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# Redevelopment of Former Durham County Hospital North Road, Durham

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## Planning Submission to Durham County Council October 2013



### Accommodation Management Plan and Waste management strategy Reports

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In association with



## ACCOMMODATION MANAGEMENT PLAN and WASTE PLAN

for

**Former Durham County Hospital Site  
DURHAM**



**August 2013**

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## **1.0 MISSION STATEMENT**

- 1.1. This document is a draft and is subject to final agreement with the local authority and the 106 Agreement.
- 1.2. Our Student Accommodation Management Team is responsible for the management of all managed student residences. The Team's aim is to professionally manage resources in line with the College's strategic aims. It will provide a broad range of services to meet student needs and provision of a welcoming and supportive community in residential accommodation, enabling academic development in a safe, clean and enriching environment.
- 1.2. New Hall is managed to create a safe, clean, environment for its occupants, with respect to their need for study and privacy.
- 1.3. Our Management Team respects the rights of adjoining residents and businesses to a quiet life and will work to ensure that these rights are not compromised in their approach to providing student accommodation. Student residents will be encouraged to respond with mutual respect to the needs of neighbours in close proximity to the residence. Residents of the building are required to sign an agreement and adhere to a Code of Conduct for the duration of their residency. Particular attention is paid to respecting adjoining residents and to refrain from any activity that might cause nuisance, give rise to complaints from neighbours or the general public, or bring the institution into disrepute.

### **The Student Accommodation Code**

- 1.4. To comply with the Housing Act 2004, all higher education institutions can sign up to one of three codes of practice:
  - The Student Accommodation Code.
  - The Accreditation Network UK (ANUK) Code of Practice for Student Accommodation Managed by Higher Education Establishments (HEEs).
  - The Accreditation Network UK (ANUK) Code of Practice for Student Accommodation Managed by Undertakings Subject to HMO Licensing (this means private landlords providing student accommodation).
- 1.5. The Student Accommodation Code sets high standards in the student accommodation sector but all of these Codes aim to ensure that students have safe, good quality accommodation. As long as Student Accommodation is signed up to one of these Codes then students will be able to register complaints about their accommodation if they have any problems or concerns.

## **2.0 RESIDENCE MANAGEMENT**

- 2.1. The Reception Office at the Viaduct Court is staffed 24 hours a day offering a point of contact for both students and local residents. The local Management Team consists of a House Manager based on site, supported by (and reporting to) an Area Residences Manager. In addition, there is a Support Management Team, which is responsible for the development of a collegiate environment, pastoral care and Hall discipline.
- 2.2. Normal Office hours are 08:30 – 17:00 Monday to Friday.

- 2.3 The Management Team operates an out of hours on-call duty roster to deal with fire alarms, incidents and student complaints.
- 2.4 Outside normal office hours and at weekends the Reception Office is staffed by uniformed Security personnel. Security personnel are supported by a 24 hour security management company, from where mobile patrols can be despatched, if required.
- 2.5 There is a small domestic cleaning team, which operates Monday to Friday only. This team is provided by the Residences cleaning contractor and follows an agreed cleaning standards specification.
- 2.6 Access and egress to and from the site is by the main entrance only. This entrance/exit is controlled by an electronic fob system limiting entry to residents or accompanied visitors only. All individuals entering or leaving the site must pass the Reception Office. The electronic systems records all students movements in and out of the property.
- 2.7 The main entrance, lifts, common room, laundry secondary entrances to residential accommodation and exterior communal spaces are covered by CCTV cameras. Images are monitored and recorded at the security/management control centre and have seven day recording.
- 2.8 Staff on site at Viaduct Court, will ensure that:
  - (i) All staff are aware of their obligations to residents and the local community and will conduct themselves in a professional manner at all times.
  - (ii) Any contracted service provider or supplier is reputable and, where relevant, fully qualified, adequately insured and suitably identified; and they will act in a professional and courteous manner at all times.
  - (iii) Lost keys, key fobs, or other access tools are replaced as soon as possible after notification of loss, at an appropriate charge in accordance with the Accommodation Licence Agreement that governs occupation.
  - (iv) All residents are provided with access to the Accommodation Licence Agreement, General Regulations and Guidance Notes, which will advise them of their rights and responsibilities as a resident of our property managed accommodation.

### **3.0 MAINTENANCE**

- 3.1 Our Management Team will ensure that all residents are aware of the procedure for reporting maintenance defects and faults to the Reception Office.
- 3.2 The Reception Office team will ensure that reported defects and faults are dealt with in a timely manner, either by the on-site handyman or by escalating the defect/fault to an appropriate contractor.
- 3.3 Routine reactive maintenance (except in case of emergency) is undertaken between the hours of 08:30 – 17:00, Monday to Friday, except Public/Bank Holidays.

