



# Student Management Plan

Proposed Student Accommodation Scheme at Canal bank, Limerick on  
Behalf of Revington Developments Ltd

Revington Developments Ltd

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## 1. Introduction

### Student Management Plan

This Student Management Plan provides an overview of the management process and the policies which will be put in place in order to ensure the effective administration and supervision of the proposed student accommodation residence at Canal Bank, Limerick.

This plan will apply to both the student housing and the communal spaces proposed and designed to limit the impact of the operation of the building on the site and surrounding area, such as those related to servicing and refuse collection.

Well managed student accommodation should integrate within the local area and add to the local community, both economically and socially. The management of student accommodation is a specialist service. This is to ensure that the student housing element can be appropriately managed and meet the needs of the local environment, as well as the student tenants.

The proposed build student housing would be managed by a dedicated and experienced operator who will be responsible for the full – time management of the scheme on behalf of the owner. During the pre-planning phase of the project, the applicant consulted with potential student operators and their agents, who provided directed advise and experience of the operational, design and specification needs of a purpose-built student residence.

If a grant of planning permission is forthcoming, Revington Developments Ltd will construct the student residences and the company will then appoint a Management Company to manage and oversee the day to day operation of the student residence. Where the proposed management of the residence differs significantly from the set out in the report, the council will be notified in writing in advance.

Unlike residential apartments, where only the physical infrastructure is managed, in student accommodation there are many additional areas which need to be constantly addressed such as:

- Students on different courses who choose to live in the same building.
- Students will expect on site staff to respond to problems of behaviour and noise from others.
- Students will expect assistance from site staff on the property and also advise on personal issues.
- Student sites are seen as high risk by the fire services and others and require intensive and detailed health and safety and fire management strategies.
- Given that this may be their first experience of living on their own, students can have a laissez faire attitude towards security and both active and passive methods of securing the site must be utilized.

### Relationship with University Limerick

The map below illustrates the proximity to the site and University of Limerick which is located 1.9 km from the development site.

With close to 12,000 students, including more than 2,000 international students each year, UL is a young and enterprising university with a proud record of innovation in education and scholarship. A survey of Irish students recently voted UL Ireland's most popular university with a satisfaction rating of 85%.

UL offers more than 70 undergraduate programmes across Arts, Humanities and Social Sciences; Education and Health Sciences, Science and Engineering and the Kemmy Business School. UL also delivers a strong postgraduate offering with more than 100 taught postgraduate programmes to Doctoral and Post-doctoral level.



Figure 1: Proximity to the site to Castletroy

## **2. Overview of the Proposed Private Residences**

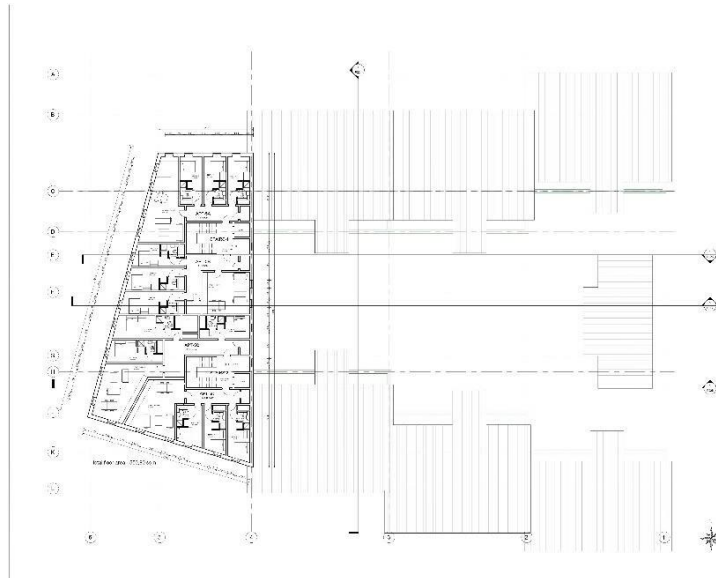
There is a total of 61 student apartments comprising of 9 x two-bedroom, 37 x three bedroom and 15 x four bedroom.

