

FUSION GROUP



Glasgow, Sauchiehall Street
RESIDENCE MANAGEMENT PLAN



CONTENTS

3	FUSION GROUP
4	ABOUT
5	PHILOSOPHY
6	ANUK
7	ABOUT PROPERTY
12	24-HOUR MANAGEMENT
13	MAINTENANCE
14	MANAGEMENT OF COMMUNAL FACILITIES
15	HOUSEKEEPING
16	REFUSE MANAGEMENT
18	WORKS + DELIVERIES
19	SECURITY + FIRE SAFETY
21	STUDENT WELLBEING
22	DURING THE TENANCY
23	NOISE + ANTI-SOCIAL BEHAVIOUR
24	STUDENT EXPERIENCE
25	MOVING IN PROCEDURE
28	MOVING OUT PROCEDURE
29	SUMMARY

WE ARE

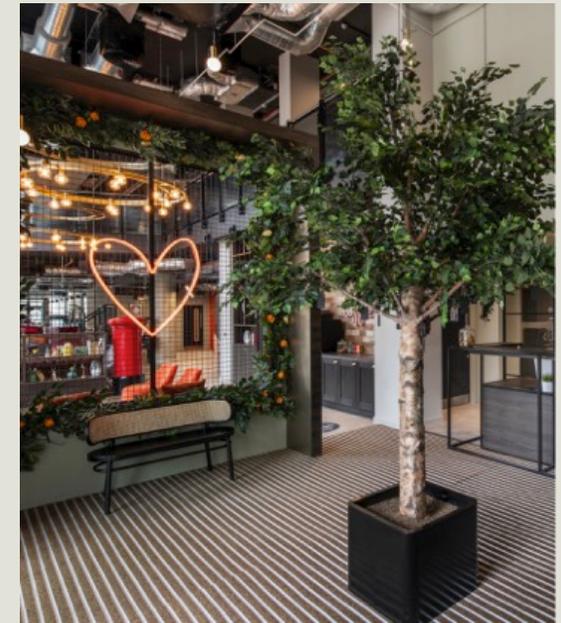
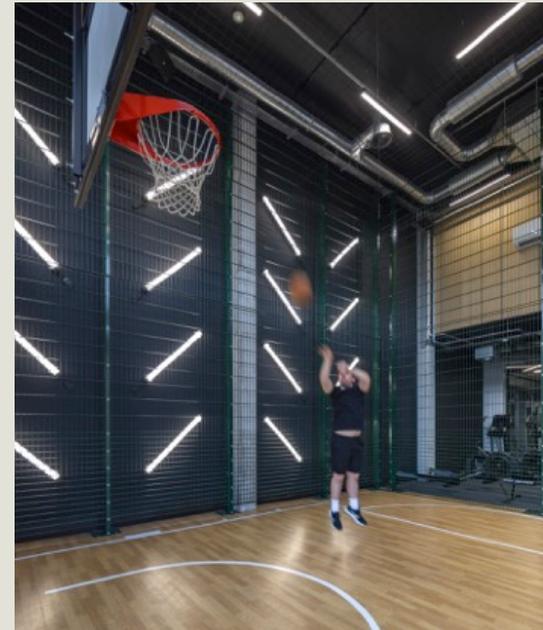
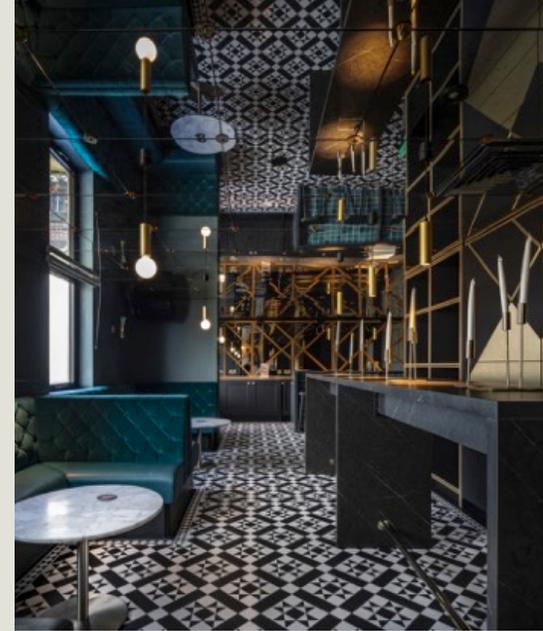
FUSION GROUP

The Fusion Group exists to create thoughtful spaces, places and homes that enrich, enhance and inspire whoever lives within them.

