



VICTORIA
HALL Management
Limited



BEDE & BARNES HOUSE
CHESTER

Introduction

Victoria Hall is a private company formed in 1996, which specialises in the development and management of purpose built student accommodation. We provide affordable high quality accommodation designed specifically for students.

Sites are carefully selected for student convenience within the major University cities of the United Kingdom. At the time of writing Victoria Hall manages 10,000 beds throughout the UK and negotiations are also at an advanced stage for further developments in Leicester, Nottingham and Southampton, which altogether will further increase the portfolio by approximately 800 bed spaces.

Victoria Hall has also expanded into Europe with a 576 bed space hall of residence in Valencia, Spain and a 285 bed space residence in Bremen, Germany. Further additions are already being sourced both in Spain, Germany and in various other countries throughout Europe.

Each Victoria Hall residence is self-managed with an on-site management suite containing a team of administration staff, caretaker and security cover that ensures the complex is maintained 24 hours a day, 7 days a week throughout the year. It is important for us that our sites are staffed by local people who can be on-site to look after our customers but also to act as a link between Victoria Hall and the communities in which we operate. A local network of skilled tradesmen are also contracted to attend to the various maintenance requirements of the complex. We want to commit to the local areas in which we operate and to form lasting relationships within these communities. Our on-site teams, staffed by local people, are responsible for achieving this.

Every site is constructed with an emphasis on safety; the entrances to the complex are strictly controlled by door entry and intercom systems whilst being supported by the presence of on-site personnel, security fencing and CCTV cameras. These preventative measures undertaken by Victoria Hall ensure we maintain a low level of incidents throughout the year.

Victoria Hall is the ideal place for students to live comfortably and safely whilst pursuing their academic life in Chester. The quality and service provided is reflected by the high proportion of students that chose to remain living within Victoria Hall for the duration of their University life and part of the local community for many years.

1. **Security**

Included below is a copy of both the security arrangements and the security plan, which are in operation at Victoria Hall sites. This is the same procedure that will be adopted in Chester.

SECURITY ARRANGEMENTS

1.1) **Objectives**

Victoria Hall employ 24-hour Caretaking/Security staff specifically in order to provide assistance and support to students, staff, visitors and members of the local community. Their function is to ensure, as far as is possible, the personal safety of students, staff and visitors; the wellbeing of the local community, particularly neighbouring properties; the security of residential buildings and the protection of personal property.

These objectives will at all times be carried out in an effective, efficient and courteous manner, which reflects the aims, objectives and standing of Victoria Hall.

Victoria Hall will: -

- Offer a quality of service based firmly on the concept of equal opportunities
- Respond to and investigate reports of crime committed within Victoria Hall
- Publicise, on a regular basis, information concerning crime and trends in crime occurring at Victoria Hall and actively promote crime prevention and security awareness.
- Provide liaison between the University, Community and Victoria Hall so far as it relates to student behaviour.
- Provide training opportunities to all members of staff.

1.2) **Staffing**

The establishment of Victoria Hall comprises of a Hall Manager and a Caretakers who are based on site supplemented by additional Security guards.

A Business Relations Manager and an Operations Manager are also employed by Victoria Hall to provide support and guidance. These positions are based off site.

Victoria Hall also employs casual staff to assist as and when required.

1.3) **Monitoring & Communication**

Frequent supervisory and shift meetings are held to appraise all staff of developments within Victoria Hall and to receive views from other members of staff on changes to and implementation of, the policies and procedures of Victoria Hall.

All members of Victoria Hall Staff promote communications and liaise between Victoria Hall, students, staff, visitors and the local community.

In an endeavour to ensure Victoria Hall establishes and maintains a satisfactory and relevant service any suggestions from members of the University or from the local community, which it is considered will improve the service, are welcome.

1.4) **Security Lodge**

The security lodge provides an out of hours contact point for students, staff, visitors and other enquirers, in need of assistance or advice.

Persons seeking assistance or advice are advised in the first instance contact the security lodge by either: -

a) **In an emergency:**

From pay or external telephone - (caretakers mobile phone)

b) **Non emergency matters:**

From pay or external telephone - (security lodge direct line)

The personnel within the security lodge are able, by use of close circuit television cameras, to control any vehicular access to and from the complex and also monitor movements on Victoria Hall.

The security lodge will be used as the control centre in the event of a major incident or any other incident, which necessitates a co-ordinated response.

The emergency services have standing instructions to report to the security lodge in the first instance.

