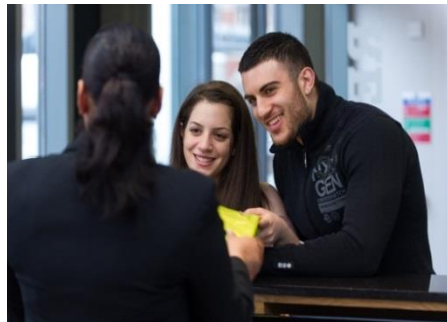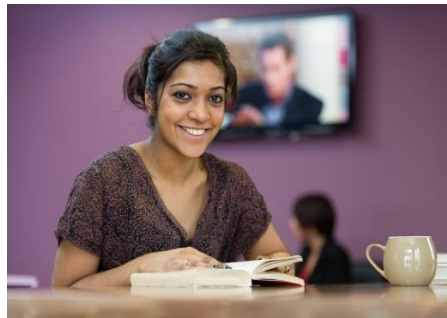# Management Plan

Site: Gladstone Road, Exeter

Delivery: August 2021

Date: October 2019

Contents

FRESH STUDENT LIVING

Introduction

1.0   Introduction

1.0.1   This is the Fresh Student Living Management Plan for the proposed new purpose built managed student accommodation development at Gladstone Road, Exeter. This document sets out the key principles by which the proposed student accommodation will be managed.

1.1   Our Approach

1.1.1   Fresh is a specialist Student Management Business providing a professional Management Service to student accommodation schemes across the UK.

1.1.2   Fresh manage student accommodation with one simple objective – to provide exceptional service to the clients whose properties we manage, and to the students who live in them.

1.1.3   Our customer facing services are delivered locally by directly employed site based staff. The teams are led by professional and experienced Accommodation Managers, who are responsible for the day-to-day running of each site, marketing to potential new tenants, health and safety compliance and working and liaising with Universities, the local community and other stakeholders.

1.1.4   Support is provided to the site based staff by an experienced specialist Central Services department, whose areas of expertise provide the Accommodation Teams with a detailed delivery framework, ensuring consistency of service delivery in line with recognised good industry practice.

1.1.5   As a business we are committed to working in tandem with Universities and Colleges to provide a positive 'student experience' and ensure seamless access to shared service by integrating into the University's pastoral care regime and ancillary services.

1.1.6   Our on-site teams play a vital part in supporting students and providing a link between academic life and 'home' life. Not only do our staff combine experience, enthusiasm and empathy in equal measures, they regularly go that 'extra mile' for their students.

1.1.7   Fresh has a proven track record of working within the local community to ensure that the student scheme has a positive impact on the area, by working with local resident associations, neighbourhood watch, local police and the fire service.

1.2   Our Size

1.2.1   Fresh manages approaching 16,100 student rooms at more than 58 sites throughout the UK.

1.2.2   Our properties range from just seven to over 700 rooms and include both shared cluster flats and studio accommodation.

1.3   Accreditation

1.3.1   As members of the Accreditation Network UK (ANUK) we are committed to maintaining our professional standards and are fully compliant with the National Code of Standards for Larger Developments.

1.3.2   We also work with the relevant local council or educational establishments to sign up to any local accreditation scheme where appropriate.

1.3.3   In addition, we have our own Quality Assurance Framework which ensures that a broader range of service levels are achieved.

1.4 Core Management Principles

1.4.1 Our overall objective is to work with the building or site owner to deliver a well-designed building that is professionally managed. We provide a safe, secure home for students, in an environment that is conducive to study, and integrates into the local community, contributing positively to the local housing provision for students in Exeter. This provides reassurance to all stakeholders that:

- Students have a safe and well-maintained place to live;
- Tenancy Agreements are correctly executed and enforced;
- Student deposits are registered and secure;
- There is an on-site team for face-to-face contact with the students, neighbours, and other stakeholders; and
- We have a commitment to developing strong relationships with the local Universities and Colleges.
- Noise and anti-social behaviour will be controlled and prevented by 24/7 on-site management ensuring the amenity of nearby residential neighbours.

General Management Plan

2.0   General Management Plan

2.1   Site Details

2.1.1   The proposed development site is situated along Gladstone Road in Exeter. The proposed development will provide a mixture of student bedspaces (cluster bedrooms and studios), a reception and management suite, internal and external social space, a laundry and bike store.

2.1.2   It is anticipated that the scheme will be operational from September 2021.

2.2   Student Profile

2.2.1   The site is ideally located to attract students who would be attending Exeter University, particularly those attending St Luke's Campus.

2.2.2   The cluster flats are ideal for undergraduates and international students looking for a secure but social environment in which to live.

2.2.3   Studios are an attractive housing option for the mature 2nd and 3rd year undergraduates, post graduates and international students who are looking for independent space, but a well-managed and secure environment to complete their studies.

2.3   Service Delivery

Staffing

2.3.1   The on-site team at Gladstone Road will consist of an Accommodation Manager, Assistant Accommodation Manager, Maintenance Operative, Cleaner and three Student Wardens.

2.3.2   The customer facing services and day-to-day running of the site will be delivered by the on-site Accommodation Team who will be responsible for marketing, tenancy management, rent collection, health and safety and maintaining stakeholder relationships.

2.3.3   The on-site staff will be supported by the Central Services Team who are specialists in Marketing, Finance, Maintenance and Health and Safety. The Central Team creates the detailed framework for implementation at site level.

2.3.4   The Accommodation Manager will report to the Operations Manager. All members of the Accommodation Team will receive full training, comprising of an induction, a Management Development Programme, ANUK training in the National Code of Standards for Larger Developments, monthly 1-1's with their manager, probation review and annual appraisals.

2.3.5   New managers are 'buddied' with existing site managers, who will offer practical guidance and support. The Accommodation Team will also have regular communication with, and support from the Marketing and Facilities Team.

2.3.6   All staff have annual key performance targets that cover hard KPI areas such as lettings and arrears, and softer KPI's including customer satisfaction and building management.

2.3.7   Bonuses will be paid to staff based on performance against a range of KPI's ensuring attention to all areas of their role.

Reception Services

2.3.8   The Reception will generally be open Monday to Friday 9am until 5:30pm, providing a point of contact for:

- Reporting repairs;

- Delivery and collection of parcels;
- Tenant disputes and complaints;
- Organising social events;
- Provision of general local information and signposting to specialist services; and
- Marketing enquiries.

