Management Plan

Residence: Ardee Point, Newmarket, Dublin

Delivery: August 2022

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Contents

Introduction

1.0   Introduction

1.0.1   This is the Nido Management UK Management Plan for the proposed development at Newmarket Street, Dublin, which seeks to deliver development of a new purpose-built student accommodation. This document sets out the key principles by which the proposed student accommodation will be managed.

1.1   Our Approach

1.1.1   Nido is a specialist Student Management provider and a professional Management Service to student accommodation schemes across the UK and Europe

1.1.2   Nido manage student accommodation with one simple objective – to provide exceptional service to the residents and our partners whose properties we manage

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

1.1.4   Support is provided to the residence-based teams by an experienced specialist at our regional and head office whose areas of expertise provide the House Teams with the additional knowledge and skills, ensuring consistency of service delivery in line with recognised good industry practice.

1.1.5   As a provider of student accommodation, we are committed to working in partnership with Universities and Colleges to provide a valuable and consistent 'student experience' and ensure seamless access to shared service by integrating into the University's and College's pastoral care regime and ancillary services.

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

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

1.2   Our Size

1.2.1   Nido manages approaching 3166 student rooms at more than 12 residences throughout the UK & Europe.

1.2.2   Our properties range from just 79 to 1000 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.

1.4   Core Management Principles

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

- Students have a safe and well-maintained place to live;
- License Agreements are correctly executed and enforced;
- Student deposits managed by a recognised License Deposit Scheme;
- The house team are available for face-to-face interaction with the residents, parents, neighbours, and other stakeholders; and
- Developing strong relationships with the local Universities and Colleges.

General Management Plan

2.0 General Management Plan

2.1 Residence Details

2.1.1 The proposed development residence is situated on Newmarket street, Dublin. The proposed development will provide a mixture of student bed spaces, a reception and management suite, social space, laundry and bike store.

2.1.2 It is anticipated that the scheme will be operational from September 2022

2.2 Student Profile

2.2.1 The residence is ideally located to attract students who would be attending Dublin Institute of Technology (DIT), Trinity College and The Royal College of Surgeons.

2.2.2 The cluster apartments are ideal for undergraduates and international students, starting the university life building friendship that will last.

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.

2.3 Service Delivery

The Team

2.3.1 The on-residence team at Ardee Point, Dublin will consist of a House Manager, 1 Front of House Assistant Maintenance Technician, 2 Housekeeper, 2 Night Concierge and Residence Assistance.

2.3.2 The customer facing services and day-to-day running of the residence will be delivered by the House Team who will be responsible for customer service, local sales and marketing, License management, rent collection, health and safety and maintaining local relationships.

2.3.3 The house team will be supported by the regional and head office teams who are specialists in Marketing, Finance, Operations and Health and Safety. The Operations Team implements a standard of performance manual which is a framework for implementation at residence level.

2.3.4 The House Manager will report to the Operations Manager. All members of the House 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. New managers are 'buddied' with existing house managers, who will offer practical guidance and support. The House Team will also have regular communication with, and support from the Marketing and Operation team.

2.3.5 All team members 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.

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

Reception Services

2.3.7   The Reception will generally be open Monday to Friday 08.00 until 20.00 and four hours on both Saturday and Sunday providing a point of contact for:

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

2.3.8   At key times in the year reception opening hours will be extended to provide weekend and evening cover.

Management System

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

2.3.10 StarRez provides the interactive student portal and back office management operating system that will be used to manage Ardee Point.

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

2.3.12 It highly automates key admin processes ensuring that house team can focus on customer facing services, which also allows the head office team the ability for monitoring of activity.

License Agreement and Handbook

2.3.13 In Ireland our residents sign a license agreement. This Agreement shall be governed and construed in accordance with the laws of Ireland. The Parties hereby irrevocably submit to the exclusive jurisdiction of the Courts of Ireland.

2.3.14 The License Agreement clearly sets out the responsibilities of the licensee and Nido Student as the managing agent.

2.3.15 In addition to the License Agreement, each Licensee is provided with an online 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.

2.3.16 All our Licensees are required to provide us with a Guarantor who agrees to ensure that the Licensee complies with all the conditions required of them as set out in their License Agreement.

