

THE SECOND SCHEDULE

Construction Management Plan

Highway Measures

A Construction Management Plan outlines how construction work will be carried out and how this work will be serviced (e.g. delivery of materials, set down and collection of skips), with the objective of minimising traffic disruption and avoiding dangerous situations and minimising the impact on local amenity. A Construction Management Plan should cover both demolition and construction phases of development. Details of the Construction Management Plan will relate to the scale and kind and location of the development and they should assess the impact on transport and on local amenity including road user amenity. Should any one of these criteria be considered not to be relevant, then specific justification, as to why that particular criterion is not relevant, will need to be provided. The Construction Management Plan should demonstrate that the following has been considered and where necessary the impacts mitigated:

(Note the term 'vehicles' used here refers to all vehicles associated with the implementation of the development, e.g. demolition, site clearing, delivering of plant, material and construction, staff parking etc)

- a) A brief description of the site, surrounding area and development proposals for which the Construction Management Plan applies.
- b) Proposed start and end dates for each phase of construction.
- c) The proposed working hours within which vehicles will arrive and depart.
- d) The access arrangements for vehicles.
- e) Proposed routes for vehicles between the site and the Transport for London Road Network (TLRN). Consideration should also be given to weight restrictions, low bridges and cumulative affects of construction on the highway. A map of the TLRN can be downloaded from the following site:-
http://www.tfl.gov.uk/assets/downloads/TFL_Base_Map_Master.pdf
- f) Typical sizes of all vehicles and the approximate frequency and times of day when they will need access to the site, for each phase of construction.
- g) Swept path drawings for any tight manoeuvres on vehicle routes to the site.
- h) Details (including accurate scaled drawings) of any highway works necessary to enable construction to take place.
- i) Parking and loading arrangement of vehicles and delivery of materials and plant to the site.

- j) Details of proposed parking bays suspensions and temporary traffic management orders.
- k) Proposed overhang (if any) of the public highway (scaffolding, cranes etc.).
- l) Details of hoarding required or any other occupation of the public highway.
- m) Details of how pedestrian and cyclist safety will be maintained, including any proposed alternative routes (if necessary), and any Banksman arrangements.
- n) Details of how traffic associated with the Development will be managed in order to reduce congestion.
- o) Details of any other measures designed to reduce the impact of associated traffic (such as the use of construction material consolidation centres).
- p) Details of how any significant amounts of dirt or dust that may be spread onto the public highway will be cleaned or prevented.
- q) Details of consultation on a draft Construction Management Plan with local residents, business, local groups (e.g. residents/tenants and business associations) and Ward Councillors. Details should include who was consulted, how the consultation was conducted and the comments received in response to the consultation. In response to the comments received, the Construction Management Plan should then be amended where appropriate and where not appropriate a reason should be given why not. The revised Construction Management Plan should also include a list of all the comments received. You are advised to check your proposed approach to consultation with the Council before carrying it out.
- r) Details of any Construction Working Group that will be set up, addressing the concerns of surrounding residents, as well as contact details for the person responsible for community liaison on behalf of the developer, and how these contact details will be advertised to the community.
- s) Details of any schemes such as the "Considerate Contractors Scheme" that the project will be signed up to should form part of the consultation and be notified to the Council. Contractors will also be required to follow the "Guide for Contractors Working in Camden" also referred to as "Camden's Considerate Contractor's Manual"
- t) Details of other construction sites in the local area and how your Construction Management Plan takes into consideration the cumulative effects of construction local to your site.
- u) All contractors and sub-contractors operating *large vehicles over 3.5 tonnes* must meet all of the following conditions:-

- 1) Operators must be a member of TfL's Fleet Operator Recognition Scheme (www.tfl.gov.uk/fors) or similar at the Bronze level.
- 2) All drivers must have undertake cycle awareness training such as the Safe Urban Driver module through FORS or similar.
- 3) All vehicles associated with the construction of the Development must:
 - i. Have Side Guards fitted, unless it can be demonstrated to the reasonable satisfaction of the Employer, that the Lorry will not perform the function, for which it was built, if Side Guards are fitted.
 - ii. Have a close proximity warning system fitted comprising of a front mounted, rear facing CCTV camera (or Fresnel Lens where this provides reliable alternative), a Close Proximity Sensor, an in-cab warning device (visual or audible) and an external warning device to make the road user in close proximity aware of the driver's planned manoeuvre.
 - iii. Have a Class VI Mirror
 - iv. Bear prominent signage on the rear of the vehicle to warn cyclists of the dangers of passing the vehicle on the inside.
- v) Any other relevant information with regard to traffic and transport.
- w) The Construction Management Plan should also include the following statement:-
"The agreed contents of the Construction Management Plan must be complied with unless otherwise agreed with the Council. The project manager shall work with the Council to review this Construction Management Plan if problems arise in relation to the construction of the Development. Any future revised plan must be approved by the Council and complied with thereafter."

It should be noted that any agreed Construction Management Plan does not prejudice further agreement that may be required for things such as road closures or hoarding licences

THE THIRD SCHEDULE

THE TRAVEL PLAN

PART I: Components of the Travel Plan

The Travel Plan will be a basis for promoting sustainable travel to and from the Property.

Paragraphs 35 and 36 of the National Planning Policy Framework states that:

“Plans should protect and exploit opportunities for the use of sustainable transport modes for the movement of goods or people... A key tool to facilitate this will be a Travel Plan. All developments which generate significant amounts of movement should be required to provide a Travel Plan.”

For further advice on developing a Travel Plan see the Transport for London's travel plan guidance website

<http://www.lscp.org.uk/newwaytoplan/resources/file/Travel%20planning%20for%20new%20development%20in%20London.pdf>

The Owner will implement the Travel Plan where appropriate in partnership with the Council and/or with public transport operators.

In drawing up the Travel Plan (“the Plan) the Owner shall ensure that provisions relating to the following matters are contained within the Plan:-

1. Public Transport and walking

- a. Review the public transport needs of occupiers and visitors, or suggest further enhancements to the scheduled London Bus network
- b. Provide in-house public transport information and ensure that this is regularly updated (both Transport for London and National Rail travel information is available from their respective websites:
www.tfl.gov.uk/www.nationalrail.co.uk)
- c. Encourage walking through the provision of information on the best pedestrian routes to and from the Property for occupiers and visitors

2. Taxis and Minicabs

Consideration must be given to the provision and management of Taxi access to the Property

3. Traffic Restraint

The Plan must seek to reduce the volume and impact of vehicles generated by the Development

4. On-Street Parking Controls

The plan should aim to contain the transport impacts of the site (including parking, loading and unloading) to within the curtilage of the site and reduce the impact of the site on surrounding on-street parking.

5. Parking and Travel

A review of occupier's travel should have the principal aim of reducing travelling by car to the site and increasing the proportion of trips undertaken by bicycle, on foot and on public transport,

6. Cycling

The following cycle measures must be provided in sufficient quantity in line with annual travel surveys to be subsequently carried out:

- a. secure and well-lit workplace cycle parking

Consideration shall also be given to providing the following, especially in commercial developments:

- b. changing and showering facilities
- c. cycle allowance for work-related journeys
- d. cycle and equipment loans and insurance
- e. cycle repair facilities
- f. cycle pool for work-related journeys
- g. a Bicycle Users Group (BUG) to progress cyclists issues on site
- h. work with the Council to improve cycle routes to/from the Property

7. Facilities for Goods Movement and Servicing

A Servicing Management Plan for the site must seek to:

- a. identify the number and type of servicing vehicles required for the Property;
- b. Limit the size of vehicle where a larger vehicle will create servicing conflicts;
- c. Manage the timing of deliveries to avoid conflict with other servicing vehicles, conflict with loading or parking restrictions in the area or conflict with heavy pedestrian or traffic flows
- d. encourage suppliers and delivery contractors to use alternatively-fuelled vehicles (such as electric and LPG vehicles and cycles) – organisations can apply to the Energy Saving Trust (www.est.org.uk) for alternatively- fuelled vehicle grants

PART II: Review and Monitoring of the Travel Plan

The Owner shall ensure that the Plan contains arrangements for the review and monitoring of the Travel Plan and that this is carried out on an ongoing basis and at least in years one, three and five following occupation and including a initial survey undertaken three months following the Occupation Date. These arrangements will deal with the matters set out below establishing firm timescales for the taking of each step, specific targets to be adopted for the measuring of the effectiveness of each measure and a reporting mechanism to the Council. It is acknowledged that it will be appropriate to amend the Travel Plan by agreement in the light of developing circumstances.

1. Review the Property's Transport Accessibility

The first stage will be to review the Property's accessibility by all modes. An accessibility report will be produced and this will form the basis for the next stages.

2. Consultation with occupiers

This will involve meeting occupiers of the Property to promote the concept of a Travel Plan. The meetings will seek to identify a common set of objectives for encouraging walking, cycling and public transport usage combined with reducing reliance on the private car.

3. **User Consultation and Travel Surveys**

This stage will be based around consultation. It will be extremely important to secure the support of occupiers and users of the Development if the Plan is to succeed. This stage will include occupier and user travel surveys to examine the use of existing modes of travel, attitudes towards sustainable modes of transport and the most effective measures to promote sustainable transport for commuting journeys and business journeys. The Owner will consult with the Council at this stage.

4. **Implementation**

Stages 1 to 3 will provide the base information for the review of the Travel Plan.

5. **Monitor and Review**

The Travel Plan will secure an ongoing process of continuous improvement. Each version of the Travel Plan shall set out a mechanism of next steps to be tackled in line with results collated from the surveys and shall also set out a mechanism for reporting back to the Council on an annual basis on how effectively the Travel Plan is being in maximising the use of sustainable transport.

THE FOURTH SCHEDULE

LOCAL PROCUREMENT CODE

1. INTRODUCTION

The use of local procurement agreements is a useful tool in helping the Council to improve economic prosperity and diversity in the local area which is a key aim of the Camden Community Strategy and the Local Development Framework (adopted November 2010). The sourcing of goods and services locally will also help to achieve a more sustainable pattern of land use and reduce the need to travel. The use of section 106 Agreements attached to the grant of planning permission will be used as a mechanism to secure appropriate levels of local procurement of goods and services.

A fuller explanation of the policy background and the justification for the use of local procurement agreements and when they will be required is contained with Sections 32 and 33 of the Camden Planning Guidance (adopted December 2006) which can be viewed on the Council's web site. This document is in line with the objectives of other organizations such as the London Development Agency and Government Office for London.

The purpose of this code is to maximise the opportunities available to Local Businesses in Camden from larger property developments taking place in Camden both during and after the construction phase. The local procurement code describes how the Owner in partnership with Camden Labour Market & Economy Service will ensure that Local Businesses benefit directly from the opportunities arising from both the Construction Phase of the Development and the end use of the Property.

The requirements of the local procurement code apply to the Owner, main contractor and subcontractors appointed by them as well as tenants subsequently occupying the building. The code is designed to support the Owner and their contractors in fulfilling their commitments to the planning agreements by clarifying what is required from the outset. Although the wording is emphatic, Camden Labour Market & Economy Service seeks to work in partnership with contractors to assist them in meeting specifications and in finding suitable local companies. They will provide a

regularly updated pre-screened directory of local companies in construction, fitting-out and furnishing trades in support of local procurement agreements.

2) MAIN REQUIREMENTS OF THE CODE

A) CONSTRUCTION.

We will request that the Owner meets with London Borough of Camden's Labour Market & Economy Service's Local Procurement Team ("the Local Procurement Team") at least 1 month in advance of tendering contracts to clarify how the local procurement code will work and the co-operation required from the Owner, main contractor and subcontractors.