2.3.9 At key marketing times reception opening hours will be extended to provide weekend and evening cover.

Tenancy Management System

2.3.10 To ensure that our service is transparent and accessible we use an online integrated Student Portal and Tenancy Management System (TCAS).

2.3.11 TCAS provides the interactive student portal and back office tenancy management operating system that will be used to manage Gladstone Road.

2.3.12 The system provides an online service for students allowing them to book their room, manage their booking, pay their rent, report repairs and complete and view the condition and inventory for their accommodation online 24 hours a day.

2.3.13 It highly automates key admin processes ensuring that on-site staff can focus on customer facing services, whilst still enabling central monitoring of activity.

Tenancy Agreement and Tenant Handbook

2.3.14 In England and Wales our tenants sign an Assured Short Hold tenancy agreement as prescribed by the Housing Act 1988. All the deposits taken for damages are registered with a government approved tenancy deposit scheme.

2.3.15 The Tenancy Agreement clearly sets out the responsibilities of the tenant and Fresh as the managing agent.

2.3.16 In addition to the Tenancy Agreement, each tenant is provided with an online tenant's handbook. The handbook provides guidance and a range of useful information on things such as:

- Security;
- What to do in an emergency;
- House rules;
- Room inspections; and
- Repairs and maintenance.

2.3.17 All our tenants are required to provide us with a Guarantor who agrees to ensure that the tenant complies with all the conditions required of them as set out in their Tenancy Agreement.

Security

2.3.18 Security provisions are tailored around the nature, size and location of each site. At Gladstone Road we aim to provide visible but unobtrusive security, through a combination of CCTV provision, access control and security personnel. Gates will be in situ at the vehicular access into the site. The gates will be open during the daytime and will be closed overnight.

2.3.19 At Gladstone Road there will be:

- Secure entrances which require a fob or card to gain access to the building thus ensuring that only authorised persons are on site;
- The door entry system will not allow access to be granted to the building from individual flats, but will require to students to meet their visitors at the main door; and

- Full colour IP based CCTV is provided which will cover a range of areas, including as a minimum the entrances, external areas, lifts, office, reception, bin store, common rooms, laundry and student foyer. The CCTV will be linked back to monitoring screens in the office, with the ability for remote internet log-in, and storage capacity for a minimum of two weeks.

2.3.20 Fresh will work closely with the local Police and will encourage the local beat officer to visit regularly to meet the on-site team and become a known presence at Gladstone Road. We will encourage active participation in any local Resident Watch Schemes and other initiatives to reduce crime and improved security for the students.

2.3.21 All staff including the Residential Accommodation Assistants (RAA's) undertake an induction to ensure they are fully aware of Fresh's procedures on site.

Out of Hours

Option 1

2.3.22 Residential Accommodation Assistants who are employed directly by Fresh deliver the out of hours service. The out of hours emergency contact number is published on our website, in the tenant handbook and on display in the reception.

2.3.23 RRAs are trained to handle welfare issues and signpost to the appropriate services, managing and reporting out of hours emergency repairs, dealing with complaints and being the first responder to reports of ASB, security breaches and fire activations.

2.3.24 RRAs are supported by the Accommodation Manager who is on-call for immediate telephone support or if required will come out to deal with an emergency or police situation.

2.3.25 The staff have access to a hierarchy of management support 24 hours a day at Operations Manager and Director level.

Option 2

2.3.26 The out of hours service will be provided by security personnel who are Security Industry Authority (SIA) accredited. We also ensure that there is a maximum of 2-3 dedicated Security Staff that become part of the Accommodation Team and are familiar to the tenants, rather than having a different person on each shift.

2.3.27 Security will provide an on-site presence and will be the first response for any emergencies, and will carry out regular patrols of the interior and exterior of the building.

2.3.28 Fresh has an escalation procedure to enable on site staff to contact senior staff in the event of significant incident occurring out of hours.

Health and Safety

2.3.29 The Health and Safety of the students is paramount. Fresh Student Living have partnered with EDP Ltd to provide external and independent professional Health and Safety advice. EDP Ltd provide a 24/7/365 Health and Safety telephone helpline, allowing all Fresh Student Living staff to have access to Health and Safety professionals at any time it is required.

2.3.30 The Fire Alarm system will be monitored by a remote monitoring centre with an investigation delay programmed in, where permitted, to allow on-site staff to minimise false alarms. The cause and effect logic will balance the need for fire safety whilst avoiding unwanted fire signals. The out of hour's response to activations will be provided by the RAA's / Security personnel.

2.3.31 Students are required to complete an online induction using our Student Portal prior to arrival. The induction contains a section on Fire Safety that requires students to confirm that they will:

1) make themselves aware of the evacuation point and the evacuation route upon their arrival;
2) immediately leave the building to the agreed evacuation point when the fire alarm sounds;
3) call the fire brigade (999) and activate a fire alarm call point should they discover a fire;
4) not tamper with the smoke detectors or fire safety equipment; and
5) not cause any obstructions in the shared flat corridors or the communal stairwells and corridors.

2.3.32   In addition, Fresh will invite the local fire service to attend the student induction meetings where we will provide students with information and guidance of the potential hazards within the home that could cause a fire. The Fire Service and on-site management team will also explain the consequences of raising false alarms.

2.3.33   The fire alarm system hardware will support our fire management plan (please see enclosed for full Fire Management Plan).

2.3.34   To ensure compliance with legislation, we ensure that we carry out and record all necessary testing. With the guidance from our Health and Safety partners EDP Ltd, Fresh Student Living have introduced Health and Safety management software, The Action Manager (TAM). This system allows all Fresh Student Living management the ability to view live information from each site in regards to Health and Safety compliance actions required to be completed e.g. fire alarm tests, lift checks etc.

2.3.35   Our on-site staff are responsible for carrying out and recording a range of routine tests, these include the following:

- Weekly Fire Alarm;
- Weekly Call point/firefighting equipment inspection;
- Monthly Emergency Light;
- Monthly Water temperature;
- Weekly Fire door inspections; and
- Routine Health and Safety inspection and audit of the building.

2.3.36   We employ specialist contractors to carry out the following tests:

- Lift inspection;
- Annual full system test for fire alarms; Annual full duration tests for emergency lighting;
- Water sampling for Legionella, including an annual tank clean;
- CCTV/Security alarm maintenance; and
- Automated gates/door.

2.3.37   A record of all testing will be kept to ensure we have an audit trail. Records of statutory testing and actions completed by are stored within the TAM system and also within the on-site Health and Safety filing system.

