

Management Plan

Site: Gladstone Road, Exeter
Units: 131
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Introduction

1. Introduction

This is the Fresh Property Group (FPG) Management Plan for Gladstone Road, Exeter. This document sets out the key principles by which the building will be managed.

1.1 Introducing the Co-Living Model

The rental sector in the UK is evolving as more people turn to renting as a credible housing solution, and as a lifestyle choice.

The new generation of renters are sophisticated consumers. They are looking for the complete rental package of well designed buildings with good facilities, great central locations and a professional management package designed around their lifestyle and needs.

The Co-living product delivers all of this through:

- Buildings that are specifically designed to create a community and provide convenience living, that boast of well thought out social and amenity space and provide the comfort of being able to retreat to your own fully furnished private space at the end of the day
- Single ownership buildings that enable a cohesive approach to management and maintenance
- A professional management service that manages the building and the customer, completing the overall rental package
- Building managers and owners who have a stake in the local community, and who will want to engage positively with other key stakeholders

1.2 Our Approach

FPG is a leading expert in the purpose-built accommodation sector with an unrivalled track record, coverage and scale. The company turns great buildings into great places to live by offering a single source solution for clients in the student, co-living and build to rent sectors, through its Fresh Student Living and Five Nine Living brands.

FPG offers a bespoke property and customer management system delivering a full online service for customers and a unique online booking system with live availability data. The company also offers end-to-end management services from pre-operational advisory, marketing, facilities management through to operational management.

We will provide the full management service at Gladstone Road, including; tenancy management, building management, health and safety and maintenance. We will also carry out the marketing, pricing strategy and lettings activities.

FPG's on site services will be delivered locally through directly employed site based staff. There will be an experienced and professional General Manager running the site.

Support is provided to the General Manager by our experienced Central Services department, who provide specialist and technical support, and a detailed delivery framework, ensuring consistency of service delivery in line with recognised good industry practice.

1.3 Our Size

FPG currently manages 59 sites throughout the UK and Ireland. We are currently mobilising 10 further sites for September 2020; this will increase our portfolio to 69 sites¹.

Our properties range from 61-725 rooms and include both shared cluster flats, studios and apartments.

1.4 Accreditation

As members of ARLA (Association of Residential Letting Agents), PRS (Property Redress Scheme) and ANUK (Accreditation Network United Kingdom), we are committed to maintaining our professional standards and are fully compliant with their codes.

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

1.5 Core Management Principles

Our overall objective is to work with the Owner to deliver a well-designed building that is professionally managed. We provide a safe, secure home for tenants, in an environment that is conducive to socialise, and integrates into the local community, contributing positively to the local housing provision in Exeter.

¹ As of January 2020.



General Management Plan

2. General Management Plan

2.1 Site Details

Gladstone Road is situated in Exeter close to good transport links and the city centre.

Gladstone Road is comprised of 131 units and has; a Management Suite, Events Space, External Social Space, Communal Kitchen, Dining Area and a Co-working Space where tenants can socialise and interact with one another, this is an important aspect of the Co-living model. The high specification and well maintained facilities will assist in fostering a sense of community and providing tenants with a superior living environment.

The units will practically complete in the year of 2022. Therefore, planned delivery of units and intended occupancy will occur at the same time.

The Communal Facilities

The provision of communal amenity space is at the core of Co-living. This development will include a Management suite, Co-living Kitchen, Laundry, Co-working Space, Dining Room, External Social Space and an Events Space.

All of these facilities will be available at no extra charge for our tenants to socialise and interact with one another, which is a critical aspect of the Co-living model. The high specification and well maintained facilities will assist in fostering a sense of community and providing tenants with a superior living environment. The site team will be responsible for organising and timetabling social events such as; movie nights, book clubs, cake and a catch-up etc.

The communal kitchen facilities will be fully equipped with ovens, microwaves, and all that would be expected to be found in a kitchen.

2.2 Tenant Profile

The site is ideally located to attract young professionals who work in or out of Exeter, with having exceptional direct transport links to Bristol.

The studios are an attractive housing option for young professionals, who want the independence of living alone, but also like to have the option of being part of a community of likeminded individuals in a secure and managed environment.

2.3 Service Delivery

2.3.1 Staffing

The site will have a General Manager and a team to support with the general running of the scheme.