The Council will seek to ensure that the Owner inserts the following clauses in the tender documentation issued to the main contractor:

2.1 Actions & Responsibilities of Main Contractor

1. The main contractor will provide the Local Procurement Team with information on the estimated timing of their procurement programme and a schedule of works packages to be let ("the Procurement Schedule") and to provide updates of the Procurement Schedule as and when it is updated or revised.
2. The main contractor will work with the Local Procurement Team to: include local companies on their tender lists wherever possible and to aim to achieve the procurement of construction contracts and goods and services from companies and organisations based in Camden towards a target of 10% of the total value of the construction contract.
3. The main contractor is required to provide regular monitoring information to the Local Procurement Team every six to eight weeks during the construction phase, via e-mail, phone, fax or liaison meeting providing details of:
 - all local companies which are sent a tender enquiry or a tender invitation detailing the date and the works package or items concerned;

- the outcome of all works packages tendered, where there is a local company on the tender list, stating whether the local company was unsuccessful, successful or declined to tender and the contract value in the case of a contract being awarded to a local company.
 - All local wholesalers and building materials suppliers which are asked to provide prices and the value of any purchases of materials and other wholesaler supplies procured.
- (The Local Procurement Team can provide a pro forma local procurement log to assist in the monitoring process)
- Full contact details of all subcontractors appointed (whether local or from elsewhere)
4. The main contractor should include a written statement in the tender documentation sent out to sub contractors informing them of their s106 requirement obligations as set out in section 2.2 below and ensure cooperation is agreed as a prerequisite to accepting sub contract tenders
 5. The main contractor should provide an opportunity for the Local Procurement Team to brief subcontractors on the requirements of the Local Procurement code.
 6. The main contractor will identify any actions that are required in order to overcome known barriers to Local Businesses to accessing their supply chain in respect of the Construction Phase.

2.2 Actions And Responsibilities of Sub-Contractors

1. All sub-contractors appointed will be required to work with the Local Procurement Team and to aim to achieve the procurement of construction goods and services from companies and organisations based in Camden towards a target of 10% of the total value of their construction sub-contract. (A regularly updated sub-directory of local suppliers will be supplied to subcontractors by the Local Procurement Team).

2. All subcontractors are required to provide regular monitoring information either to the main contractor or directly to the Local Procurement Team every six to eight weeks during the construction phase, via e-mail, phone, fax or liaison meeting providing details of :

- All local wholesalers and building materials suppliers which are asked to provide prices and the value of any subsequent purchases of materials and other wholesaler supplies procured.
- All local companies which are sent a tender enquiry or a tender invitation detailing the date and the works package concerned and the outcome of all sub-contracts tendered.

2. The Commission is pleased to provide regular reports to the public on its activities. The Commission is pleased to provide regular reports to the public on its activities. The Commission is pleased to provide regular reports to the public on its activities.

3. The Commission is pleased to provide regular reports to the public on its activities. The Commission is pleased to provide regular reports to the public on its activities. The Commission is pleased to provide regular reports to the public on its activities.

4. The Commission is pleased to provide regular reports to the public on its activities. The Commission is pleased to provide regular reports to the public on its activities. The Commission is pleased to provide regular reports to the public on its activities.

THE FIFTH SCHEDULE
DRAFT STUDENT MANAGEMENT PLAN

THE FIFTH SCHEDULE
DRAFT STUDENT MANAGEMENT PLAN



**UNIVERSITY
OF LONDON**

GARDEN HALLS, UNIVERSITY OF LONDON

DRAFT Student Management Plan

March 2013

Contents

- 1. Executive summary**
 - 2. About the student accommodation management plan**
 - 3. Partnership approach to student accommodation management & community liaison**
 - 4. Operational management**
 - 5. During the tenancy**
 - 6. Enhanced security**
 - 7. Operational processes**
 - 8. Health & Safety**
-
- | | |
|-------------------|------------------------------|
| Appendix 1 | Student Welfare |
| Appendix 2 | Licence Agreement |
| Appendix 3 | Waste Management Plan |

1. Executive summary

This Student Accommodation Management Plan has been prepared to inform the planning application for the redevelopment of the Garden Halls in Bloomsbury by the University of London. *This document is intended to be a live document through the planning and post-planning process and hence why it is currently in Draft.*

The plan outlines how the University and its student accommodation service provider University Partnerships Programme (UPP) will work together to deliver the services, security arrangements, welfare provision and how local feedback will be gathered and used.

The long-term partnership between the University and UPP will provide numerous benefits for both students and the local community.

These will include;

- A University of London led pastoral care team supported by a full time UPP accommodation management team with clear lines of responsibility for student welfare and behaviour
- Increased levels of trained and experienced staff provided by UPP
- The delivery of a range of services including maintenance, security and cleaning by one of the most experienced providers in the Higher Education sector in the United Kingdom
- The establishment of a community liaison group, including members of the local community, which will meet quarterly, to review operations and address issues of common concern to local stakeholders
- Enhanced security arrangements both by design and operation, utilising the latest in technology
- A 24 hour helpline for reporting any issues, operated by specialist, trained staff, with target response times
- Main entrance access to the Garden Halls from Cartwright Gardens and time-restricted access to townhouses from Sandwich Street

2. About this Student Accommodation Management Plan

To ensure that the building and its occupants integrate successfully into the wider community we have drawn from our collective experience in managing large-scale student housing projects in residential areas.

This document sets out the key principles, methods and working practices that will be adopted by UPP and the University in the management of the Cartwright Gardens development.

Particular emphasis has been placed on how we will actively engage with local stakeholders to ensure that the building and its occupants integrate successfully into the wider community on a long-term basis, whilst ensuring the best in student welfare and a positive student experience.

We are mindful that Cartwright Gardens is a predominantly residential area and have taken this into account when preparing our management plan.

2.1 Introduction to the University of London

The University of London is one of the most prestigious universities offering world class education to a community of over 120,000 students. Many of its constituent Colleges are consistently ranked as some of the best universities in the world. Founded 175 years ago it is also the largest university in the United Kingdom.

The University operates an intercollegiate hall of residence system for the benefit of the 18 self-governing Colleges and 10 specialist research institutes that make up the federation. Maintaining control of the student residential estate is an important part of ensuring that the University continues to enjoy good relationships with local stakeholders and that student welfare is fully catered for. The redevelopment of the Garden Halls, which are ideally located for students wishing to study at the University, provides an opportunity to enhance these relationships and to implement a step change approach to the management of the accommodation.

Following a market tendering process the University of London selected UPP as its preferred partner for the delivery of high quality affordable and well-managed

accommodation at the new Garden Halls. UPP are specialists in the UK higher education market, operating a total of 28,000 rooms nationally, and were selected on the basis of their excellent track record in the management of student halls of residence on behalf of Higher Education institutions.

While the primary relationship will remain between the University and the student, including entering into tenancy agreements and residential terms and conditions, UPP will provide full support to the University, its Wardens and Residential Assistants to ensure an integrated approach to student welfare, management and pastoral care.

2.2 Introduction to UPP

UPP is a leading provider of student accommodation and campus infrastructure. Bringing a wealth of knowledge and expertise, UPP's core business is the provision of student accommodation and asset management to the Higher Education sector.

Neighbours can rest assured that the halls of residence are in good hands as UPP prides itself on being a primary partner, engaging in long-term partnerships with world renowned University partners, always seeking to enhance the University's reputation and its own through well-managed, stakeholder friendly halls of residence.

UPP's wholly-owned, in-house facilities and asset management arm is responsible for ensuring the day-to-day delivery of high quality services to students across the UPP portfolio, ensuring a consistency in approach and implementation of best-practice.

UPP is to provide the University of London with a complete building infrastructure asset management service that includes hard and soft Facilities Management (FM) at the Garden Halls development.

A local team will provide all onsite services, from building maintenance to security and cleaning and will be contracted to support the University in delivery of well-managed halls of residence in Bloomsbury for the long term.

3. Partnership approach to student accommodation management & community liaison

To ensure that the Garden Halls make a positive impact on the local community, we will work proactively to develop beneficial relationships with neighbours, businesses and others in the local community.

The University and UPP consider this approach to be vital to the long term success and sustainability of the Garden Halls. Our vision is to ensure that the broad range of local interest groups co-exist harmoniously.

The partners are committed to and will be resolute in the drive to mitigate the impact of day to day operations on the local residential and business neighbours.

Noise management will be a key theme and we will provide a manned 24 hour phone line for concerned neighbours to contact suitable staff. There will also be a target time to resolve noise-related issues.

The Garden Halls will be fully staffed all year round. The improved level service provision will apply equally to all summer vacation activities.

3.1 Contact with the Facilities Management team

In addition to the 24 hour phone line, the site-based management team will be available to listen to and discuss any issues or concerns raised by the local community, providing points of contact with the site team for neighbours and businesses.

Concerns or specific problems will be dealt with quickly and effectively. Contact details for our on-site management team, the management office and other key members of staff will be circulated to all neighbours and business occupiers prior to the opening of the new Garden Halls.

3.2 Community Liaison Group

UPP and the University of London will establish a Community Liaison Group (CLG) – a positive commitment to strengthening relationships between the Garden Halls, its neighbours and local stakeholders.

The CLG will comprise a broad range of representatives. Minimum composition is expected to include:

- UPP Residence Manager
- Head of Residential Services from University of London
- Wardens and Residential Assistants
- Resident or Management representatives from any adjoining or nearby public or private housing associations
- Representative from local commercial properties
- Police community liaison officers

It is envisaged that the group will comprise approximately 10 representatives from these identified sources. The University and UPP will invite nominations for membership from each of these groups.

The primary purpose of the CLG will be to review the impact of the operations of the Garden Halls on the local community. It will be a forum to discuss areas of common concern in connection with the management of the building and any potential impact that the activities and behaviour of students may from time to time have on the local environment.

The CLG will work to determine practicable solutions to problems identified, with UPP subsequently taking responsibility for ensuring that the agreed actions are implemented. The CLG will also be responsible, on an annual basis, for agreeing the level of use of facilities at the Garden Halls e.g. meeting rooms, by the local community.

CLG meetings will be held in line with the student academic year cycle at the management suite, with the first taking place no later than two months prior to first occupation by students of the new Garden Halls. The meetings will be administered and chaired by UPP, who will be responsible for producing and circulating appropriate agendas and subsequent minutes to all members. During every fourth

quarterly meeting, the agenda shall include an annual review process where members can discuss how effective the CLG is and propose adjustments to its terms of reference and working practices where appropriate. The timing and frequency of meetings will be reviewed at each session.

Community Liaison Case Study

Griffon Studios



At Griffon Studios, a partnership with Imperial College London in Clapham Junction, UPP work closely with the local community to make the area a better place to live for everyone.

Police Community Support Officers use the staff welfare and rest facilities at our halls of residence. The UPP site manager works closely with them to ensure students are advised on safety awareness and hot topics. UPP carry out personal property marking services, helping to ensure students are aware of how to keep themselves and their belongings safe. This is of particular importance as many students are from overseas and do not have experience of living in a city environment.

Griffon Studio students are encouraged to join volunteering schemes hosted in the local community hall every Saturday morning. One example is a scheme available to children from the local area that helps them to gain support and guidance with Maths and English school work.

All job opportunities are also advertised in a local newsletter which is delivered to each household in the local housing estate. Many of our staff are employed via this route, ensuring the scheme offers employment opportunities to the community first.

4. Operational management

4.1 Welfare & pastoral support staff

The welfare and pastoral care of the students will be the responsibility of the University of London delivered by an appropriately trained team. This team will be actively supported by the full complement of directly employed UPP staff and management. Collectively they will provide the leadership required to support student welfare on site, encourage appropriate behaviour and initiate disciplinary procedures when required.

Information on the roles and responsibilities of the Warden and the Residential Assistant posts is included in Appendix 1 of this plan.

The Garden Halls pastoral and management needs will be delivered through the roles and responsibilities assigned to the Warden, Residential Assistant and Facilities Management team. The structure will be reviewed annually, with the most appropriate mix and number in each role being determined to ensure the highest standards of welfare, pastoral care and management of the students.

A key responsibility of the team will be to monitor and deal with issues relating to uncontrolled behaviour, 24 hours a day. An example of how disruption caused by poor behavior will be handled is illustrated by the flowchart included under section 5.4.

