

ABOUT THE PROPERTY



24/7 RESIDENCE MANAGEMENT

Our Fusion Wood Green management team will consist of a Residence Manager, an Assistant Residence Manager, a Maintenance Manager, and reception Customer Service Assistants, working together to ensure 24/7 oversight of the premises. This continuous presence will serve as a point of contact for residents and the local community, enhancing the overall security and sense of community.

Our security measures include secure access points at all entrances and comprehensive CCTV coverage at all entrances, around the perimeter of the development and within the buildings. We will also have coverage across the Urban Green Space and Fern Terrace to the east and west of the building.

Contact information for our management team will be made available across the property, and will also be extended to local neighbours as a means of fostering positive community relationships.

In addition to daily oversight, the team will be well-prepared to respond swiftly to any emergencies or unexpected incidents, providing residents with reassurance and immediate assistance when needed.

The Residence team will ensure:

- + That all staff are aware of their obligations to residents as well as the local community and conduct themselves professionally at all times.
- + That any contracted service provider or supplier is reputable and, where relevant, fully qualified and adequately insured and will act in a professional and courteous manner whilst at the Accommodation.
- + That lost keys, swipe cards or other access tools are replaced as soon as possible after notification at an adequate charge in accordance with the licence governing occupation. And that all lost swipe cards or other access tools are cancelled immediately on notification to minimise the risk of someone using it that doesn't live on site.
- + That all post is distributed as soon as possible after receipt to residents' rooms or to reception. Where possible the service provider will deliver to our front desk and the team will hold any mail and large parcels at reception for the resident.
- + That all residents are provided with a statement of what the Accommodation will provide for them and what the Residence expects of them in return.
- + The pedestrian gate access to the Fern Terrace will be electrically operated and monitored via CCTV and intercom from the management office and reception desk.
- + The vehicle bollards to the north and south of the development will be electronically operated and monitored via an intercom and CCTV in the management office and the reception desk which are manned 24 hours a day, 7 days per week.

CODE OF BEHAVIOUR + CONDUCT

Our license agreement clearly outlines various forms of anti-social behaviour, including noise, drug- and alcohol-related incidents, compliance with parking regulations, refuse policies and specifies the actions taken and repercussions in case of breaches.

Students are held accountable through their compliance with the license agreement they signed before moving in, which includes specific clauses defining acceptable behaviour.

As part of our arrival process, we provide each student with a digital handbook that offers further guidance on expected behaviour in an easily understandable format.

In the event of a breach, we follow a structured process:

We assess the severity of the breach, and escalate in the event of repeated occurrences. Depending on the severity, we have three options:

1. Directly address the behaviour with the student, explaining its impact and suggesting improvements.
2. Issue a written notice warning that further breaches may lead to termination of the tenancy. This notice is also sent to the student's guarantor, if available.
3. Initiate the legally required steps to terminate the tenancy.

These steps are designed to ensure fair and appropriate treatment of students. In the first two cases, we may also inform the student's University pastoral team if their behaviour is affecting others.

The Residence team requires that residents:

- + Comply with the terms of the occupational Licence/ Tenancy Agreement.
- + Respect the Residence Manager and other Residence staff and comply with any reasonable requests that they may make of you from time to time.
- + Respect the right of adjoining residents to a quiet life and behave accordingly. Refrain from any activity that might cause nuisance or give rise to complaints by adjoining residents or the general public.
- + Respect members of the public and residents of the surrounding residential accommodation.

The Residence team will ensure:

- + A responsible member of staff will be available at the Accommodation outside normal working hours.
- + Any complaints or comments about the Accommodation or its students should be made to the Residence Manager or responsible member of staff at the residence, by telephone on the numbers provided, or in writing by following the complaint handling procedure.
- + Any complaints received will be dealt with in a timely and courteous manner, and that the person who made the complaint will be notified of the action taken, or response made to their complaint if they ask to be informed of the outcome.
- + Staff contact details are displayed in the main foyer and throughout the building for contact at any time.