The maintenance team is responsible for keeping the residence maintained, involving regular internal and external repairs. A rolling programme of Planned Preventative Maintenance is already in place for regular upkeep of the building and all additional areas will be added to this cyclical plan upon completion.

### 3.4 The Residence Management will ensure that:

- (i) The interior and exterior of the building is kept clean and tidy and that any graffiti or rubbish is removed as quickly as possible.
- (ii) Any damage or defect notified to the House Manager will be repaired as soon as possible by reputable professionally qualified service providers.
- (iii) All fixtures and fittings will comply with relevant statutory requirements and that all fixtures and fittings requiring periodic inspection will be inspected by properly qualified service providers.
- (iv) All accommodation will be clean, safe and secure.
- (v) All common facilities are kept clean and in a good state of repair and that all common fixtures comply with relevant statutory requirements and that those that require periodic inspection will be so inspected by appropriately qualified service providers.
- (vi) 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 necessary.
- (vii) All maintenance, as described above, will be carried out by reputable, professionally qualified service providers in compliance with Health & Safety legislation, relevant industry best practice guidelines and with due regard to minimising any temporary interruption of the amenities that either residents or adjoining occupants enjoy.
- (viii) Any deficient fixtures and fittings within residents' study bedrooms are repaired or replaced as soon as practicable following notification to the Hall Manager.

### 3.5 With regard to external maintenance our maintenance team will ensure that:

- All external areas will be kept clean and well landscaped, and rubbish will be stored safely and securely with regular collections.
- All external landscaped areas are kept swept and free of litter, weeds and other rubbish.
- At all times the Residence presents a neat, orderly appearance and that any external signage is kept clean and legible.
- Car Parking or service vehicles attending the property will be strictly controlled by the House Manager.

## **4.0 HOUSEKEEPING AND DOMESTIC CLEANING**

4.1 Individual student residents are responsible for the cleanliness of their own study bedrooms. Room checks are undertaken once per term to ensure that residents are meeting their obligations. Cleaning equipment is available from the Reception Office. Assistance will be given to disabled residents if required.

4.2 As a condition of their residential licence students are required to clean their communal kitchen facilities after use and to maintain this shared area in a clean and tidy condition. Every month we will check these areas and issue cleaning orders if they fail a standard Health and hygiene standard. We will provide a domestic cleaning service to common areas twice per week as part of a planned maintenance regime. Assistance will be given to disabled residents if required.

4.3 Our management team is responsible for all common areas including laundry rooms, social learning space, reception, walkways and waste disposal areas. This will be

delivered via a cleaning contractor whose staff will comply with agreed quality standard and frequency specifications.

4.4 Our management team will ensure that:

- All internal and external common parts, fixtures and fittings are kept clean and free of rubbish and waste.
- All study bedroom accommodation and furniture, fixtures and fittings therein are deep cleaned at least once per year.
- Areas for the storage of rubbish, domestic waste and recycling are clearly marked and signposted and that residents are encouraged to recycle.
- All rubbish, domestic waste and recycling is stored safely and collected regularly and that all waste storage areas are treated as frequently as necessary to prevent pest infestation.
- Commercial coin-operated washing machines and driers are available at all times within the residence and the cost of operation of these facilities is maintained at a competitive level.
- No laundry will be permitted to be hung to dry other than in residents' study bedrooms. Laundry will not be permitted to be hung on the outside of the building.

## **5.0 FIRE SAFETY**

- 5.1 Prior to commissioning and occupation of the Residence a Fire Risk Assessment will be carried out. Initial assessments will be undertaken prior to completion to ensure that means of escape, automatic fire detection equipment and fire fighting equipment are incorporated into the build in accordance with statutory and legislative requirements.
- 5.2 On site staff have received fire safety training appropriate to their responsibilities within the residence to ensure that there is at least one Fire Marshall on site at all times.
- 5.3 Students will be informed of their fire safety responsibilities and obligations as part of their pre-arrival, online induction.
- 5.4 The House Manager will ensure that, in line with statutory provision and/or good practice:
- (i) All escape routes are adequately signed and free from obstruction at all times.
  - (ii) A Fire Evacuation Drill is practised each term.
  - (iii) Fire Alarm tests are conducted weekly.
  - (iv) Fire extinguishers are checked weekly.
  - (v) Fire doors are checked monthly.
  - (vi) The Emergency Lighting system is checked monthly.
  - (vii) Fire Risk Assessments are conducted every three years.

## **6.0 SAFETY AND SECURITY**

- 6.1 Prior to commissioning and occupation of the Residence all operational activities will have been risk assessed and a copy of our Health & Safety Policy will be displayed in the Reception Office.
- 6.2 On site staff have received basic Health and Safety training appropriate to their responsibilities within the residence and their area of work.