4.2 On site management and staff

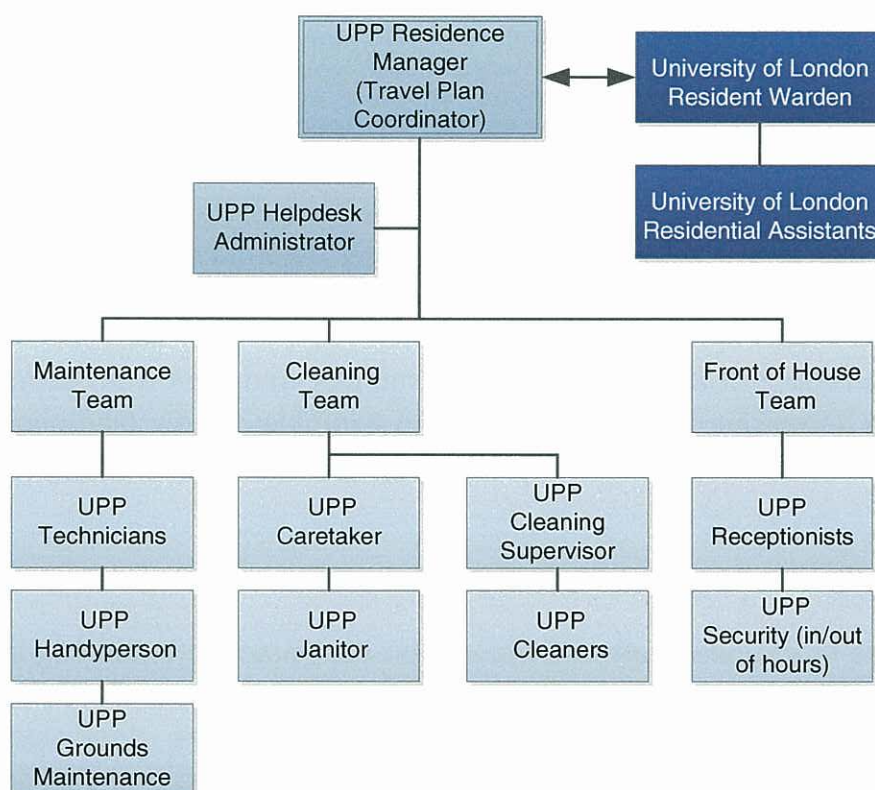
The structure of the new team will draw upon best practice in the Higher Education sector. Overall responsibility for the management of the new Garden Halls will be with the UPP Management Team comprising a full-time dedicated Residence Manager, supported by a team of administrative, engineering and cleaning staff all of whom will be based at the Garden Halls. Every member of UPP staff, regardless of role or position, will be trained to be a first line of support for students and members of the public in relation to the day to day operation of the Garden Halls.

The site will have a 24 hour front of house service staffed by a receptionist during the day and by two members of the security team during the night and at weekends. This enables one person to patrol the building or respond to call outs while the other will maintain a presence at reception and vigilance on CCTV feeds. All FM staff will be directly employed by UPP.

UPP has recently been awarded Investors in People accreditation and offers staff the training and support needed to carry out their functions on-site, safely and effectively.

As previously mentioned, the Garden Halls will be fully staffed throughout the year. There is usually an increased presence outside of term time as periodic work and deep cleaning takes place at this time. The local community will therefore see no lessening of service, presence or communication outside of term time.

The Site Team



4.3 Building access arrangements

The layout of the building will allow staff to monitor access, with a visible staff presence and a clear point of contact for students and visitors.

The Garden Halls have been designed with two dedicated lobby areas, accessed by a row of card-operated security barriers in view of the reception desk. There is one for Hughes Parry tower and one for the main reception located in the new Garden Halls, which will be staffed 24 hours a day. This will allow staff to monitor student and visitor access to the building and will provide a visible staff presence and point of contact.

The management suite will be located adjacent to the main reception desk allowing a quick and effective response to any issues that cannot be dealt with directly by the reception staff.

Townhouses

Time-sensitive auto-locking doors will be installed to the townhouses along Sandwich Street. These centrally controlled doors will be useable between the hours of 7am – 7pm for students of the particular townhouse only. Outside of these times the door will not function, with students accessing their accommodation from the courtyard, meaning they will have to enter the building via the main entrance on Cartwright Gardens.

A comprehensive internal and full external CCTV installation will be provided with night vision capability. Live feeds will be monitored from the main reception desk by the security team.

4.4 Day-to-day monitoring

A discreet but effective security and behaviour monitoring role, encouraging appropriate behaviour, will be provided by all staff moving around the buildings during the day.

To maintain a good quality living and working environment for all students, communal areas of the building including lifts, common rooms, lounges, townhouse kitchens, laundry, courtyard gardens, amenity space and all entry and exit points, will be inspected and cleaned regularly by a team of directly employed cleaning staff. This provides a further effective method for monitoring the welfare and behaviour of the students.

As part of their role the Residence Manager and their service management team will perform daily inspections to ensure that;

- Operational staff are performing in accordance with applicable service level agreements
- Students are benefiting from a good living and learning environment free from the inconveniences caused by poor service delivery and disruptive behaviour
- Student, University staff and neighbour issues are dealt with appropriately

This will help guarantee service delivery is meeting both the University's and students' satisfaction. A focus on high quality service delivery, reducing response times and promoting a beneficial living environment for students will have a positive impact on the local environment.

4.5 Building design

UPP's experience across a student accommodation portfolio comprising over 28,000 rooms has informed the design and fit out of the Garden Halls.

Examples of design intended to mitigate the impact on our neighbours include:

- Time-sensitive auto-locking doors installed to all of the townhouses along Sandwich Street.

- Windows with restricted opening position so as to control noise transmission and provide a high level of security. In student lounges and kitchens ventilation will be controlled through the use of acoustically treated vents.
- Extraction systems from the kitchens will filter the output from the kitchen to the extent that it will be odourless. The outlet will be at a high level which will also dissipate extracted air most effectively. The system will incorporate sound attenuation in order to meet the required acoustic limits.
- Enclosed central courtyard – a main hub of activity within the Garden Halls – thereby providing an all-weather amenity within the building for students and at the same time attenuating the sound within the structure of the building.

5. During the tenancy

5.1 Terms of occupation

Students will occupy the Halls under the terms of a Licence Agreement with the University, which covers matters such as anti-social behaviour, disciplinary procedures and aspects of health & safety. A copy of this Licence Agreement can be found in **Appendix 2**. The Licence Agreement also represents the key terms of reference between the Wardens or Residential Assistants and the student.

5.2 Student welfare

Managing noise levels and safeguarding an environment conducive to study will be achieved by ensuring that the number and location of Wardens and Residential Assistants will be appropriate so that all areas are adequately covered.

In addition to the pastoral care and support provided to the students by their individual Colleges, the University will provide Wardens and Residential Assistants. Their role will be to foster a student-focused, study-centered environment, by providing welfare assistance, maintaining discipline and enforcing the terms of the Licence Agreement throughout the Halls.

The roles and responsibilities of the pastoral care team can be found in more detail in **Appendix 1**.

5.3 Maintenance issues

Where room repairs and/or maintenance is required, the UPP helpdesk will log the requirement and schedule a repair by the on-site maintenance staff, according to urgency. Information relating to all Service Level Agreements and response times for maintenance repairs will be communicated to students via their welcome packs.

Once a maintenance issue has been reported, information relating to progress and the outcome is updated by the helpdesk administrator, enabling those logging calls to be advised of progress.

5.4 Acceptable Behaviour

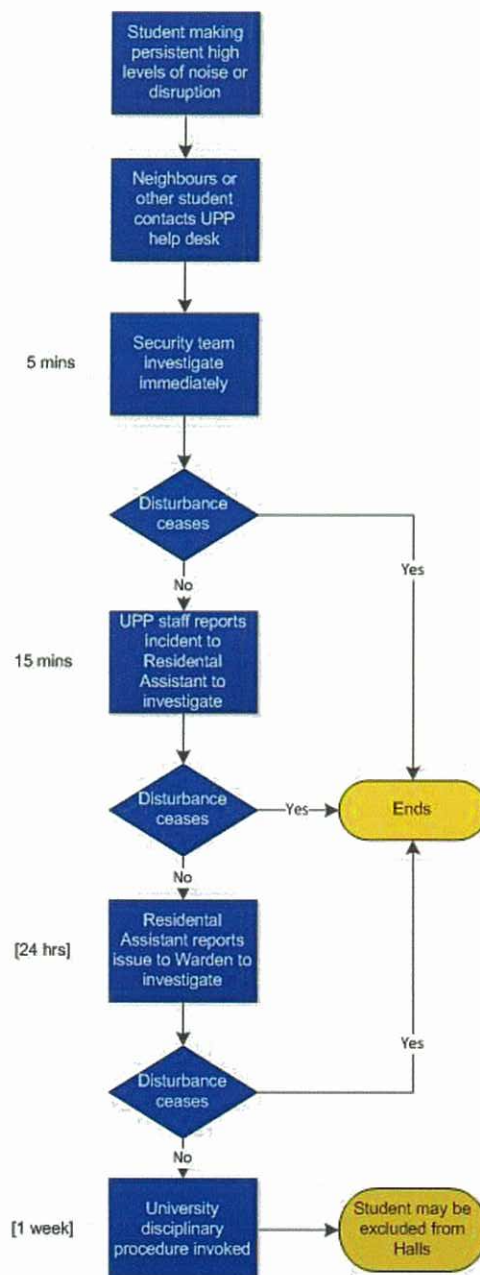
The encouragement of acceptable behaviour is critical to the success of the Management Team.

UPP and the University will work with students to create a living environment where all can live and enjoy their university experience, considering and respecting others. For example students will be requested to bring headphones with them to halls to listen to music.

The students are required to sign a Licence Agreement which includes details of rules and responsibilities. Any anti-social behaviour – including excessive noise – caused by students which is either observed by the Management Team, reported to them by other students or the occupiers of neighbouring buildings, will be taken seriously by the Residence Manager, security staff, Residential Assistants and Wardens in line with procedures detailed within the Licence Agreement.

Regular patrols of the premises will take place to check that all is well and to prevent the occurrence of anti-social behaviour. In addition the Residential Assistants and Wardens will be appropriately trained to take responsibility for what is happening in their area of the building, taking action where necessary.

The flowchart below shows the process for dealing with any noise and disturbances. A target time is shown on the left.



A detailed summary of all legally binding obligations relating to standards of behaviour in and around the building is contained in the current University of London Licence Agreement which is set out in **Appendix 2**.

6. Enhanced security

In addition to the 24 hour on-site security presence at the property, the following security measures will be put in place to enhance the safety of students at all times.

6.1 Electronic access control

The building will feature an electronic access control system. This centrally managed system will allow areas for individual students to be restricted to particular rooms or areas and can be time-sensitive.

Entry to and from the building, all common areas and individual flats, townhouses and study bedrooms will be controlled. Students will be issued with personal fobs when they first arrive at the building, which are all individually registered to the student and strictly controlled.

The townhouse external doors on Sandwich Street will only allow access between 7am – 7pm for example. After 7pm all students will access their townhouse from the internal courtyard only, using the main entrance on Cartwright Gardens.

Access to areas not in use during the evening, such as the conference facilities, will be prevented.

In the event of a key being lost or stolen, the system will cancel the original key and a new one will be issued to the student.

6.2 CCTV & external lighting

A comprehensive perimeter CCTV system with night-vision capabilities will act as a deterrent to anti-social behaviour in the vicinity. It will also make it easier to identify anyone making a disturbance.

The development will have a comprehensive internal and external perimeter CCTV installation with full night-vision capability. Experience shows this to be a major deterrent. Live feeds will be monitored on-site and can also be viewed remotely if required. Recorded video data of all activity in and around the building will be stored for 1 month. This will support the on-site security presence.

6.3 Emergency contact

The reception desk will be manned 24 hours per day, with contact details provided to neighbours, should they need to contact our site security team in an emergency.

Please refer to the flowchart at section 4.4 Acceptable Behaviour, showing the process for dealing with noise and other disturbances. **Appendix 2** also outlines the disciplinary procedure should behaviour not meet the agreed standards.

7. Operational processes

7.1 Operational procedures

The team will deliver the services all year round, not just during term time. The Service Level Agreement, which UPP will adhere to, forms part of the contract between the parties.

A set of standard policies and procedures will be utilised to ensure there is clarity and consistency in the way the FM team operates. This will ensure students have a positive and safe experience during their stay.

The policies and procedures cover all aspects of the management of residential accommodation, from managing student intake to planning building maintenance, cleaning procedures and all non-term time activities.

Service delivery will be in line with agreed Service Level Agreements and Key Performance Indicators. Actual performance will be regularly audited as part of the performance monitoring system, per the contract documents.

7.2 Intake strategy

Careful planning and staggering of the student intake will ensure a smooth and well-coordinated arrivals process.

