



**52-53 OLD STEINE BRIGHTON
PURPOSE REFURBISHED STUDENT ACCOMMODATION
MANAGEMENT PLAN**

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Who We Are

Jensco are responsible building owners and developers with a proven track record for creating safe and interesting spaces where can students thrive. We strive to enhance the lives of each student providing environments for positive mental health and wellbeing.

Design

Jensco place great emphasis on creating flexible and inclusive communal spaces. These areas are designed to support student connectivity. Typically, communal areas include; collaboration spaces, relaxation zones, and private dining / activity space.



Biophilic Aims and Design

Each project is unique and treated sympathetically. As an example, take our latest scheme; Ten Traffic Street, Nottingham. The building is flooded with natural light, includes moss installations, has an accessible roof terrace and landscaped courtyards filled with native plants and trees. Jensco collaborated with local designers, construction companies, artists and artisans to create a truly enjoyable and memorable experience for our students.



Wellness & Wellbeing

A student feeling lonely and / or isolated is a major concern for us. Our onsite Property Manager is there to listen to problems and concerns, and offer support when it is needed most.



Collaboration & Community

To encourage students to explore Brighton, Jensco will partner with a diverse range of local businesses including; vegan chocolatiers, independent breweries, bakeries, coffee producers / shops, fitness providers, and florist. Experience has shown that our approach encourages student engagement with the wider community.



1.0 Accommodation Management

Mr J.E. Needleman is the building owner. Jenco Properties LLP, part of the Jenco Group www.jencogroup.com (also owned by the aforementioned) will develop and operate the property on behalf of Mr J.E. Needleman. Jenco are intending to implement the following Management Plan for the newly refurbished student accommodation at 52-53 Old Steine, Brighton.

Jenco's unique selling point is the ability to provide a high quality and diverse range of services. Jenco will ensure that the building is operated under the Accreditation Network UK (ANUK) Code of Practice www.anuk.org.uk, which is a network of organisations that promote minimum standards in private residential student accommodation which will apply to Old Steine. Jenco are very much a community and customer focused organisation.

2.0 The Residence

2.1 The Site

The student accommodation site is bounded between Old Steine at the front and East Street to the rear - Brighton.



2.2 The Universities

The property is 12 minutes' walk to the Brighton Business School, and 15 minutes' walk to the University of Brighton Moulsecoomb Campus and International College.

London Road Brighton mainline station is a 15 minute walk, onward it is a six minute train journey to Falmer Station.

There are regular buses along Lewes Road to the University of Sussex and University of Brighton Falmer Campus, Brighton town centre and Grand Parade Campus.

It can be concluded that the site has excellent connectivity to Brighton's educational establishments.

2.3 The Design

The design comprises 39 bedrooms, shared student communal space, along with ancillary reception / management office provisions and plant room(s).

The communal and amenity areas have become increasingly popular with students in recent years. They provide space to meet, socialise and study with their friends. In addition, there is a fully furnished communal lounge. The space is intended for socialising and relaxing with friends while watching a movie or listening to music.



3.0 Site Management and Procedures

3.1 On Site Staffing

The site will be managed by:

- Two property managers (PM) working a split shift will ensure full daily management coverage. The onsite property manager will lead the wider Jenco team.
- The PM will be supported by part-time housekeeping staff, an offsite facilities management company and an offsite security company who will be available 24/7, if required.
- There will be an 'in hours' contact number for daytime queries, and an out of hours emergency helpdesk number. The PM and/or key holder (security) will be available at any time in the event of emergencies. The team will manage and implement all and any emergency procedures where needed.

The above measures provide robust 24/7 management ensuring that the property is managed effectively, safely and professionally. It will also minimise any impact the accommodation may have on the local community.

3.2 Noise and Anti-social Behaviour

The presence by the on-site team will ensure that local residents always have a point of contact should there be any issues. This means that any problems will be dealt with quickly and efficiently.

3.3 Community

The on-site team will actively seek to engage with local residents and community organisations. Primarily this will be through planned meetings to discuss and address any issues, should they arise. Outside of these planned meetings, the PM will of course be available during the working day to discuss and manage any enquiries local residence / business owners may have.

3.4 Car Parking

Under the terms of the tenancy agreement, students are not be permitted to bring cars to the property. This will include a restriction to park within the local streets and roads, as set out on a plan in their tenancy agreements.

Students will be encouraged to use more sustainable means of transport, such as cycling, walking and buses.

3.5 Cycle storage and use

Students will be encouraged to use bikes as their main mode of transport. There will be a free and accessible secure cycle storage facility for bikes.

3.6 Management (student breaches)

Whilst we aim to create a welcoming environment for all the students, any anti-social behaviour or car parking breaches for example will not be tolerated. Any residents breaching the clear and strict rules and regulations outlined within their tenancy agreement could lose their rights to accommodation.