Proudly privately-owned, our team of industry experts are dynamic and thrive throughout complexity and challenge.

We understand the strength in speed when it comes to decision making, allowing us to build a strong PBSA portfolio with a brand that transcends throughout all our ventures.

Designed for Positive Living.





UNLOCKING POSITIVE LIVING

We take pride in building environments and creating communities that can provide the best experience for all of our residents.

We listen to our residents, taking on feedback and lessons learned, and implementing improvements. Taking on their feedback as lessons learned and improved. Our operational principles reflect our experience within their world and has evolved with every building.

We also work closely with local authorities and Universities to better understand their needs and how this can be translated across our considered approach.

We are founded on the belief that student living should be about people and experiences, not just rooms and buildings. For that reason, we recruit for teams from the hospitality and retail industry, not just the student accommodation sector, with an emphasis on customer service. This helps to elevate the overall feeling of the building authentically whilst Operations and Building Management is trained (rather than the other way round!).

All services are designed so that both staff and students have multiple opportunities to engage and interact with each other throughout the term to ensure student's needs are met and to enhance the overall experience within the building.



FUSION PHILOSOPHY

Our students have big ambitions for their future and studying at University in their chosen city is part of that journey.

From beautifully design living and study spaces to the unrivalled facilities and focus on wellbeing. All of it is to take our students one step close to where they want to be.



We are: Thoughtful by Design

Fusion believe in attention to detail and won't cut corners when it comes to the experience within the building. We do this because we create ingenious spaces that facilitate effective and fulfilling living environments which can only come when you are considerate in your approach.

Consideration is permeated through multiple facets within the design process.

We capture student and internal feedback at multiple stages throughout the development process to ensure what we have built lives up to our overall brand concept for that building.

We also stress-test the more ambitious aspects of our room design by building a fully-functioning showcase of multiple room-types as part of our marketing suite. This provides invaluable insight prior to execution on a larger scale.

As a result, we have a physical asset built using years of experience, feedback, consideration and innovation at its core.

We are: Happy by Design

Positive people create positive spaces and that is exactly how Fusion do business. We want to create environments that make you feel optimistic about your own potential and carve out experiences that give our students opportunities for the future.

We always want to create positive interactions with any partner – whether local authorities, the neighbouring community and higher education establishments – and because we've been doing business this way for so long, it has become synonymous with our reputation.

Our positive outlook and relationships imprint on the design of our buildings to create a welcoming home for hundreds of students.

We are: Sustainable by Design

Fusion are responsible not because we have to be but because we want to be.

Our high standards extend to our approach to ESG (environmental, social, governance). As a business, we seek to act in a way that has a positive impact on the environment, communities we belong to and our employees. We do this because it is the right thing to do and simply, the only sustainable way to act.

We aim to encourage a safe and caring environment for staff and students that works in harmony with the local community.



ANUK

ACCREDITATION
NETWORK UK

All our buildings are registered for ANUK - The National Code of Standards.

The purpose of the Code is to provide housing suppliers (owners and managers) and their residents with a framework of transparent undertakings about how they are going to do business with one another.

The scheme is voluntary to join and in doing so, the Operators of the buildings commit to maintaining a minimum set of professional standards for the accommodation and the Residence management

It establishes a system for verifying that standards are actually being complied with. It also provides a measurement to help students understand management and property standards.