The principal intake period for the majority of the students at the Halls will be at the beginning of the UK Higher Education academic year in September. Term start dates are usually during the two middle weeks in September.

The precise length of the intake period will be dictated by the varying academic course and University of London Colleges start dates for students in any given year.

The intake process will be carefully planned and coordinated by the management team and whenever possible staggered over this period of two weekends. On an annual basis the arrangements will be presented to the CLG and communicated to neighbours and local stakeholders.

In addition to the principal intake weekends, a proportion of students - particularly those travelling to the UK from overseas – will arrive on an ad hoc basis during weekdays, however at all times during the intake period site staff will be fully briefed and prepared to accept registrations with minimum hassle and disruption.

UPP will liaise with local community police, traffic management and the local resident and business associations prior to the move in period, to brief them on the planned intake weekends and, where necessary, agree a strategy for management of vehicle movements.

To ensure a trouble-free arrivals process, additional staffing support will be provided during intake weekends. These staff will be on hand to direct new students to the reception area where they can collect their keys and welcome packs and accompany students to their rooms for the first time.

Having reserved rooms and signed formal licence agreements, each resident will be notified well in advance of an appropriately allocated intake weekend day allowing the team to manage arrivals in phased timeslots throughout the day.

As students will have previously received information on how the moving in process operates, UPP will be able to welcome students individually and direct them to their room quickly and efficiently.

It is made clear to students that the allocation of time slots is for their benefit to ensure a smooth and trouble free arrival experience and to minimise any localised disruption in terms of vehicular movements. In our experience, the vast majority of students comply with these scheduling requirements and arrive when requested. The Garden Halls site benefits from excellent links to public transport and students will be strongly encouraged to make use of the major transport hubs, London Underground and bus services on arrival day.

In addition time slot allocations for intake are spread well across rooms throughout the building to minimise pressure on lifts, stairwells and other circulation spaces.

7.3 Induction evening

The need to act as good neighbours both within and in the vicinity of the building will be emphasised to students by the Management Team and local Police at the induction evenings.

At the end of the final September annual intake weekend a 'meet and greet' induction evening event for new students and the Management Team will be held. Students starting term earlier than the final weekend would all be 2nd, 3rd, 4th or 5th year students, so the induction meet and greet would be primarily aimed at Freshers.

This meeting wherever possible, will also be attended by members of the local Police and the Fire Services and is designed to introduce students to the practical realities of life in a student residence and issues of personal safety, security and good

neighbourliness. In overall terms, the meeting delivers a strong message regarding acceptable behaviour and how students should live within the community.

Representatives of the CLG will also be invited to the session to give students the opportunity to learn something about the community in which they will be living and learning. UPP will also provide students with hard copy site-specific safety information as part of their induction packs.

7.4 Catering services

A University of London catering service tailored to the needs of the students will be provided for seven days per week in the lower ground floor dining hall in the new Gardens Halls. A separate coffee bar area open all day will enable a longer meal service, creating a relaxed environment for group working and social interaction between students.

The kitchen service will operate on a 7 day per week basis catering for breakfast and dinner every day. At the weekends breakfast will be replaced by a brunch service. Our opening times will be from 7.30am – 9.30am for breakfast, 11am until 12.30pm for brunch and 5.30pm until 7.30pm for dinner.

Breakfast will be a full English breakfast offer as well as a continental selection including pastries, croissants, fresh fruit and yoghurts. There will also be a selection of juices and hot drinks. At dinner we will offer a minimum of three traditional hot main courses and a live action hot choice such as a stir fry. There will be a self-help salad bar with dressings. Freshly made soup will be offered and a selection of hot and cold desserts. There will also be a range of confectionery, minerals and hot drinks.

In addition there will be a separate coffee bar area with a premium branded coffee offer. This will also offer a range of grab and go items such as paninis, sandwiches, wraps and boxed salads as well as jacket potatoes with hot and cold fillings, savoury pies and slices and items such as pizza slices. It is proposed that this area is open all day to enable a longer meal service and to also help to create the social environment for the residents to work and relax in.

It is proposed that vending machines selling hot and cold drinks and crisps and snacks are introduced on the ground floor for an out of hours service provision.

Payment for all food and drink would be via either a cashless system linked to the security access passes or cash and credit cards.

7.5 Waste management

Waste generated at the site will be contained in a storage area located on the lower ground floor. Site management will ensure that waste collections will be at times that do not disturb neighbours unnecessarily early in the mornings. The new vehicle access and service area arrangements will ensure a forward gear only drive through approach to vehicle management.

A full preventative pest control regime will also be in place at the site. An extract from the Waste Management Plan for the site is attached as **Appendix 3**.

7.6 Vehicle management

Roads will be kept free as delivery vans will be able to park off street by entering the service area in the development.

Postal deliveries will be made directly to the reception post-boxes in the two buildings with parcels being handled by reception staff.

8. Health & safety

UPP are extremely vigilant in the approach to all Health & Safety issues and legislation and have recently been awarded Occupational Health and Safety Assessment System (OHSAS) 18001.

An external Health & Safety consultancy will undertake risk assessments of the completed development in the following areas:

- Fire Risk Assessment (Fire Safety Regulatory Reform Order 2005)
- Health and Safety Risk Assessment including Control of Substances Hazardous to Health (COSHH), Portable Appliance Testing (PAT) testing and Gas safety certification
- Legionellosis(water) Risk Assessment

Comprehensive reports will be commissioned annually and all site safety issues will be managed in-house. The initial assessments will be undertaken towards the end of the construction phase, and will enable all required safety measures to be put in place prior to the first student move in period.

UPP will deal with all site risk assessments, safety compliance issues, site specific task management, and will ensure that it maintains accurate safety data and compliance with legislation as governed by the Health & Safety Executive.

To safeguard staff safety and compliance, all on-site staff at the building will undertake training in general Health & Safety issues as appropriate for their area of responsibility. All employees required to work during the night will be eligible for night working health assessments as required under the Health & Safety at work Act 1974.

UPP site Health & Safety procedures are regularly audited both externally and internally to ensure compliance with legislation and best practice.

Appendix 1 – Student Welfare

Role and responsibilities of the pastoral care team

Wardens

Wardens are resident members of staff responsible for welfare & pastoral care, discipline & conflict resolution (including noise complaints), re-admissions, out-of-hours emergency cover, and community and social life. The Wardens are supported by a team of Residential Assistants.

Residential Assistants

Residential Assistants are experienced, usually postgraduate students, who live at the residence full time and work under the direction of the Wardens in connection with welfare & pastoral care, discipline & conflict resolution (including noise complaints), re-admissions, out-of-hours emergency cover, and community and social life. The Residential Assistants work as a team and there will always be people available at evenings and weekends.

The Wardens and Residential Assistants are here to offer support and guidance with problems such as academic difficulties, health or emotional issues, social concerns, and disputes between students. They endeavour to deal with any problems sensitively and confidentially and will never discriminate against anyone because of their age, race, religion, national origin, gender, disability, or sexual orientation.

Enforcement of rules and sanctions

The Wardens and the Residential Assistants are also responsible for enforcing rules on behaviour, which includes noise.

The following section on the rules on noise is taken from the Student Handbook: [<http://www.halls.london.ac.uk/documents/Licence%20Agreement%202012-SSB.pdf>]

“Rules on noise

9.3 You must behave in a responsible and proper manner at all times with consideration for all other students, staff, local residents, and members of the public generally.

Behaving in an aggressive, violent, abusive, insulting or threatening manner towards anyone in the Hall is not acceptable and is a disciplinary offence, which may lead to expulsion. It is expected that every student should be able to study or rest without disturbance from others at any time, and particularly from 11.00 pm. to 7.00 am.”

"You must be quiet from 11.00 pm to 7.00 am: no noise at all should be audible from outside your room between these times."

The following section on disciplinary offences is taken from the Student Handbook:

"Disciplinary offences

11.1 Breach of the terms of this Licence Agreement may be treated as a disciplinary offence under the Intercollegiate Halls of Residence Student Disciplinary Procedures and dealt with accordingly by a Warden.

11.2 You have the right to appeal against any disciplinary sanction including termination of your Licence Agreement and exclusion by following the procedure set out in the Intercollegiate Halls of Residence Student Disciplinary Procedures. This includes appeals against deductions from deposits or other charges for damages or fines.

11.3 In addition to the above provisions, all students in the Hall may also be subject to the University's Code of Student Discipline and to their College's own disciplinary procedures in respect of their behaviour within Halls."

<http://www.halls.london.ac.uk/documents/Licence%20Agreement%202012-SSB.pdf>

The Intercollegiate Halls of Residence Student Disciplinary Procedure

"GENERAL

Students should understand that while studying at the College or University, or residing in Hall, they are part of a community of other students, staff and members of the University and their College. Students are expected to act as responsible and considerate members of that community. Within Halls, students are required to observe the reasonable rules and procedures of the Hall and to comply with the terms of their Licence Agreement.

The Warden within a student's Hall has power to take disciplinary action for misconduct committed in Halls. If misconduct is found proven it may result in one of a number of consequences for the student including a warning, a fine or in serious cases termination of the student's Licence Agreement and expulsion from the Hall. In addition, the Warden may refer serious allegations of misconduct to be dealt with under the disciplinary procedures of the University or the Student's College, where questions arise to whether the student should continue to be registered as a student of the University or the College.

The emphasis of this procedure is on informality, with the object of solving problems quickly, simply and fairly. It is hoped that the great majority of issues can be settled amicably at an early stage.

MISCONDUCT

Misconduct is improper interference in its broadest sense with the proper functioning or work of the University, or activity which damages the University. "The University" in this sense includes all the members of the University community as noted above.

Examples of misconduct are given in the University's Code of Student Discipline (Ordinance 26)

http://www.london.ac.uk/fileadmin/documents/about/governance/ordinances/New_Ordinances/Statutes__Ordinances_and_Regulations.pdf

Within Halls a breach of the student's Licence Agreement or non-compliance with other reasonable rules or procedures of Hall will be considered to be misconduct. Serious misconduct is that which could lead to termination of the Licence Agreement. While it is not possible to identify every action that might constitute misconduct within Halls, some common examples are given below:

- Damage to property belonging to the Hall or another resident;*
- Injury or harassment of another resident or member of Hall staff;*
- Behaviour which puts the health or safety of other persons at risk;*
- Use of illegal substances;*
- Anti-social, abusive or offensive behaviour or language including serious or persistent levels of noise and disruption to other persons including within the local neighbourhood;*
- Smoking;*
- Failure to comply with fire regulations;*
- Breach of the e-mail and internet rules of internet use.*

20\20749324.3\DYB 17

INVESTIGATION

If an allegation of misconduct arises the Warden will appoint a member of his or her staff to undertake an investigation. The purpose of the investigation will be to ascertain all relevant facts relating to the allegation and to ascertain whether there is sufficient evidence to require a student within the Hall to answer to an allegation of

misconduct. The investigating officer may interview the student concerned, other residents and staff within the Hall and may also wish to contact the student's College for more information. The investigating officer shall conclude their investigation and report their findings to the Warden as soon as possible.

MINOR MISCONDUCT

If having reviewed the investigating officer's findings the Warden decides that there is an allegation of minor misconduct for the student to answer he or she shall notify the student accordingly.

If the student does not dispute the allegation or the material facts surrounding it the Warden may impose a penalty summarily on the student. Otherwise the Warden shall call the student to a meeting on 3 days' notice to consider the alleged misconduct.

The student shall be entitled to bring a friend or representative and shall have the opportunity to state their case to the Warden before the Warden determines whether or not on the balance of probabilities the misconduct is found proven, and if so, what penalty should apply.

SERIOUS MISCONDUCT

If having reviewed the investigating officer's findings the Warden decides there is an allegation of serious misconduct to answer he/she will give the student reasonable notice to appear before a disciplinary panel. The disciplinary panel will usually comprise the Warden (who shall act as Chair) and a warden from another Hall.

The student shall be entitled to bring a friend or representative and shall have the opportunity to state their case to the panel. The student shall have the right to see any written evidence in advance of the hearing and to put questions judged relevant by the Chair to any witness called to give evidence. The panel shall consider on the balance of probabilities whether the allegation is found proven. If the panel finds the allegation proven it shall determine what the appropriate penalty shall be. The panel shall reach its conclusions in private and shall confirm its decision to the student in writing within 7 days.