- 6.3 Staff have access to Health and Safety related policies and procedures and Emergency procedures via the shared staff intranet.
- 6.4 Reception Office staff will record and investigate accident reports via the risk register system.
- 6.5 Key points of access and egress, the social learning space and common external areas are covered by CCTV. Images are monitored and recorded at the main office on site.
- 6.6 In accordance with the current legislation lone working protocol, staff working alone on site will be issued with loan worker devices operated by vodaphone.
- 6.7 In the event of incident and/or at the request of the Reception Office, the Security Control Centre can despatch a mobile patrol to New Hall.

## 7.0 DELIVERIES AND COLLECTIONS

- 7.1 Standard deliveries and collections will be accepted between 09:00 – 16:00 hours, Monday to Friday, except Public/Bank Holidays. Deliveries will not be accepted at weekends unless there is no practical alternative.
- 7.2 Refuse and domestic waste will be collected daily Monday to Saturday between 08:30 –17:00 hours, unless an alternative routine has been agreed with Durham Council's contractor.
- 7.3 Delivery Service Table<sup>1</sup>

<b>Delivery Activity</b>	<b>Frequency</b>	<b>Normal Time of Visit</b>	<b>Vehicle Classification</b>
Postal / Parcel Delivery	Daily (Pass-by)	10am – 5pm	Other / Light <sup>4</sup>
Waste Collection	Daily (Pass-by)	Monday – Saturday 11am – 1pm	Heavy <sup>2</sup>
Cleaning Supplies	Weekly	9am – 4pm	Light <sup>3</sup>
Standard Deliveries	Weekly	9am – 4pm	Medium
Building Maintenance	<once every 3 months	9am – 5pm	Light

Notes:

1. Each retailer will submit their own delivery schedule as part of their fit-out proposals, which will be subject to a separate planning application.
2. Waste Collection arrangements have been agreed with Durham Local Authority waste control.
3. All cleaning and office staff will travel to site by public transport, by bicycle or on foot.
4. Most parcels will be delivered to site by DHL/UPS/Parcelforce etc, usually between 11am – 3pm.



## **8.0 PARKING**

- 8.1 There are no student parking facilities at New Hall. Furthermore, occupants of this residence are **not** entitled to apply for a Resident's Parking Permit. We will provide 3 disabled parking spaces, 1 Manager's space and 4 visitor spaces.
- 8.2 The residents' entrance is limited to pedestrian access only.

## **9.0 ARRIVALS**

- 9.1 It is expected that the population of New Hall will be predominantly, but not exclusively, made up of postgraduate students. We will also offer accommodation to first year postgraduate students from outside the UK/EU. As a result, student arrivals will be staggered across a number of weeks throughout September each year, rather than follow the standard model of arrival over a single weekend more common for undergraduate students.
- 9.2 A similar pattern of arrival would be anticipated for arrivals in January, although this would be expected to be a small number of term two arrivals only.
- 9.3 Parents delivering will be offered a 20 minute time slot to arrive, drop off bags, etc. They will then have to remove the car from the site and go to the nearest public car park.
- 9.4 It is expected that the vast majority of student arrivals will reach New Hall by public transport, mostly by train from the nearby station.
- 9.5 A small number may arrive by taxi, involving only a brief stop for drop-off at the kerb outside the main entrance.
- 9.6 Arriving students will register at the site Reception Office before collecting their keys and moving in to their accommodation.
- 9.7 Arrivals will be accepted 24 hours a day, seven days a week. But by prior arrangement with management( to cope with international arrivals).
- 9.8 Arrival procedures are reviewed annually to ensure currency with local traffic restrictions. Local authorities are informed each July of planned arrival and departure dates.

## **10.0 DEPARTURES**

- 10.1 We will operate a 48-51 week Accommodation Licence period, from late September to late July, as standard. It is expected, therefore, that students will begin to depart from mid June up to the termination of the Licence period.
- 10.2 Some postgraduate students prefer a 51 week contract due to the need to remain at College throughout the Summer recess to finish research and/or write up dissertations. This requires their continued residence throughout the Summer recess and their eventual departure in late August or early September.

- 10.3 It is expected that the majority of student departures will leave New Hall by public transport, mostly by train. A small number may leave by taxi, involving only a brief stop for pick up at the kerb outside the main entrance.
- 10.4 Check out time is 10:00am as standard and so departures will occur in the morning.
- 10.5 Departure procedures are reviewed annually to ensure currency with local traffic restrictions. Local authorities can be informed each July of planned arrival and departure dates if they request this information.

