TRIBE

PROPOSED STUDENT ACCOMMODATION HALL

6 AVONMOUTH STREET, SE1 6NX (the "Residence")

STUDENT HOUSING MANAGEMENT PLAN

INTRODUCTION

In all locations where new student accommodation is built it is necessary to develop and maintain an appropriate student housing management plan to ensure that best practice is adhered to at all times in the operation of the property. Accordingly, below is an itemised schedule of the planned services to be carried out by the appointed hall management team.

The selected hall management team will be one with a significant track record and experience in the residential property management and student accommodation sectors, and will seek to work as closely as possible with local Higher Education Institutions in London Borough of Southwark who are covered by The Student Accommodation Code developed by Universities UK and Guild HE, which sets out service standards for the management of student housing.

The proposed student accommodation hall will be professionally managed to create a safe, clean and well-run environment for its occupants, which respects their need for privacy and study. The hall and its occupants (the students) acknowledge and respect the rights of the adjoining residents and businesses to enjoy a quiet life and will work to ensure that these rights are not compromised by their actions.

WHO WE ARE

Founded in 2020, Tribe is focussed exclusively on the provision of high quality and value for money student accommodation in London.

We're here to do a job and to do it well, that's why we employ the most exceptional talent in the industry. We encourage an entrepreneurial culture at Tribe and support our teams' development to continually pioneer.

Our integrated team work together throughout the regeneration process, managing the acquisition, funding, planning, design, construction and marketing of each project.

Reliable, flexible and solutions focused, we develop stylish and innovative spaces for communities to live and work.

WHAT WE DO

Our dedicated property management team are experts in the field and truly understand the importance of customer service.

Our residential property managers handle the entire letting process, from organising inventories, arranging cleaners, handling deposit negotiations, and handing over keys; we're here for our clients.

We also possess an in-house marketing team comprising expert strategists and brand builders. We're dedicated to crafting lasting communities in London, creating bespoke marketing strategies with a huge focus on local community integration. Expert in both print and digital, we manage the end-to-end marketing process for residential and commercial schemes.

RESIDENCE MANAGEMENT

It is proposed the Residence front of house reception desk be manned on a 24/7, 365 days a year basis.

The hall manager and their assistant will cover the hours of 8AM to 8PM, Monday to Friday, with security personnel on duty 8PM to 8AM and at the weekend.

The hall management team for the Residence will ensure:

• That all staff are aware of its obligations to occupants and the wider community, including but not limited to adequate training in fire safety, first aid and coordinated emergency response, and conduct themselves professionally at all times.

• Safe access monitoring of all tenants and visitors entering and exiting the building.

• That any contracted service provider or supplier is a reputable supplier who is, where relevant, fully qualified and adequately insured and will act in a professional and courteous manner whilst at the Residence.

• That lost keys, swipe cards or other access tools are replaced as soon as possible after notification at an adequate charge in accordance with the Licence governing occupation.

• That all mail is distributed as soon as possible after receipt to occupants' rooms or post boxes.

• All occupants are provided with a statement of what the Residence will provide for them and what the Residence expects of them in return.

• Student wardens be appointed on an annual basis to assist with the good running of the Residence and provide additional pastoral support for occupants.

ACCESSIBILITY MANAGEMENT PLAN (AMP)

The hall booking system for the Residence will identify early on if a student requires support. As bookings are made at least two weeks in advance of any allocation, there is sufficient time for the hall management team to ensure any alterations can be made as required.

• The student will be contacted to discuss specific requirements.

• A room will be allocated (in the usual way). Where specific adaptations are required, these will be undertaken in direct liaison with the student.

• The adaptations will be undertaken at a minimum within a week of a booking confirmation that a student wishes to take up a place at the Residence. However, the earlier there is notification, the earlier the adaptations would be undertaken. Check-in will continue in the normal way after the room adaptations have been finished.

• The management team within the Residence will be advised of specific requirements that may be necessary to ensure safety and evacuation processes are tailored to the student. All students are able to discuss their Personal Emergency Evacuation Procedure as required with the specific management team in the building.

• The Residence has been designed with 2 new high quality lifts dedicated to serve the student accommodation. We will have a 2 hour Service Level Agreement with our lift operators to ensure immediate response to any lift failure.

