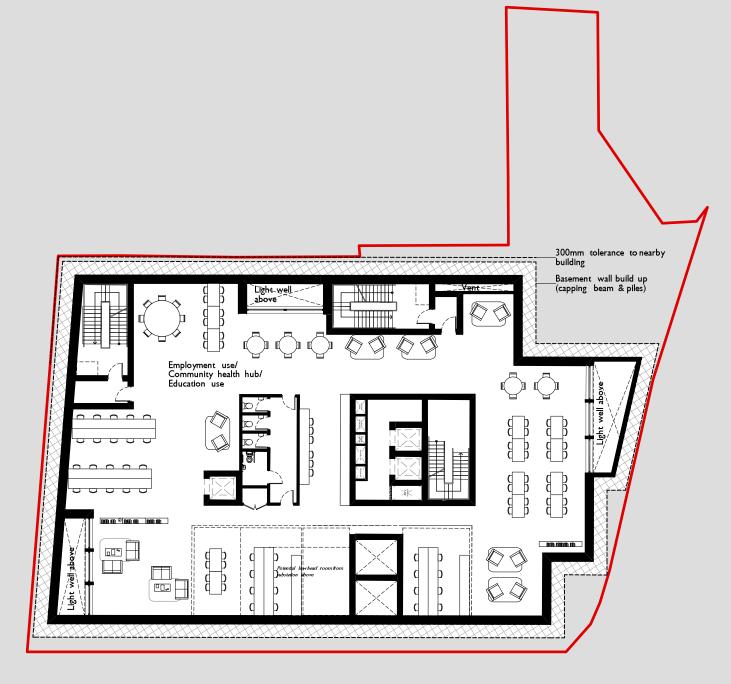
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more limited possessions such as clothing and workbooks and so would also not require a slot to be booked.

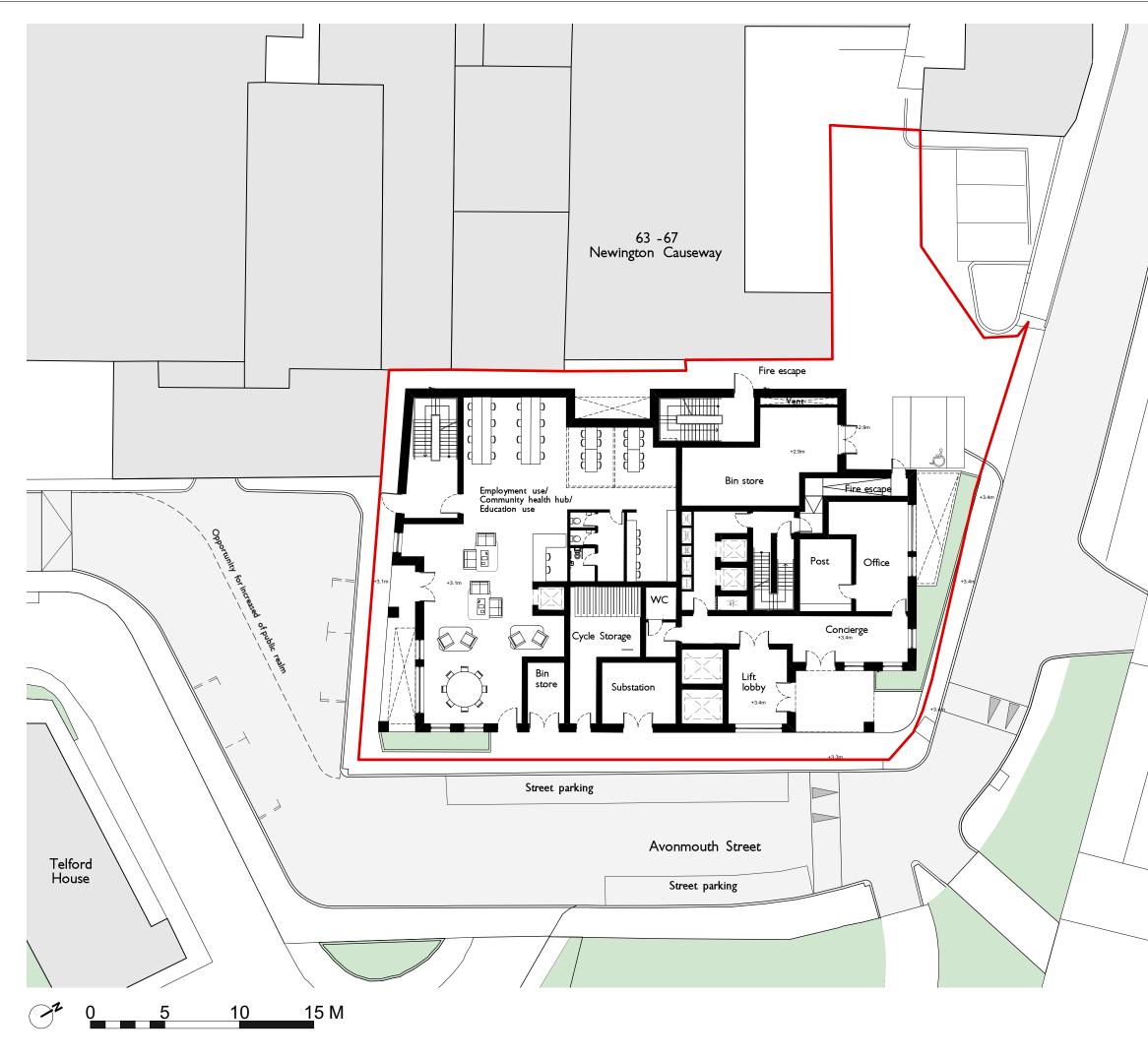