The security lodge is also used as an out of hour's service for receiving, advising and directing visitors to Victoria Hall.

The importance of this function is recognised given that it is often the first point of contact that visitors to the complex will have with members of Victoria Hall staff.

Monitoring of this function is continuous and further training given where appropriate.

1.5) **Reception Office**

The reception office is normally staffed between the hours of 9.00am and 5.00p.m. Monday to Friday.

It is generally staffed by the Hall Manager who is responsible for dealing, in the first instance, with all enquiries and in particular with people reporting crime, lost and found property and the administration of Victoria Hall access control.

Outside of normal working hours the responsibility for receiving reports of crime, lost and found property and other enquiries is that of the security lodge and the member of staff on duty at the time.

1.6) **Patrol**

Caretaking / Security staff are responsible, throughout the twenty-four hour period, for patrolling the exterior of the complex and for responding to incidents.

These members of staff also provide foot patrols throughout the interior of the Complex. These patrols are increased in the event of incidents occurring which warrant ongoing attention.

Victoria Hall employees will at all times perform their duties in such a manner, which endeavours to ensure the personal safety of students, staff and visitors to Victoria Hall.

Victoria Hall staff undertaking both internal and external patrols will at all times wear full uniform and an identification badge.

1.7) **Security of Victoria Hall buildings**

The security of all buildings is in the first instance the responsibility of the occupants within.

Victoria Hall has a responsibility to assist both residents and staff in monitoring the security of all buildings contained within Victoria Hall. This extends to checking the validity of residents, staff and visitors to all areas of the site.

Caretaking / Security staff will check and ensure that block, office, launderette and all common room doors are locked and unlocked where applicable and at times specified by the Hall Manager.

1.8) **Protection of Personal Property**

The safeguarding of personal property is primarily the responsibility of the owner.

Victoria Hall continually endeavours to reduce the incidence of crime occurring on the complex by way of technology, patrol, advice and education and the introduction of crime reducing initiatives.

1.9) **Response Times**

Victoria Hall will endeavour to respond to all emergencies within **Five Minutes** of receipt of the call.

Other requests for assistance are prioritised according to the degree of urgency afforded to it by the security lodge staff and/or the Hall Manager.

Victoria Hall will, in all instances, inform the caller of the outcome of the incident.

1.10) **Other Support Services**

Victoria Hall will also provide support in the following specialist areas:

- a) The investigation of incidents, crimes and internal matters
- b) The interviewing of students and staff.
- c) Submission of reports to the University in respect of (a) and (b) above
- d) Advice on matters relating to crime and offences.
- e) Receiving and investigating complaints from residents of unsociable and criminal behaviour of students.

1.11) **Staff Training / Development**

The continued development and training of all staff within Victoria Hall is a high priority. All staff receive periodic reviews and undergo appraisal mechanisms identifying areas of required development and/or training.

1.12) **Complaints**

All complaints, received by a member of staff will be brought to the attention of the Hall Manager as soon as practicable. It will be the responsibility of the Hall Manager and in consultation with the University where necessary to investigate all such complaints received.

SECURITY PLAN

2) **Introduction**

Victoria Hall recognises that it has an important role to play in the local community whilst supporting students, staff and visitors; to maintain security of residential buildings and other property including personal property.

2.1) **Problems**

In endeavouring to achieve its objectives staff at Victoria Hall are faced with a number of ongoing problems. The primary areas of concern may be listed as follows: -

- Ensuring the safety and welfare of students, staff, visitors and the neighbouring community.
- The incidence of reported crime occurring on site.
- The unsociable behaviour of some students.

2.2) **Ensuring the Safety and Welfare of Students, Staff, Visitors and the Neighbouring Community**

This is achieved in the following ways -:

- The provision of high profile internal and external patrols: including (but not limited to) courtyards, communal staircases and the roads/footpaths surrounding Victoria Hall.
- Establishing good communications within the community and between staff, students and visitors to Victoria Hall.
- Establishing good communication links with the local community resident groups, local police force, fire department and Universities.
- The provision and maintenance of a fully integrated digital CCTV surveillance system, monitoring all public areas inside the complex and all surrounding roads in the immediate vicinity of the complex.
- The provision and maintenance of a restricted door entry system to all the site's access points, to all individual blocks and to each individual flat.
- The provision of high security fencing where applicable on the perimeter of the complex.
- Offering support and assistance to Victoria Hall staff when they are dealing with instances requiring welfare or disciplinary action
- Providing a contact point, out of office hours, for parents and others wishing to contact their son/daughter/friend for whatever reason.