Each bedroom will have a private en-suite with shared kitchen / dining and living area. There will be 4 disabled accessible bedrooms. Additional student amenities available are three retail units, a café and laundry facilities.

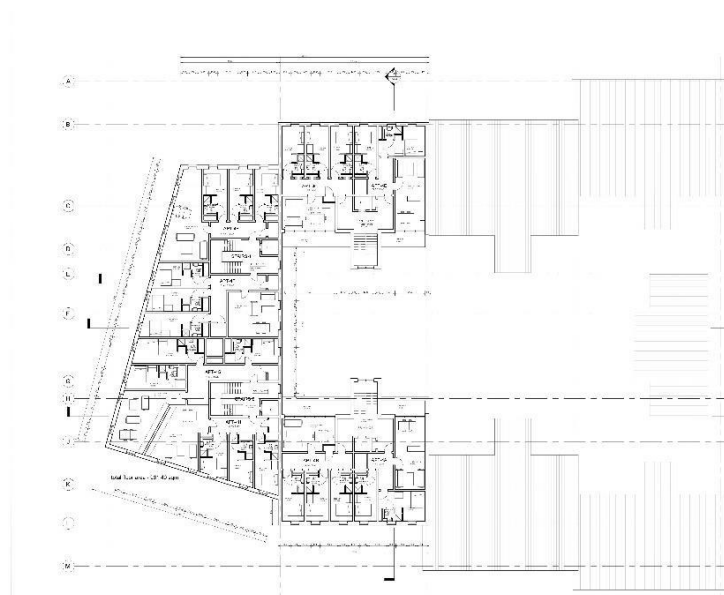
The design of the scheme enables students with diverse age / course / demographic / culture to live together, whilst at the same age, the communal areas allow mixing beyond just the individual

apartments. The design of the scheme provides a considered architectural response to the site and wider environs, with significant value added through the communal facilities.

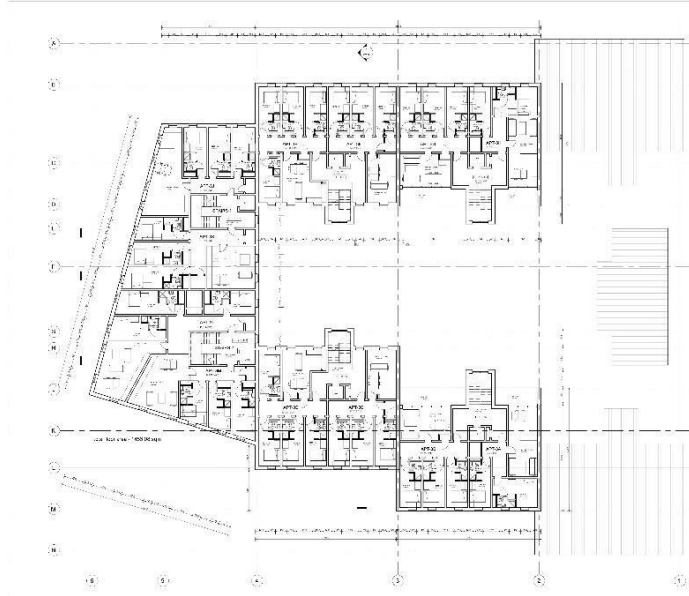
There are 149 car parking spaces allocated across the development.