2.3.38   We use external consultants to carry out a range of Risk Assessments following industry regulations to ensure legal compliance and the safety of our tenants. We regularly review the guidance to ensure we are following best practice.

2.3.39   Risk Assessments include the following:

- Fire;
- Legionella; and
- Work place.

2.3.40   The Tenancy Agreement and handbook prohibits the use of candles, and any equipment or device that has a flame, generates heat or smoke. Smoking is not permitted anywhere within the building including student bedrooms, kitchens and communal areas.

2.3.41 Termly evacuation tests will be undertaken to ensure all students are aware of the procedures and assembly points. The on-site team undertake formal room inspections 3 times per year to check that all equipment is being used as designed and that there are no breaches of health and safety.

Maintenance

2.3.42 Maintenance is a key area of Tenant dissatisfaction if not properly managed. We operate a tiered approach to maintenance to ensure a value for money response maintenance service.

2.3.43 We have an approved list of small local contractors which enables us to deal quickly and cost effectively with more minor issues creating good customer satisfaction.

2.3.44 For larger and more specialist jobs we work with approved regional or national contractors to carry out necessary works. Our Repairs and Planned Maintenance Manager is experienced in negotiating contracts and harnessing economies of scale across our portfolio to drive cost efficiencies that benefit our Clients.

2.3.45 Students can report repairs via our online portal, TCAS, or direct to the Accommodation Teams. We then assess the situation and grade repairs as Emergency, Urgent or Non-Urgent.

2.3.46 We operate in accordance with the table of response times, which are fully compliant with the ANUK code.

Urgency	Timescale	Includes
Emergency Repairs	Within 24 hours of being reported.	An emergency repair is any repair required to avoid danger to the health and safety of residents. **E.g.** No power supply, overflow of sewage.
Urgent Repairs	Within 5 working days of being reported	An urgent repair is any repair which materially affects the comfort or convenience of the residents. **E.g.** Broken handrails, faulty electrical fittings such as the microwave.
Non Urgent Repairs	Within 28 days of being reported	A non-urgent repair is any repair not falling into the two above categories. **E.g.** Single electric light or power point failure within room, sticking doors or windows.

Procuring Works

2.3.47 We operate an online purchase order system, and no works or supply of goods or services are carried out without a Purchase Order. Contractors and suppliers email invoices which are automatically matched against the PO. Once an invoice is received the PO originator has to confirm satisfactory receipt of goods and services via the PO system before the invoice is paid.

2.3.48 All contractors have to be on our 'Approved List' of contractors and their performance is monitored against response times, and in respect of quality and customer service.

Cleaning

2.3.49 Students will be responsible for cleaning their own flat, including bedrooms and shared kitchen areas.

2.3.50 Fresh will clean all common areas as listed below on a scheduled basis, which is published to the students.

Area	Frequency
Reception/foyer	Daily
Social spaces	Daily
Corridors	Weekly
Staircases	Weekly
Lifts	Daily
Windows	Annual
Deep cleans	Annual

2.3.51   Deep cleaning and window cleaning will be carried out by specialist contractors and tendered annually.

2.3.52   The annual deep cleaning of the rooms during the Summer is generally contracted out due to the high volume of work needed in a short space of time – we always tender early in the year to ensure we get the best contractors and secure the time slots we want, and when reviewing tenders we focus on quality as well as price, as the effectiveness of this service will have a direct influence on the first impressions of the new intake.

2.3.53   All hazardous substances are used and stored in compliance with the Control of Substances Hazardous to Health Regulations (COSHH). A register is provided for each site and is reviewed during Health & Safety audits.

Post and Deliveries

2.3.54   The regular post-person will have access to the site to make their regular deliveries to each letterbox.

2.3.55   For all other deliveries, the courier/postman will use the intercom call button for the address of the delivery. If the student is at home they will meet the courier/postman at the entrance to receive the delivery.

2.3.56   If the student is not home the Accommodation Team will take in and sign for deliveries. All parcels received on behalf of the student will be recorded in a post book. The student will be notified of the delivery and asked to come to reception with ID to collect it. The student will sign the post book to confirm they have received the delivery.

Management of Anti-Social Behaviour

2.3.57   Fresh operates a 4-tier escalation process to deal with anti-social behaviour and will work closely with the universities and their disciplinary procedures.

2.3.58   The purpose built managed student accommodation provides on-site management 24 hours a day, seven days a week and the management plan (which students commit to abide to as a condition of their tenancy agreement) includes a series of requirements relating to appropriate behaviour. Problems of anti-social behaviour including noise and nuisance, are therefore controlled and prevented by the active management on site. This is also supplemented by CCTV and private security.

2.3.59   To prevent problems of anti-social behaviour, such as noise and nuisance, and in order to protect the amenity of neighbouring residents, particularly those at Sandford Walk, the external courtyard will be closed at 10pm each night.

2.3.60   Far from becoming a source of crime, the development should help to reduce local crime with enhanced security measures, natural surveillance and activity bringing wider benefits to the neighbouring area.

Complaints Procedure

2.3.61   Fresh are determined to provide a high-quality service to all customers. Students and local residents / neighbours are therefore encouraged to raise any complaints / grievances in person to a member of the onsite Accommodation Team, either by telephone or at Reception. We'll try our best to resolve any complaints at this initial point of contact. If this is not possible then complaints should be submitted in writing and will be dealt with. Any complaints that are sent to Central Services will be re-directed to the relevant Accommodation Team for them to investigate in the first instance.

2.4   Third Party Services

Laundry

2.4.1   The on-site laundry will be provided at Gladstone Road by a contractor on a lease basis. The laundry will be open to residents 24 hours a day, 7 days a week. The machines will be operated using a top up card which can be topped up online using a debit/credit card or via an app that students can download to their smartphone. Students can also view online how busy the laundry room is to ensure there is an empty machine before taking their washing down.

2.4.2   Machines will be provided on a ratio of 1.75 students and will be fully DDA compliant.

Information Technology

2.4.3   Students will receive a high-speed broadband service provided by a contractor to ensure there is excellent internet connectivity for students to complete their studies. The service also offers unlimited upload/download, data backup storage, Freeview TV, a dedicated student portal and a free 24/7 helpdesk.

Travel and Access Management Plan

3.0 Travel and Access Management Plan

3.0.1 This is the Fresh Student Living travel and access management plan for students living at Gladstone Road.

3.0.2 The Travel and Access Management Plan has been prepared mainly for the students living at the development and the majority of the measures proposed are intended to encourage students to reduce their reliance on private car travel and to encourage active travel. Much of what is proposed in the Travel and Access Management Plan will also apply to the small number of staff employed at the site.