4.30. Finally, whilst moving in arrangements tend to be more concentrated, moving out arrangements at the end of the academic year is far more dispersed as exams and such conclude at different times allowing some students to finish much earlier than others. It is therefore anticipated that moving out arrangements will be easily managed adopting similar protocol for booking slots as appropriate with the building staff.

Appendix A

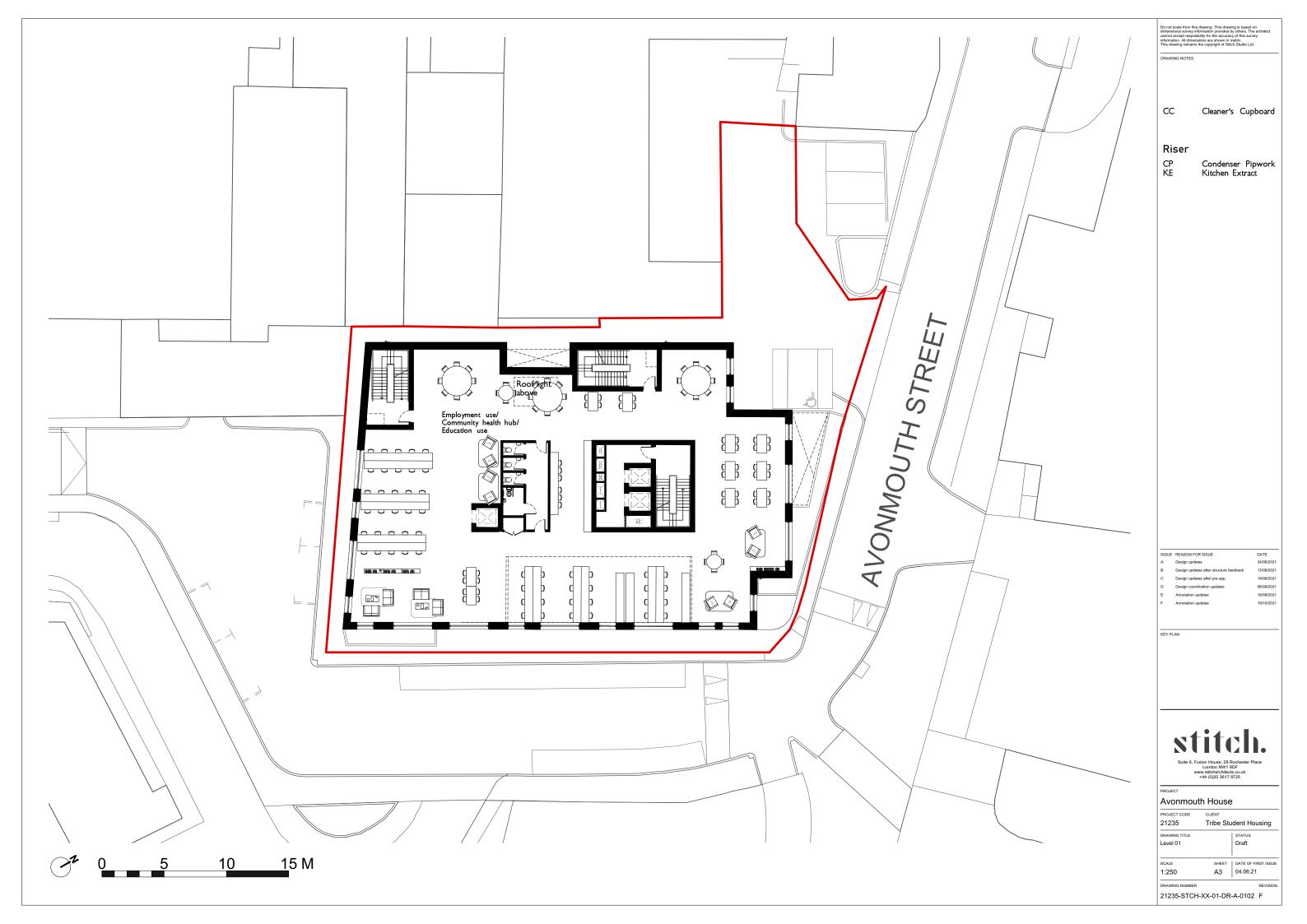