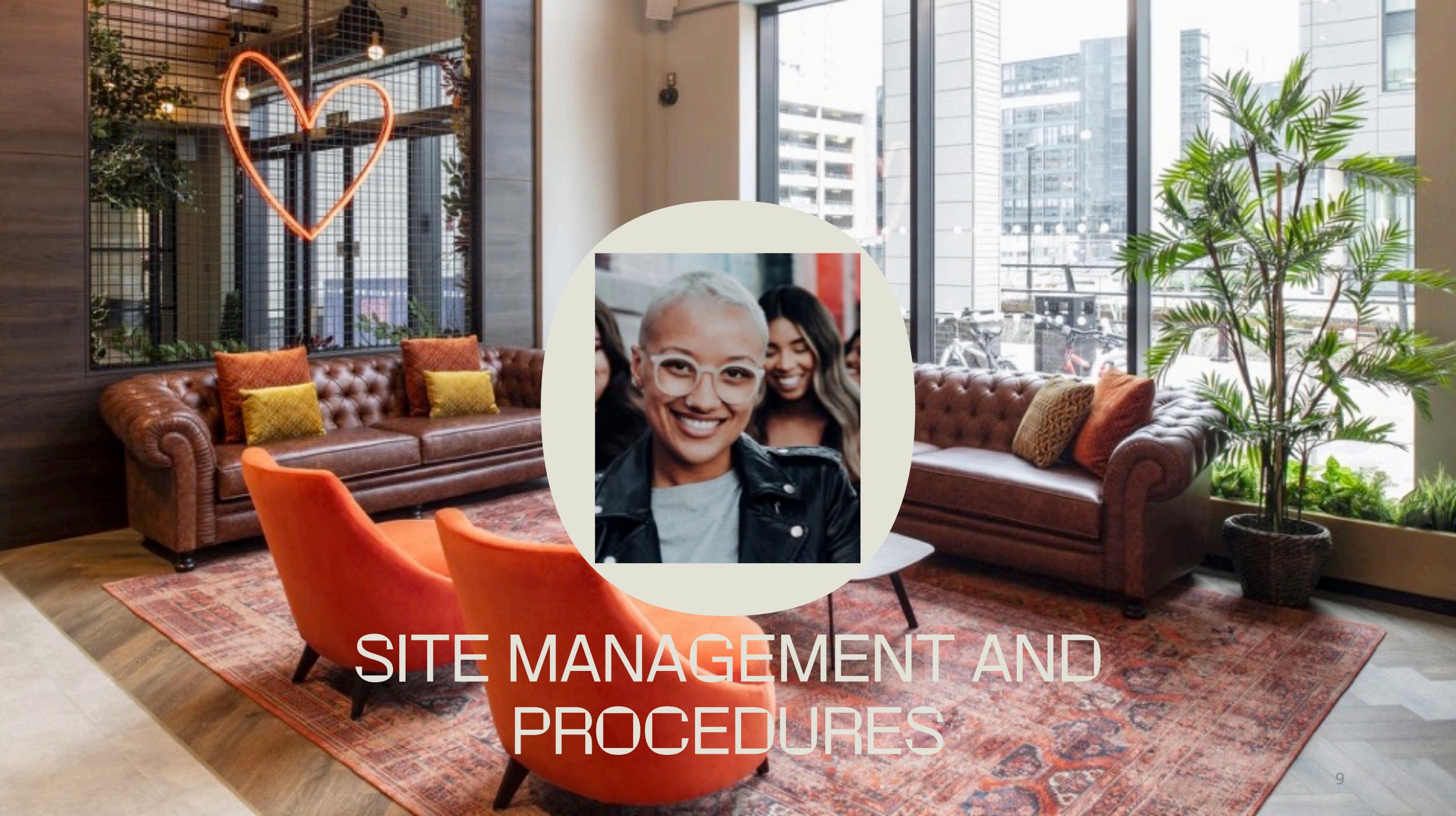
An architectural rendering of a modern building facade. The building features a mix of light-colored stone or concrete panels and large glass windows. The upper portion has a grid of windows with vertical decorative elements. The ground floor is a glass-fronted entrance with people walking. A green banner with white text is overlaid on the right side.

ABOUT THE PROPERTY

THE SITE

The site is based in the heart of Glasgow city centre at 172 Sauchiehall Street. Built on the site of the former M&S Store, and within walking distance of the Royal Conservatoire of Scotland, Glasgow School of Art, Glasgow Caledonian University and Strathclyde University, the site is perfectly located to cater for the student demand in the city.





SITE MANAGEMENT AND PROCEDURES

24-HOUR RESIDENT MANAGEMENT

The Management team will be led by a Residence Manager and supported by an Assistant Residence Manager, a Maintenance Manager and reception Customer Service Assistants. The site will have a 24-hour site presence which out of hours will be covered by our Customer Service Assistant team and on-site Security Concierges.

The team will have been comprehensively trained on how to deal with fire management and major incidents and will be able to escalate a situation to a member of the senior team if necessary, providing around-the-clock management. As such, there will be a member of our team on site at all times offering a point of contact for both students and local residents, if required.