• The hall management team will regularly monitor our service to all our students (regardless of disability) and survey them for information / feedback to ensure we are providing what they want. Our operations team will keep track of the AMP as they will be implementing it on a day to day basis.

MAINTENANCE

The hall management team for the Residence will ensure:

• That the interior and exterior of the building is kept clean and tidy and that any graffiti or rubbish is removed as quickly as possible.

• That any damage or defect notified to the Customer Service Manager (CSM) will be repaired as soon as possible by reputable professionally qualified service providers.

• That all accommodation will be clean, safe and secure.

• That all fixtures and fittings will comply with relevant statutory obligation and that all fixtures and fittings requiring periodic inspection will be so inspected by properly qualified service providers.

• That all common facilities are kept clean and in a good state of repair and that all common fixtures comply with relevant statutory obligations and that those that require periodic inspection will be so inspected by properly qualified service providers.

• That the common areas and building structure are properly maintained by means of a rolling programme of Planned Preventative Maintenance and that common areas are redecorated as often as is necessary.

• That any maintenance work carried out as described above will be undertaken by reputable professionally qualified service providers in compliance with Health and Safety legislation, relevant industry best practice guidelines and with due regard to minimising any temporary interruption of the amenities that either occupants or adjoining residents enjoy.

• That any deficient fixtures and fittings within occupants' rooms are repaired or replaced as soon as possible following notification to the CSM.

EXTERNAL MAINTENANCE

The hall management team for the Residence will ensure:

• That all external landscaped areas are kept swept and free of litter, weeds and other rubbish.

• That the Residence presents at all times a neat orderly appearance and that any external signage is kept clean and legible.

• That no cars are permitted to park at the Residence with the exception of allocated disabled parking or by pre-arranged temporary permit available for non-residents for access to community use facilities only. Students living on site and their visitors will not be able to apply for a permit, with the exception of blue badge holders.

• That any visitors who are permitted to park on-site sign in at reception.

• They assist the local authority team in enforcing its parking controls.

HOUSEKEEPING AND SERVICING

The hall management team for the Residence will ensure:

• That all internal and external common parts, fixtures and fittings are kept clean and free of rubbish and waste.

• That all fixtures, fittings and common area facilities are deep cleaned at least annually.

• That all occupants' rooms are deep cleaned at least annually.

• That all emergency damage, spills or incidents are dealt with as soon as possible after notification to the CSM.

• That clearly marked areas for the storage of rubbish are available and that their location is advised to all occupants.

• That all rubbish is stored safely and collected as frequently as possible and that all waste storage areas are disinfected/treated as often as necessary to prevent rodent or pest infestation.

• That commercially operated washing machines and driers are available at all times within the Residence and that the cost of operation of these machines is kept at a competitive level.

• That no laundry will be allowed to be hung to dry other than within occupants' rooms and provided that it is not visible from the exterior of the Residence.

DELIVERIES AND COLLECTIONS

• Deliveries will be accepted between 08.00 and 18.00 Monday to Fridays and 08.00 to 13.00 on Saturdays. No deliveries will be undertaken on Sundays and Bank Holidays.

• Rubbish collection will be allowed between 08.00 and 18.00 Mondays to Fridays.

CHECK IN AND CHECK OUT

• 'Dropping off' restrictions will be enforced during enrolment and at year end.

• Check-in is permitted over a number of days at the start of the tenancy period with a fairly even spread of arrivals over the main check-in weekend.

• Prior to arrival, correspondence including a map is sent to all customers advising them on access to the Residence, their arrival time slot, parking arrangements whilst unloading cars, and subsequent parking once cars have been unloaded.

• At the main access points, there will be hall management staff directing customers to ensure that local traffic flows are not interrupted and there is no off-loading or passenger drop off undertaken on the public highway.

• Additionally, at the end of the year, although tenancy periods may end formally on the same day, students will often leave once their examination results are known and these will be announced to varying timetables. Any major traffic or parking disruption during check-out is minimal.

WORK

• Work (other than emergency work) will be carried out to the building between 08.00 to 18.00, Monday to Friday and 08.00 to 13.00 Saturday.

• No works would be undertaken on Sundays or Bank Holidays unless this is for emergency reasons.

SECURITY AND SAFETY

The hall management team for the Residence will ensure:

• This site will have an on-site management team and will have security coverage on a 24-hour basis through a combination of on-site student wardens, security staff and emergency call centre monitoring.