3.0.3 The implementation and the management of the Travel and Access Management Plan is the responsibility of the Accommodation Manager based at Gladstone Road and will be monitored by the Operations Manager.

3.1 Key Benefits of the Travel Plan

Benefits to the individual

3.1.1 In order to involve students and successfully promote the Travel Plan it is important to outline the benefits to the individual. The use of non-car modes can bring several benefits including:

- **Improved Health**
  Walking and cycling can bring about a number of health benefits. According to the British Heart Foundation, half an hour of cycling or walking a day can reduce the risk of heart disease by 50%.

- **Cost Benefits**
  Promotion of the savings that can be achieved by using other forms of transport other than owning and running a car should appeal to students who have increased pressures on their finances.

- **Time Savings and Convenience**
  For the key journeys the students will undertake, it will often be quicker to walk, cycle or use public transport than use a car.

  It is often more convenient to be able to use a range of transport modes depending on the purpose or destination of the travel; e.g. travel to University, town centre or to enjoy the night life, it will be easier using a range of transportation other than the driving of a private car.

- **Environmental Awareness**
  Build awareness that the travel choice has an impact on the local and global environment and will enable the individual to appreciate their surroundings and contribute to its protection.

Benefits to the Universities

3.1.2 The benefits to the Universities will include:

- **Increased Attendance**
  Students who either walk or cycle more will have improved health and wellbeing and therefore will reduce absenteeism.

- **Reduced Congestion and Pressure on Parking near or on Campus**
  Fewer trips by car and reduction of single occupancy trips travelling to and from campus and the site will lessen traffic levels and lessen the need for parking on or near the campus.

Benefits to the Community

3.1.3   The Travel Plan would be aimed at bringing benefits to the community as a whole including:

- **Improved Air Quality**
  Fewer vehicles will result in less pollution and improved air quality. Cars are a major generator of pollutants according to the Department of Transport, emissions from road transport now constitute over 70% of all emissions of carbon monoxide and CO_2 emissions. A reduction in car use will, therefore, lead to improvements in both local and global air quality.

- **Reduced Traffic Levels**
  Reduced traffic levels provide the community with an environment that is less congested and improves the overall quality of environment.

3.2   On Site Student Parking

3.2.1   The site has no on-site parking spaces and does not allow for any student parking on or near the premises. The tenancy agreement and tenant handbook specifies the location is car free and that students are not to bring their own cars to the accommodation.

3.2.2   The car fee nature of the development is strictly upheld through the management of the development. At the time of booking, students will be advised of the car free nature of the development and that they will not be able to bring cars to the scheme. Students will also be strongly encouraged from not bringing cars into the city as a condition of their tenancy agreement. In our experience, this is an extremely effective deterrent for limiting car use.

3.2.3   Residents of the student accommodation are strongly encouraged not to bring cars to their place of study. This is a requirement of the management plan and the tenancy agreement. The accommodation will not introduce any pressure on existing parking provision in the neighbourhood.

3.2.4   At Gladstone Road there are a total of 90 cycle parking space within secure cycle stores.

3.3   Start and End of Term

3.3.1   The following is the procedure employed by Fresh Student Living for the arrival and departure of students at the beginning and end of the academic year.

3.3.2   Students will occupy the accommodation for 51 weeks of any one year. During the two-week period where students are not occupying the premises, the interiors and exterior of the building will be subject to improvement works (eg repairs, re-painting, deep cleaning etc). During this two week period, rooms will be available for rent for students who are required to be in the City ahead of the beginning of University term time (eg arts students) or international students who do not leave the UK between courses.

3.3.3   Prior to arrival, all students are sent welcome packs by email to confirm the arrival arrangements and move-in procedure. They are provided with details of travel arrangements from key airports, the main line train stations, cost of taxis from these key arrival hubs. We will also provide information about the location and cost of public paid car parking facilities close to the site.

3.3.4   Students are encouraged to spread their arrival to the accommodation by offering the facility to arrive up to three days prior to the tenancy start date at no additional charge.

3.3.5   Students are required to book their arrival online through the student portal. Students will be required to book a time slot to ensure that arrivals are spread out and managed.

3.3.6   Students who do choose to arrive by car will park within the drop off bays provided within the site for their allocated 20 minute slot. Staff will be available to assist with unloading. This enables those with cars to unload quickly and move the vehicle.

3.3.7   Students who arrive by car with family and friends are given information about local car parks before they arrive. They are also given directions on reaching the accommodation from various public transit hubs.

3.3.8   To ensure the move-in process is managed efficiently, additional staffing resources are employed to manage the road congestion and for directing students quickly to their accommodation.

3.3.9   The student move-out period is managed in a similar fashion to the move-in process. Students are expected to confirm with the Accommodation Team their proposed move-out date / time slots. However, move-out periods are less constrained as the students tend to move out over an extended period.

3.3.10   Additionally, unlike other traditional halls of residence, residents at Gladstone Road will not need to remove all their belongings at Christmas and Easter, therefore reducing the traffic associated with the site as students are more likely to head home by train or coach, as opposed to a car.

3.4   Travel Movements whilst in Occupation

3.4.1   The Accommodation team based at Gladstone Road will be knowledgeable and promote non-car travel by having a clear understanding of the options available for the main journeys the students will undertake whilst living at Gladstone Road.

3.4.2   The site on Gladstone Road is well located to allow for a range of 'everyday' journeys to be undertaken either to the city centre or university campuses.

Pedestrian Routes

3.4.3   The majority of pedestrian movements are expected to be between the student accommodation and the University of Exeter's St Luke's Campus which is across the Heavitree Road.

Public Transport

3.4.4   The proposal site is well located to deliver excellent access to regular public transport services. The nearest bus stops are located approximately 50metres either side of the Heavitree Road Gladstone Road T-junction, and approximately 160metres south of the site entrance. One of the stops is located directly on the frontage of University of Exeter, St Luke's Campus.

3.4.5   The table below demonstrates that the bus stops located within 400m from the site provide a significant number of busses per day. This includes regular services into the city centre and various other locations in the region. These bus services provide access to various locations within the City including the University.

