

HEAVITREE ROAD
EXETER

CO-LIVING MANAGEMENT
PLAN

SEPTEMBER 2021

CO-LIVING MANAGEMENT PLAN

The aim of the Co-Living Management Plan is to provide an overview of the management procedures along with details of the day to day operations at Heavitree Road. It will be reviewed on a regular basis to ensure it responds to the on-going management onsite.

Heavitree Road provides purpose-built Co-living accommodation in a mixture of studio rooms housing 352 professionals. Our management ethos is to provide a safe and caring environment in which our occupiers and our staff can live and work whilst always considering the sensitivities of the local community. As part of this policy, management actively seeks to be part of and work with local community groups in order to become a significant element of that local community. Resident representatives from the community will be welcome to visit the development subject to operational demands.

ON SITE MANAGEMENT

Residence Manager

The site will be managed by our Residence Manager Monday to Friday, 0800 – 1800 (times may vary depending on needs of service) with out of hours site supervision provided by our concierge team. The RM will have overall responsibility for the running of the building.

Facilities Manager

The facilities manager will work alongside the residence manager and will undertake all routine and minor maintenance work, which will include:

- Manage residential refuse including, bin rotation and moving bins to collection areas
- Over see maintenance of the building including external contractors
- Assist occupiers with queries and deliveries
- Manage the car park
- Garden and Public Realm maintenance
- Inspect all areas daily
- Test communal fire defence and security systems accordingly

- Ensure all non-specialist and proactive maintenance is carried out

24 Hour Concierge

Our concierge team will work under the direction of the Residence Manager. They are responsible for the following

- Managing guests and visitors to the building
- Ensuring smooth running of the building any 3rd parties, mail, reactive issues
- Performing conventional concierge duties for residents including welfare, discipline and conflict resolution (including any noise complaints), out-of-hours emergency cover, community and social life.
- Monitoring CCTV

This position will continue to be closely monitored and should it be felt that in the interests of good estate management, an additional management/ security presence is required at weekends that resource will be deployed.

BUILDING

The building has been configured with 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.

The scheme will be 352 total beds comprising:

- 316 x Studios
- 18 x Large Studios
- 18 x W/A Studios (5%)
- 765sqm amenity (2.2sqm/room)

Staff facilities will include:

- Office
- Bicycle Storage
- Lockers
- Showers
- Toilets
- Changing Rooms

To maintain a good quality living environment, all communal areas of the building including the common room outdoor study area and the laundry areas are cleaned regularly and

monitored via CCTV. The development will be fully compliant with local and other HMO requirements for Fire and Health & Safety.

DAY TO DAY MONITORING

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

- Operational staff are performing in accordance with applicable service level agreements
- Residents are benefiting from a good living environment free from the inconveniences caused by poor service delivery and disruptive behaviour.

CAR PARKING ENFORCEMENT

No residents, with the exception of residents with disabilities, will be allowed to bring vehicles to the site. Residents are not permitted to bring cars to the site. Residents are encouraged to use more sustainable means of transport, such as cycling, walking and buses. We will emphasise the car ban on booking and will continue to work with the local authority and local residents to enforce this policy.

Provisions will be made for supply of E bikes and a car club facility.

SECURITY MEASURES

In addition to the 24 hour on site security presence at the property, the following security measures will be put in place to ensure the safety of residents at all times:

Electronic Locking Systems

Entry to and from the building, all common areas and individual serviced apartments and bedrooms, will be controlled by an advanced electronic key fob security system. Residents will be issued with personal fobs when they first arrive

at the building. These are all individually registered to the resident and strictly controlled. The electronic locking system will be able to control the extent of movement throughout the building, as well as the times of access of all residents. In the event of a key being lost or stolen, the system will cancel the original key and a new one will be issued to the resident.

CCTV

The development will have a comprehensive internal and external perimeter CCTV installation, with full night vision capability which is a major deterrent in the event of potential antisocial behaviour. On site staff will remotely monitor and securely store recorded video data of all activity in and around the building, should it be required for any relevant reason. This will support the onsite security presence but is not considered a replacement for it.

Emergency Contact

Emergency contacts will be the:

- General Manager
- FM Manager
- Operations Director

WASTE MANAGEMENT

The developers of Heavitree Road have designed the position and capacity of the bin stores to enable us 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 are 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 are kept clear of debris by our dedicated cleaning team and treated to minimise the risk from environmental issues such as vermin infestation. A full preventative pest control regime will be in place at the site. Rubbish collection will be as per times agreed with Exeter City Council.

ROYAL MAIL AND OTHER DELIVERIES

All deliveries will be stored in a secure room behind the reception desk and the resident will be immediately notified of their deliveries arrival and will be requested to collect.

NEIGHBOURHOOD AND COMMUNITY

The Management Team actively seeks to engage with local Tenants and Residents Associations and community organisations. In addition to working closely with local residents, Heavitree Road will pride itself on developing a constructive relationship with its close residents, businesses, and representatives, in the local community. We view this approach as critical to ensuring that as far as possible that the broad range of local interest groups can coexist harmoniously.

It is important that local residents and businesses have a clear point of contact to raise any concerns or specific problems that the onsite management team can then quickly respond to. Full contact details for the management office and key staff members will be circulated to all nearby residents and business occupiers prior to the opening of the building.

Prior to opening the completed building, the team at Heavitree Road will begin the process of forming, administering, and chairing an ongoing community liaison group for the development, comprising representatives from a range of the following local interest groups and public bodies, which will include:

Resident or management representatives for any adjoining or nearby public or private housing schemes

- Occupiers of significant adjoining or nearby commercial properties
- Police community liaison officers
- Members of the onsite management team
- Neighbourhood forums

It is envisaged that the group comprises approximately 10 representatives from these identified sources. Heavitree Road will identify and approach a range of suitable individuals to become members of the group and request their participation as appropriate. The clearly stated purpose and function of the community liaison group will be to provide a forum to hear and discuss any issues or concerns raised by the representatives in connection with the management of the building and any potential impact the activities and behaviour of its residents may have from time to time on the local community. Wherever possible the group will

work to determine workable solutions to any identified problems, with Heavitree Road subsequently taking overall responsibility for ensuring appropriate action is taken by relevant group members. Group meetings will be held at the development quarterly. The meetings will be administered and chaired by Heavitree Road, who will be responsible for producing and circulating appropriate agendas and subsequent minutes to all group members. During every fourth quarterly meeting, the agenda shall include an annual review process where members can discuss how effective the group is and propose adjustments to its working practices where appropriate. Timings and frequency of meetings will be regularly reviewed in each community.

ANTI SOCIAL BEHAVIOUR

The prevention and management of anti-social behaviour is a crucial part of the on-site management team responsibilities.

Our management philosophy is to provide a safe and friendly environment in which our residents and staff can live and work, whilst taking into account, sensitivities of the local community. We proactively employ a good neighbour policy and offer consultation rather than confrontation to settle local and on site issues. As part of this policy, the on site staff will actively seek to be part of, and work with, local community groups to become a significant element of that local community. Any anti-social behaviour such as excessive noise, caused by residents, that is observed by the management team or reported to them will be actively managed by on site Residence Manager and security staff, to follow the correct procedures as detailed within the license agreement.