Security

2.3.17 Security provisions are tailored around the nature, size and location of each residence. At Ardee Point, Dublin we aim to provide visible but unobtrusive presence, through a combination of CCTV provision, access control and personnel.

2.3.18 At Ardee Point Dublin 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 residence;
- The door entry system will not allow access to be granted to the building from individual flats, but will require to residents 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 4 weeks.

2.3.19 Nido will work closely with the local Gardaí and will encourage the local officers to visit regularly to meet the on-residence team and become a known presence at Ardee Point Dublin. We will encourage active participation in any local Resident Watch Schemes and other initiatives to reduce crime and improved security for the students.

2.3.20 All team members including the Residential Assistants (RA's) undertake an induction to ensure they are fully aware of Nido's procedures on residence.

Out of Hours

2.3.21 The out of hours service will be provided by Nido's in house personnel. We also ensure that they form an integral part of the House Team and are familiar to the Licensees, rather than having a different person on each shift.

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

2.3.23 Nido has an escalation procedure to enable on residence team to contact senior team members up to the Operations Director if needed in the event of significant incident occurring out of hours.

Health and Safety

2.3.24 The Health and Safety of the students is paramount. Nido Management UK have partnered with RPS Ltd to provide external and independent professional Health and Safety advice. RPS Ltd provide a 24/7/365 Health and Safety telephone helpline, allowing all Nido Management UK team to have access to Health and Safety professionals at any time it is required.

2.3.25 The Fire Alarm system will be monitored by the house team and supported by a remote monitoring centre with an investigation delay programmed in, where permitted, to allow on-residence team 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 out of hours team.

2.3.26 Students are required to complete an induction using upon 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.

2.3.27   In addition, Nido 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 house team will also explain the consequences of raising false alarms.

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

2.3.29   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 RPS Ltd, Nido Management UK have introduced Health and Safety management software (BHI), this system allows all Nido Management UK the ability to view live information from each residence regarding Health and Safety compliance actions required to be completed e.g. fire alarm tests, lift checks etc.

2.3.30   Our house team 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.

2.3.31   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.

2.3.32   A record of all testing will be kept ensuring we have an audit trail. Records of statutory testing and actions completed by are stored within system and within the on-residence Health and Safety filing system.

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

2.3.34   Risk Assessments include the following:

- Fire;
- Legionella; and
- Work place.

2.3.35   The License 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 resident's bedrooms, kitchens and communal areas.

2.3.36   Termly fire evacuation tests will be undertaken to ensure all residents are aware of the procedures and assembly points. The house 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

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

2.3.38 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.

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

2.3.40 Residents can report repairs via our online portal, StarRez, or direct to the House Teams. We then assess the situation and grade repairs as Emergency, Urgent or Non- Urgent.

2.3.41 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

2.3.42 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 must confirm satisfactory receipt of goods and services via the PO system before the invoice is paid.

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

Housekeeping

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

2.3.45 Nido 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

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

2.3.47 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.

2.3.48 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 residence and is reviewed during Health & Safety audits.

Post and Deliveries

2.3.49 The regular post-person will have access to the residence to make their regular deliveries to each postbox in the receptions area.

2.3.50 For all other deliveries, the courier/postman will be taken in by the house team, as per our post policy- we will notify the resident and on production of ID the delivery will be handed to the resident after signing

Management of Anti-Social Behaviour

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

Complaints Procedure

2.3.52 Nido are determined to provide a high-quality service to all customers. Our residents and residents / neighbours are therefore encouraged to raise any complaints / grievances in person to a member of the House 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 head office will be re-directed to the relevant House Team for them to investigate in the first instance. We comply with the ANUK code of practice in responding to complaints

2.4 Third Party Services

Laundry

2.4.1 The laundry will be provided at Ardee Point Dublin 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 residents` '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 be fully DACcompliant.

Information Technology

2.4.3   Resident 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, Free view TV, a dedicated student portal and a free 24/7 helpdesk. Also allowing them to attach up to 10 additional devices

Travel Plan

3.0   Travel Plan

3.0.1   This is the Nido Management UK travel plan for students living at Ardee Point Dublin.

3.0.2   The Travel Plan has been prepared mainly for the residents living at the development and the majority of the measures proposed are intended to encourage residents to reduce their reliance on car travel and to encourage active use of public transport. Much of what is proposed in the Travel Plan will also apply to the small number of the team employed at the residence.