Service №	Route	Frequency		
		Mon-Fri	**Sat**	**Sun**
2	Newton Abbot-Exeter City Centre	2 trips/hr	2 trips/hr	1 trip/hr
4	Axminster – Exeter City Centre	2 trips/hr	2 trips/hr	1 trip/hr
4a	Honiton-Exeter City Centre	1 trip/hr	1 trip/hr	-

4b	Axminster-Exeter City Centre	3 trips daily	3 trips daily	-
7	Totnes-Exeter	1 trip/hr	1 trip/hr	3 trips daily
7a	Torquay – Exeter	2 trips daily	1 trip daily	-
9	Honiton – Exeter City Centre	2 trips/hr	2 trips/hr	1 trip/hr
9a	Seaton – Exeter City Centre	1 trip/hr	1 trip/hr	6 trips daily
39	Newton Abbot-Exeter City Centre	1 trip/hr	1 trip/hr	6 trips daily
52	Seaton-Exeter	1 trip daily	-	-
56	Exmouth - Exeter	2 trips/hr	2 trips/hr	1 trip/hr
56a	Exmouth - Exeter	1 trip daily	-	-
57	Brixington – Exeter City Centre	4 trips/hr	4 trips/hr	2 trips/hr
58	Budleigh Salterton – Exeter City Centre	5 trips daily	-	-
58c	Bicton College – Exeter City Centre	1 trip daily	-	-
95	Sandy Bay Beach – Exeter City Centre	1 trip daily	1 trip daily	1 trip daily
A	Heavitree – Exeter City Centre - Alphington	5 trips/hr	4 trips/hr	3 trips/hr
D	Digby – St Lukes Colege - Exeter University - Pennsylvania	4 trips/hr	2 trips/hr	2 trip/hr
COLY1	Colyford – Exeter	1 trip daily	-	-
EX1	Okehampton – Exeter School	1 trip daily	-	-
Green	Sowton – Exeter City Centre	4 trips/hr	4 trips/hr	-
N57	Brixington – Exeter City Centre	-	2 trips/hr (night)	2 trips/hr (night)
S	Wonford – Exeter City Centre	3 trips/hr	3 trips/hr	3 trips/hr
X9	Seaton – Exeter City Centre	1 trip daily	-	-
X38	Buckfastleigh	6 trips daily	6 trips daily	2 trips daily

3.4.6 As new routes get introduced these will be promoted via social media and on noticeboards in the reception and common room.

3.4.7 We expect the travel home during the academic year to be undertaken by train. There are three train stations in Exeter (Exeter Central, St James Park, Exeter St Thomas and Exeter St Davids) which are located approximately between 1-2 miles distance from the site.

3.4.8 The site staff will also promote the national public transport information service along with the telephone number of Traveline 0871 200 22 33. This provides information for travel by bus, rail or coach.

3.5   Monitoring of the Travel Plan

3.5.1   The Travel Plan will be monitored annually for a period of 5 years. Baseline surveys will be undertaken within 6 months of first occupation. The accommodation manager based at Gladstone Road will undertake the survey to identify the main the modes of transport used by the students living at the accommodation.

3.5.2   The results of the survey will be shared with the students and the Exeter City Council

3.5.3   Following the results of the survey produced review of the Travel Plan measures will take place to ensure that the Travel Plan continues to be effective in encouraging sustainable patterns of travel.

Waste & Recycling Plan

4.0   Waste and Recycling Plan

4.1   Overview

4.1.1   The management of waste can be expensive if not undertaken correctly, so we take a structured approach in order to minimise costs and environmental impact.

4.1.2   Students will be responsible for putting their waste in the bin store. We will actively promote recycling and the use of specialist banks for clothing and other recyclables to avoid as much refuse going to landfill as possible.

4.1.3   Waste and recycling levels will be monitored, allowing us to identify trends and take corrective action when required. We aim to take advantage of free Local Authority collections and ensure suitable recycling collection bins are provided.

4.1.4   Waste generated by students will be stored within each studio in refuse and recycling bins. It will be the responsibility of the students to take their own refuse down to the main bin store using the lifts or staircase as and when required and place refuse in the wheeled Eurobins provided.

4.1.5   We minimise management staff handling of bins as this will add significant management costs. All waste and recycling is stored in a secure purpose-built bin storage accessible from the ground floor.

4.2   Capacity

4.2.1   The refuse storage requirements are based on the advice within the Planning Technical Advice Note: Waste Storage Requirements for New and Change-of-Use Developments published April 2017.

4.2.2   The external refuse store is located in the north west corner of the Gladstone Road site. The plans indicate capacity for up to x9 communal 1100 litre bins (which equates to 60 litres per person).

4.3   Recycling

4.3.1   To assist in maximising the recycling and recovery of waste and thus minimise waste disposed to landfill, storage will be provided for mixed/recyclable waste within each studio and flat and also within the main bin store at ground floor level.

4.3.2   Recyclables including paper, cardboard, cans, plastics and bottles will be stored in a proportion of the bins provided. These will be clearly labelled to advise the occupants about what materials can be recycled in the mixed/recycle waste bins.

Fire Management Plan

5.0 Fire Safety Management Statement of Intent

Fresh Student Living believes that ensuring the health and safety of staff, residents, visitors and all relevant persons is essential to our success.

We are committed to:

1. Preventing accidents and work related ill health.
2. Compliance with statutory requirements as a minimum.
3. Assessing and controlling the risks that arise from our work activities.
4. Providing a safe and healthy environment.
5. Ensuring safe working and management methods
6. Providing effective information, instruction and training.
7. Consulting with employees, residents and visitors on health and safety matters.
8. Monitoring and reviewing our systems and prevention measures to ensure their effectiveness.
9. Setting targets and objectives to develop a culture of continuous improvement.
10. Ensuring adequate resources are made available for health and safety issues, so far as is reasonably practicable.

A Fire Safety Management System will be created to ensure the above commitments can be met. Employees throughout the company must play their part in the creation of a safe and healthy working environment for all.

Rebecca Hopewell
Managing Director
Fresh Student Living

5.1 Introduction and Scope

5.1.1 Fire is a hazard in any part of the premises. Its consequences include the threat to the lives or health and safety of relevant persons, damage to or loss of property and severe interruption to normal business activities or opportunities.

5.1.2 Managing the risk of fire demands fire safety precautions based on a combination of appropriate prevention and protection measures depending upon building use and occupancy, the inherent fire risks and the legal obligations laid on **Fresh Student Living** as the employer, occupier / owner or *'responsible person'*.

5.1.3 This Fire Safety Management and Fire Emergency Plan applies to Gladstone Road. Its requirements extend to all persons at those premises including staff, residents, visitors and contractors whether permanently or temporarily engaged.