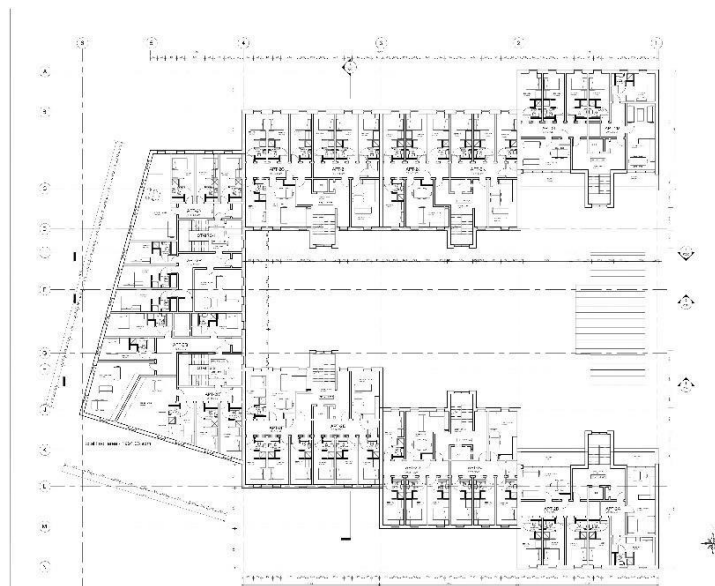
**Figure 2: Proposed Student Residence – Level 1**



**Figure 3: Proposed Student Residence – Level 2**



**Figure 4: Proposed Student Residence – Level 3**



**Figure 5: Proposed Student Residence – Level 4**

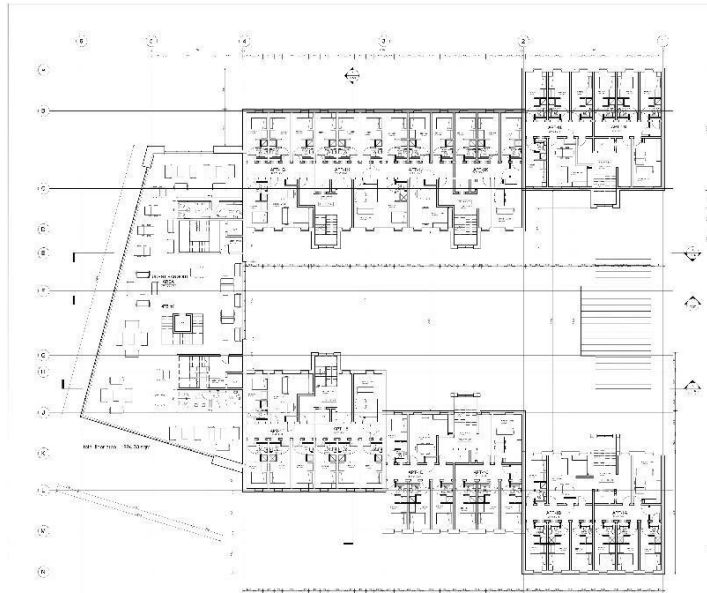


Figure 6: Proposed Student Residence – Level 5

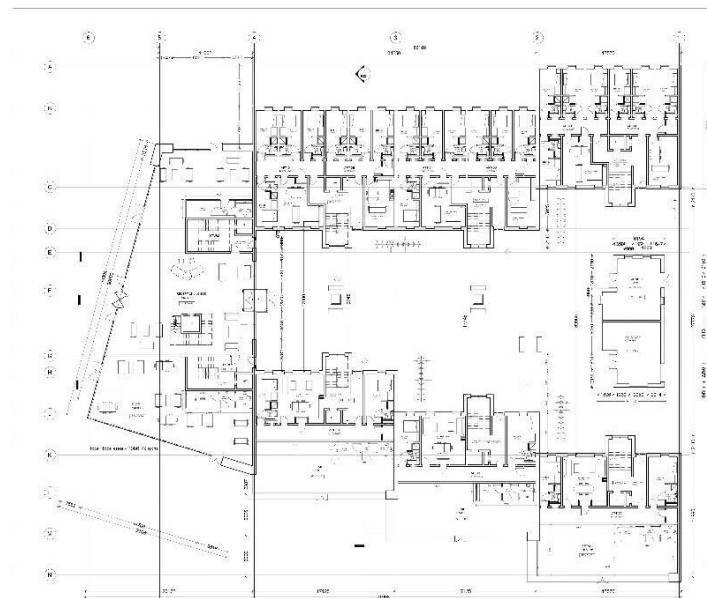


Figure 7: Proposed Student Residence – Level 6



**Figure 8: Proposed Development with Student Resident Cross Side View**

### 3. Staffing and Management

The proposed student residences will benefit from a 24 / 7 management strategy, which will reflect the need of key stakeholders.