3.0.3   The implementation and the management of the Travel Plan is the responsibility of the House Manager based at Ardee Point Dublin and will be monitored by the Operations Manager.

3.1   Key Benefits of the Travel Plan

Benefits to the individual

3.1.1   To involve resident and successfully promote the Travel Plan it is important to outline the benefits to the individual. The use of non-car models can bring several benefits including:

- **Improved Health**
  Walking and cycling can bring about several 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/Colleges

3.1.2   The benefits to the Universities /Colleges 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 residence 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 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 Residence Student Parking

3.2.1   The residence has no on-residence parking spaces and does not allow for any residents parking on or near the premises. The license agreement and Licensee handbook specifies the location is car free and that residents are not to bring their own cars to the accommodation.

3.2.2   In total there are 132 No. bicycle parking spaces provided within the proposed development. The co-working space will contain 4 No. spaces provided on a wall or column mounted double stacked arrangement. The remaining 128 No. spaces consist of 122 No. spaces for the residents of the subject scheme and 6 No. spaces for visitors, these spaces will be provided using a two-tier parking system contained within the secure bicycle store which can be accessed from Ardee Street and the internal courtyard of the proposed development.

Two zones within the courtyard adjacent to the bicycle store have been identified for future bicycle parking spaces, should there be adequate demand. To allow for the potential future installation of these additional bicycle parking spaces, these areas will be developed without permanent planting or built furniture so that they can be easily modified.

3.3   Start and End of Term

3.3.1   The following is the procedure employed by Nido Management UK for the arrival and departure of residents at the beginning and end of the academic year.

3.3.2   Prior to arrival, all residents 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 residence.

3.3.3   Residents are encouraged to spread their arrival to the accommodation by offering the facility to arrive up to one days prior to the License start date at no additional charge.

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

3.3.5   Resident who do choose to arrive by car will park in adherence to the arrival plan which has been drafted by Nido Management UK.

3.3.6   Residents 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 residence from various public transit hubs.

3.3.7 To ensure the move-in process is managed efficiently, additional resources are deployed to manage the road congestion and for directing residents quickly to their check in point and assistance with the unloading of the cars/vans

3.3.8 The resident move-out period is managed in a similar fashion to the move-in process. Residents are expected to confirm with the House Team their proposed move-out date / time slots. However, move-out periods are less constrained as the residents tend to move out over an extended period.

3.3.9 Additionally, unlike other traditional halls, residents at Ardee Point will not need to remove all their belongings at Christmas and Easter, therefore reducing the traffic associated with the residence as the residents are more likely to commute home by train or coach, as opposed to a car.

3.4 Travel Movements whilst in Occupation

3.4.1 The House team based at Ardee Point, Dublin 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 Boyce House.

3.4.2 The residence in Dublin 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 Dublin Institute of Technology, Trinity College and the City Centre

Public Transport

3.4.4 The proposal site is well located to deliver excellent access to regular public transport services, with the closet bus stop being on St Lukes Avenue approximately 150 metres north of the site. There are also further bus stops located approximately 150 metres west of the site on Ardee Street. A summary of the bus services within a 400 metre catchment area, including the route and frequency is set out below.

No.	Route	Typical Daytime Frequency
St.Lukes Avenue		
27	Clare Hall- Jobstown (both ways)	Every 15 mins
56a	Tallaght – Ringsend	Every 45-50 mins
77a	Citywest - Ringsend	Every 20 mins
77x	Citywest – UC Belfield	Every 10-20mins
151	Foxbrough- Docklands	Every 15 Mins
Ardee Street		
150	Rossmore- Hawkins Street	Every 20 Mins

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

3.4.6 We expect travel home during the academic year to be undertaken by train or bus. IHeuston Railway Station is located approximately 1.9 kilometers distance from the site. The Dublin coach stop at Burgh Quay is 2km in distance from the site, servicing major cities and towns Cork, Limerick, Waterford, Belfast, Ennis.