5.1.4 **Fresh Student Living**, so far as is reasonably practicable, and in accordance with legal obligations and standards, will:

- provide and maintain passive and active fire prevention, protection and measures according to the purpose or use of the building, the numbers of occupants and the activities or processes undertaken therein.
- provide comprehensible and relevant information to staff, residents, visitors etc., through the provision and availability of emergency instructions or fire safety plans and the risks identified by relevant risk assessments.
- provide a programme of fire safety training.
- carry out and keep under review a Fire Risk Assessment to analyse building and process fire risks, the existing preventive and protective measures and to identify areas for improvement.
- have in place a programme of works to improve or maintain the existing fire safety specifications.
- identify a sufficient number of persons, whether staff, security or others, to be present at all times the building is occupied with responsibility for initiating the Fire Evacuation Procedure and provide information and assistance to the Fire Service.

5.2 Practical Fire Safety Arrangements

5.2.1 As part of a holistic Fire Safety Management system, in addition to the management action outlined below, considerations of passive and active fire precautions are essential.

5.2.2 Passive fire precautions are concerned with the physical conditions in premises which are designed to facilitate containment of fire by design, construction and layout, effective communication and safe evacuation. In particular the;

- materials specification, design, construction and inspection of buildings, fire doors and escape routes taking into account the needs of staff, residents, visitors, people with disabilities, contractors etc.
- appropriate safe and secure location of building services e.g. gas and electricity.
- provision of clear fire safety signage for escape routes and final exits in conformity with the Health and Safety (Safety Signs and Signals) Regulations 1996 and Disability Discrimination Act 1995.
- provision of prominently located fire action notices (e.g. by fire alarm manual break glass points) to inform people of the action to be taken in the event of fire and;
- education and training of staff in fire safety arrangements, in particular evacuation procedures and drills.

5.2.3 Active fire precautions are those features of the Fire Safety Management system that detect and operate in the event of a fire, including fire alarm systems, emergency lighting systems and firefighting equipment. In particular;

- the installation, maintenance, inspection and weekly testing of fire alarms.
- the appropriate design, location, operation, monthly inspection and annual testing of adequate (emergency) lighting systems for fire escape routes.
- the provision, use, appropriate type and location, and annual maintenance of portable fire extinguishers and Fire Blankets, where required.
- An annual premises Fire Safety Inspection will be carried out

5.2.4 The fire safety arrangements will be based on HSG 65 Successful Health and Safety Management and the Fire Safety Management Plan Strategy (see Appendix).

5.2.5 The main strands of the strategy involves:

- Effective planning, organisation, control, monitoring and review of protective and preventative measures
- Fire safety risk assessments and building audits
- Fire safety systems and maintenance
- Fire warden and staff training
- Fire evacuation drills
- Building design, alterations and commissioning

5.3 Planning

5.3.1 Fire Risk Assessments are a requirement of the Regulatory Reform (Fire Safety) Order 2005 and are a structured approach to determining the risk of fire occurring in a premises or from a work activity, and identifying the precautions necessary to eliminate, reduce or manage the risk. The outcome of the risk assessment must be incorporated in the fire emergency plan (see Section 7).

5.3.2 Fire Risk Assessments must be carried and then reviewed annually or when there is any building or process alterations, change of occupation and use of the premises, or following a fire incident/emergency, etc.

5.3.3 The risk evaluation and appropriate control measures to be taken into account will include those practical fire safety arrangements outlined above.

5.3.4 Risk assessments must take into account those who could be affected, e.g. numbers involved, their location, physical and mental capabilities. The significant findings of the Fire Safety Risk Assessment will be made known to all other responsible persons as appropriate.

5.3.5 Where appropriate, an individual Personal Emergency Evacuation Plan (PEEP) must be developed for staff, residents, visitors etc. who have known disabilities that will impact on their ability to evacuate the particular premises in safety.

5.3.6 Maintenance of fire safety systems falls under the umbrella of the Fire Maintenance Contract. The provision of the contract ensures that maintenance on fire systems and equipment is carried out in compliance with the Regulatory Reform (Fire Safety) Order 2005 and Approved Codes of Practise and other associated legislation. The contract will ensure that Fire Maintenance Contractors are fully inducted for safe work practices and are fully qualified to carry out maintenance on fire safety systems and will include:

- Fire detection and warning system
- Emergency lighting
- Firefighting facilities
- Emergency routes and exits
- Fire safety signs and notices
- Portable electrical appliances (PAT)
- Electrical Installation Testing (5 yearly)

5.3.7 Fire Warden and staff training is provided through the appointed competent person employed at the time by Fresh Student Living.

5.3.8 Fire evacuation exercises or drills will be carried out each term within the premises. The purpose of these exercises is to educate premises occupants in the correct manner of evacuating a building in the event of an emergency situation and to meet legal obligations. All evacuations will be conducted by the Accommodation Manager. Pre and post de-briefing sessions will accompany each evacuation drill and written records of these drills will be retained.

5.3.9 Provisions will be made for the safe evacuation of disabled people.

5.3.10 Fire evacuation of a building will be in accordance with established procedures in the Fire Emergency Plan (Section 7). All staff, visitors and contractors will be made aware of these fire procedures.

5.3.11 All building design work shall comply with Building Regulations, relevant codes and standards.

5.3.12 Testing of building passive and active fire evacuation systems are to be conducted by Accommodation Manager or site staff, at agreed appropriate times during normal hours and in line with current British or European test standards. All building staff and Fire Wardens will be trained in the use of the evacuation system and operate from pro-forma instructions based on Section 7.

5.3.13 Staff will report any faults or problems with the alarm system to their respective Regional Manager who will forward the details to appropriate person.

5.3.14 A Fire Safety Log Book will be kept to record the details of all tests on passive and active preventative and protective measures, as well as training and fire drills.

5.4 Organisation and Control

5.4.1 Specific named individual responsibility for overall responsibility for Fire Safety, maintenance, Emergency Plans and Staff Training can be found in Appendix 5

5.4.2 Company Directors will:

- ensure that the fire safety policies/codes of practice that complement this management plan are in place, properly implemented and reviewed.
- ensure that a Responsible Person is appointed for all of their premises to oversee and implement fire safety arrangements, and ensure that they are competent and appropriately trained to undertake their duties;
- ensure that arrangements are in place for the completion of Fire Risk Assessments and fire risk assessment reviews, including, where appropriate, technical surveys in respect of fire protection;
- ensure that fire, security, and health and safety arrangements at each premises are complementary.