Students	A key driver for choosing purpose – built accommodation is the visibility and accessibility of management and maintenance staff.
Local Residents	With visibility of the site and its staff, residents will be comforted in knowing whom they can contact should there be any anti-social behaviour adjacent to the scheme.
Academic Institutions	A strong management team ensures that pastoral and other associated issues are dealt with earlier and more successfully.

The Management Company will appoint an in-house professional management team which will oversee the day-to-day operation of the student accommodation residence 24 hours a day / 7 days a week. The building will be staffed 24 hours a day to ensure efficient and effective management of the residences and to ensure that residing students have access to on-site staff. The team will comprise a full-time Building Manager supported by part time assistant personnel.



The breakdown of staffing is as follows

- Resident Manager will be on site during core times Monday to Friday and will be available on a reactive basis at all other times throughout the week.
- A support Staff Manager will be on-site part time during weekend / weekday evenings.
- Out of hours support will be provided by approved student wardens and on on-call member of management.
- Evening cover will be provided by security team on an on-call basis.

Increased management support will be provided as required during particularly busy periods e.g. move in / move out days. All staff will be employed by the Management Company and will be supported as required by third parties.

The regular on-site staff will be responsible for the implementation of the Student Management Plan policies and procedures and will be the main point of contact for all external organisations and neighbours. It is envisaged that staff will regularly move throughout the building to monitor and appropriately manage the student facility.

### **Staff Facilities**

Staff facilities will be provided throughout the student residence block as follows:

- Staff Kitchen
- Staff office with dedicated toilets
- Managers office
- Parcel storage and collection area

## **4. Security Arrangements**

### **Security**

Security is an important requirement when considering development proposals and is especially relevant in this instance given the proximity of the site to existing residential units. A fundamental requirement of the scheme is therefore a visually secure site for the use of occupiers.

Access zones will be strictly designated and monitored by security CCTV. Main reception will control access to the 'Student only' areas during the academic year, and also during the summer period. Public areas will have separate entrance points and will operate during normal business hours.

Security procedures will be in place throughout the development and within the student accommodation residences. All residents will be provided with a proximity card which will give access to the student amenity spaces, bin store and units. Proximity cards will be registered with individual student details and a clause will be included within the student tenancy agreement requiring that cards are not passed to other students or outside individuals. On termination of a tenancy, the card

will expire and will be returned to the front desk. Should a card be lost or stolen, the Management Company will de-activate the card remotely.

This proactive management of the extensive communal student areas throughout the student blocks is critical to ensure both student and staff safety and security. Many active and passive methods can be employed to ensure these amenity spaces are safe and secure environments:

- Controlled electronic entry to the block and communal areas.
- 24 hour monitoring and recording if CCTV where appropriate.
- Areas which are sensitive in terms of sound, or disturbance to other student residents, would be sealed utilizing the door – entry system.

### **Managing Visitors**

Students will be permitted to bring visitors into the property however they will be responsible for them whilst they are on the property, including any damage or disruption that may cause. Visitors may be required to sign in and out at reception and visitor access will be strictly controlled between 11pm and 7am.

Visitors of student resident's will be required to use the intercom system which will be located at the entrance of the block. The intercom system will allow the visitor to communicate with the student apartment. The student will then be required to go to the entrance in order to open the door for their visitor. A security company will be retained by the Management Company and will provide on-call and out-of-hours supervision of the premises. The buildings and grounds will be monitored by CCTV.

### **Out of Hours Management**

Given the size of the scheme and the obvious proximity to existing homes as well as Limerick City Centre, it is imperative that the development benefits from a strong and robust service throughout the 24 -hour period.

### **Maintenance**

Maintenance issues will be dealt with on a priority basis, with life or building risk issues being repaired and made good as soon as possible; this service will be provided by specialists which will be identified during the mobilization phase of construction.