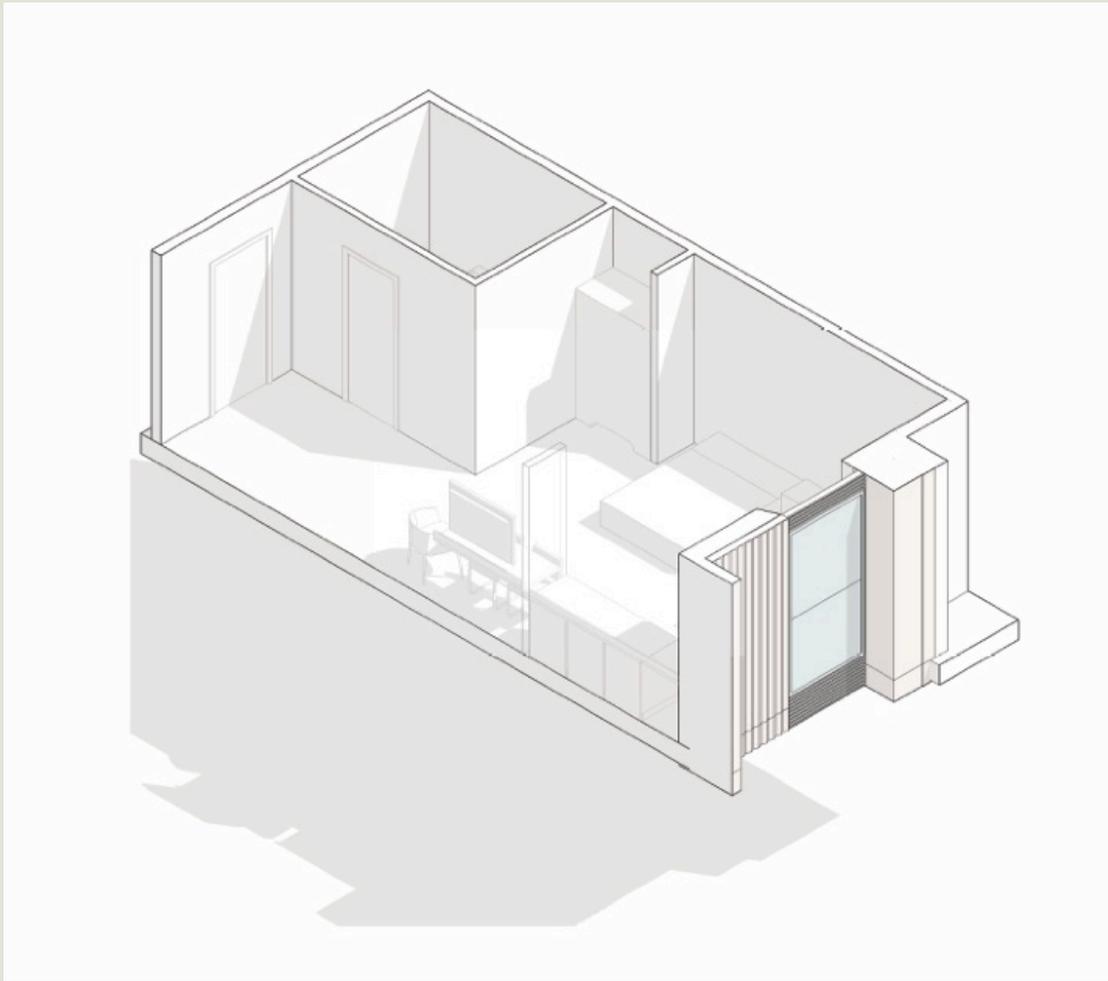
All entrances to the building will have a secure access point and will also be covered by CCTV. Contact details for the management team will be displayed across the building should residents wish to speak with a member of staff. This point of contact will also be shared with all local neighbours that require it.

Further security is provided by way of strategically placed CCTV cameras that enable the management and security team to monitor the building and entrance areas remotely via CCTV imaging. These images will be able to be stored should they be required.

The office will be manned 24 hours with all residents having access to the onsite teams.

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.
- + All entrances to the building will have secure electronically controlled access points.
- + That all mail is distributed as soon as possible after receipt to residents' rooms or post boxes. 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.



ACCOMMODATING DDA STUDENTS

The accommodation has been designed to accommodate disabled students and wheelchair users with 11 accessible compliant rooms available.

Lifts and all access points will be DDA compliant along with communal amenity space.



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.

MANAGEMENT OF BICYCLES

The site has no on-site parking spaces and does not allow for any student parking on or near the premises. All our residents are actively discouraged from bringing cars with them to University and instead, we promote a healthy lifestyle with the provision of cycle stores and details on walking routes around the city.

