

Summary

Project Description: Change of use from HMO to a 8 bedroom Hostel/Hotel with en-suite facilities.

Location: 10 Clarence Place. NP19 0AE

Contents

1.0 Introduction

2.0 Staffing

3.0 Opening Times & Access and Security

4.0 Fire Management Strategy

5.0 Maintenance and Servicing Program

1.0 Introduction

This Access and Management plan has been prepared on behalf of Clarence Land & Homes Ltd for all aspects of the management services, roles, and responsibilities associated with the conversion of a derelict building to a hostel/hotel at 10 Clarence Place, Newport NP10 0AE. The access & management plan outlines the process for delivering servicing, and welfare provisions linked to the successful operation of the building.

The plan provides for 8 ensuite accommodation units to be used by Newport City Council as temporary accommodation for homeless people.

We currently manage a similar seven-room property on Commercial Street, where our effective management has led to positive feedback from Newport Council, as there have been no major concerns. We intend to apply this successful approach to the management of Clarence Place as well.

This management plan outlines guidance for site operations, including services, security, and welfare. It aims to integrate occupants into the community while respecting the environment and neighbours.

2.0 Staffing

The proposed hostel/hotel will be managed by:

- **Full-time Accommodation Manager:** The manager will be on the premises between the hours of 9.30am and 5.30pm Monday to Friday. There will be out of hours coverage by the night manager. The accommodation manager will be the principle contact for any issues raised by the Council or the residents.
- **Cleaning:** The accommodation manager and night manager will be responsible for maintaining cleanliness in communal areas.
- **Maintenance:** The accommodation manager will be responsible for the maintenance of the building. It will be his/her responsibility to ensure that the building complies with all the Health and Safety and Fire regulations.
- **CCTV:** CCTV cameras will be installed to monitor the main entrance and all hallways. The installation will ensure that each room door is visible, allowing observation of individuals entering or exiting rooms. The live CCTV footage will be accessible to the accommodation manager on his mobile phone so that he can monitor the building at any time.

Full contact details of the managers will be displayed in the communal areas. All employees will receive role-specific training, undergo Criminal Records Bureau screening, and be briefed on Data Protection Act requirements.

3.0 Opening Times & Access and Security

The building and its facilities will be open to residents 24/7, ensuring constant accessibility. Allowing the occupants flexibility has been considered whilst developing the access systems. Key aspects of the access system are outlined below:

- **Key Fob System:** Residents will use a key fob to gain entry to the building via an automatic door system. This ensures secure and controlled access, allowing only authorised individuals to enter the premises. The key fob will only allow residents access through the front door and only to their own room, limiting unauthorised access. Staff will use the same system during their working hours in reference to gaining access through the main door and any staff zones.
- **CCTV Surveillance:** The entrance door, bedroom doors and other key areas of the building will be monitored by CCTV to ensure continued security and to record any unauthorised access attempts.
- **Strategic/Communal Lighting:** All internal and external communal areas are provided with adequate safe lighting. External areas will be well lit to aid with surveillance. Communal lighting testing will be undertaken regularly by the management team.
- **Emergency Lighting:** Emergency lighting will be located throughout the building. Emergency lighting testing will be undertaken regularly by the management team. It is anticipated that monthly tests will be undertaken. All information should be recorded appropriately.
- **Resident Behaviour:** The management team will be fully briefed regarding policing and encouraging acceptable and responsible behaviour. The staff will be briefed on maximum occupancy numbers. Non-residents may visit for limited periods with prior approval from the manager; overnight stays by non-residents are not permitted. The possession and use of drugs is strictly prohibited within the building.

This access policy is designed to ensure both security and convenience for all residents, providing them with round-the-clock entry to their accommodation while maintaining strict control over who can enter the building.

The site is located within a sustainable location, providing various public transport links in the city. There will be a cycle storage on site, ensuring enough spaces are provided to comply with the local SPG,

4.0 Fire Management Strategy

The building will comply with the Fire Safety Act 2021. A Fire Risk Assessment will be conducted by competent personnel and reviewed every six months. Residents will receive both verbal and written fire safety instructions at the time of check-in, reinforcing the importance of correct actions in the instance of the fire alarm sounding. Notices containing this information will also be displayed in communal areas. Any life safety equipment will be regularly tested depending on the equipment.

Staff training will include a demonstration on how to activate / deactivate the fire panel and its call points in the event of a false alarm.

It is the intention that the training will develop a detailed knowledge of procedures linked to fire strategy, including, but not limited to:

- Fire and Fire Procedure as agreed with fire service;
- Understand the Importance of Training & Knowledge of the Escape Routes;
- Be able to assist with Fire Safety within the building and raise awareness to others;
- Knowledge of how to raise the alarm and call the Fire Service;
- Assist the emergency evacuation procedure in the event of the fire alarm sounding.

Wayfinding signage will be installed throughout the building prior to occupation.

It will be ensured that Fire alarm and detection systems are maintained in proper working order, systems are tested regularly, and an annual inspection and test of the entire system is carried out by a suitably qualified engineer. A log book or certificate will be kept containing information on when the testing and inspection of the fire alarm system was carried out and by whom. Documentation will be available to certify that the fire alarm and emergency lighting systems have received annual checks and are in proper working condition.

All exit routes within the building, such as hallways, landings and staircases, so far as they are under the control of the management and as far as reasonably practical, are maintained safe and unobstructed to enable evacuation of the dwelling in the event of fire.

5.0 Maintenance & Servicing Program

Anticipated activities include:

- **Emergency Lighting:** Regular checks and maintenance as specified by the manufacturer to ensure all emergency lights are operational and compliant with safety regulations.
- **Heat/Smoke Alarms and Life Safety Equipment:** Testing to ensure functionality as specified by the manufacturer. This includes regular inspections and maintenance of all life safety equipment to guarantee their operational readiness in the event of an emergency.
- **Fire Door and Fire Compartment Checks:** Regular inspections for safety

compliance in accordance with the fire risk assessment. This ensures that all fire doors and compartments are functioning correctly and are not obstructed or damaged.

- **Portable Appliance Testing:** Regular testing to ensure the electrical safety of all provided appliances. Tested appliances will be labelled to confirm their compliance with safety standards.
- **Window Cleaning:** Scheduled cleaning to maintain hygiene and the appearance of the building. This will be done periodically to ensure that all windows are clean and in good condition.
- **Cycle Storage:** We have provided 6 cycle spaces complying with the Sustainable Travel SPG.
- **Pets:** No pets will be allowed.
- **Smoking:** No smoking within the rooms or communal areas.
- **Additional:** Windows will be placed on restrictors for the safety of residents. It is not deemed accessible to throw anything out of the windows.