## **5. Move In / Move Out Strategy**

The proposed student residents are situated 5km from University Limerick and is well served by a range of public transport options which will provide direct connections to a broader range of academic institutions including Mary Immaculate College and the Institute of Technology Limerick.

To reduce the environmental impact of the travel and mobility patterns associated with the proposed student residences, there is limited on-site parking provided for the student accommodation and the use of alternative public transport methods will be actively encouraged.

The scheme has made generous provision for secure student bike parking and storage, approximately 180 spaces. The Student Manager will provide each student with a welcome pack where students are provided with details of local public transport services, timetables, how to purchase tickets, discount cards etc.

A proportion of car spaces will be dedicated to students with a need and these will be allocated at the start of the academic year. This area will be segregated to 'students only' and monitored by CCTV. Car parking will also be allocated to the apartments on a unit basis.

### **Arrival / Departure Procedures (Check - In / Check-Out)**

The nature of student accommodation is such that the academic year is typically spread over nine rather than twelve months and there is an annual turnover of student residents. Student intake normally takes place over a period of 2 weeks at the beginning of the academic term. We are aware that localized disruption can occur during student intake and occupation due to the relatively high volume of students arriving in a relatively short time period. While an infrequent, short lived and temporary occurrence, it is important that student intake is appropriately controlled and professionally managed.

The key element that will require management for this use relates to the mass arrival and departure of tenants to site within a short time period at the beginning and end of the school year / terms. It should be noted that as the student accommodation will be fully furnished, a reduced amount of luggage and personal belongings should arise.

We would suggest measures to ensure careful management of key term time arrivals / departures to prevent a significant volume of vehicles arriving simultaneously to transport belongings in bulk. To avoid an influx of vehicles to the site at any one time which may congest the local road network, an appointment system will be put in place by the student accommodation Management Company whereby tenants are allocated a specific time interval for arrival and uploading / loading and departure of the site. Students would also be informed of parking and loading / unloading restrictions in force around the site. This system would be cognisant of respective start / end of terms dates for different tenants with move in / move out activities continuously monitored by on-site staff for the duration of these periods. The primary aim for move – in and move-out days will be to minimize disruption and to ensure the timely movement of students to their house units. It is proposed that some flexibility will be provided for the students who are unable to attend on the specific arrival weekend e.g. overseas students and for safety, arrival slots will be dispersed across the residence in order to reduce congestion in lifts and stairwells.

Bedrooms will have been allocated and tenancy agreements signed via an on-line programme previously to checking in. Therefore on arrival, students will collect their key fob and be directed to their apartment. Additional staffing will be provided during this period. It is also intended that where universities have block-booked rooms with residence, they will provide ancillary support staff also. Staff will assist with unloading cards and providing directions within the development. This will ensure that students can move their belongings quickly and efficiently.

Through this methodology, it is made clear to students that the allocation of time slots is for their benefit to ensure a smooth and trouble – free move in and minimize any localized disruption in terms of vehicular movements. It is envisaged that all room allocations for move in are spread throughout the building to minimize pressure on lifts and stairwells. This management procedure will be strictly implemented. In the event that students and parents choose to ignore their allocated timings, the Management can reserve the right to refuse access until the site is able to accept them.

In summary, the move -in process will be detailed to the students via the on-line programme in advance. When rooms are booked by students for upcoming academic terms, the booking process will automatically request the expected time of arrival and subsequently notify the student of their allocated check in time. In this way, the students given check-in time and estimated arrival time will be automatically coordinated. Using this information, the Management Company can also liaise with Gardai in advance of the move -in weekend in order to alert them to possible intensification of traffic movements at certain times.

A similar strategy will be employed for move-out weekends at the end of the academic term where students will be offered the option to leave their luggage and personal belongings in a secure location within the building. This will reduce the amount of bulk and time arising.

Generally, the move out is scientifically less time constrained than the move in period, as individual courses within Colleges and Universities finish at different times enabling student to move out over an extended period of time at the end of the academic year.