There is a secure cycle store within the building, with covered spaces for 355 bikes. Access to the cycle store will be from Renfrew Street.

These storage spaces will only be accessed by secure entry points and we will have CCTV coverage to enhance levels of security and safety. This will be monitored and recorded from the main management office.



MANAGEMENT OF COMMUNAL FACILITIES

The design of our accommodation sites allows residents to have access to a purpose-built resident's lounge, private dining, study spaces, TV and game zones and laundry facilities as well as the outdoor spaces. Dedicated fitness suite and studio spaces are integral to the overall wellbeing strategy for the building.

We are firm believers that the space you inhabit should have a positive impact on your overall lifestyle. The use of social amenity space is intended to encourage interaction between the students and allows them to build a community.

The Residence team will be present in the area whilst on duty and ensure it is kept neat and presentable, safe and is well used and well managed at all times.



External Maintenance

The Residence team will ensure:

- + That all external landscaped areas are kept swept and free of litter, weeds and other rubbish.
- + That the Accommodation presents at all times a neat, orderly appearance and that any external signage is kept clean and legible.



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 will ensure:

- + That all internal and external common parts, fixtures and fittings are kept clean and free of rubbish and waste.
- + That all rubbish is stored safely and collected as frequently as possible and that all waste storage areas are disinfected / treated as often as necessary to prevent rodent or pest infestation.
- + That commercial payment-operated washing machines and driers are available at all times within the Accommodation and that the cost of operation of these machines is kept at a competitive level.
- + That no laundry will be allowed to be hung to dry other than within residents' rooms and provided that it is not visible from the exterior of the Accommodation.
- + There will be a penalty for any bicycles left anywhere in the building other than in the appropriate cycle storage area.
- + That all fixtures, fittings and common area facilities are deep cleaned at least bi-annually.
- + That all residents' rooms, together with such of their contents as are provided by the Accommodation, are deep cleaned at least annually.
- + That all emergency damage, spills or incidents are dealt with as soon as possible after notification to the Residence team.

REFUSE MANAGEMENT AND COLLECTION

Fusion Students recognises the social and economic importance of protecting the environment; that its commitment to this must encompass all activities and that it will seek to promote a considered attitude to the environment.

As such Fusion acknowledges that the transport, treatment and disposal of waste are all energy demanding activities and contribute to harmful greenhouse gas emissions. Recycling and reuse have become common practice in addressing some of the environmental impacts of waste generation by reducing the need for raw materials extraction and processing and the demand for landfill space.

This development will provide safe and convenient facilities for residents to recycle and dispose of their waste.

Collection and Access

Recycling bins will be provided within apartments for the separation of waste. Bin compounds will be conveniently located for residents who will be expected to manage their own refuse by taking waste to the collection points, site management staff will review any assistance that may be needed for disabled residents.

Access points for the refuse vehicles will be close to bin compounds. There will be no need to wheel the bins oversteps and drop kerbs will be provided where necessary.

The Euro bins will be sited so that they can be taken to the collection point without being taken across a designated disabled parking space. The access road will be capable of safely accommodating a vehicle weighing 28 tonnes (when fully loaded) of at least the following dimensions: 8.9 metres length x 2.5 metres wide.

Manhole covers will be suitably designed using heavy duty "Grade A" type.

REFUSE MANAGEMENT AND COLLECTION

Storage Capacity

The development will incorporate designated compound for the storage of refuse and recycling bins. The compound will be situated at ground level within the boundaries of the development.

The allocation of storage:

- + 12 bins
- + Assume 100L per person per week (split by glass, mixed recycling, general waste), and 1100 litre Eurobins, we will require c.11 Eurobins collected on a 5 day schedule.

Management

Fusion Students on Residence will have key waste management responsibility and ensure:

- + Keeping residents informed of waste facilities
- + Communal bin compounds will have a notice / signage to indicate the materials collected as part of the recycling. collection scheme will be required. Alternatively, if the erection of posters within the bin store is not possible due to space or other restrictions, bin stickers will be used.
- + The Residents induction scheme will include a briefing on the use of waste and recycling facilities including the correct use of the waste and recycling facilities and the materials collected as part of the scheme.
- + The Residents handbooks should include a section on the correct use of refuse and recycling facilities.
- + The Management will take on the responsibility for enforcing residents' compliance with the waste management arrangements.