In exceptional cases where the Warden reasonably believes that the student presents a serious and immediate risk to the health and safety of other residents the Warden has power to terminate the student's occupation and require that he or she be excluded from the Hall immediately. In such cases the student shall still have a right of appeal against his or her exclusion as outlined below.

At the University's absolute discretion it may be possible to arrange alternative accommodation for the excluded student pending the outcome of an appeal but each case will be considered on its own merits.

PENALTIES

The range of potential penalties where misconduct is found proven include:

- A warning, to stay on the student's accommodation file for a maximum of two years.*
- A fine proportionate to the misconduct, to a maximum of £250. All fines are donated to local charities.*

A deduction from a student's deposit, or otherwise to make a charge for, the cost of making good any damage for which the student has been held responsible.

- Exclusion of a student from the Hall. A resident shall normally be given notice to leave the Hall unless the Warden reasonably believes that immediate expulsion is essential, where for example the student presents a serious and immediate risk to the health and safety of other residents.*
- Any other disciplinary action as the Warden sees appropriate in order to maintain harmonious relations within the Hall.*

At the Warden's discretion the student's College and/or the University may be informed of any disciplinary action taken."

Appendix 2 – License Agreement (Extract)

Section 9 – Your general obligations

Your general obligations under this Agreement include the following:

9.1 You must comply with the terms of this Agreement, its Schedules, the Supplementary Regulations and all reasonable instructions of the Hall staff and University representatives.

9.2 You are entitled to occupy the Accommodation provided only so long as you are a registered full-time student of the University of London pursuing a course of study at the University. If you cease to be a full-time student of the University then this agreement will immediately come to an end in accordance with clause 5.2. You are required to notify the Intercollegiate Halls Accommodation Bureau in writing immediately if you cease to be a full-time student of the University.

9.3 You must behave in a responsible and proper manner at all times with consideration for all other students, staff, local residents, and members of the public generally.

Behaving in an aggressive, violent, abusive, insulting or threatening manner towards anyone in the Hall is not acceptable and is a disciplinary offence, which may lead to expulsion. It is expected that every student should be able to study or rest without disturbance from others at any time, and particularly from 11.00 pm. to 7.00 am.

9.4 You must not do anything which will or may result in the insurance of the University's buildings being void or voidable or in the premium for it being increased nor allow anyone else to do so.

9.5 You must not take part in any illegal activities.

9.6 You must not use illegal drugs.

9.7 You must not smoke anywhere inside the Intercollegiate Halls including bedrooms.

(UPP will provide a smoking area outside the building but off street where residents may smoke, this area will be cleaned regularly by UPP's cleaning team).

9.8 We strongly recommend that you register with a doctor who is in the call out area of the Hall and who will agree to visit in an emergency. The name, address, and telephone number of the doctor should be entered on the appropriate form and returned to the Hall Office within twenty-one days of arrival.

9.9 You must not use nails, screws, adhesive tack, or any method of fixing pictures or posters to the walls other than on the pin boards provided.

9.10 You must not damage the Accommodation you occupy, the communal facilities, nor the decorations, furniture, or furnishings in any part of the Hall. You must be

considerate in the use of communal facilities. Any damage including damage to furniture and equipment must be reported to the Bursar. Any damage, antisocial cleaning or defacement in your Accommodation other than that caused through normal wear and tear will be charged to you. Damage to other parts of the Hall including communal facilities will be charged to those involved or, if no person can reasonably be identified, may be charged against the Deposits of all residents as appropriate, subject to your right of appeal under the appeals procedure set out in Schedule 4.

*9.11 You must know and observe the safety regulations and participate in fire drills and may not tamper with fire alarms and fire-fighting equipment. **The use of portable heating and cooking equipment in your room is strictly forbidden. Candles, shisha pipes, oil lamps of any kind or combustible materials must not be brought into or used anywhere within the Hall.** This list is not exhaustive and the University reserves the right to add or remove any item. Tampering with fire detection or fire fighting equipment or jeopardising the health and safety of the Hall or its residents in any way are serious disciplinary offences which may lead to immediate expulsion from the Hall. In addition, your College may be informed of the reason for your expulsion and the matter may be referred to the police.*

9.12 You may not bring hazardous substances into your room even from University laboratories and other University premises.

9.13 You are not permitted to keep or bring any animals into Hall. Disabled assistance dogs may be permitted with the express prior consent of the Bursar.

9.14 You must not cook in bedrooms. Hot plates, kettles, toasters, rice cookers, microwave ovens, and other cooking appliances may not be used in nor brought into study bedrooms. This list is not exhaustive and the University reserves the right to add or remove any item. Any food stored in rooms must be kept in suitable sealed containers.

9.15 You must not bring any weaponry, replica or otherwise into the Intercollegiate Halls, such as swords, knives or firearms. This list is not exhaustive and the University reserves the right to add or remove any item

9.16 You are not permitted to bring additional furniture into the accommodation without the permission of the Bursar's Office. Freestanding furniture should not be moved without the permission of the Bursar's Office and if agreed must be returned to its original position upon departure.

9.17 You are not permitted to engage in the running of any business activity using the Hall accommodation or its address.

*9.18 No offensive material is permitted to be displayed either inside or outside of rooms.
The Warden will be the arbiter of such matters and his/her decision is final.*

Appendix 3 – Waste Management Plan (Extract)

Introduction

UPP manages in excess of 28,000 student bedrooms across England and is able to use this experience in the development of effective and bespoke waste management plans for each of its sites.

Site management will work very closely with the University of London, and the University's caterers to ensure that the impact to the environment from FM activities on site are managed, measured and controlled. This will include holding regular waste awareness campaigns and competitions.

As environmentally responsible organisations, UPP and the University promote the principle of maximising recycling. Our site specific solutions for waste management take this into consideration:

- legislative compliance
- reductions in waste to landfill
- staff and student expectations

It is a stated aim of UPP's Sustainability and Environmental Strategy to systematically reduce resource consumption through best practice environmental management and cultural change.

Experience

UPP has achieved high levels of recycled waste at many of its student accommodation projects.

Using experience from our existing operations, UPP will work with the University to review the current Waste Management Strategy, and identify where improvements can be made and the benefits the changes would bring.

This Waste Management Strategy will inform the evolution of the on-going waste and recycling provisions at the site.

Separation of waste and recycling

The separation of general waste from recyclable material will be undertaken by students at source. Kitchens and central collection points will be provided with

containers for general waste and three compartment recycling bins which allow separation of materials.

The provisions will allow for recycling of paper, card, plastic containers and bottles, foil containers, newspapers, magazines, drinks cans and food tins. Waste and recycling is collected in colour coded bins. Glass is collected separately with a dedicated collection point.

The waste contractors can collect 'difficult' waste such as waste electrical and electronic equipment, by arrangement with UPP management using specialist licenced waste transporters.

UPP arrange collections by local hospices and the British Heart Foundation for items left over by students at the end of the year, including bedding, pots and pans and non-perishable foodstuffs.

Refuse and recycling will be taken to the central collection points by the students.

The refuse and recycling will be delivered to the bin store and deposited in 1100 litre Eurobins in a secure area. The Eurobins will be colour-coded to indicate refuse or recyclable material. Waste contractors will collect waste and recycling from the centralised bin store managed by UPP's janitorial staff. There will be regular litter picking in and around the site to ensure that walkways and other areas remain free from debris.

Information about the recycling strategy and waste collection plan is included in the welcome pack that students receive when moving into the residences. The message to recycle is reinforced using information posters displayed in the communal kitchens, including details of which type of waste goes in each recycling bin. At the end of the year, additional provisions will be made for the collection of waste and recycling, in the form of additional pickups from site to accommodate the increase in waste streams.

Waste volume calculations

The provision of central bin storage is calculated on the basis of a maximum of 75 litres of waste and recycling generated by each student per week.

Initially the proportion of waste to recycling bins will be split approximately 50 / 50 on installation with further refinement of these proportions based on monitoring the levels of waste and adjusting the provision to suit the volumes produced.

Through arrangement with the waste contractor the number of lifts per type of recycled material can be varied to suit production on site.

Waste collections

UPP have designed the position and capacity of the bin stores to enable us to ensure that waste collections are of sufficient frequency and at times of day that avoid disturbance to neighbours and avoid the risk of odours from food waste. Bins will be stored in an enclosed compound that is accessible for the refuse vehicles. Collections will take place off road in a designated service area. The service area has an in/out configuration which means there will be no need to vehicles to reverse; in fact this will be prohibited.

Bin stores and the surrounding areas will be kept clear of debris by our dedicated janitor/caretakers and treated to minimise the risk from environmental issues such as vermin infestation.

UPP has consistently demonstrated its commitment to protecting the environment and reducing the amount of waste output going to landfill and will continue to do so at the Garden Halls.

At the residential accommodation managed by UPP at Plymouth University, UPP has achieved recycling rates in excess of 60%. This level of recycling is considerably in excess of the targets set by the Government, which currently sets a target of 40% for recycling which rises to 50% by 2032 and we would hope to work towards achieving the same high recycle rate at Cartwright Gardens.



THE SIXTH SCHEDULE
DRAFT DELIVERY AND SERVICING MANAGEMENT PLAN

THE SOUTH SCHEDULE
DRAFT DELIVERY AND SERVING MANAGEMENT PLAN



**UNIVERSITY
OF LONDON**

GARDEN HALLS, UNIVERSITY OF LONDON

Delivery and Servicing Management Plan

14th March 2013



University of London

Garden Halls, Cartwright Gardens, London – Student Accommodation

Delivery and Servicing Management Plan

Job No: 1004327

Doc No: -

Latest Revision: C

Date: 14/03/2013

Project name	Garden Halls, Cartwright Gardens, London – Student Accommodation	Job Number
Report Name	Delivery and Service Management Plan	1004327

Document Revision History

Revision Ref	Issue Date	Purpose of issue / description of revision
-	25/02/2013	Draft for client review
A	28/02/2013	Final
B	05/03/2013	Final

Document Validation (latest issue)

Revision C	Issue Date 14/03/2013	Purpose of issue / description of revision / version			
		Final			
			Prepared by	Checked by	Approved by
		Initials	Tania Clark	Amanda Logan	Tania Clark
		Signature			

Contents

1.	Introduction	4
2.	Delivery and Service Management.....	6
2.1	What is a Delivery and Service Management Plan?	6
2.2	Why is a Delivery and Service Management Plan required?.....	6
2.3	Benefits of a Delivery and Service Management Plan	6
2.4	Objective	7
3.	Site Assessment.....	8
3.1	Proposed Development.....	8
3.2	Local Highway	8
3.3	Proposed Access / Egress	9
4.	Delivery and Servicing Arrangements.....	10
4.1	Servicing times and routes	10
4.2	External access arrangements	11
4.3	Internal arrangements and routes to the service area.....	13
4.4	Contractors.....	14
5.	Monitoring and Review	15
5.1	Review of DSMP	15
6.	Action Plan	16
7.	Conclusion	17

1. Introduction

This Delivery and Service Management Plan (DSMP) has been prepared by Cundall Transportation to inform the redevelopment of the Garden Halls, Cartwright Gardens by the University of London (the Applicant). This report has been commissioned by the applicant's development manager, University Partnership Programme (UPP), to support the planning and conservation area consent applications.

This DSMP has been prepared following discussions with LB Camden and has been prepared in accordance with LB Camden CPG7, Transport, Delivery and Servicing Management Plans and TfL's Delivery and Servicing Plan, Making Freight Work for You.

Consideration has also been given to LB Camden's policies CS5 'Managing the impact of growth and development', DP20 'Movement of goods and materials' and DP26 'Managing the impact of development on occupiers and neighbours' and the development generally complies with each of these policies.

CS5 requires developments to 'protect and enhance the environment and heritage and the amenity and quality of life of local communities' and 'making sure that the impact of developments on their occupiers and neighbours is fully considered'. The development enhances the local environment through the redevelopment of the garden, in addition servicing will be provided on-site which will benefit the neighbours of the development.

DP20 requires developments to 'accommodate goods vehicles on-site' and 'seek opportunities to minimise disruption for local communities through effective management, including through the optimisation of collection and delivery timings and the use of low emission vehicles for deliveries'. Servicing will be provided on-site and this will be monitored through this DSMP.