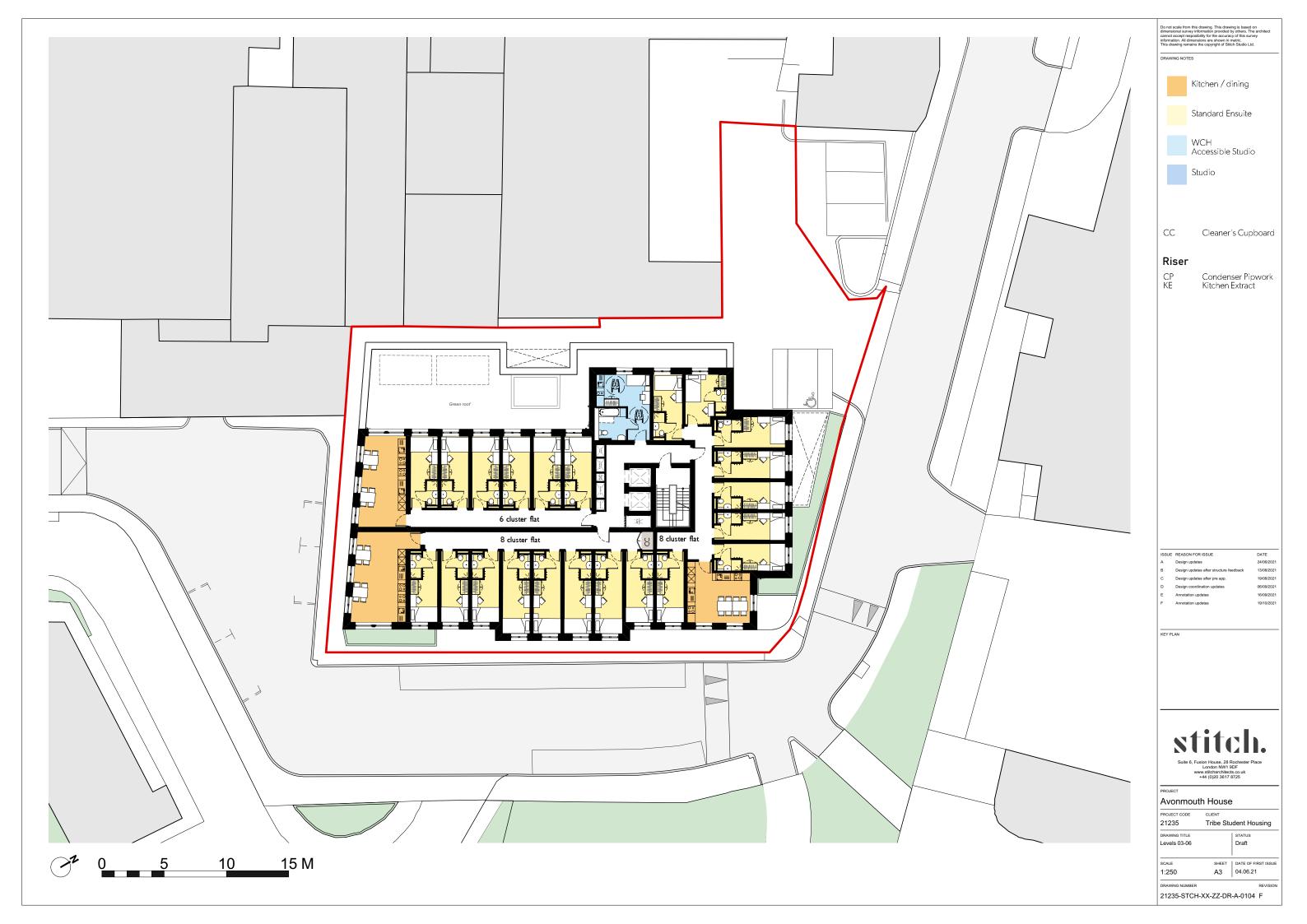
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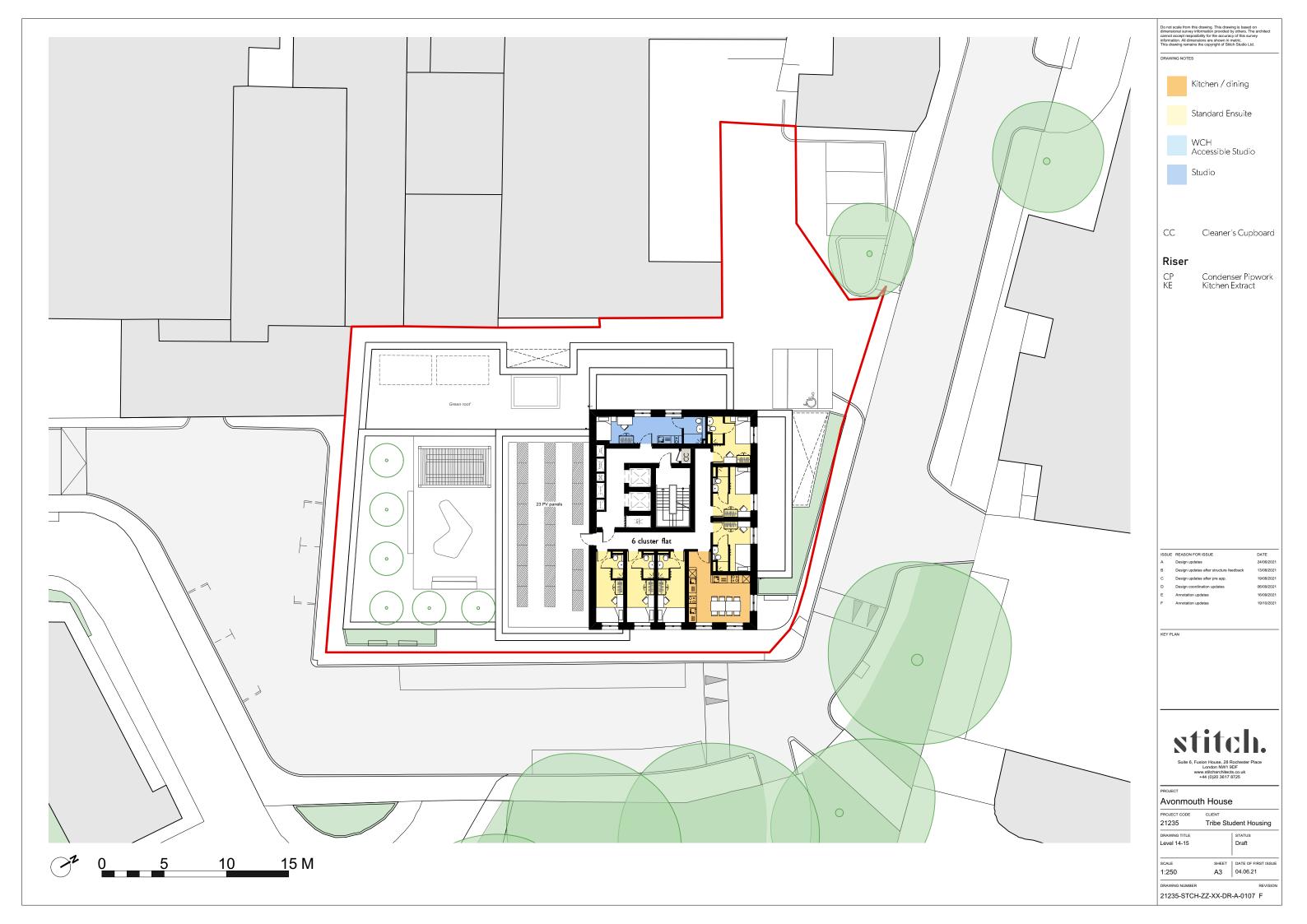


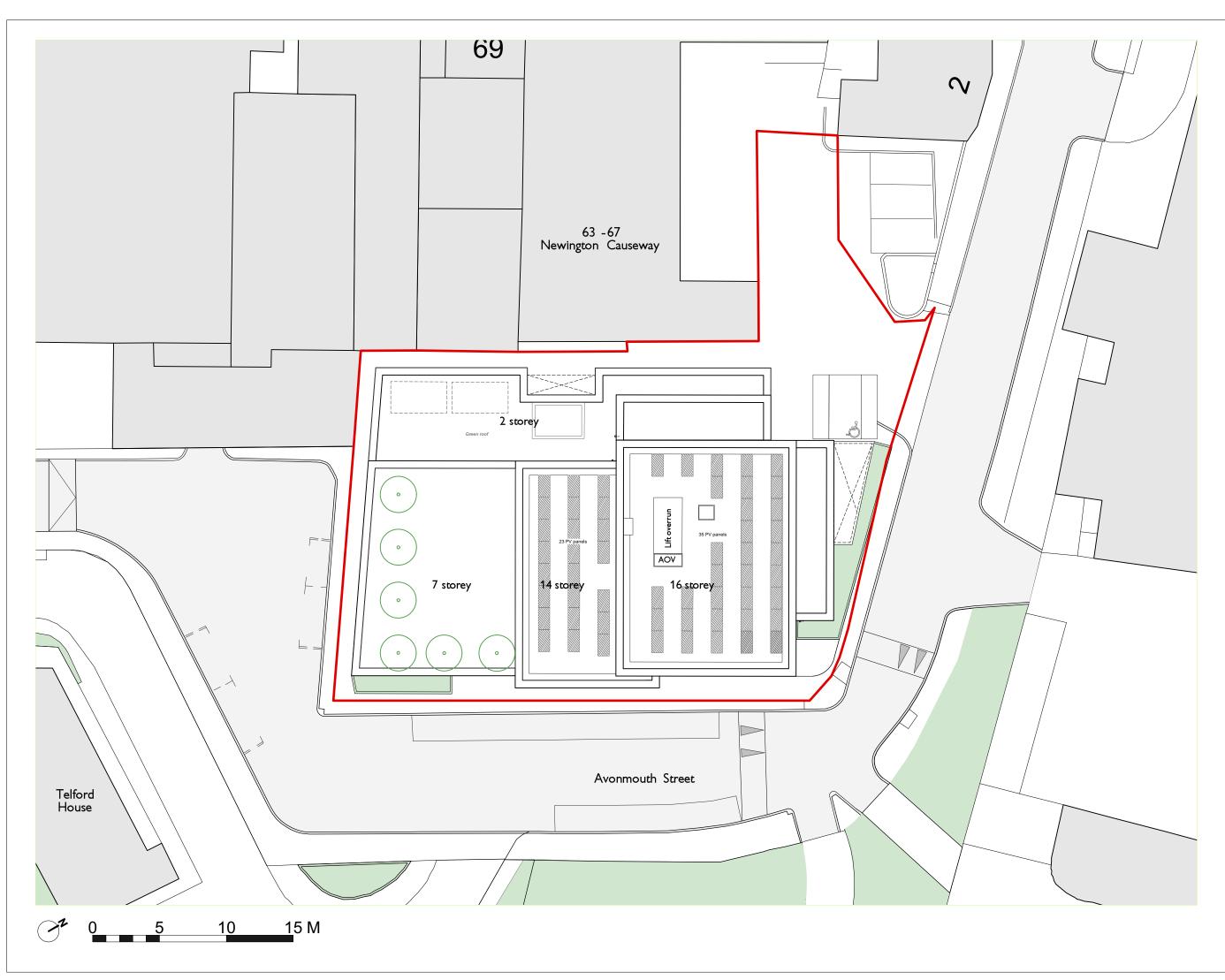












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DRAWING NOTES