WORKS TO THE RESIDENCE / DELIVERIES + COLLECTIONS

Work (other than emergency work) will be carried out to the building between the hours of 9am and 5pm (and will be encouraged to take place during off-peak hours between 10am and 4pm), Monday to Friday (i.e. not at weekends / bank holidays) unless this is, for practical reasons, not possible.

Rubbish collection will be between the hours of 8am and 5pm, unless an alternative time has been agreed with the contractor.

All deliveries and collections will adhere to the local loading restrictions. As this is not a retail or catering outlet deliveries are minimal and generally limited to mail and parcels. Collections are generally only residential refuse collections.

All mail, parcel and food delivery will be directed towards the main reception.

SECURITY + FIRE SAFETY

When the Accommodation is opened for occupation, both a Fire Risk Assessment and a Health and Safety Risk Assessment will be carried out on the Accommodation. Initial assessments will take place prior to completion to ensure fire escape routes and extinguishment materials are incorporated into the build as per statutory requirements and guidelines.

Staff will undertake training in general health and safety issues appropriate for their area of responsibility. A copy of the major incident and emergency evacuation plan will be provided to each member of the management team and each student at registration will receive a student handbook that details emergency procedures. Students will be informed of evacuation assembly sites and notices will be posted throughout the Residence.

The Residence team will ensure:

- + That all external access points are adequately secured and monitored to prevent unwanted/unauthorised entry.
- + That any breach of security or any other incident or emergency is investigated as soon as notified to the Residence Manager and the appropriate authorities advised if relevant. The Residence Manager will log all such incidents and will keep all parties updated until the incident is closed.
- + That all Fire Escape routes are adequately signed and kept free from obstruction at all times.
- + That all Fire alarms are tested at least as often as is statutorily required and that evacuation drills are carried out in accordance with statutory provision.

SECURITY + FIRE SAFETY

Access Control

Each resident of the development will be provided with an electronic key card on commencement of their License Agreement. This key card provides the student access to the pedestrian and cycle gates, the main entrance and individual apartment door to his or her block of accommodation. The on-site security personnel have a record of the use of individual cards so that they know at any given point in time whether students are on or off site. In the instance that a card is lost by a Student once on-site team are notified the lost card is deactivated and cannot then be used to gain access to the development. At the end of License Agreement individual fobs are deactivated and reprogrammed for new Students.

There will be access control at specified locations throughout the building namely at ground floor level, to restricted areas and into apartments. Student occupiers will be able to access all floors without restriction throughout the building in order to visit friends etc. In our experience, there is no need to limit this type of access.

The communal facilities, including the gym, can only be used by students who occupy the building.

STUDENT WELLBEING

Fusion Students recognise that Students can often be vulnerable. This is in part due to the age group which the majority of students fall into and in part because many of them will never have lived away from home before and had to manage their time and finances independently.

For many international students it may be their first time in a foreign country and their understanding of the language and culture may be difficult for them to settle into. Whilst most will not have issues with these things, some students unfortunately will and if we suspect that we have a resident living with us who is struggling, there is action which we should take

Fusion Students works closely with the University student services and provides a great wellbeing network and tools to support the residents with their wellbeing and mental health. All of our staff are trained on Mental health awareness and have procedures for guidance on recognising struggling Students.

Some of these are:

Mental Health Portal

This portal has a progressive base of in-app conversations covering thoughts, feelings, bodily effects and behaviours. The app can create new tailored conversations based on specific challenges for example Recreational use of substances, authority complexes or resident comfortability on-site. We encourage downloading of this app during the residents welcome.

Wellbeing and Social Events

We create specific wellbeing events and activities as part of our community programme that include communal yoga, vegan cooking workshop, DIY/Craft sessions, Community Clothes Swaps, Walk the City and motivational/inspirational speakers.

We always provide catering at our events and have a staff and/or student ambassador presence to encourage engagement.

Wellbeing Blogs

We offer virtual blogs and Tips on Mind and Health.

Bike Scheme

Bikes are a fantastic way of encouraging students to explore their University city and promoting a healthier way to travel.

We have a cycle-to-hire scheme in place that allows students to rent a branded Fusion bike that are stored and maintained in our on-site cycle store. We have a stringent process for students checking the bikes in and out to ensure they are kept in good condition and to allow for fair use.

DURING THE TENANCY / COMMUNITY LIAISON – RESPONSIBILITIES + PROCEDURES

The Residence 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.

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.