DP26 requires developments to consider various elements regarding the impact of development on occupiers and neighbours taking into consideration items such as 'noise and vibration level', odour, fumes and dust' and developments are required to have 'facilities for the storage, recycling and disposal of waste'. The development of this DSMP details the various design proposals which seek to address these issues.

The Applicant has confirmed that the DSMP will be implemented post construction and will be supported by the UPP who will manage the accommodation.

Redevelopment of the existing student accommodation comprising the demolition of Canterbury (including York) and Commonwealth Halls, partial-demolition and refurbishment of Hughes Parry Hall and provision of new student accommodation (Sui Generis) to provide a net increase of 187

units (from 1,013 to 1,200 student bed-spaces); associated ancillary uses (including communal areas); two external courtyards; together with public realm improvements to Cartwright Gardens and the surrounding area.

UPP manages in excess of 28,000 student bedrooms across England and is able to use this experience in the development of effective and bespoke management plans for each site.

2. Delivery and Service Management

2.1 What is a Delivery and Service Management Plan?

A DSMP provides a framework to ensure that freight vehicle activity to and from a building / development is working effectively for the occupier and local residents.

Any site that receives deliveries and servicing activity can benefit from a DSMP, whether it is small or large, or shared by multiple organisations.

2.2 Why is a Delivery and Service Management Plan required?

This DSMP is required by LB Camden to minimise the impact of delivery and servicing trips to the site, as far as possible, to safeguard the amenity of local residents. This strategy is the freight equivalent of a Travel Plan and will therefore be the responsibility of the Travel Plan Coordinator (TPC). The existing facility has three main areas which are currently used for servicing the Halls, the proposals will result in one service area which is located off the highway, this has been designed to reduce noise nuisance to neighbours.

There are three main elements of a DSMP:

- A strategy to reduce the number of trips, particularly in the peak period, justified by the benefits of using consolidation;
- A strategy showing when and where deliveries and servicing can take place safely and legally; and
- Details of contractual changes requiring suppliers and servicing companies to reduce the number of trips and to use legal loading facilities. The selection process for supply and servicing contracts will specify that consideration is given to local suppliers and membership of the Freight Operator Recognition Scheme.

2.3 Benefits of a Delivery and Service Management Plan

There are many benefits of implementing a DSMP for the organisation, the local community and the suppliers, these are outlined below.

2.3.1 Better for Business

Time and money – lower operating costs (eg fuel) through consolidation into larger and less frequent deliveries. Frees up staff time spent receiving deliveries and the potential of economies of scale when procuring services

2.3.2 Better for the Environment and Local Community

Safety – fewer deliveries reduces exposure to risk of accidents.

The environment – less emissions, to be a 'good neighbour', less congestion and noise impacts.

Demonstrating a commitment to corporate social responsibility, can build a better reputation with staff, key stakeholders and across the local community.

2.3.3 Benefits to suppliers/freight operators

Cost savings through fuel savings from reduced mileage and less risk of parking illegally and attracting penalty charge notices.

Increased certainty over delivery times.

Reduced risk of collisions due to fewer journeys and less likely to unload in an unsafe location.

2.4 Objective

The objectives of the DSMP will be to ensure that the service yard operates efficiently and effectively, thereby minimising any incidence of potential disruption from the service yard on the highway by noise disturbance to local residents.

3. Site Assessment

3.1 Proposed Development

The proposed development involves the refurbishment of Hughes Parry Hall and demolition of Canterbury Hall (including York) and Commonwealth Hall and the construction of a new building, with an increased number of bedrooms within the Garden Halls of Residence increasing to accommodate 1200 students with associated dining facilities.

The site is bound by Hasting Street to the north, Sandwich Street to the east, Cartwright Gardens to the west and Leigh Street to the south.

As environmentally responsible organisations, the Applicant and UPP promote the principle of maximising recycling. The site specific solutions for waste management take into consideration:

- legislative compliance;
- reductions in landfill; and
- staff and student expectations.

It is a stated aim of UPP's Sustainability and Environmental Strategy to systematically reduce resource consumption through best practice environmental management and cultural change.

3.1.1 Staff, residents and visitor numbers

Although the redevelopment will increase the number of residents from 1013 to 1200, the new and consolidated facilities are not likely to result in additional staff numbers at the Halls.

3.2 Local Highway

The streets surrounding the proposed development are all subject to limited waiting for heavy goods vehicles (HGV) and buses. The restriction prevents buses and HGV (over the maximum gross weight of 5 tonnes) and buses waiting on the highway during the hours of 6.30 pm to midnight and midnight to 8 am.

Limited on-street car parking is available in the vicinity of the site and the drawing contained within Appendix A shows the location of parking restrictions within the site

environs, it can be seen that the majority of the parking within the area is resident permit parking only.

3.2.1 Central London Congestion Charging Zone (CLCCZ)

The development is within the CLCCZ which was introduced as a way of ensuring that those who use valuable and congested road space make a financial contribution to invest back into improving transport in London. It encourages use of other modes of transport and is also intended to ensure that, for those who have to use the roads, journey times are quicker and more reliable. The scheme requires drivers to pay £10 per day to drive in Central London during the scheme's hours of operation, which are between 07:00 and 18:00 Monday to Friday.

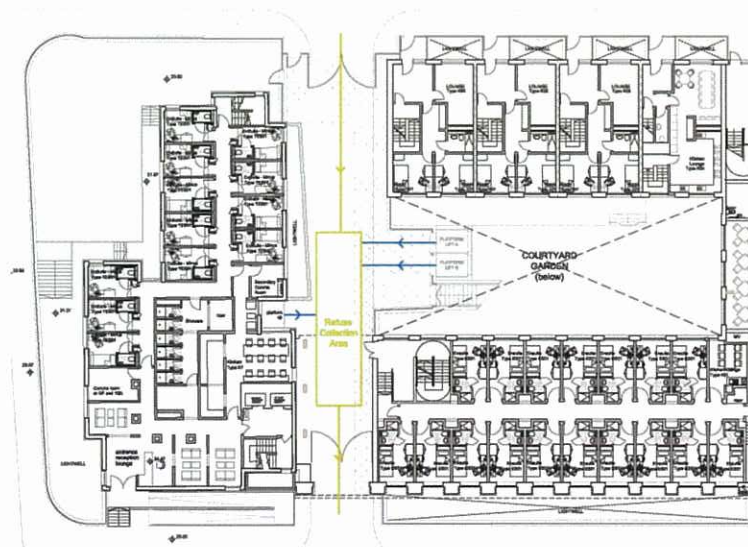
The current scope of the CLCCZ map can be viewed at www.tfl.gov.uk.

3.3 Proposed Access / Egress

Vehicular access to the development will be from Sandwich Street which will lead to the service area, providing access to the loading bay. Egress from the site will be provided onto Cartwright Gardens, creating a one way system on site.

Both the access and egress will be gated and controlled on-site to manage and minimise conflicts.

The following diagram show the ground floor layout and the service access road with direction of travel.



4. Delivery and Servicing Arrangements

UPP have work very closely with the Applicant to ensure that the impact to the environment from Facilities Management (FM) activities on site are managed, measured and controlled.

The TPC will have the overall responsibility for this DSMP. However, all staff involved in the ordering of goods for the site will be made aware of the Plan and required to act within the guidelines.

4.1 Servicing times and routes

The development will require a relatively low level of servicing activity, with the delivery and servicing procedures being appropriate to the scale and location of development, and it is expected to have a level of servicing activity similar to the existing activity.

As far as possible, service vehicles will be guided to access the buildings outside busy periods to reduce conflicts with other users of the site. The Applicant will encourage all deliveries to take place outside of the local highway network peak periods and in accordance with the local vehicle restrictions, as detailed above.

The Applicant will discourage deliveries on days of any special events, to minimise the traffic impact on the local highway network. The timings of most deliveries will be agreed in advance and the Applicant will encourage service providers to minimise the time taken to complete each delivery task.

The following table gives an indication of the expected deliveries and the likely frequencies.

Service area	Frequency and hours
Waste	Approximately 6 collections per week for waste collection (Mon - Fri)
Post / couriers	Throughout the day, (Mon – Sat)
General (including food)	Approximately 51 deliveries per week

4.2 External access arrangements

The proposed development will see the removal of the three existing service locations and a consolidated service yard. This arrangement will minimise delivery and service vehicles parking and reversing on Sandwich Street, as such, there should be no need for these vehicles to undertake any reverse manoeuvres within the area, thus reducing noise nuisance. The level of vehicular trips to Sandwich Street will be reduced as a result of the development and the internal service yard and waste storage areas will minimise the risk of odours from food waste.

Delivery and service vehicles will access to the site via Sandwich Street to the east of the building, and egress onto Cartwright Gardens. This service yard will be of sole use for the Halls and has been designed in accordance with LB Camden CPG7. Vehicle swept path analysis has been undertaken using a Phoenix 2-15W axle refuse vehicle (8.97m in length) to ensure that these vehicles can use the service area, the resultant drawings are contained within Appendix B to this Plan.

A direct route is provided into the building from the service yard, where access is provided, through the use of two service lifts, to the service area which is located on the lower ground floor. Staff using these two areas will be made aware of their responsibility to ensure waste is suitably bagged. This especially applies to catering staff, who will be required to adhere to legislation detailing the safe disposal of potentially unhygienic kitchen waste.

4.2.1 Waste Collections

UPP have reviewed the position and capacity of the bin stores to ensure that waste collections are of sufficient frequency and at times of day that avoid disturbance to local residents and avoid the risk of odours from food waste, see Appendix C.

Bins will be stored in an enclosed compound and collections will take place off road in the service yard.

Bin stores and the surrounding areas will be kept clear of debris by the dedicated janitor/caretakers and treated to deter environmental factors.

UPP has consistently demonstrated its commitment to protecting the environment and reducing the amount of waste output going to landfill and will continue to do so at the Gardens Halls. The proposed development encompasses the existing garden and it is proposed to compost all materials from the garden on site thus reducing waste from the site.

At the residential accommodation managed by UPP at Plymouth University, UPP has achieved recycling rates in excess of 60%. This level of recycling is considerably in excess of the targets set by the Government, which currently sets a target of 40% for recycling which rises to 50% by 2032 and UPP would hope to work towards achieving the same high levels at Cartwright Gardens.

It is envisaged that it will be the responsibility of individual students to take their own refuse from their rooms / apartments / clusters to the main bulk or secondary refuse stores at lower ground floor level. It will be the responsibility of the facilities management team to ensure that the stores are kept clean and empty bins made available.

The refuse will be collected from the main bulk store at lower ground level, transferred vertically by the operators / facilities management via the proposed external platform lifts and then transferred to the collection vehicle.

4.2.2 General Refuse Storage Strategy

Waste generated by students will be stored locally within each student room, apartment cluster or townhouse in designated refuse and recycling bins provided by the facilities management team.

There is no space allocation or intention for common refuse stores on the accommodation floors. All refuse will be removed from source and collected into one of three refuse stores at the lower ground level.

The three stores are located as follows:

- A primary bulk refuse store off the northern courtyard at lower ground level;
- A secondary refuse store at the base of Hughes Parry Tower serving its inhabitants; and
- A secondary refuse store located off the southern courtyard serving as temporary storage for the inhabitants of the townhouses to the southern end of Sandwich Street.

The primary bulk store provided within the main student accommodation building will house the vast majority of refuse as well as a small Eurobin Compactor. This central store will serve as the single point for the collection of refuse.

The secondary refuse store at the base of Hughes Parry Tower will act as a temporary store for the inhabitants of the tower, Facilities management will arrange the circulation of bins between this store and the main bulk store ensuring that ample space for waste is provided for the inhabitants of the tower.

The secondary refuse store located towards Leigh Street (at Lower ground level within the courtyard) is intended to act as a temporary holding store for the townhouses positioned to the south of the main building along Sandwich Street. This store is necessary to prevent day-to-day transfer of refuse through the canteen during operation hours. Full refuse bins collected within this area will be taken to the bulk store and empty bins circulated by facilities management out of hours.