2.3) **The Incidence of Reported Crime**

In attempting to prevent and/or reduce the incidence of crime occurring at Victoria Hall, the following initiatives are encouraged and developed: -

- A Victoria Hall Residents Watch Scheme.
- Crime prevention education of both staff and students.
- Regular contact with the police through the local beat officer, C.I.D and at senior officer level.
- Providing accurate and workable recording procedures.
- High profile patrols, by staff in uniform, in vulnerable areas.
- Covert operations when required in plain clothes.
- A policy governing the issue and wearing of identification cards.
- On going staff training.

2.4) **The Unsociable Behaviour of Some Students**

To try and prevent and/or reduce the level of unsociable behaviour of our residents, Victoria Hall undertake:

- To visit all local complainants in the community who are concerned at the anti social behaviour committed by students of Victoria Hall.
- To investigate matters, of a purely internal nature, resulting from student misbehaviour.
- To give advice, guidance and support to all members of Victoria Hall staff in dealing with students who have misbehaved or contravened their Tenancy Regulations.
- To introduce a central database of offenders which would be accessible to those members of the Police and University who have a vested interest in such matters.

3. **Disciplinary Issues**

Most of our residents act in a responsible manner having a respect for themselves, neighbours and property. There are some, however, who act inappropriately which often results in the requirement for disciplinary action to be taken. Noise in general, antisocial behaviour, loud music both inside and outside the hall, deliberately setting off fire alarms and engaging in criminal activity, are all areas of concern and it is essential that all such incidents are dealt with quickly and effectively.

To assist in managing potential situations / incidents Victoria Hall has drawn together a useful guide for Hall Managers which sets out how to try and ensure the effective management of low level incidents of anti-social behaviour, and how the support of the University concerned can assist in dealing with serious incidents of anti-social behaviour. There is evidence to support that dealing with these types of incidents quickly prevents escalation into more serious or more frequent incidents

The guidance and examples below are not definitive and we appreciate that there may be incidents which do not immediately fall into the categories as outlined. On these occasions further advice is sought from the senior management team.

3.1) **General Anti-Social Behaviour (e.g. noise, general disturbance, overnight guests)**

These are considered to be low level issues which Victoria Hall would expect the hall management to be dealing with in terms of speaking to the students concerned and keeping a clear and accurate record of the discussions. In the first instance we would expect a meeting to take place with the student clearly setting out the concern and advising on appropriate behaviour. Examples of such incidents which would warrant a first warning might be:

- Creating a noise which is of a level which can be heard by other students in adjoining flats / blocks
- Causing general disturbance to other resident students
- Having guests back who create a disturbance
- Leaving kitchen / communal areas in an untidy / unacceptable condition

In the event of repeated incidents further discussions would take place and a first written warning would be issued. Again clear records to be kept.

Relevant charges as previously notified to all students are applied as necessary.

On the 3rd occasion that a student receives a written warning a further meeting should take place and a final written warning is given. The student should also be clearly advised that a letter of complaint will be written to the relevant University and their guarantor (usually parent/guardian), which is likely to result in an investigation and possible disciplinary action being taken by that University.

The Hall Manager can move to letter 3 stage at any point during the early stages of discussion if they feel the level of nuisance or the student's attitude/response is not sufficient e.g. the student responds in an offensive manner.

Once the above has been followed Victoria Hall would ensure that a formal letter of complaint about the student is sent (along with all supporting information) to the University and make arrangements for an investigation to take place possibly requiring the student to attend a Disciplinary Hearing where the matter will be discussed further.

Sanctions at this stage could range from further warnings being given, to fines being imposed by the University, to the involvement of guarantors (usually parent/guardian) and ultimately the commencement of legal proceedings leading to eviction from the hall.

3.2) **Criminal Activity**

These are activities which would require Police intervention and examples of such incidents which would warrant an immediate letter of complaint might be:

- Theft
- Acts of violence to other students or to staff members
- Drugs
- Race hate
- False activation of fire alarms

Hall staff would need to contact the Police, clearly explain the situation and be guided by any advice given by the Police. On these occasions once the Police have been notified Victoria Hall would also ensure that the University and Guarantor (usually parent/guardian) are notified and that on the next working day a full report is sent to the University.

Once the above had been followed Victoria Hall would ensure that a formal letter of complaint about the student is sent (along with all supporting information) to the University and make arrangements for an investigation to

take place possibly requiring the student to attend a Disciplinary Hearing where the matter will be discussed further.