It is envisaged that the team will work flexibly to accommodate the requirements of the customers. The site will likely be staffed 8am to 8pm Monday to Friday with key times covered over weekends, 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
- Marketing enquiries

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.

The General Manager will report to the Operations Manager. All members of the site team will receive full training, comprising of an induction, a Management Development Programme, monthly 1-2-1's with their manager, probation review and annual appraisals. New managers are 'buddied' with existing site managers, who will offer practical guidance and support. The site team will also have regular communication with, and support from the Marketing and Facilities Team.

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.

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

2.3.2 Tenancy Management System

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

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

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

All tenants will sign an Assured Short Hold Tenancy Agreement as prescribed by the Housing Act 1988. All tenants will be subject to appropriate reference checks and Right to Rent checks (England) prior to signing the Tenancy Agreement. This process will be managed by FPG, with all documentation being made available to FPG who will be responsible for holding this information on their PEX management system.

On-site management will be responsible for enforcing the Tenancy Agreement.

In addition to the Tenancy Agreement all tenants will have a welcome and induction session, and be provided with a guide to 'Living at Gladstone Road.

The guide deals with questions the tenant may have whilst living with us and contains information on how to report repairs and pay rent. In addition, it provides guidelines on desirable behaviour in respect of:

- Refuse disposal
- Noise levels
- Move in / move out arrangements
- Use of car parking
- Policy and responsibility for visitors
- Use of communal areas
- Smoking policy
- Use of recreational drugs policy
- Pet policy

This document will encourage good neighbourliness and will serve to discourage any potential anti-social behaviour from our tenants.

2.3.3 Promoting Good Neighbourliness

The emphasis will be on the positive promotion of good neighbourliness, by:

- Providing good quality accommodation that is well managed and maintained
- Providing a range of social and amenity spaces that encourage social interaction
- Providing clear information and guidelines on the responsibilities of each tenant, and the use of facilities in the building
- The presence of the building management team to ensure the smooth running of the building

2.3.4 Dealing with Breaches of Tenancy

Where individual tenants are not complying with the terms of their tenancy, or are behaving in a way that is disruptive to their neighbours, the management team will be on hand to deal with matters initially in an informal way, and then through formal enforcement using due process if necessary.

2.3.5 Complaints Procedure

FPG are committed to providing excellent customer service to all of our tenants, neighbours and local businesses. In the event that a complaint is received, the management team will follow a complaints procedure, which outlines the following;

- What a complaint is
- What tenants/neighbours/local businesses can and can't complain about
- How tenants/neighbours/local businesses can complain
- What the timeframe is for making a complaint
- How to log a complaint
- What the process is after making a complaint

2.3.6 Management of Anti-Social Behaviour

FPG operates a 3-tier escalation process to deal with Anti-Social behaviour.

Any Anti-Social Behaviour such as excessive noise will be actively managed by our site management team and in line with our internal procedure, the procedure outlines the following;

- The different types of Anti-Social Behaviour
- Details of how we become aware of Anti-Social Behaviour
- What do you need to do if you become aware of Anti-Social Behaviour
- How to investigate incidents of Anti-Social Behaviour
- How to log & record Anti-Social Behaviour
- What sanctions can be taken to deal with Anti-Social Behaviour

Communal areas will be managed as follows;

- Access control and CCTV to individual block(s), amenity spaces, bike store(s), refuse store(s), external perimeters within the site
- These areas would be subject to 24 hour recording of CCTV. The onsite security will be able to monitor the live CCTV feed and if required the onsite management team will have the authority to review recorded CCTV footage
- The CCTV system will be a deterrent to potential Anti-Social behaviour, which could give rise to disturbance both within and outside of the buildings

- Areas which are sensitive in terms of sound, or disturbance to other tenants, would be sealed utilising the door-entry system

2.3.7 Security and Incident Management

Creating a safe and secure living environment is an intrinsic element of the building design. Security arrangements at Gladstone Road include access control to prevent unauthorised persons entering the building, and CCTV to key vulnerable areas, as well as those areas that may require management monitoring, including entrances, common areas and the bin store.

The General Manager will be on site during the day and early evening, and all tenants will have a contact number for out of hours' emergencies.

In cases of emergency the site will be covered by an out of hours help desk.

