

MAINTENANCE OF RESIDENCE

The on-site maintenance team will be responsible for keeping the Accommodation maintained, involving regular internal and external repairs.

A rolling programme of Planned Preventative Maintenance will be in place for regular upkeep of the building.



The Residence team will ensure:

- + That all common facilities are kept clean and in a good state of repair and that all common fixtures comply with relevant statutory obligations and that those that require periodic inspection will be so inspected by properly qualified service providers.
- + That the common areas and building structure are properly maintained by means of a rolling programme of Planned Preventative Maintenance and that common areas are redecorated as often as is necessary.
- + That any maintenance work carried out as described above will be undertaken by reputable, professionally qualified service providers in compliance with Health and Safety legislation, relevant industry best practise guidelines and with due regard to minimising any temporary interruption of the amenities that either residents or adjoining residents enjoy.
- + That any deficient fixtures and fittings within residents' rooms are repaired or replaced as soon as possible following notification to the Residence Manager.
- + That all external areas will be kept clean and well landscaped, and rubbish will be stored safely and securely with regular collections.
- + That the interior and exterior of the building is kept clean and tidy and that any graffiti or rubbish is removed as quickly as possible.
- + That any damage or defect notified to the Residence Team will be repaired as soon as possible by reputable professionally qualified service providers.
- + That all accommodation will be clean, presentable, safe and secure.
- + That all fixtures and fittings will comply with relevant statutory obligation and that all fixtures and fittings requiring periodic inspection will be so inspected by properly qualified service providers.

HOUSEKEEPING + SERVICING

The housekeeping team will be responsible to maintain the regular and periodic cleaning of all common areas including the social amenity space, laundry room, reception, walkways, waste disposal areas and lifts.

Students, as part of the living-away-from-home experience, will be responsible for the cleaning of their own rooms and shared kitchens. We will offer a tailor-made housekeeping room service to all residents for a fee.



The Residence team at our student accommodation takes care of several important housekeeping tasks to ensure a clean and comfortable living environment:

- + They keep both the inside and outside common areas, as well as fixtures and fittings, clean and free of rubbish and waste.
- + They make sure that all rubbish is stored safely and collected regularly. Waste storage areas are disinfected as needed to prevent pests.
- + A system for residents to report maintenance or housekeeping issues easily, facilitating a quick response from the Residence team.
- + Commercial washing machines and dryers are available in the Accommodation at all times, and the cost of using these machines is kept competitive.
- + Residents are only allowed to hang laundry to dry inside their rooms, ensuring it is not visible from the outside of the Accommodation.
- + There's a penalty for leaving bicycles anywhere in the building other than in the designated cycle storage area.
- + All fixtures, fittings, and common area facilities undergo a deep cleaning at least twice a year.
- + Every resident's room, including provided furnishings, is deep cleaned at least once a year.
- + Any emergency damage, spills, or incidents are promptly addressed by the Residence team as soon as they are notified.
- + Regular assessments of the condition of furniture and furnishings, with timely replacements or repairs as needed.
- + Guidelines on waste reduction and recycling practices, promoting environmental sustainability among residents.
- + A clear and accessible communication channel for residents to request additional cleaning or housekeeping services, ensuring their needs are met.

MANAGEMENT OF INTERNAL COMMUNAL FACILITIES

The design of the interiors will be centred around an Atrium Garden and provide a visual and physical link to the external green spaces on both sides of the building.

Blending from calm into a vibrant space gives opportunity to zone the functionality of the amenity space based on the energy and activity within it. As such the concept represents the history of the town as it emerges from a woodland to a dynamic and culturally diverse district.

The design embraces the diversity of the area it is in by creating spaces that blend elements from different cultures. We have zoned the amenity into five distinct areas.

- + The ground floor area directly surrounding reception and facing towards the Urban Green Space has been designed for social activity and will host private events, have allocated space to perform music and engage in games
- + The zone connected to the town-centre use is dedicated to fitness and competitive sports that will replicate all the functionality of a quality gym as well as areas that can help support wellness activities and recovery
- + The Atrium Garden is connected to the private dining room and will provide a blend of indoor and outdoor socialising
- + The rear of the ground floor is a calm space that allows for different types of study including stand-up desks, recording studio, editing suites, bookable pods, group study benches and large layout table
- + The mezzanine level is dedicated to wellbeing. It has a visual connection to the Atrium garden, a staircase up to the courtyard and views out into the calm study space. The area will include a library, yoga studio and multi-faith room.

We firmly believe that the environment you live in should positively impact your lifestyle. The communal amenity spaces are deliberately designed to foster student interaction, encouraging the formation of a tight-knit community.

Our dedicated Residence team will be stationed in these communal areas during their duty hours, ensuring they remain tidy, safe, and well-managed at all times. This proactive approach guarantees that these spaces are always welcoming, enhancing the overall living experience for our residents while promoting community-building among them.