Sanctions at this stage could range from further warnings being given, to fines being imposed by the University and ultimately the commencement of legal proceedings leading to eviction from the hall.

3.3) **From a Student's Perspective**

Students are made aware through hall literature of their responsibilities in terms of community living and the impacts of anti-social behaviour, along with the process and procedures in place to deal with any incidents.

Students are made aware that they are also fully responsible for the actions of any guest they invite into the flat and that they and their guest will be held responsible / accountable for their behaviour.

Students are also advised that as a result of their behaviour this may lead to a letter of complaint being written to the University about the incident along with all supporting documentation and that the University may in turn wish to investigate the matter further which may lead to the University instigating disciplinary action.

Students are also aware that a condition of tenancy states that any incidents that cause a breach of tenancy can and will be notified to their personal guarantor immediately.

Action can be taken against a student's guarantor for a breach of tenancy alongside any action taken against the tenant themselves.

4. **Service Levels**

4.1) **Accommodation Management and Administration**

Victoria Hall will always use reasonable endeavours to:

- manage the accommodation in accordance with the ANUK National Code of Standards;
- provide a telephone helpdesk, available 24 hours per day, 365 days per year, to all members of the local community as well as the residents, to deal with all issues relating to the day to day management including, the reporting of emergency maintenance and security incidents, tenancy information and use of the accommodation;

- ensure that all staff, whether directly engaged, contracted service providers or other suppliers employed in the provision of services, are adequately qualified, have received adequate training, and conduct themselves in a professional manner at all times;
- co-operate and assist in the provision of the residential accommodation and make available to enable prospective residents to view the accommodation;
- make available to residents, at a reasonable charge and within reasonable timescales, replacement keys, fobs or swipe cards required to access the accommodation and maintain an adequate level of security;
- ensure the receipt and effective distribution, by the Post Office, of incoming mail to all residents' mail boxes; and
- provide a resident's welcome book which contains details of the services residents can and should expect, details of procedures, contact numbers of the helpdesk, complaint procedures and details of the requirements and responsibilities expected of each resident relating to their behaviour and conduct.
- Ensure that all students are aware of any restriction on applying for local resident parking permits

4.2) **Buildings Maintenance**

Victoria Hall will always use reasonable endeavours to:

- provide accommodation that is fully functional, safe, secure and meets all relevant statutory requirements;
- ensure that all elements of the accommodation (both internally and externally) maintain a good, clean, stain and graffiti-free appearance;
- ensure that all elements of the accommodation, building services and utility suppliers are fully operational and performing in accordance with relevant design intent;
- ensure that repairs to damage of the building fabric and services is delivered through a responsive maintenance service, with emergency assistance available 24 hours per day, 365 days per year;
- ensure the regular inspection and testing of all elements of the fabric, finishes and building services;

- ensure a rolling programme of planned maintenance, repair and replacement, covering all elements of the structure, fabric, finishes, building services, and external areas is undertaken;
- ensure a regular programme of redecoration is undertaken;
- ensure that all work undertaken, is at such times and in such a manner, as to comply with all relevant statutory requirements, manufacturers' instructions and recommendations, reasonable industry practice, and, cause the minimum risk of injury or damage to residents and their property;
- ensure that all health and safety information and notification details are made available both to all residents and visitors;
- ensure that all drainage systems are free-flowing and no safety hazards or noxious odours emanate from the drainage system;
- record, monitor and report on the results of inspection and testing surveys, reported faults and the progress of any resultant planned and reactive maintenance work;
- ensure that all accommodation is provided with mains lighting and power;
- ensure that all accommodation (excluding circulation areas) is able to be adequately heated, having due regard to ambient external temperatures, and in accordance with normal requirements; and
- ensure that procedures and operating plans are in place to deal with emergencies and in particular interruptions in utility supplies.

4.3) **Fixtures, fittings and Equipment Maintenance**

Victoria Hall will always use reasonable endeavours to:

- ensure that all fixtures and fittings and equipment provided are fully functional and safe, meet all relevant statutory requirements and perform with relevant design intent;
- ensure the regular inspection and testing of all fixtures and fittings and equipment in accordance with relevant statutory legislation etc;

- ensure a rolling programme of planned maintenance, repair and replacement of all fixtures and fittings and equipment;
- ensure a responsive and user friendly, emergency maintenance, repair and replacement service which provides cover 24 hours per day, 365 days per year;
- ensure that any required non-emergency reactive maintenance, repair and replacement is given appropriate priority in order to minimise any health and safety risks and any downtime in respect of non-availability of the accommodation (or any specific fixture, fitting or piece of equipment); and
- ensure that all work undertaken, is at such times and in such a manner, as to comply with all relevant statutory requirements, manufacturers' instructions and recommendations, reasonable industry practice, and, cause the minimum risk of injury or damage to residents and their property.

