

Draft Management Protocol

17-19 Between Towns Road, Oxford

January 2021

CANTAY ESTATES LTD

The logo for Cantay Estates Ltd consists of the company name in a white, sans-serif font centered within a dark purple rectangular bar. Below this bar is a thin, horizontal purple line.

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1. Introduction

This document outlines the management protocol for the proposed development at 17-19 Between Towns Road. The site is located in the district centre of Temple Cowley on the main arterial route, Between Towns Road. The site is bounded by a mix of student housing, commercial use and residential properties.

The proposed development comprises a mix of student bedspaces in cluster arrangements, reception, management suite, an exhibition space, social space, laundry and bike stores. It is anticipated that the building would seek to attract undergraduates and international students attending either the University of Oxford or Oxford Brookes University. The scheme is likely to be operational from September 2023.

The property will be managed by a Nominated Student Management Company, to be appointed prior to occupation. This is most likely to be Europa Generation LLP who have responsibility for the development at Between Towns Court on the adjacent site. This document sets out the key principles by which that company will manage the building. It is intended that a further detailed management document will be submitted for approval prior to occupation of the building.

This document has been prepared in line with approved management protocols used successfully on other student accommodation developments in Oxford City.

2. General Management Plan

The following section outlines the key areas of the general management of the proposed development.

Staffing

The facility will principally be operated and managed by the on-site team. The building will be assigned a specific building manager, student manager, and on-site local representative. Security and management representation will be on-site and available 24 hours a day over the entire year. Contact details made available to the various community groups local to the development. On-site representation shall be nominated from time to time to ensure continuous monitoring of activities at the facility

Student Turnaround

Student turnaround will be facilitated from within the rear courtyard area. On term commencement and term completion dates, each occupant will be allocated a 30 minute drop off and pick up slot. These will be coordinated such that 3 of the 4 disabled parking bays will be temporarily available for drop off and pick up, whilst always retaining one disabled space.

Drop off and pick up from street side will be forbidden.

A schedule of available slots will be made available to occupants two weeks prior to term commencement/completion and will be operated on a first come basis.

Courtyard Management

It is proposed that in the interests of local residential amenity the use of the internal courtyard and terrace/balcony areas for leisure purposes will be limited to between the hours of 9am and 10pm. Outside of these hours this area shall only be used for access and egress.

Security

All common parts, access points, car parking (disabled), bin stores, and bike store areas will be monitored by CCTV.

For the protection of occupants and safeguarding public and adjoining interests the site will be accessed only by occupants through a pass operated security access entry system. All access points will be monitored by CCTV.

This applies to both the pedestrian and vehicular access points. Generally access controls and security will be determined by 'Secured by Design' protocol commensurate with the nature of the development and reasonable security requirement of the occupants.

Refuse/Recycling

Refuse and recycling bins will be located as shown on the plans. The management team will enter a refuse and recycling collection contract with Oxford City Council.

The service access to the rear has been designed to allow refuse vehicles to reverse up to the access gates on collection dates and secure immediate access to the bin and recycling stores without adversely affecting the public road or footpath network.

3. Community Engagement

There will be a dedicated point of contact made available to local residents so that they are able to forward any comments or queries.

Regular resident liaisons will be convened between the representative / managers of the facility and local resident and community groups to ensure that the reasonable representations of the local residents are taken into consideration at all times.

The proposed exhibition space, located on the ground floor at the north-western corner of the building, is anticipated to form a hub for engagement between student occupants and local residents, as it will allow both everyday interactions and is also intended to play host to joint events and resident forums. A noticeboard outside of the exhibition space is anticipated to provide further communication between users.

Contact details for the management team will be provided to local resident groups prior to occupation.

4. Transport

The site is located in an extremely sustainable location and is proposed to be car free. Occupants will all be issued with a Travel Plan which will encourage sustainable methods of travel including public transport, cycling and walking.

Car Parking

With the exception of disabled tenants, all other tenants occupying the building will be required to enter an occupancy agreement/lease which contains provisions prohibiting the bringing of a motor vehicle within the boundary of the City of Oxford. A proforma of the appropriate tenancy arrangement will be submitted to the Council for approval prior to occupation of the building.

Disabled parking on this site will be available to those disabled occupants who have a day to day parking requirement. This extends to 4 spaces.

Cycles

Secure and 24 hour monitored cycle storage is provided within the cycle “hub” in rear courtyard as shown on the plans. Students with bicycles may access the rear courtyard directly from St Lukes Road through the pedestrian gate adjacent to the vehicular access.

A minimum of 206 bicycle parking spaces are provided in secure, covered and lockable compounds.

Deliveries

Deliveries, which will be relatively infrequent and be either scheduled or by appointment only, will be taken to within the rear Courtyard and such deliveries to be made during the day where the disabled parking is programmed to be at least partially vacant, thereby enabling ease of manoeuvring within the service area.