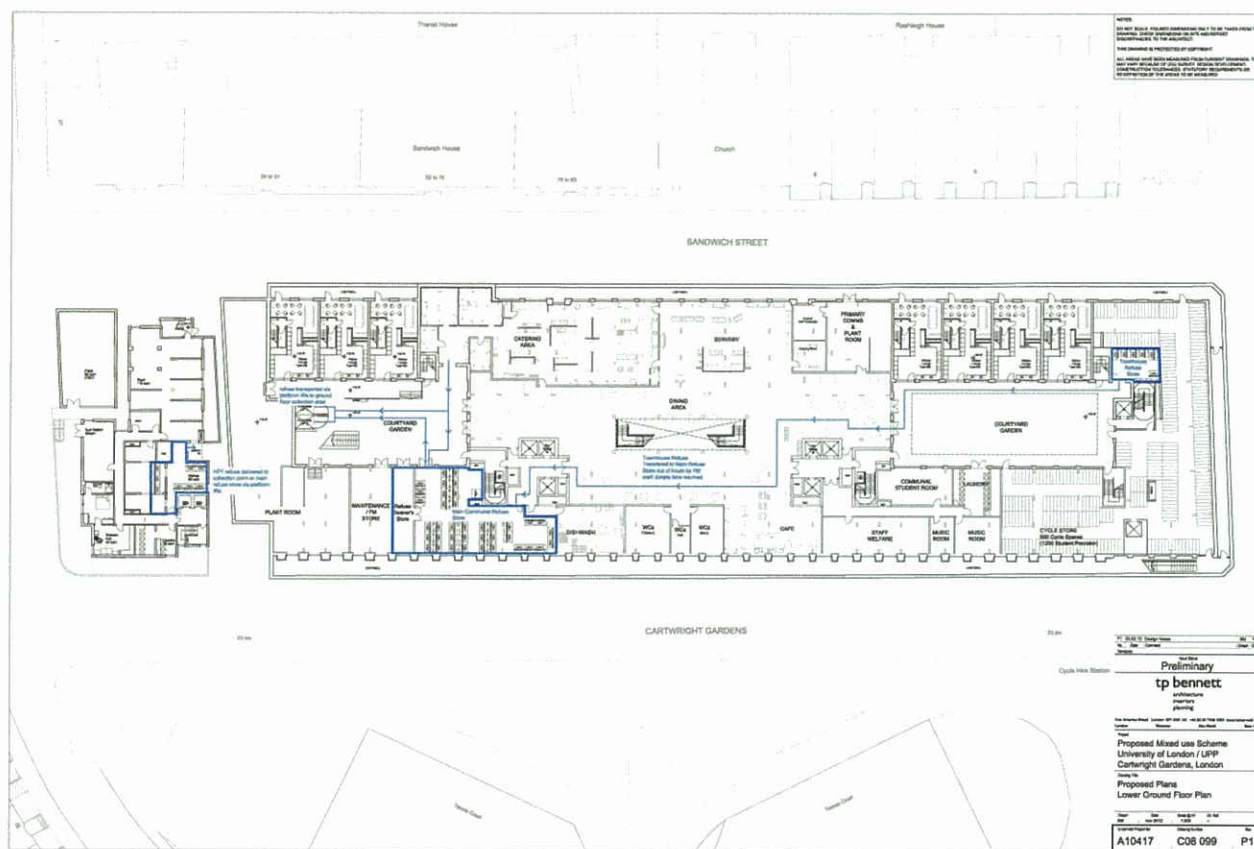
4.2.3 Kitchen deliveries

Deliveries to the kitchen will be made to the service area and the goods will be transferred internally to the kitchen.

The proposed redevelopment of Garden Halls has included for kitchen stores which have been designed to accommodate a greater storage of goods to those which currently exist. This is expected to reduce the number of catering deliveries to the proposed development.

4.3 Internal arrangements and routes to the service area

The following diagram shows the internal routes to the service areas.



4.4 Contractors

Only approved contractors will be allowed on-site. Such permission will be granted at the discretion of the caretaker, with no exceptions being granted.

Contractors will be advised to arrive and leave the site outside of peak hours wherever possible.

5. Monitoring and Review

To understand how deliveries are made to and from the site it is important to conduct regular surveys. The TPC will undertake detailed surveys of deliveries, an example form is attached in Appendix D to this Plan. This data will be used to inform any changes to this Plan.

Once the data has been collected it will be analysed to identify any trends. For example, if a supplier visits the site more than once per week, or that a number of different companies deliver similar products.

It is essential for the impacts of the Plan to be monitored to identify if individual aspects of the Plan are particularly successful or unsuccessful and to update the Plan if necessary.

5.1 Review of DSMP

It is intended that this will be a “living” document that will be reviewed and updated when necessary. The DSMP needs to be flexible with the ability to adapt to the challenging needs of the site. Monitoring the DSMP periodically is crucial in determining progress and for highlighting any changes required.

As mentioned above, surveys of deliveries to the site will be undertaken and analysed. The TPC will monitor and update the Plan accordingly. The TPC will also ensure that LB Camden are engaged in the process.

Any changes to the DSMP will be made available to all staff, with a copy of the revised full DSMP being available for viewing on site.

The TPC will maintain regular links with LB Camden regarding the DSMP and other road safety issues in and around the area of the site.

6. Action Plan

Below is an action plan to assist the TPC in delivering the Plan.

Actions	Person Responsible	Date
Make DSMP available to staff	TPC	Prior to occupation
Reduce or consolidate the number of suppliers	UPP	Prior to occupation
Inform suppliers of the delivery location	TPC	Prior to their first visit to the site
Carry out data collection for one full month	TPC	Within 6 months of occupation of new development, then once per year
Consider the implementation of a delivery booking system	UPP	Within 12 months of occupation of new development
Update DSMP following data collection	TPC	Within 12 months of occupation of new development, then once per year if necessary

7. Conclusion

This DSMP contributes to balancing management of the economic, social and environmental issues affecting freight transport in London.

Regular delivery activities will be agreed in advance with UPP and they will be responsible for the implementation of this strategy.

Deliveries will be encouraged to take place outside the peak traffic times and in accordance with the local traffic restrictions.

Refuse collection will follow a similar regular arrangement, and will adhere to the delivery protocol stated in this strategy.

Most delivery activities will have been agreed in advance with the Halls.

Appendix A

1004327

A3

NOTES

Reproduced by permission of Ordnance Survey on behalf of HMSO © Crown copyright 2012. All rights reserved. Ordnance Survey licence number AL100002068



Issue	Date	Description	By	Check	Valid
A	21.01.12	BARDLAYS CYCLE HIRE	AD	TC	-
	21.08.12	ORIGINAL ISSUE	AD	TC	-

Project
Gordon Halls, Cortwright Gardens,
London - Student Accommodation

Client
University of London

Architect
-

Job No. 1004327

Scale
-

Status
INFO

CUNDCALL
Consulting Engineers
Horsley House, Regent Centre,
Gordon,
Newcastle NE5 3LJ
Tel: (0191) 213 1700
Fax: (0191) 213 1701
Website: www.cundcall.com

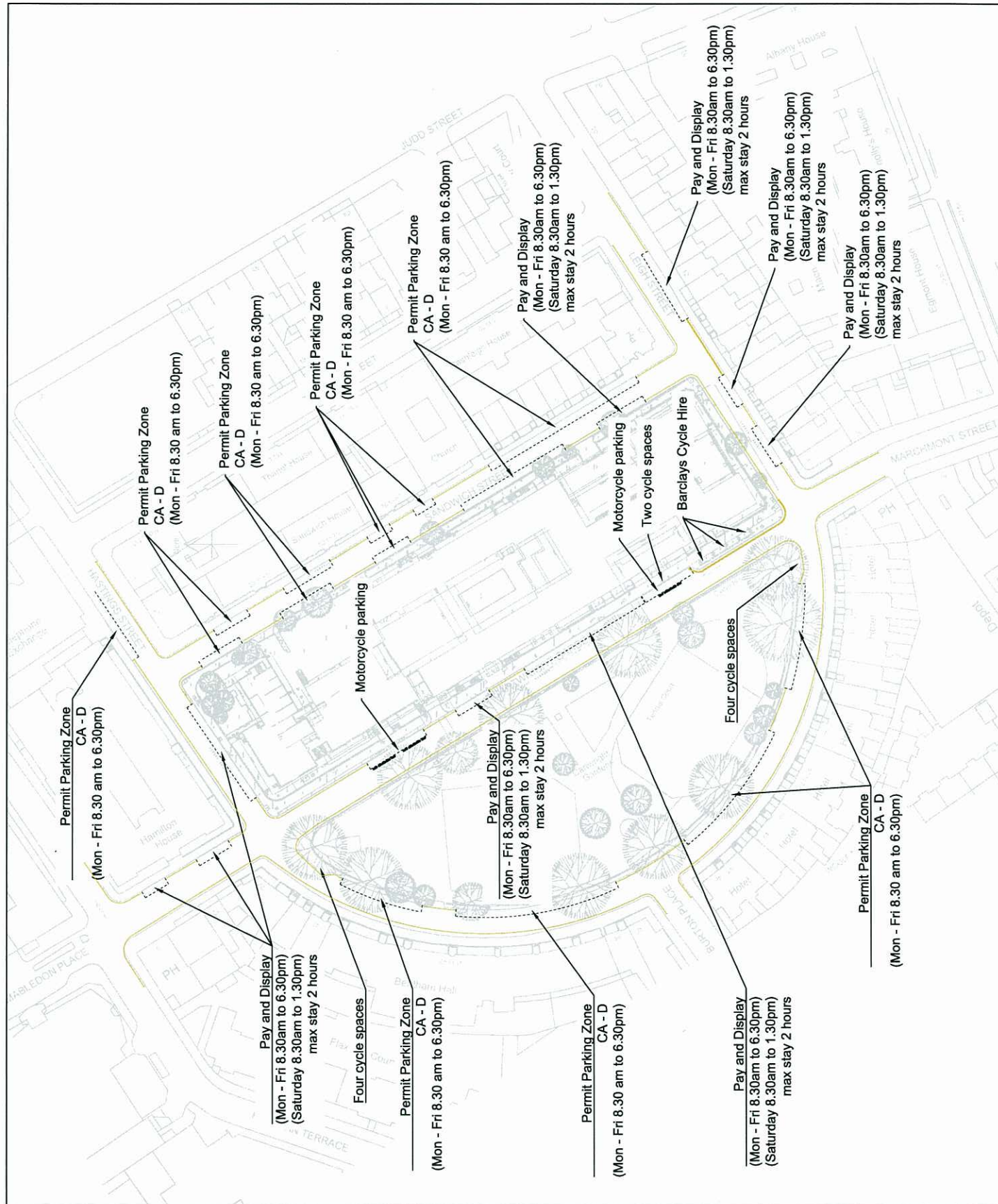
Title
Existing Waiting and Parking Restrictions

Drawing Number

1004327-TC-003

Iss.

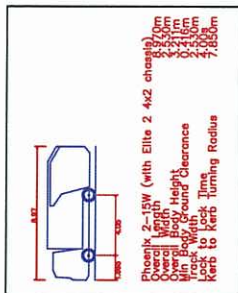
A



Appendix B

NOTES

Reproduced by permission of Ordnance Survey on behalf of HMSO © Crown copyright 2012. All rights reserved. Ordnance Survey licence number AL100002068



Item	Date	Description	By	Check	Verd
F	13.03.13	REVISED OFF SITE HIGHWAYS PROPOSALS	AD	TC	-
E	27.02.13	UPDATE SITE LAYOUT	AD	TC	-
D	07.02.13	SMALL SCALE ISSUE AND UPDATED TRACKING	AD	TC	-
C	01.02.13	NEW SITE LAYOUT AND TRACKING	AD	TC	-
B	17.01.13	NEW SITE LAYOUT AND TRACKING	AD	TC	-
A	10.12.12	NEW TRACKING	AD	TC	-
	03.11.12	ORIGINAL ISSUE	AD	TC	-

Project
Gordon Halls, Cortwright Gardens,
London – Student Accommodation

Client
University of London

Architect
-

Job No. 1004327

Scale 1:250

Status INFO

CUNDALL

Consulting Engineers
Horsley House, Regent Centre,
Gosport,
Newcastle NE5 3LJ
Tel: (0191) 213 1701
Fax: (0191) 213 1701
Website: www.cundall.com

Title
Vehicle Swept Path Analysis
Refuse Vehicle

Drawing Number

1004327-TC-002

Iss.