All students will be advised, prior to the end of their tenancy period, of the move out procedure and dates on which they would be expected to finally vacate. Appointments will be made to inspect rooms for damage and cleanliness prior to departure and, where necessary, arrangements made to return deposits or use them to offset the cost of damages and, where necessary, arrangements made to return deposits or use them to offset the cost of damages. However, this process would be monitored on an on-going basis and if concentrations of movement are anticipated over a shorter period, similar measures to the move in process would be in place to ensure departures are spread over the course of day(s).

Short term lettings will be available throughout the summer period. The units will be advertised on the appropriate international summer school portals.

Similar to the academic year, the Management team will be on hand to handle arrivals and departures through reception. Security of students during both the academic and summer periods will be at the forefront of the Management ethos.

### **General Maintenance Servicing**

General servicing for the student accommodation is expected to be very limited as they are self-catering residential units which come kitted-out with basic kitchen, dining and bedding furnishings, this will restrict the need of furniture deliveries or similar. However, these can easily be accommodated through the use of the internal set-down area.

## **7. Settling -In / Living Together**

Following the completion of the weekend check-in, it is intended that the Management Company would facilitate an introduction session within the house unit common room in order to introduce students to the building manager and to the staff and to answer any questions which students may have, which are not covered by the welcome pack and tenancy agreement. This meeting will also provide the Management Company with an opportunity to discuss good neighbourly conduct with students and to emphasize their responsibilities in terms of respecting fellow students, health and safety and the local community. Generally, Management Companies also provide an on-line portal and community message board which will keep students up to date with all necessary information and to communicate local news and events.

## **8. Cleaning, Maintenance and Waste Management**

In line with the SSPR7 guidelines, an annual maintenance schedule will be put in place by the Management Company. Maintenance issues will be dealt with on a priority basis, with life or building risk issues repaired and made good as soon as possible; this service will be provided by specialists which will be identified during the mobilization phase of construction.

A weekly cleaning schedule will be adhered to by cleaning staff ensuring that the communal amenity space, building entrances and common areas are kept in a clean and safe manner. The cleaning of each apartment will be the responsibility of the tenant, however bi-annual inspections by the Management Company will be carried out with 24 hours' notice provided to tenants. A damage deposit will be retained by the Management Company and utilized for repairs in cases of unreasonable damage. On completion of the tenancy, the Management Company will organise for each unit to be deep cleaned to the next rental period.

Storage of waste generated by the occupants of the development will be stored in a Waste Storage area. There will be one storage area per block.

Waste from the complex will be segregated as follows:

- Dry recyclables (cardboard, paper and plastic)
- Organic Waste
- Mixed non-recyclable waste.

Each resident will be required to segregate their own waste at source. Each unit will be provided with a chart explaining exactly how waste materials should be segregated. Residents will be required to bring the suitable waste streams from their units to the labelled bin storage areas. We would intend for the caretaker to monitor this area and guide any residents that are having difficulty with the process.

The grounds of the residences will be maintained by a caretaker as part of the overall scheme Facilities Management Team.

## **9. Anti-Social Behaviour / Student Discipline**

The creation of a safe and enjoyable environment for students and the protection of the amenities of local residents will be a priority for the Management Company. The Management Company will work closely with local Gardai, emergency services, third level institutions and residents to ensure that student behaviour does not impact other tenants or neighbouring residents. Residents will be encouraged to engage with the Management Company in respect of any concerns that they may have.

### **Good Neighbour Policy**

It is important to employ a good neighbour policy as consultation is the most effective way in managing local requirements and local relationships. If for whatever reason people may want to make complaints, a structure would be put in place which allows complaints to be acknowledge, logged and escalated as required.

### **Code of Behaviour and Conduct**

Student behaviour will be managed and closely monitored through their compliance with their tenancy agreement which they have signed and agreed to prior to moving into the student accommodation. The responsibilities of each student will be detailed in the welcome pack and tenancy agreement which must be signed by each student. The creation of noise nuisance will be particularly monitored and addressed.