• A comprehensive CCTV system will be installed covering the common parts, exterior of the Residence, and the public footpaths to the side of the Residence.

• That all external access points are adequately secured and monitored to prevent unwanted/unauthorised entry.

• That any breach of security or any other incident or emergency is investigated as soon as notified to the CSM and the appropriate authorities advised if relevant. The CSM will log all such incidents and will keep all parties updated until the incident is closed.

• That all fire escape routes are kept adequately signed and free from obstruction at all times.

• That all fire alarms are tested at least as often as is statutorily required and that evacuation drills are carried out in accordance with statutory provision.

SERVICES PROVIDED TO OCCUPANTS

The proposed Residence will provide occupants with:

• A clean, warm, comfortably equipped room with sanitary and shower facilities.

• Safe, secure common areas.

• Electricity, water and, where relevant, gas supplies. Any loss of supply will be rectified as soon as possible after notification to the CSM.

• Subject to the terms of the Licence, privacy, safety and a quiet environment in which to pursue studies.

WHAT WE EXPECT OF OCCUPANTS

In return, we expect occupants in our properties to:

• Comply with the terms of the occupational Licence. Behaviour that repeatedly breaches these terms will result in eviction from the Residence.

• Respect the CSM and other hall staff and comply with any reasonable requests that they may make of you from time to time.

• Respect the right of adjoining residents and businesses to a quiet life and behave accordingly.

• Refrain from any activity that might cause nuisance or give rise to complaints by adjoining residents/businesses or the general public.

COMMUNITY LIASION

The hall management team for the Residence will ensure that:

• Contact telephone numbers will be displayed in the main foyer of the Residence and will be available for legitimate use by occupants and adjoining residents.

• A responsible member of staff will be contactable outside normal working hours.

• That a representative of the Residence's Owner will be available on reasonable notice during normal office hours to meet with and discuss any concerns which adjoining residents may have in relation to the operation of the Residence.

• That a regular bi-monthly meeting will be undertaken with representatives of the neighbouring residents to review any ongoing issues or areas of concern.

COMPLAINTS

• Any complaints or comments about the Residence or its students should be made to the CSM, or responsible member of staff at the Residence, in writing.

• Any complaints received by will be dealt with in a timely and courteous manner, and that the person who made the complaint will be notified of the action taken, or response made to their complaint if they ask to be informed of the outcome.

• Noise complaints will be regarded as a serious breach of the terms of the tenancy agreement and will lead to action including eviction of the relevant tenant.

CLEANING

• The Residence will be cleaned to a standard cleaning specification and the Housekeeping Team undergo comprehensive training. Communal areas including stairwells are cleaned at least weekly.

• The Housekeeping Team will monitor and clean the bin store, for which the refuse collection will be carried out weekly via a waste management service.

• Additionally, the Housekeeping Team will manage the rubbish collection for the cluster flats, taking full responsibility of disposing of any refuse collected in the communal kitchens. By implementing this managed system, the Housekeeping Team will again be able to monitor the bins and, if deemed necessary, promptly arrange any extra collections via a waste management service.

• Although cleaning within each studio flat is a tenant responsibility there is a termly inspection of each flat by the CSM to ensure acceptable standards are being maintained.

• A cleaning and damage deposit is retained from tenants and in rare situations where cleaning standards are unacceptable, remedial cleaning is carried out by the hall management team and a deposit deduction made.

• At the end of each tenancy period, tenants are again expected to leave the Residence in a reasonable condition but a full deep clean including carpets, curtains, windows, cooking appliances, kitchens and bathrooms is carried out by the hall management team before occupation by the next tenant.

GROUNDS MAINTENANCE

• Grounds maintenance will be carried out by the property maintenance and housekeeping team who would undertake a daily check clean, weekly sweep and rubbish removal, and periodic seasonal gardening.

PEST CONTROL

• Regular building inspections include checks for evidence of pests, and contracts will be in place with national service partners for reactive pest control. Cleaning and waste management regimes also form an important part of infestation control in all properties.

RECYCLING POLICY

• Students are also encouraged to avoid buying packaging. The hall management team will actively seek out with the local supermarkets an agreement to provide students with a ‘bag for life’ to avoid using plastic bags.