3.4.7 The site staff will also promote the national public transport information service along with the telephone number of TFI (Transport for Ireland) 01-8798300. This provides information for travel by bus,tram, 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 beundertaken within 6 months of first occupation. The House Manager based at Ardee Point Dublin 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 residents and the Dublin 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 to minimise costs and environmental impact.

4.1.2 Residents will be responsible for taking their waste to the bin store. We will actively promote recycling, compost and the use of specialist banks for clothing and other recyclables to avoid as much refuse going to landfill as possible. In line with the local authority's requirements and European regulations.

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

4.1.4 Waste generated by residents will be stored within each studio in refuse and recycling bins. It will be the responsibility of the resident 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 bins provided.

4.1.5 We minimise management 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 have been prepared with due considerations of the proposed site layout as well as best practice standards., local, national waste management requirements including those of DCC. In particular consideration has been given to the following documents:
- BS 5906:2005 Waste Management in Buildings – Code of Practice;
- EMR Waste Management Plan 2015 – 2021;
- Dublin City Council Development Plan 2016 – 2022 (Appendix 10);
- DCC, Bye-Laws for the Storage, Presentation and Collection of Household and Commercial Waste (2013);
- Draft DCC Dublin City Council (Storage, Presentation and Segregation of Household and Commercial Waste) Bye-Laws (2018);

4.2.2 The Waste Storage Area (WSA) is located on the ground floor at the western corner of the development and has access to Ardee Street. The plans indicate capacity for the following:

Area/Use	Bins Required			
	MNR*	DMR**	Organic	Glass
Student Accommodation	7 x 1100L	13 x 1100L	9 x 240L	2 x 240L
Office	2 x 240L	3 x 240L	1 x 120L	1 x 120L

Note: * = Mixed Non-Recyclables

** = Dry Mixed Recyclables

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 apartment and 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.

4.3.3   At the end of each license period, we encourage the re-cycling of goods by operating a recycle/reuse campaign in conjunction with a local charity.

Fire Management Plan

5.0   Fire Safety Management Statement of Intent

Nido Management UK believes that ensuring the health and safety of its team, 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.

Tony Allen
Global Operations Director
Nido Management UK

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 **Nido Management UK** as the employer, occupier / owner or *'responsible person'*.

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

5.1.4 **Nido,** 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 team members, 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 analyses 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 enough persons, whether Front of House, night team or others, to be present always 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. 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, 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 Services Act 1981 &2003 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 team members, 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 Services Act 1981 &2003 and Approved Codes of Practice 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 team training is provided through the appointed competent person employed at the time by Nido.

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 and to meet legal obligations. All evacuations will be conducted by the House 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 House Manager or House Team, at agreed appropriate times during normal hours and in line with current British or European test standards. All building team 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 The House Team 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 Team 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 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 premise are complementary.

5.4.3 House 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 consider 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 Residents 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 House 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 premise's construction and facilities, new procedures, new equipment, new materials and changes in the team or Residents numbers and roles and in the processes carried out.

5.7 Ardee Point Fire Emergency Plan

Training and Training Provision

- ☐ [team/Security/nominated Residential Assistants] will be trained in the use of fire equipment.
- ☐ Team Security/nominated Residential Assistants will be trained in the use of the fire panel.
- ☐ Team/Security/nominated Residential Assistants identified as trained for Fire Marshal duties.
- ☐ Team/Security/nominated Residential Assistants will in the event of an evacuation register visitors at the assembly point(s).
- ☐ Team/Security/nominated Residential Assistants will receive instruction and training for fire evacuation.
- ☐ Team/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 Residents, 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 / Team 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.
- ☐
- ☐

30

☐ 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 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.

What The Team/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 residence team, 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 are pressed on the fire panel]*
- ☐ *[If a heat detector is activated]*

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

Emergency Services Liaison Procedures

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

Specific Information for the Emergency Services

The Team/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 residence]*

Personal Emergency Evacuation Plans (PEEP) for persons with disabilities

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 disabilities are employed in the building will be different to those for person with disabilities visiting the building who 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 powersupply/batterybackup 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 persons with disabilities 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 disabilities (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

The Team 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 Ardee Point 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.