5.4.3 Accommodation Managers with responsibility for premises will:

- ensure that Fire Risk Assessments and reviews are carried out for all their workplaces
- ensure that fire alarm and detection systems, emergency lighting and fire extinguishers are appropriately located and properly maintained;
- ensure that a robust and effective Emergency Plan is in place to safely evacuate all persons, whether employees, residents, visitors etc. This emergency plan must take into account people with mobility, sensory and learning impairments, including those with temporary impairments.
- arrange for the emergency plan to be issued to their employees, residents, visitors etc. to inform them what to do in the event of fire, particularly safe evacuation;

- arrange for a competent Responsible Person (who may also be the premises coordinator) to be nominated to oversee and implement fire safety arrangements at their workplace(s) on their behalf;
- ensure that staff are appropriately trained in fire safety procedures to reflect the requirements of the Fire Risk Assessment;
- ensure that a copy of the current fire risk assessment for their premises is readily accessible, its provisions complied with;
- ensure that fire risk assessments are reviewed at least annually or whenever there is any building alteration, change of process or following an incident involving fire;
- ensure that effective arrangements are in place for contacting the emergency services;
- ensure that the Fire and Rescue Service are aware of any significant hazards associated with the premises e.g. oxygen cylinders, storage of petrol, etc;

5.4.4   The Competent Person/s must:

- assist and support with the preparation and review (at least annually) of Fire Safety Risk Assessments;
- ensure compliance with the outcomes of the Fire Risk Assessment and that the necessary control measures are implemented;
- prepare and review the Emergency Plan and ensure it is issued to all staff;
- ensure information on fire safety arrangements is available to residents, visitors etc;
- ensure all staff, residents, visitors etc are inducted on the contents of the Emergency Plan.
- arrange and review fire drills at a frequency of every term;
- specify the arrangements for assisting visitors, disabled people or those with temporary physical impairments to safely evacuate the premises. Where appropriate, a PEEP must be developed;
- ensure Fire Alarms are tested weekly;
- monitor that fire alarm systems, detection devices, emergency lighting and fire extinguishers are appropriately and regularly maintained;
- ensure the Fire Safety Log Book up to date;
- ensure that Fire Action Notices (displayed as a minimum at fire alarm call points) and fire signage are appropriate and kept up to date;
- ensure all escape routes are kept clear of obstructions and that access to fire extinguishers and fire alarms is not impeded;
- ensure that the annual testing of portable electrical equipment (PAT) and periodic testing (5 yearly) of the fixed electrical installations has been carried out, and
- ensure that quarterly fire safety inspections of the premises are carried out and that these address fire safety arrangements.

5.4.5   Employees and Students must:

- ensure they are familiar with the Emergency Plan for the premises and co–operate by participating in fire evacuation/drill procedures and by observing practical fire safety arrangements;
- know, and co-operate with, the responsible person for the premises;
- report to the Accommodation Manager any concerns about fire safety;
- be familiar with all escape routes;
- not wedge fire doors open, nor block or obstruct them;
- be aware of the action to be taken on discovering a fire, hearing a fire alarm, for raising the alarm (including the location of fire alarm call points) and calling the Fire and Rescue Service;
- promptly evacuate the premises, in accordance with the Emergency Plan, to a place of safety without putting themselves and others at risk, and NOT attempt to extinguish a fire unless they have been specifically trained; and
- comply with the No Smoking legislation and policy in place.

5.5 Monitoring

5.5.1 The following Key Performance Indicators will be used to monitor the effectiveness of the Fire Safety Management Plan:

1. Number of fires recorded annually / number of fire related incidents.
2. Achieving set schedules and time frames (evacuation drills and building audits).
3. Measuring the number of Fire Service call outs against cause.
4. Number and nature of Enforcement, Alterations or Prohibition Notices from Statutory authorities.

5.6 Review

5.6.1 Active reviews will take place annually by the Competent Person

5.6.2 Reactive reviews will take place following a fire safety event occurring

5.6.3 A review will also be undertaken following a fire, changes to the premises construction and facilities, new procedures, new equipment, new materials and changes in staff or Student numbers and roles and in the processes carried out.

5.7 Gladstone Road Fire Emergency Plan

Training and Training Provision

- [Staff/Security/nominated Residential Assistants] will be trained in the use of fire equipment.
- Staff/Security/nominated Residential Assistants will be trained in the use of the fire panel.
- Staff/Security/nominated Residential Assistants identified as trained for Fire Marshal duties.
- Staff/Security/nominated Residential Assistants will in the event of an evacuation register visitors at the assembly point(s).
- Staff/Security/nominated Residential Assistants will receive instruction and training for fire evacuation.
- Staff/Security/nominated Residential Assistants will ensure visitors, contractors etc have sufficient information on procedures/action to take in the event of an emergency evacuation.

Information Distribution

- Residents, visitors, contractors etc, will receive a copy of the 'Fire Evacuation Plan for Students, Contractors and Visitors' on arrival, so they are aware of the actions to take in the event of a Fire Alarm or in the event of discovering a fire. (see Appendix 1)

What People / Staff Should Do If They Discover a Fire

- Raise the alarm by operating the nearest fire alarm call point
- Call the emergency services on 999
- Evacuate to the designated assemble point at [Location TBC]
- DO NOT USE THE LIFT
- Tackle the fire only if trained and where appropriate.
- If you have responsibilities for assisting persons with Personal Emergency Evacuation Plans respond as required following the actions as identified in the Plan.
- Leave the building by the nearest exit.
- Do not stop or return to collect personal belongings.
- Ensure visitors are escorted from the building to the assembly point.
- Close any doors en-route without delaying your escape.
- You must congregate and remain at the assembly place.
- Return to the building only when authorised to do so by the Responsible Person or attending Fire Officer.

What Residents, Visitors etc. Should Do If They Hear the Fire Alarm

If you also have responsibilities for assisting persons with Personal Emergency Evacuation Plans respond as identified in the Plan. If not then;

- Leave the building by the nearest exit.
- Go the designated Assembly Point at [Location TBC]
- Do not stop or return to collect personal belongings.
- Do not use any fire fighting equipment unless you have been trained.
- Do pass any information to the building responsible person at the [Add location of assembly point.]
- You must remain at the assembly point.
- Return to the building only when authorised to do so by the Responsible Person or attending Fire Officer.