### **Student Discipline**

A student residence disciplinary procedure will be put in place for all students living within the property and will be enforced by the Management Company to ensure that students are aware of and comply with reasonable standards of behaviour. Misconduct or unreasonable behaviour perpetrated on or within the vicinity of the premises will be dealt with through appropriate disciplinary action in consultation with the relevant institution where relevant.

Students will be asked to refrain from smoking on the property as it is illegal to smoke in shared / public areas such as communal terraces / courtyards / lobbies / reception areas / common areas.

Management, staff and security will issue a range of warnings to students where anti-social behaviour is observed or reported. This may range from a verbal / written warning or financial penalty to formal meeting between the Management Company and student where the student(s) have engaged in serious anti-social behaviour. Persistent instances of anti-social behaviour will result in the early termination of the tenancy and this process will be clearly indicated in the tenancy agreement.

In order to reduce opportunities for anti-social behaviour, students will be notified of quiet hours between 10am and 7am where no external noise should be heard from bedrooms / house units and students will be asked to proceed quickly from the grounds to their unit when arriving to the accommodation residence during these hours. The close monitoring of CCTV on the grounds and regular checks by the security company will ensure compliance with this policy.

## 10. Safety and Crime Prevention

Students will be provided with information regarding personal safety and crime prevention measures within the welcome pack. Up to date information regarding safety issues will be provided to students throughout the year as appropriate. Where necessary, the Management Company will arrange meetings with students to discuss any issue of particular concern. The creation of a strong working relationship between the Management Company and the local Gardai will ensure that the safety of students is prioritised. The monitoring of CCTV throughout the grounds and building's in addition to regular patrols by the security company will reduce opportunities for crime within the development.

## 11. Health and Safety Policy

The Management Company will strictly adhere to its Health and Safety Policy and will utilize the services of a qualified Health and Safety specialist to ensure the minimization of risk to staff, tenants and visitors. Section 20 of the Safety, Health and Welfare at Work Act 2005 required that a Safety Statement is undertaken which should outline the following:

- Specify how safety and health of all employees will be secured and managed.
- Specify the hazards identified and risks assessed.
- Give details of how the employer is going to manage his or her safety and health responsibilities, including a commitment to comply with legal obligations, the protective and preventive measures taken, the resources provided for safety and health at the workplace and the arrangements used to fulfil these responsibilities.
- Include the plans and procedures to be used in the event of an emergency or serious danger.
- Specify the duties of employees, including the co-operation required from them on safety and health matters.
- Include the names and job titles of people appointed to be responsible for safety and health or for performing the tasks set out in the statement.
- Contain the arrangements made for appointing safety representatives, and for consulting with and the participation by employees on safety and health matters, including the names of the safety representatives and the members of the safety committee, if appointed.
- Be in written form, manner and language that will be understood by all.
- Include a review mechanism.
- Have regard to the relevant safety and health legislation.

In addition, fire drills will be undertaken bi-annually and residents will be familiarized with the evacuation protocol. All common areas will be equipped with fire safety equipment including networking fire alarm systems. Specific fire procedures for mobility impaired persons will be prepared.

### **11.1 Plant and Equipment**

Repair and maintenance work will be carried out as quickly as possible. Urgent work will be carried out within 24 hours., and seven days' notice will be provided for planned work. All plant and equipment will conform to the relevant safety standards.

### **11.2 Training**

All staff members will have necessary qualifications and will be provided with appropriate training to enable them to undertake their allocation tasks.

## **11.Conclusion**

This Student Management Report has detailed the policies and processes which will be enacted by the Management Company in order to ensure that students enjoy a quality living environment within the student accommodation residence and the local community do not experience disruption or annoyance from any student residence. The Management Company will engage fully with the local community, emergency services and local Gardai and will act quickly to address any issues or concerns which may arise. It is considered that in the majority of cases, students observe the rules and meet their responsibilities as tenants ensuring that they become a positive addition to the local community.