



WELCOME TO MY PAD STUDENT ACCOMMODATION

We are my pad, a brand that has been created to provide a new approach to luxury student accommodation.

We are part of an established lettings and management operation that has been looking after property on the South Coast for the past 20 years.

OUR VALUES

Transparency and openness
Teamwork and collaboration
Mutual respect and integrity
Equality and fairness
Ensuring excellent service
Working ethically and sustainably

The key to our success is centred on providing the best student experience. my pad offers self-contained studio apartments with luxury fittings providing the feel of living in a boutique hotel with the comforts of home. All my pad buildings are situated in select locations, offering the convenience of city centre living whilst being comfortable, safe and secure. All our buildings have CCTV, video phone entry and secure key card entry systems. my pad bring a wealth of experience in the student accommodation sector, already delivering high quality services with proven expertise in 100 student units for Southampton.

Our aim is for students to feel that they are safe, comfortable and content at University, and we are therefore more than happy to incorporate measures to reinforce this goal, such as: inductions and excellent staff in order to enhance the student experience. We are experienced in the intricacies of managing student accommodation and intend to keep expanding on this knowledge.

At the Portswood site, our intention is to continue to work with Southampton and Solent Universities to utilize the strength of the resource we will have, for example at open days and fresher's week we will respond positively and provide resources and

assistance during these important periods.

Our aim is to ensure that we build a community at the new development which will develop a reputation underpinning the demand for the accommodation across the concession period by being a place where students want to live and spend time, with first class facilities, in a friendly atmosphere.

This building has been designed specifically to appeal to students who place studying for their degree above the more social aspects of attending university. The vast majority of the students in our other buildings are 2nd and 3rd year students along with post graduates studying for a master's degree.

We understand the need for on-going dialogue and communication during the construction and operational phases. We will be central to the success of the interface with the community and control of issues such as noise and parking. We will ensure that all potential impacts on the community are dealt with promptly including the timely removal of waste and repairs so that the development always looks in optimum condition. We plan to be at the heart of the community and will encourage and maintain our values.





Fairchild House,
21 Southampton Street,
Southampton,
SO15 2ED

45 Student units.

Mayfield House, 51 High Road,
Southampton, SO16 2AG

18 Student units.



Andromeda House, Flat 1-37,
18 Southampton Street,
Southampton,
SO15 2EG

37 Student Units



ACCREDITATION

Founded by two ex-university students, we at my pad understand the needs of our tenants, and we place them at the heart of everything we do. As a growing force in the industry, we pride ourselves in offering expert facilities management. We offer bundled or individual services such as cleaning, security and maintenance to suit the needs of our clients. We are backed by numerous accreditation organisations including:

- Property Redress Scheme (PRS)
- Southampton Accreditation Scheme for Student Housing (SASSH)
- NICEIC
- Data Protection
- Housing Hand
- Tenancy Deposit Scheme (TDS)
- Gas Safe Certificate

We are also in the process of being accredited by Unipol National Codes which consist of three organisations-

1. The Accreditation Network UK (ANUK)
2. The National Union of Students (NUS)
3. Unipol Student Homes.

THE SITE

The site is located in the heart of Portswood, Southampton. It is approximately 1.3 miles from the city centre, 0.6 miles from the Avenue Campus at Southampton University, 0.9 miles from the main Highfield Campus and 1.2 miles from Solent University. It is a landmark site due to its corner location between Portswood Road and Brookvale Road. The site is located within the Portswood Retail zone character area and the gateway to Highfield.

The subject site is currently used as storage facility on the ground floor which was previously a Blockbuster video store. The building, which was originally built as a garage showroom for cars has also been used as a carpet showroom.

Subject to obtaining planning permission, the site will be re-developed to create a five storey building consisting of 64 student studios and retail premises at ground floor level.

VEHICULAR ACCESS AND PARKING

No parking will be provided for students occupying the studios.

Staff and Services parking

We will provide a space as shown in the planning application alongside Brookvale Road for drop off and deliveries.

Student Move In and Move Out

Students who have secured a place at this development will be given a moving in and out time on specific dates. Changes in tenancies occur between July and October each year with a concentration at the end of September; during the busy periods mypad will operate two 10 hour shifts per weekend. Students arriving by car will be required to do so during a pre-arranged time slot so that the single parking space can be utilised. This arrangement allows for drop off and pick up without significant impact upon adjoining streets. The move in process will be meticulously planned so that all students don't arrive at once. If students and parents choose to ignore these timings, the management company will reserve the right to refuse access. Moving out tends to be less critical as it takes place over a longer period but if necessary mypad will implement the same procedure.

Open days and Intake days

- Provide a timeslot for arrival and check-in.
- On arrival students will be given one hour to unload.
- On arrival onto the estate we will have staff to hold cars and welcome the new tenants.
- The site based team will control traffic onto and through the site to ensure students and parents move on in less than an hour.

WALKING AND CYCLING ROUTE

We shall provide a detailed map of the route to every student, which will be included in our welcome pack. The map will also detail bus stops and timetables along with other local amenities. With respect to the routes to and from the Universities, it is our intention to clearly identify the best routes for the students.

TENANCY MANAGEMENT

The site will be managed by my pad's property manager who will be in the main office from Monday to Friday 9.00am to 5.30pm supported by locally based maintenance and cleaning staff.

