

PREMISES MANAGEMENT PLAN FOR APART-HOTEL SERVICED APARTMENTS

72-74 GLOUCESTER ROAD
BISHOPSTON
BRISTOL
BS7 8BF



Prepared on behalf of Honor Properties Ltd

1. INTRODUCTION

This Premises Management Plan (PMP) has been produced to explain how the proposed Apart-Hotel serviced apartments at the premises will be managed. The PMP specifically addresses the following:

- Day to day management of guests (including conduct, security, complaint protocols, house rules);
- Overall maintenance and management; and
- Management of waste and recycling.

This serviced apartments are provided as short stay accommodation (Use Class C1) and will only be available to guests for a minimum stay of 5 days and up a maximum stay of 180 days.

2. SITE MANAGEMENT

Facilities Management

The accommodation will be managed by Honor Properties Ltd, a property company who specialize in providing a mix of rental accommodation and who manage a number of properties within Bristol. They actively manage and take responsibility for their properties to ensure they are of a high standard and provide clean, safe and secure accommodation.

Honor Properties will actively manage the apart-hotel and they will take ultimate responsibility for ensuring:

- all health and safety standards that need to be followed;
- the carrying out of maintenance and repairs to the building;
- that housekeeping is undertaken at appropriate times; and
- all refuse is collected by the contractors.

Day to Day Management

Honor Properties will contract the general housekeeping of the apartments to specialist cleansers who will ensure they are managed appropriately with staff attending prior to new guests arriving to check rooms are cleaned, linen and towels are provided and that the accommodation is in order. Their general housekeeping tasks will include keeping the building's common parts in good order, ensuring they are kept clean and free from rubbish, carrying out rubbish to the communal bins and cleaning vacant apartments.

The cleaning of the internal and external communal areas will take place weekly.

Waste Management

The serviced apartments will benefit from weekly housekeeping services with bins from each apartment emptied and waste and recyclables moved to the communal refuse store. General waste

and recyclables will then be removed from the site by commercial waste contractors appointed by Honor Properties.

Those collecting the waste will be required to ensure that at no time will refuse receptacles be left on the public footway so that pedestrian movement is not impeded. The collections will take place between 10am and 4:30pm Monday to Saturday, and not at all on Sundays or Bank Holidays.

Details of the refuse and recycling management arrangements will be posted on a communal notice board within the entrance lobbies. Guests will be encouraged to minimize their waste and to recycle it where possible. This will ensure refuse management and recycling is promoted at source. Guests will also be informed of the waste and recycling strategy on moving into the residence via an information pack provided by the agents.

Security Arrangements

The serviced apartments will be accessed via the gated side entrance and path along the north side of the property. Guests will be issued with a code for the gate and a bespoke swipe card for the main door and each individual apartment. The main door will be fitted with a self-closing device.

Additional crime prevention measures are being considered as part of the detailed design process with the installation of recorded CCTV cameras.

Guests will be provided with a 24-hour emergency contact number for Honor Properties.