The on-site management team will be supported by an off-site operational team regarding compliance and any serious tenancy enforcement issues.

3.7 Out of hours management

The Jensco team will be available 24/7. During normal working hours the onsite PM and day team will be available at reception, by phone and/or email. Out of hours, students will have access to an out of hours help desk. Staff will always be available on a call out rota to attend to serious out of hour emergencies, for example fire alarm, heating failure, power cuts etc.

3.8 Security

CCTV cameras will be installed to ensure student safety and security. The feed will be channelled back to the PM office for monitoring during normal working hours. The offsite security team will monitor the premises out of hours. All CCTV footage will be stored on a rolling 28 day cycle.

There will be an electronic access control system to prevent unauthorised access into the building and lift lobby. Students will be issued an access card/fob when they check in.

3.9 Inspection

At the end of every break in occupation the rooms will be inspected, repaired and deep cleaned in readiness for the next student occupier.

3.10 Repairs

Jensco will employ the services of a local facilities management company to carry out repairs, maintenance and testing of key safety systems such as the fire alarm and emergency lighting.

The PM will be supported by specialist's contractors for electrical testing, water treatment fire risk assessment, fire extinguisher and fire alarm maintenance for example.

There is a sinking fund in place to deal with major repairs which will be organised by Jensco. This will include but is not limited to internal and external decoration, re-carpeting, new furniture and roof, window and fabric works as the building matures.

Jensco's building management process will ensure that the building is maintained robustly to a safe and a high standard.

3.11 Health and safety

Designated staff will be provided with training such as, but not limited to; procedures, first aid, fire management / marshalling and incident management.

The PM will have a procedures manual detailing emergency action protocols along with local emergency contact details.

The PM will operate the site to the following relevant legislation, guidance and accreditations. The property will be subject to regular statutory compliance reports.

All students will attend a welcome session. This event will cover the issue of a customised 'Resident Handbook'. This document provides information on, but not limited to; fire safety, general health and safety rules, good neighbourliness and respect. It also provides familiarisation information on local amenities, the property and the neighbouring area.

3.12 Minimum operational standards

The building will be managed to comply with Unipol ANUK Code of Standards. The code sets out the main elements of good management practice. Its key features include:

- Health and safety
- Maintenance and repairs
- The relationships between managers and the student tenants
- Communication

It also aims to assist students in understanding both the standards and procedures which apply to their accommodation, as well as obligations on the tenants themselves.

3.13 Neighbourhood and community

There will be CCTV cameras covering shared spaces, communal areas and the external perimeter of the building. This is to ensure safe and effective monitoring of visitors, contractors and students when on the property. The PM will have robust procedures in place to manage the CCTV images.

The terms of the tenancy agreement allows Jensco to fine, and if necessary, expel any repeat offender students or take criminal proceedings where appropriate.

We operate a secure deposit and guarantor policy. This provides further security relating to student behaviour.

The PM will actively engage with students via regular consultations sessions. The purpose of these sessions is to (but not limited to) allow students to provide feedback, raise concerns or request assistance and advice.

Our onsite team will actively seek to build working relationship with external tenant and local resident associations along with other local community organisations. It is proposed to meet at least annually to address issues surrounding shared community interests.

3.14 Move-in / change over process

Move-in / change over weekend will be managed meticulously to ensure that students do not arrive all at once. The process will be managed over two weekends each academic year. Students will be allocated a strict arrival time / duration, with early arrivals being deferred as needed. This will minimise the impact on the surrounding street scene, car parking facilities and local road network.

In advance of move-in weekend, all student will be issued a protocol document outlining the do's and don'ts. Parents and students will be encouraged to make use of public transport wherever possible to reduce vehicle movements on the local road network. The document will also include additional information such as key contact details, directions, useful web links and local amenities for example.

3.15 Summer lettings

Summer lettings are a secondary revenue stream to support existing staff in the event studios become vacant between terms. Seven studios have been identified as potential

summer lets. These studios look out onto Old Steine and the sea front. Access to these studios has been designed to safe guard remaining residents occupying other areas of the property. The maximum duration for these summer lets is from June to the second week of September.

The spatial standards in these rooms range from 26m² to 36m². They are all fully furnished to accommodate two persons. The room design ethos is to acknowledge the history of the building and the people who resided here.

4.0 Tenancy agreements

To discharge the requirement of Planning Policy 21 & DM8 within the tenancy agreement, there will be a clause requiring the applicant to evidence that they are registered and enrolled at educational establishments within Brighton and Hove. This will be a condition of their tenancy.

Student applications will be processed with a requirement for deposits and guarantors to be in place as soon as the tenancy is signed / commences.

Each student will sign up to a tenancy agreement binding them to rules and codes of conduct during their stay at the property.

Where students breach the agreement, there will be escalating levels of enforcement which could ultimately lead to exclusion from the property.