What Staff/Residential Assistants Should Do If They Hear the Fire Alarm

- Interrogate the Alarm Panel to see where the activation has occurred.
- Make their way steadily to the activation area to investigate using safe methods as trained e.g. checking heat of the door with back of their hand

If a false activation has occurred:

- Reset the Fire Alarm
- Advise evacuees that it is safe to return to the building
- Record the activation in the Log Book

If a fire is discovered:

- Raise the alarm by operating the nearest Fire Alarm Call Point
- Call the Emergency Services on 999
- Evacuate to the designated Assemble Point at [Location TBC]
- DO NOT USE THE LIFT
- Trained personnel are to tackle the fire only where appropriate.
- If you have responsibilities for assisting persons with Personal Emergency Evacuation Plans respond as required following the actions as identified in the Plan.
- Leave the building by the nearest exit.
- Do not stop or return to collect personal belongings.
- Ensure visitors are escorted from the building to the Assembly Point at [Location TBC]
- Close any doors en-route without delaying your escape.
- You must remain at the Assembly Point.
- Return to the building only when authorised to do so by the Responsible Person or the attending Fire Officer.

Contacting the Emergency Services

The Emergency Services will be called by the site Staff, Security, Residential Assistant or/and the person who discovered the fire. And where any of the following events occur:

The Fire Alarm will send a signal to the Automatic Monitoring Centre in the event of:

Note: Details unknown at this stage, to be updated at a later date.

- *[The alarm activating for more than …minutes without being reset]*
- *[Immediately/if a second detector is activated before …minutes passes]*
- *[When a manual call point is activated]*
- *[When sound alarms is pressed on the fire panel]*

- *[If a heat detector is activated]*

The site mobile phone or other mobile phones can be used for this when outside the building.

Emergency Services Liaison Procedures

- The Staff/Security/Residential Assistant will liaise with the Emergency Services on arrival
- The Staff/Security/Residential Assistant will approach the Emergency Services to make themselves known to them

Specific Information for the Emergency Services

The Staff/Security/Residential Assistant will give the emergency services specific information such as:

- Type of emergency
- Location of the fire / incident
- Missing persons
- Flammable material stores
- Location of high risk areas
- Any unusual activities such as building works or temporary structures

Location of information

- A plan of the Building which highlights specific risks can be found by the Fire Panel.

Escape Routes

Note: Details unknown at this stage, to be updated at a later date.

Assembly Points

Note: Details unknown at this stage, to be updated at a later date.

- *[Insert location of assembly point]*
- *[Explain how assembly point is recognised]*
- *[Input detail of any locations of safe refuges on site]*

Personal Emergency Evacuation Plans (PEEP) for Disabled People

The safe and effective evacuation of disabled people needs careful thought. Management procedures need to be in place which takes account of the various scenarios that may arise. For example, the procedures adopted for people with a disability are employed in the building will be different to those for person with a disability visiting the building that will be unfamiliar with its layout.

Systems of evacuation that may be implemented include:

- **Progressive Horizontal Evacuation.** This system can be used in buildings with a phased alarm system. It involves a person passing from one 'fire compartment' into another that is not part of the initial evacuation zone. A 'fire compartment' is a part of a building separated from other parts of the same building by fire-resisting walls, ceilings, floors and doors of 60 minutes fire resisting construction.

- **Evacuation by Lift.** This method is only possible where lifts have a secondary power supply/battery backup and a structurally protected lobby shaft (often called 'fire-fighting

lifts'). These are specially constructed lift with special features and are not the same as ordinary lifts in most buildings.

- **Evacuation by Stairs.** This method involves the use of equipment such as special evacuation chairs, but is usually only possible if people are being evacuated downwards or horizontally.

- *Use of Refuges. BS5588: Part 8 defines refuges as:* 'Relatively safe waiting areas for short periods. They are not areas where disabled people should be left alone indefinitely until rescued by the fire brigade or until the fire is extinguished'. *(This should not be confused with the use of refuges in progressive horizontal evacuation)*

A refuge is an area that is separated from the fire by a fire-resisting construction and has access via a safe route to a final fire exit and be clearly marked up with appropriate signage. It provides a temporary space for people to wait for others who will then help them evacuate.

Identify the method of ensuring that persons with any disability (permanent or temporary) are evacuated or taken to a designated 'Safe Refuge' (if one is in place), until they can be evacuated in safety within the Personal Emergency Evacuation Plan.. Identify what communication channels will be used to ensure that persons in the 'Safe Refuge' are kept informed about what is happening.

Visitors and / or Contractors

- All Visitors, Contractors etc. are logged in and out of the building by use of the Visitors Book.
- All Visitors are made aware of the Fire Evacuation Procedures on arrival
- The Responsible Person will take the Visitors Book to the Assembly Point in the event of an evacuation and perform a role call
- The Emergency Services will be made aware of any missing persons

Staff with Specific Responsibilities

- Take overall control of the evacuation
- Ensure that other people with specific duties have taken relevant action
- Account for all persons in the premises
- Liaise with the Fire and Rescue Service
- Initiate any additional response in relation to the care of people with special needs

Re-Entering the Building

- The building should only be re-entered when advised safe to do so by the Responsible Person or Senior Fire Officer
- Note: If the Emergency Services have been called only the Senior Fire Officer can confirm the building is safe to re-enter

Contingencies If Not Re-Entering the Building

- If the building cannot be re-entered then the Disaster Plan should be followed.

Appendix I

The Gladstone Road Fire Evacuation Plan for Students, Contractors and Visitors

If you discover a fire:

- Raise the alarm by operating the nearest fire alarm call point
- Call the emergency services on 999
- Evacuate to the designated assemble point at *[Location TBC]*
- DO NOT USE THE LIFT
- If you have responsibilities for assisting persons with Personal Emergency Evacuation Plans respond as required following the actions as identified in the Plan.
- Leave the building by the nearest exit following the green and white Emergency Exit signs.
- Do not stop or return to collect personal belongings.
- Close any doors en-route without delaying your escape.
- You must remain at the assembly place until advised otherwise.
- You may return to the building only when authorised to do so by the Responsible Person or attending Fire Officer.

If you hear the Fire Alarm:

If you also have responsibilities for assisting persons with Personal Emergency Evacuation Plans respond as identified in the Plan. If not then;

- Leave the building by the nearest exit following the green and white Emergency Exit signs.
- Go the designated Assembly Point at [Location TBC]
- Do not stop or return to collect personal belongings.
- Do not use any firefighting equipment unless you have been trained.
- Do pass any information to the building responsible person at the [Add location of assembly point.]
- You must remain at the assembly point.
- Return to the building only when authorised to do so by the Responsible Person or attending Fire Officer.