NOISE AND ANTI-SOCIAL BEHAVIOUR

We are very conscientious of our neighbouring residents and our local community is very important to us. That is why we have a proactive responsibility towards noise and anti-social behaviour.

We ensure a continual presence by the Residence Management and Security Team to guarantee local residents a consistent point of contact. All matters are dealt with quickly and effectively.

The licence agreement defines different forms of anti-social behaviour (noise, drugs etc.), and action to recover the property in the event of breach.

In the case of our student accommodation, and matters covered by the ANUK National Code of Standards for Larger Student Halls, a formal process of escalation to the Codes Complaints Administrator can be followed. If necessary, a tribunal hearing will be conducted although we will do all it can to avoid a resident feeling that they have no option but to seek resolution that way.

We utilise technology to increase visibility across the scheme and ensure we can monitor activity. CCTV will be used throughout the building and within the external Arcade and all entry points will be secure key card accessed.

By taking these steps, a student accommodation residence can create a positive living environment that encourages respect, responsibility, and community among its residents, ultimately reducing incidents of anti-social behaviour.

STUDENT EXPERIENCE

Our Residence Management model is developed from our focus on positive living - our residence should feel they are in their home; comfortable, reassured and secure; with our onsite staff caring for their living environment and amenities whilst subtly looking out for their wellbeing.

We specify schemes with amenities, layouts, fittings and room designs that students value. Our operating and management structures, processes, interfaces and systems have been built around serving and satisfying our student residents. With every new intake, and throughout the year, we conduct a series of induction, welcome, meeting and social events to catalyse the feeling of homeliness and belonging.

From prior-to arrival, we adopt a number of tools and strategies to help students acclimatise to their new and strange environments and understand their different contexts. Be they UK nationals away from home and their parents for the first time, to international residents coming into an entirely new culture, social and medical system, and economic and transportation infrastructure where even routine elements like opening bank accounts appearing as major tasks.

Fusion Students helps them feel at home quickly in a pro-active way. Within studios and apartments, we monitor and help students to live independently, often for the first time, but together with other independent young adults, adopting tools to help them coexist, divide and share labour, and to make potentially lonely tasks - like shopping and cooking – sociable. We aim to help undergraduates through this transition in their life.

There are on-site staff to report maintenance and social issues to, either in person or through our on-line systems and interfaces. This enables interaction with fellow residents and a fostering of a community spirit at various levels, from en-suite apartments to scheme wide.

Our bookings and management systems enable us to communicate with residents as a collective and individually, through SMS text and e-mail to ensure timely and effective resident communication alongside our interactive virtual tools.

MOVING-IN PROCEDURE

We operate an electronic student registration procedure to help us manage the move-in process. In order to become a registered student, each student must provide proof of identity, a home address, emergency contacts and their confirmation of a place at the University.

This database of information is used by the Residence team to apply their room allocation procedures and to assign student's rooms which will best suit their individual needs. For example, disabled students would be assigned appropriately fitted rooms, first years can be grouped to encourage integration and postgraduates can be grouped to ensure quieter living spaces that facilitate study.

We align our license agreements for tenancies with the University academic year. Typically, this means having our main student intake starting in September with staggered arrivals until as late as November.

In the month leading up to arrival, every resident will be sent a welcome overview, that is permanently available to them online, which outlines their arrival, their time within the building and their move-out procedure.

As part of this induction process, we also provide all residents with the ability to book an allocated arrival time and date. We have a fixed number of arrival slots per hour and across the term.

This spread of arrivals helps us to reduce pressure on the Residence team, mitigate disturbances to local residents and the local road network, as well as provide the best service to students arriving, sometimes to the city for the first time.

Students moving out is spread out over a much longer period as student departures will vary depending on when their last exams are scheduled, plans for the summer vacation, personal or work commitments etc.

The Residence Management takes its responsibilities as a neighbour very seriously and in addition to the arrival slot system, students are also provided information as to what will be regarded as anti-social behaviour, both in the property and locality, and will be required to attend a Welcome Evening where the students will be introduced to the staff and the Code of Conduct, Health & Safety and fire procedures detailed.

