

# Student Accommodation Management Plan

For Development at Victoria Cross, Cork

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McCutcheon Halley  
CHARTERED PLANNING CONSULTANTS

# Document Control Sheet

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<b>Prepared by</b>	Gemma Glenn	
<b>Checked by</b>	Cora Savage	
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**CORK**

6 Joyce House  
Barrack Square  
Ballincollig  
Cork  
P31 YX97

T. +353 (0)21 420 8710

**DUBLIN**

Kreston House  
Arran Court  
Arran Quay  
Dublin 7  
D07 K271

T. +353 (0)1 676 6971

[www.mhplanning.ie](http://www.mhplanning.ie)

## Contents

1. Introduction .....	3
2. Overview of Management Plan.....	3
2.1 On-Site Management .....	4
2.2 Safety & Security .....	5
2.3 Broadband .....	5
2.4 Operational Measures .....	5
2.5 Neighbourhood Relations .....	6
2.6 Bicycle Parking .....	7
2.7 Summer Accommodation.....	7
3. Conclusion .....	7

# 1. Introduction

This Student Accommodation Management Plan (MP) has been prepared as a part of a submission for a Strategic Housing Development application for a student accommodation development comprising of the demolition of existing structures on site and the construction of 78 no. student accommodation apartments (ranging in size from single bed studio apartments to 8-bed apartments) comprising a total of 206 no. bed spaces in 1 no. 6 storey block, student amenity facilities including a study area, games room, lounge space, laundry room and server/ICT room, the provision of landscaping and amenity areas including a courtyard space (including modifications to the external amenity area of the student accommodation scheme permitted under An Bord Pleanála Ref. ABP-306714-20), 1 no. rooftop terrace and a riverfront amenity incorporating a pedestrian and cycle path accessing onto Ashbrook Heights and Orchard Road, the provision of a set down area, 1 no. access point (for emergency vehicles only), footpaths and repositioned pedestrian crossing and associated tactile paving on Orchard Road, the provision of a new junction build out at the junction of Orchard Road and Victoria Cross Road, the provision of footpaths and landscaped areas along Victoria Cross Road and all associated ancillary development including pedestrian/cyclist facilities, lighting, drainage, boundary treatments, bin and bicycle storage and plant at ground and roof top levels at the former Finbarr Galvin Motor Dealership site fronting on to Victoria Cross Road and Orchard Road, Bishopstown, Cork. The proposed development is presented in a singular block at 6 storeys in height.

This Student Accommodation Management Plan identifies the main objectives for the managed procedures which are required to ensure the provision of a safe environment in which students can live, whilst taking into account the sensitivities of the local area.

The student accommodation will be managed by a management company which will be set up by the applicant and who will be responsible for the future maintenance and upkeep of all services within the development site including drains, sewers, watermains, public lighting, paths, roads, open spaces, and refuse storage areas. The applicants have control of the adjoining lands to the south and the intention is to develop the adjoining permission concurrently with the proposed scheme and both will be managed by the one management company.

## 2. Overview of Management Plan

There are 5 no key components to this management plan:

- On-site management: will include 24-hour on-site management, with dedicated out of hours support;
- Operational Measures: A standards operational process guide will be followed;

- Neighbourhood relations: relations with neighbours are paramount and an integral part of the management plan. Management staff will maintain contact on a regular basis with neighbouring residents and will be contactable at all times to assist neighbours, if they have issues that they wish the Management Team to address;
- Bicycle Parking: Sustainable modes of transportation will be promoted by the management team; and
- Summer Accommodation: the property will be made available outside academic seasons for tourists and other guests and will continue to be managed by staff in line with the management plan.

## 2.1 On-Site Management

Unlike many private student accommodation providers, where the landlord and management agent may be absent from the property, the management company will continuously occupy the property and provide consistent on-site management. These include, a dedicated facilities manager supported by nominated outside contractors and 24/7 emergency cover. This on-site management presence will ensure that the building operates without any adverse impact on the community in which the building is located. Any anti-social behaviour by student residents and other guests will not be tolerated. The building and surrounding area will be well maintained and cleaned on a regular basis by the management company.

The scheme has been configured with a reception area located on the ground floor adjacent to the main entrance. In addition, staff will monitor CCTV feeds and provide the main focal point for post and reception services. The reception area will provide both a visible management staff presence and a clear point of contact for student residents and other guests. Staff will periodically, and whilst undertaking routine guest services, move around the building to provide a discreet but effective behaviour monitoring role that enables inappropriate behaviour to be mitigated in line with the management companies Behaviour Policy which will be issued to each resident upon arrival.

The management company will have a strict set of Policies, Rules, and Regulations which each resident is expected to abide by. The Behaviour Policy provides a clear set of expectations for all residents and any breach of the Policy will result in disciplinary action as set out in the Rules and Regulations.