## **11.0 COMMUNITY LIAISON**

11.1 The Residence will ensure that:

- (i) The Reception Office will be staffed during office hours by a member of our staff.
- (ii) The Reception Office will be staffed 24 hours a day by either the daytime management or Security Officer. A member of the Warden Team will be on-call outside of normal office hours.
- (iii) Any complaints or concerns which occupants of adjoining properties may have regarding the operation of the residence may be raised with the on-site Hall Manager during office hours by telephone or in writing.
- (iv) In the event of no resolution to complaints raised as per 11.1.3, above the Area Residences Manager will be available on reasonable notice, during office hours, to discuss any concerns which occupants of adjoining properties may have regarding the operation of the residence.
- (v) Any complaints received will be dealt with in a timely and courteous manner.
- (vi) Our Manager will consider an invitation to join the local Residents' Association favourably.

## **12.0 ACCREDITATION**

12.1 New Hall will be a "registered property" in respect of our membership of the UK Code for the Management of Student Housing (The Student Accommodation Code), compliance against which is audited annually.

## **13.0 WASTE & RECYCLING MANAGEMENT PLAN**

13.1 Facilities for storage of waste and recycling have been considered at an early stage in the design process. The space requirements for the storage of waste and recycling are based upon discussions with Durham City Council.

13.2 Facilities for the storage of waste and recycling will be provided at various locations outside in storage areas.. These locations are indicated on the site plan. It is proposed to supply the following numbers of 1100 litres euro bins in each area. 75% of the bins will be for general waste, 20% for card/paper waste, 5% for glass waste.

**1100 Litre Bin Units to be used (or similar to suit DCC waste lorries).**



# MGB 1100 FD

## Material and Design

- Polymer components injection moulded from specially designed HDPE
- Resistant to decay, frost, heat and many chemicals
- Special UV-stabilisation provides excellent ageing characteristics
- Additives are cadmium free and environmentally friendly
- Metal components are corrosion resistant
- Quiet-running solid rubber tyres
- Compatible with identification and weighing systems
- Fitted as standard with chip nest in accordance with RAL GZ 951/1
- High quality materials and most advanced manufacturing processes guarantee a long service life
- All container parts are recyclable

## Quality

Certified according to EN 840 and RAL GZ 951/1  
Constant quality control through own laboratory as well as independent institutes

## Safety and Handling

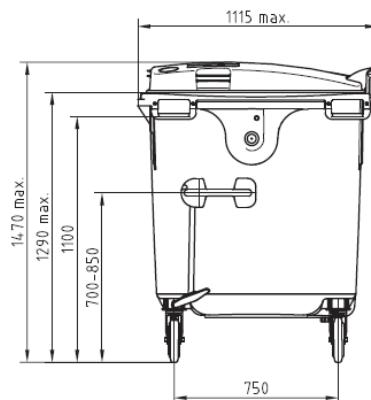
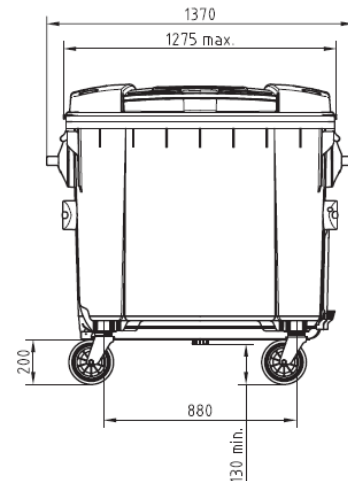
- Large lifting trunnions with steel insert for increased safety during emptying
- Double angle rail for highest safety during emptying with comb lifting devices
- Easy-grip handles on all sides of the body
- Safe, easy handling, even with heavy loads
- Reinforced base and front and rear panels for highest stability
- Various wheel assembly configurations for different applications
- Special ribs prevent containers from becoming jammed when stacked
- Easy-grip handles on the front and sides of lid for easy filling
- Stable and lightweight lid
- Rounded lid profile for improved rainwater dispersal
- No water ingress when opening the lid
- Easy to clean due to smooth surfaces and rounded internal corners

## Colours

Standard colours grey, green, blue and yellow  
Special colours are available on request

## Accessories

Comprehensive range of accessories in separate brochure



all dimensions according to EN 840

## Specifications

Nominal volume	Net weight	Max. load	Permitted total weight
1100 litres	ca. 65 kg	440 kg	510 kg



## Waste Collection

- 13.3 At the agreed times our site management team will bring the bins to the agreed location for collection. We will use a mobile tractor unit to pull the euro bins to the designated location.



## Kitchen Recycling

- 13.4 Every Kitchen in the new hall they will be supplied with a Waste Bin recycle unit. This is part of our commitment to achieve BREEAM Very Good rating.



(Similar recycle bins)