MOVING IN PROCEDURE

A number of residents will arrive by car. To facilitate this and mitigate any wider impacts, move in procedures will contain detailed information on:

- + Renfrew Street is the only access road for vehicles so we will work with the local authority to define a drop-off zone for anyone arriving by car
- + Details of parking and loading provision in the immediate locality will be provided with information on restrictions, length of stay and penalties and, in addition, information on congested traffic times to ensure that users are discouraged in the strongest possible terms from behaving in a manner which will cause any disruption to the local road network.
- + Details of off-street car parking locations and of regulations on surrounding streets and for immediate loading; this will include details of (i) on street loading constraints and opportunities and (ii) wider-area public (pay) car parking which can be used post-unloading by parents.

In addition to the information provided in the move in procedures, a number of temporary signs will be placed at strategic locations on approaches to the Site to reinforce routes and help avoid cases of drivers becoming lost in nearby neighbourhoods. For students arriving/leaving by car, kerbside unloading/loading can take place within the prescribed traffic regulations. This will include loading-unloading.

MOVING IN PROCEDURE

The Accommodation will provide additional staff to assist with car arrivals and unloading where necessary. The assistance of extra staff will ensure that any unloading can be completed within the 20 minutes allocated. Staff will assist in the transfer of personal goods to a secure location on the ground floor from where students can subsequently relocate their belongings once vehicle unloading is complete.

As noted above, the Residence Management will determine and hold final approval on arrival time slots and arrivals requested during the hours for which loading/unloading is allowed.

Arrival windows will be stipulated which are of sufficient length that they are achievable for people to aim for, but not so long that they undermine the use of the slot system. An appropriate length would be 2 hours. This window length relates only to arrival time; once a vehicle arrives, its length of stay will be a maximum of 20 minutes. Window bookings will be organised, and staff available to assist unloading as noted above, so that if arrivals are not evenly distributed throughout their arrival windows (as invariably, they will not be) then the capacity exists to serve all the vehicles within the 20-minute maximum.

Management will organise the arrival window bookings to ensure that the kerbside capacity and staffing capacity exists to unload each vehicle within the maximum 20 minutes available. This will ensure a rapid turnover and maximum throughput of vehicles with a minimum of disruption. Should parents wish to park for longer, they will be directed to local parking facilities. Alternatively, should parents decide that they wish to disobey the area's restrictions, then they will be subject to the full force of Local Authority Parking Enforcement, as appropriate.

MOVING OUT PROCEDURE

The Move Out procedure will, in effect, operate a reverse of the Move In process. Students will be required to pre-organise their departures to again ensure that the area is not overwhelmed with vehicles. As with the moving in process, staff will be on hand to assist the transfer of belongings to vehicles so loading can be achieved within the 20 minutes available per vehicle. The pre-notification process will allow Residence Management to plan this staffing appropriately. As such staffing often comes from within the student population itself, there is usually a readily available pool of flexible staff available on an ad hoc basis.

Unlike the Moving In process however, the Move Out will be spread over a much longer period as student departures will vary depending on when their last exams are scheduled, plans for the summer vacation, personal or work commitments etc. As such, the demands on the surrounding network will be even less than the small arrival impacts in the moving in period and thus the Move In period can be considered a worst-case scenario. Most demand for Move Outs will likely be requested for the weekend following the release of results (usually the end of June), although as with the Move In process, the pre-notification procedures will assign collection slots to ensure that demand is more evenly distributed over time.

Similarly, a peak will also occur at the end of the tenancy period (which, based on 51-week tenancy contract length, will be in mid-August; a period when background traffic is at its lowest) but again it is stressed that both these peaks will be much smaller and more widely spread than that at the arrival impacts at the start of October.

During the expected peak move out weekends as previously detailed, the management team will assess the impact that this may have on the surrounding network and seek to find off street parking solutions.

Along with booking a time slot for moving out, the resident will also need to book a time slot for a room inspection, this would generally be 24 hours prior to departure so that if there is any additional cleaning / clearing up / damage this can be notified to the resident to give them a chance to do more cleaning or rectify any damage (where they can).

The resident will then be asked to sign their return of room form which agrees damages (if any).

SUMMARY

This document shows the management strategies for Fusion Glasgow and outlines all areas of management and operation.

Fusion Students acquire, develop and manage high specification student accommodation residences.

We understand the complex needs and aspirations of students and know how to bring everything together to create the best student living environment.

Our priority is to create an environment that encourages wellbeing for our residents and respects the local community and our neighbours.

In this document, we have focused on the management of the communal facilities, place of residence, internal and external interior. As well as showing the importance of security and safety procedures.



FUSION GROUP



THE
POSITIVE
LIVING
PEOPLE

FUSION-GROUP.CO.UK