The behaviour of student residents and their enjoyment of their stay at this development will be influenced by the quality and standard of their living environment. A clean, good quality, well maintained, and safe environment engenders a sense of respect and appropriate behaviour. To maintain a good quality living environment, all communal areas of the building will be cleaned regularly. The student residents are, as part of their away from home experience, responsible for maintaining the cleanliness of their own

individual rooms, kitchens, and ensuites, and this is ensured through supplemental periodic cleaning of communal areas including kitchen areas as part of the service offering. It is expected that due to the proposed student accommodation being allocated towards mature students, anti-social behaviour is not anticipated.

A dedicated Location Manager, who is supported by the General Manager, will be responsible for all aspects of the operation of the building from securing and processing bookings; managing accounts receivable, responding to maintenance and repairs, and ensuring that those are resolved within the standard Service Level Agreement timescales; and ensuring the smooth running of the community which forms within the building.

The Location Manager will be the point of contact and will be highly visible and accessible to all residents and neighbours. An efficient text and e-mail reporting system for maintenance issues will be in operation. This ensures a rapid response and turnaround. The Facilities Manager is tasked with assessing the reported issue within 24 hours and allocating the fix to the appropriate dedicated maintenance response team if it cannot be sorted in-house. The General Manager will provide administrative and backup support to the Location Manager.

## **2.2 Safety & Security**

The management company will place residents and other guest safety and security at the core of its accommodation offering. The latest technology through fob access systems will be installed on all doors and access points throughout the proposed student accommodation. This system will allow management to accurately monitor guest movements into and out of the complex to ensure the highest level of safety and security.

The management company will have service level agreements with security monitoring service providers who provide a high profile out of hours presence through mobile patrols that visit and inspect properties at agreed frequencies. The visible security presence acts as an effective deterrent to anti-social behaviour and nuisance.

## **2.3 Broadband**

Bellmount Developments Limited recognises the essential role of high speed and reliable broadband with pervasive Wi-Fi to ensure the successful student experience. An excellent broadband infrastructure will be installed to ensure comprehensive connectivity for all guest users.

## **2.4 Operational Measures**

The following standard operational processes will be followed:

- A secure fob access system on all doors and communal areas which will restrict access to residents and authorised personnel only. The system will be controlled and

monitored from a secure and designated communication room by staff. This along with strategically located CCTV deters unauthorised access and monitors exactly who is on the premises.

- Measures to control the use of the roof terrace areas including restrictions on hours of use, and the prohibition of alcohol consumption in these areas at all times;
- Measures to ensure the maintenance of the roof terrace, bicycle parking area, including continued monitoring and routine checks by management staff and regular (i.e., daily) cleaning to ensure a high standard of amenity;
- Careful management of waste, including the provision of designated facilities for the storage, separation, and collection of the waste and recyclable materials within the designated areas and screened communal bin stores. All domestic and recyclable waste will be made available for removal by a member of the management team, and will be removed on a weekly basis by one of the licensed operators serving the area (e.g., Country Clean, Wiser Recycling, Greenstar); and
- The refuse company will hold an access fob for the dedicated refuse storage area which allows for the extraction of refuse on the appointed day, avoiding the requirement for on street collection points.

## 2.5 Neighbourhood Relations

The management company will proactively work with and develop a constructive relationship with the nearest residents, businesses, and representatives of the local community. This approach is critical in ensuring that as far as possible, the numerous local interest groups co-exist harmoniously. In this instance, it will be important that the surrounding residents and businesses can continue to live and operate alongside the scheme.

While students' study for 3-5 years, the management team must build a long-term relationship with its neighbours and make a positive contribution to its surroundings. The Location Manager will contact adjoining property owners and local Residents' Associations and arrange to meet on a termly basis to discuss any issues that may arise from the operation of the property. During office hours neighbours are welcome to call the property manager and discuss any issues that may occur at any time. The on-site management proposals and mobile patrols which are anticipated at weekends and long weekends will ensure that there are no negative or adverse impacts on the amenities of the area.



## 2.6 Bicycle Parking

Given the location of the proposed student accommodation, which is within 500 metres to UCC, the preferred means of transport for the vast majority of students, will be walking or cycling. The majority of students will, therefore, tend not to own a car, or wish to not have the expense of having a car in a city centre environment. In this case, it is anticipated that the students utilising this accommodation and in general will walk or cycle as a main form of transportation around the city.

The Bicycle parking area will be cleaned regularly, and the maintenance and cleaning of these areas are the responsibility of the Facilities Manager.

## 2.7 Summer Accommodation

In line with the Planning and Development (Housing) and Residential Tenancies Act 2016, *student accommodation* is defined as a building used to accommodate students, but also includes residential accommodation that is used as tourist or visitor accommodation outside of academic term times.

In line with the definition of student accommodation included in the 2016 Act in addition to the length of the academic year means that rooms can be available outside of term times. This will be subject to the same management and operational procedures as outlined in this management plan.

# 3. Conclusion

Overall, it can be determined that the proposed student accommodation will have efficient and appropriate management and security while in operation. Such management will ensure minimal behavioural impact on immediate neighbours and the surrounding community in Victoria Cross. Due to the site's location in a student-oriented neighbourhood, it can be confidently assumed that the proposed development will operate effectively.