The security contractor will be supported by the General Manager who is on-call for immediate telephone support or if required will come out to deal with an emergency or police situation.

FPG has disaster management procedures to deal with any serious issues in respect of the building or people, with a built in escalation mechanism based on the seriousness of the incident.

FPG will proactively foster good relationships with the emergency services, and in particular the local police.

2.3.8 Statutory Compliance

To ensure full compliance with legislation and good practice, FPG use an online management system, The Action Manager (TAM) to monitor and record all statutory compliance, testing and certification.

We use external consultants to carry out relevant Risk Assessments following industry guidelines to ensure legal compliance and the safety of our tenants and buildings.

2.3.9 Maintenance & Repair Standards

Tenants can report repairs within their apartment via our online tenant portal, and the building management team will regularly inspect communal areas to pick up any maintenance items.

FPG will ensure the individual apartments, the building and external areas are well maintained by utilising a combination of in house staff for small works and caretaking duties, and external contractors for larger more complex works.

All contractors will be from the FPG approved list of contractors, whose credentials have been checked and who have provided satisfactory references. Where necessary, a permit to work system will be utilised to ensure the safety of contractors, tenants, staff and visitors.

2.3.10 Cleaning

Tenants will be responsible for cleaning their own apartment.

FPG will clean all common areas as listed below on a scheduled basis, which is published to the tenants.

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

The communal kitchens will be cleaned on an as and when basis, which will be kept under review by the onsite team.

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

2.3.10 Post and Deliveries

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

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

If the tenant is not home the onsite team will take in and sign for deliveries. All parcels received on behalf of the tenant will be recorded. The tenant will be notified of the delivery and asked to come to reception with ID to collect it.

2.4 Third Party Services

2.4.1 Laundry

The on-site laundry will be provided at Gladstone Road by Circuit on a lease basis. The laundry will be open to tenants 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 tenants can download to their smartphone. Tenants 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 Information Technology

Tenants will receive a high-speed broadband and Wi-Fi service provided by an internet service provider to ensure there is excellent internet connectivity. The service also offers unlimited upload/download, data backup storage, Freeview TV, a dedicated tenants portal and a free 24/7 helpdesk.



Travel Plan

3. Travel Plan

3.1 Travel and Car Parking

Gladstone Road is located in a central location in Exeter with good transport links. There will be no tenant car parking available on site.

Gladstone Road will accommodate 76 cycle spaces.

3.2 Move-in and Move-out

As there will be an initial period of 'let-up' not all tenancies will start and finish at the same time, nor will they be for the same length of time, therefore the moving in and out of tenants will be staggered throughout the year. Tenants who are due to move into Gladstone Road will book an arrival date and time using the Online Tenant Portal or by speaking with the building management team. By booking our tenant's arrivals, FPG will manage the flow of move-in's and minimise any disruptions to the local area in terms of traffic and parking.

The units at Gladstone Road are furnished, which will result in a 'light move in' as tenants will not have to bring large and heavy pieces of furniture to the property. Tenants are therefore less likely to need large moving Vans or Lorries which could create traffic disruptions. The building management team will assist to manage the move in and ensure that any cars or vans are parked in the designated spaces and are not blocking traffic or causing any problems to the surrounding area.

Move out will be handled in much the same way as move in. Tenants will book their departure time with the building management team so that any moving Vans or Cars will not disrupt traffic in the surrounding area.



Waste & Recycling Plan

4. Waste Management Plan

The site will have one main bin stores. The bin store for Gladstone Road will have a mixture of 1100 litre wheeled Eurobins for general waste and 1100 litre Eurobins for mixed/recyclable waste.

It will be the responsibility of each tenant to take their own refuse down to the bin store using the lifts or staircase as and when required and place refuse in the wheeled Eurobins provided.

The bins will be collected by the local authority. All bin stores are located on the ground floor within each block.

To assist in maximising the recycling and recovery of waste and thus minimise waste disposed to landfill, storage will be provided for recyclable waste within each studio and also within the bin stores.

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 recyclable waste bins.

Revision History

Issue	Date of issue	Description	Author
1.0	19/03/2020	First Draft	Amy E Simpson (AES)
2.0	4/06/2020	Second Draft	Amy E Simpson (AES)