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А	Design updates	24/06/2021
в	Design updates after structure feedback	13/08/2021
с	Design updates after pre app.	19/08/2021
D	Design coordination updates	06/09/2021
E	Annotation updates	16/09/2021
F	Annotation updates	19/10/2021

KEY PLAN



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PROJECT

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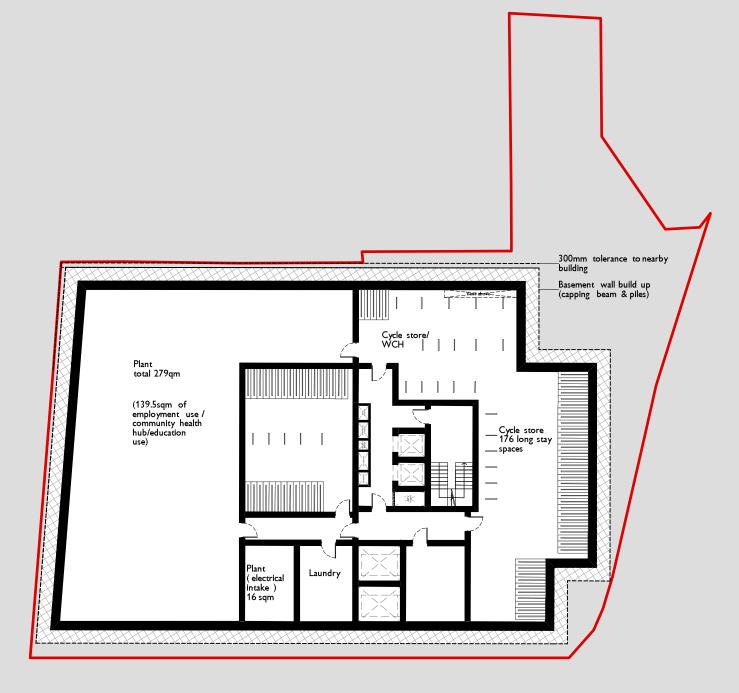
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