4.4) **Grounds Maintenance**

Victoria Hall will always use reasonable endeavours to:

- ensure all hard landscaped areas are safe and accessible, and kept free from graffiti, litter, weeds, waste and other debris;
- ensure all soft landscaped areas are kept free from litter and other debris and are tended to produce a well kept and cared for appearance; and
- ensure that all external signage is clean, legible and unobstructed and that all illuminating signs are maintained in accordance with the general building maintenance requirements.

4.5) **Cleaning and Waste Management**

Cleaning

Victoria Hall will always use reasonable endeavours to:

- provide an environment that is clean, tidy, free of odour, refuse, debris, pests and other infestations
- regularly provide for the cleaning and where appropriate disinfecting of all the common parts of the accommodation both internal and external, (excluding within the flats other than servicing between lets) and all fixtures and fittings and equipment within common facilities, common areas and circulation space;
- regularly provide for the cleaning and where appropriate disinfecting of low level and high level surfaces such as floor surfaces, curtain rails, skirting boards, radiators, windows and doors, sills etc in all common facilities, common areas and circulation space;
- ensure all areas are free of rodent, insect or other infestation;
- ensure cleaning is undertaken at such times, and in a manner as to cause the minimum level of disturbance to residents, neighbours and visitors;
- ensure cleaning is undertaken at such times and in such a manner as to comply with all relevant statutory requirements and to cause the minimum risk of injury or damage to residents, neighbours, visitors or their property; and
- provide a responsive service to emergency incidents such as spillages leaks etc., including spillages and leaks of flammable materials.

Waste Management

Victoria Hall will ensure that the complex is kept refuse free. A provision of 1100 litre refuse bins will be provided that are emptied weekly. The caretaker will supervise the refuse collection and ensure that the bins are available for collection and returned to their housing immediately upon departure. The waste bins are stored externally in a designated storage area with the provision of a tap and gully. The refuse areas are cleaned out regularly by the caretaker.

Specifically Victoria Hall will always use reasonable endeavours to:

- provide an accessible, secure and tidy designated central disposal point for all waste;
- ensure the frequent collection and removal of all waste in a hygienic manner from the designated waste disposal point provided;
- ensure that sufficient capacity is available to cope with the quantity of rubbish within the accommodation and increase the provision of the central disposal point if required;
- ensure that collection is at such times and in such a manner as to cause the minimum level of disturbance to residents and visitors;
- ensure that collection is at such times and in such a manner so as to comply with all relevant statutory requirements and cause the minimum of risk to the health and safety of residents, neighbours and visitors; and
- ensure that collection is undertaken at such times and in such a manner so as to comply with all relevant statutory requirements and cause the minimum of risk of rodent, insect or other infestation.
- ensure adequate recycling facilities are available.

5. Traffic Management

- The development proposals include very limited on-site parking provision with 1 disabled parking space. There is no general use on-site parking provision.
- All students will receive a letter prior to arrival advising that there is no facility for onsite parking, and advising them of the lack of parking in the immediate vicinity.
- All residents and employees will be provided with a travel information pack when they begin their employment or take up residence at the development. This information pack will include details, maps and timetables for local buses; information regarding local facilities (retail facilities, banks, schools, local cycle shops etc) and other useful information (including Journey Planner phone numbers and website details, and contact details for registered local taxi operators).

- A dedicated travel notice board will be set up in logical common areas such as the student reception area. This will include not only public transport, walking, and cycling information but also details of the Travel Plan itself.
- The Hall Manager will ensure that all train and bus services are well publicised and promoted to residents and employees. Bus and train routes and timetable information will be included within the information packs and on-site travel notice boards;
- Victoria Hall will also publicise to residents the local Journey Planner and National Rail web sites and all relevant contact phone numbers.
- All students aged 18 years and over are entitled to a discount on public transport. This will also be promoted.
- Provision of a free telephone service in the main foyer direct to a reputable local taxi firm to ensure students have access to taxi services if required.
- A site specific Travel Plan document has been produced separately to detail further the traffic management strategy at Bede & Barnes House. Both documents will be managed and enforced by the appointed Travel Plan Co-ordinator.