F



Appendix C

Waste and Servicing

Introduction

UPP manages in excess of 28,000 student bedrooms across England and is able to use this experience in the development of effective and bespoke waste management plans for each of our sites.

We will work very closely with the University of London, and the University's caterers to ensure that the impact to the environment from FM activities on site are managed, measured and controlled. This will include student waste awareness campaigns and competitions.

As an environmentally responsible organisation, UPP promote the principle of maximising recycling. Our site specific solutions for waste management take this into consideration:

- legislative compliance
- reductions in waste to landfill
- staff and student expectations

It is a stated aim of UPP's Sustainability and Environmental Strategy to systematically reduce resource consumption through best practice environmental management and cultural change.

Experience

UPP has achieved high levels of recycled waste at many of its student accommodation projects.

Using experience from our existing operations, UPP will work with the University to review the current Waste Management Strategy, and identify where improvements can be made and the benefits the changes would bring.

This Waste Management Strategy will inform the evolution of the on-going waste and recycling provisions at the site.

Council Guidance and Policy

We have incorporated development policy guidance provided by Camden Council into the production of our waste management strategy for the estate in particular Policies DP20 – *Movement of goods and materials* and DP26 – *Managing the impact of the development on occupiers and neighbours*.

Swept Paths

UPP's grounds and caretaking team will ensure that and windborne litter is removed from the perimeter of the site and the gardens sweeping paths on a regular basis.

Demarcation

Servicing bays will accessed by a service lift and will not have direct vehicle access to the waste collection point level so as to remove the risk of them being misused for car parking or storage.

Pedestrians

Safe segregated routes will be provided for pedestrians walking through the service road between Cartwright Gardens and Sandwich Street. Adequate visibility for vehicles emerging from this service road has been allowed for within our designs enabling a clear and unobstructed view of, and by pedestrians, cyclists and other road users.

Access Roads

The service road has an in/out configuration which means there will be no need to vehicles to reverse; in fact this will be prohibited. A one way system will be created between Hughes Parry Tower and the Gardens Halls to provide access for service vehicles this will remove the need for on road loading and unloading or parking as well as removing the need and noise of waste collection vehicles having to reverse.

Headroom

We have allowed in excess of the 3.5 m required for headroom for goods vehicles and sufficient for the access and egress of waste collection vehicles.

Separation of waste and recycling

The separation of general waste from recyclable material will be undertaken by students at source. Kitchens and Central Collection Points will be provided with containers for general waste and three compartment recycling bins which allow separation of materials.

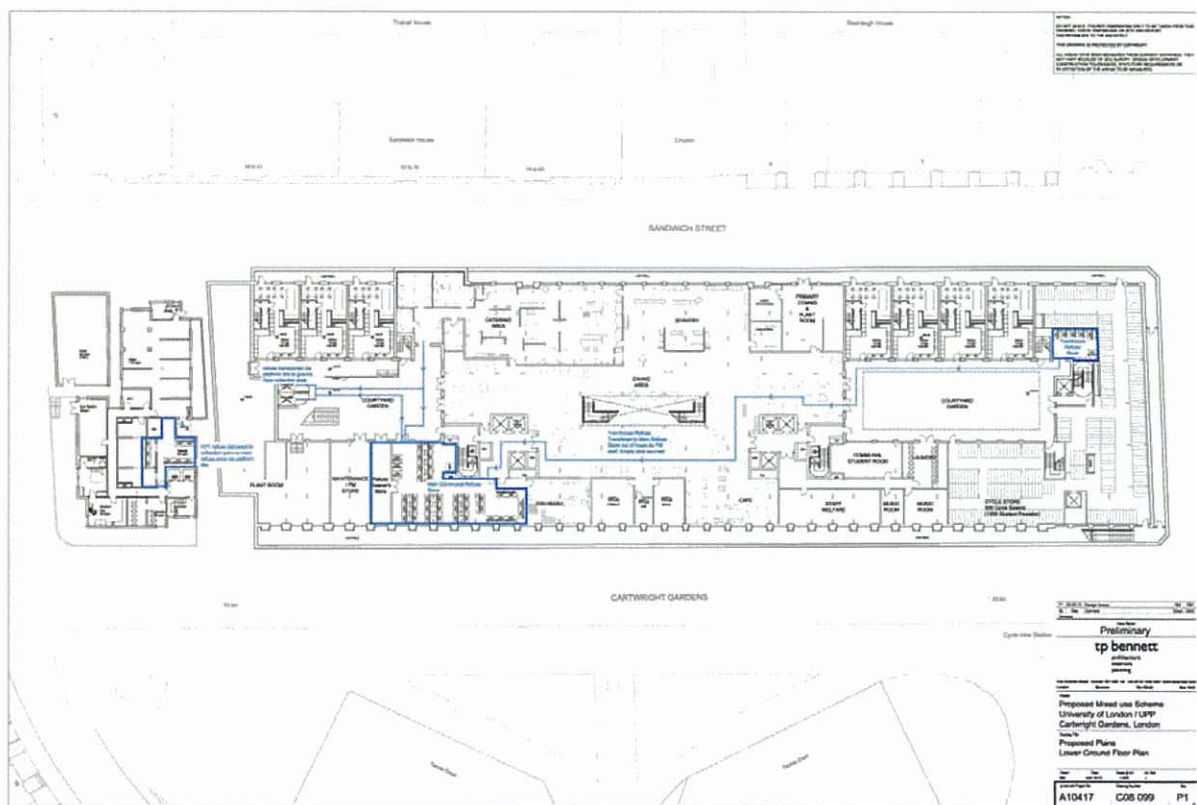
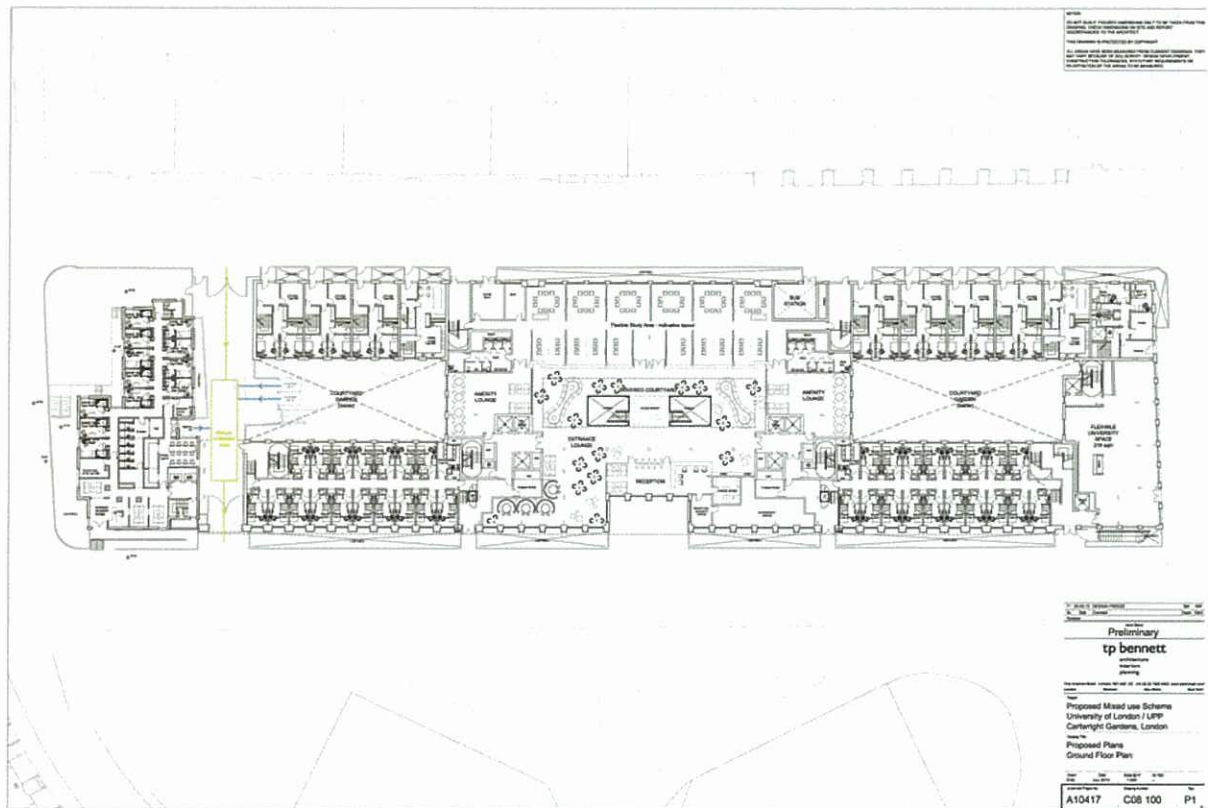
The provisions will allow for recycling of paper, card, plastic containers and bottles, foil containers, newspapers, magazines, drinks cans and food tins. Waste and recycling is collected in colour coded bins. Glass is collected separately with a dedicated collection point.

The waste contractors can collect 'difficult' waste such as waste electrical and electronic equipment, by arrangement with UPP management using specialist licenced waste transporters.

UPP arrange collections by local hospices and the British Heart Foundation for items left over by students at the end of the year, including bedding, pots and pans and non-perishable foodstuffs.

Refuse and recycling will be taken to the central collection points by the students.

The refuse and recycling will be delivered to the bin store and deposited in 1100 litre Eurobins in a secure area. The Eurobins will be colour-coded to indicate refuse or recyclable material. Waste contractors will collect waste and recycling from the centralised bin store managed by UPP's janitorial staff. There will be regular litter picking in and around the site to ensure that walkways and other areas remain free from debris.



We have allowed for the provision of 30 x 1100 litre Eurobins which will we anticipate will require collection three times each a week. A further waste point will be provided adjoining the sandwich street townhouses for use by residents in that area of the building waste from this point will be collected and taken to the main waste collection area daily by the UPP cleaning staff in lidded wheel

bins along a route through the lower ground floor of the building. This will ensure that local residents are not disturbed by collections from this point.

Residents of the tower will have a separate waste collection point at the base of the tower.

UPP staff will ensure that the Eurobins are rotated on a daily basis to ensure that the bins nearest the door do not become overfilled.

Information about the recycling strategy and waste collection plan is included in the welcome pack that students receive when moving into the residences. The message to recycle is reinforced using information posters displayed in the communal kitchens, including details of which type of waste goes in each recycling bin. At the end of the year, additional provisions will be made for the collection of waste and recycling, in the form of additional pickups from site to accommodate the increase in waste streams.

Waste volume calculations

The provision of central bin storage is calculated on the basis of a maximum of 75 litres of waste and recycling generated by each student per week.

Initially the proportion of waste to recycling bins will be split approximately 50 / 50 on installation with further refinement of these proportions based on monitoring the levels of waste and adjusting the provision to suit the volumes produced.

Through arrangement with the waste contractor the number of lifts per type of recycled material can be varied to suit production on site.

Waste collections

UPP have designed the position and capacity of the bin stores to enable us to ensure that waste collections are of sufficient frequency and at times of day that avoid disturbance to neighbours and avoid the risk of odours from food waste. Bins will be stored in an enclosed compound. Collections will take place off road in a designated service area. Bin stores and the surrounding areas will be kept clear of debris by our dedicated janitor/caretakers and treated to minimise the risk from environmental issues such as vermin infestation.

UPP has consistently demonstrated its commitment to protecting the environment and reducing the amount of waste output going to landfill and will continue to do so at the Garden Halls.










At the residential accommodation managed by UPP at Plymouth University, UPP has achieved recycling rates in excess of 60%. This level of recycling is considerably in excess of the targets set by the Government, which currently sets a target of 40% for recycling which rises to 50% by 2032 and we would hope to work towards achieving the same high recycle rate at Cartwright Gardens.

Appendix D



Cartwright Gardens - Student Accommodation Visitor Travel Questionnaire

[illegible]

Type of Vehicle		Picture	Type of Vehicle		Picture
A	Transit Van		F	4-Axle Truck	
B	7.5T Luton		G	4-Axle Front Loader	
C	Truck		H	Small Van	
D	3-Axle Truck		I	Large Van	
E	Skip Type Truck		J	Truck	