Outside of office hours, students will be provided with an emergency contact number which will be manned 24 hours a day. In addition to this, my pad will install CCTV cameras on the outside of the building as well as in the corridors, laundry room, cycle store and bin store. An escalation procedure will be put in place to deal with any serious incidents.

Tenancy Agreement

Upon arrival, all students will be presented with a briefing pack that sets out their obligations in terms of social responsibility to their adjacent and wider neighbours. Each student will sign up to an Assured Shorthold Tenancy Agreement which binds them to rules and codes of conduct during their stay at one of our buildings. Where students breach the agreement, there will be escalating levels of enforcement which will include deductions from their deposits, written and final warnings leading ultimately to eviction in the unlikely event of repeated and/or serious breach of the Agreement.

Security

The management team will respond to any noise and antisocial behaviour by students during daytime weekdays and will be on call for serious incidents. CCTV cameras in and around the building will be channelled back to the main office to allow monitoring of incidents and potential incidents. There will be an electronic access system to prevent unauthorised access.

Inspection

To maintain a good quality living and working environment for all students, communal areas of the building including entry hall, corridors, laundry, amenity space, cycle store, bin store and all entry and exit points, will be inspected and cleaned regularly by a team of directly employed cleaning staff. This provides a further effective method for monitoring the welfare and behaviour of the students. At the end of every break in occupation the rooms will be inspected, repaired and deep cleaned in readiness for the next student occupier.

Landscape

The external areas and the landscaping around the new building will be regularly maintained by letting a contract to a local landscape contractor.

Repairs

We have regular inspections to ensure the premises are of excellent standard. The my pad team carry out all of the day to day to repairs and regular testing of the fire alarms. We are backed up by specialist subcontractors for gas, electrical testing, water treatment risk assessment, fire extinguisher and fire alarm maintenance.

Noise and anti-social behaviour

The continual support from the my pad staff and the procedures set in place will enable the local residents to always have a point on contact should there be any problems relating to noise or anti-social behaviour. This means complaints can be dealt with quickly. We have taken the initiative to:

- Hold induction talks for all the tenants on arrival
- We will communicate with the local residents and make this process easy (either with the staff on site or the helpline telephone number which will be provided)
- We will enforce the full terms of the tenancy agreement.

Neighbourhood and community

The team will actively seek to engage with the local tenants, residents and community organisations. In addition to working closely with local people, the team will hold a meeting with the local residents and groups to discuss and address any issues. Contact details will be provided for future use. The rooftop amenity area will be subject to a curfew from 10:30pm until 7.00am. This will be monitored with CCTV recording which will be supervised at the main office. We operate a deposit and guarantor policy which will provide further security relating to student behaviour.

Tenancy enforcement

It is our interests to ensure the scheme maintains an excellent reputation in order to guarantee good demand and high levels of occupancy. The tenants will be monitored by a number of means including:

- Complaints from other students
- Supervision from the staff
- CCTV
- Complaints from residents

The tenancy agreement covers the disciplinary procedures we use which includes verbal, written and formal written warnings. Therefore, if tenants fail to follow the rules and regulations, we will put our disciplinary procedure into action. In exceptional circumstances, where behaviour is unacceptable or persistent, they will be evicted.

Electronic access control

The building will feature an electronic access control system. Students will be issued with personal key cards when they first arrive at the building, which are individually registered to the student and are strictly controlled. In the event of a key card being lost or stolen, the system will cancel the original card and a new one will be issued to the student.

Waste management

Waste generated at the site will be contained in euro bins in the dedicated enclosed area of the building. At the end of each academic year the students will be provided with additional collection sacks for recycling and general waste which will be collected up by the management team. We also provide every room with a general waste bin and a recycling bin to encourage separation of waste.

Health and Safety

An external health and safety consultancy will undertake risk assessments of the completed development, as required, in the following areas:

- Fire Risk Assessment
- Control of Substances Hazardous to Health (COSHH) and Portable Appliance Testing (PAT)
- Legionellosis (water) Risk Assessment
- Gas Safety Certificate

Comprehensive reports will be commissioned annually and will always be kept up to date. The initial assessments will be undertaken towards the end of the construction phase. And will enable all required safety measures to be put in place prior to the first student move in period.

Cycle store

The development will be cycle friendly. A bike store will be provided to house student's bicycles. This will be located within the building with a secure entry system. We shall also provide tools such as tyre pumps and spare chain links to ensure our tenants are prepared for the worst.

BREEAM certified

Our aim with the development is to be as eco-friendly and sustainable as possible. BREEAM is a company which assesses and evaluates the procurement, design, construction and operation of a development against targets that are based on performance benchmarks. It measures sustainable value in a series of categories ranging from energy to ecology. Within every category, developments score points for achieving targets, and their final total determines their rating. We will use a BREEAM assessor to assist us in achieving our aim.

CASE STUDY
MAYFIELD HOUSE

This property comprises of 18 studio units and is located with terraced housing to the left of the site. There are residential flats to the right and directly opposite the property. The site was completed in September 2015 and is in excellent demand. There is amenity space located to the rear of the property which has proven to be successful.

The team reinforce tenancy control by:

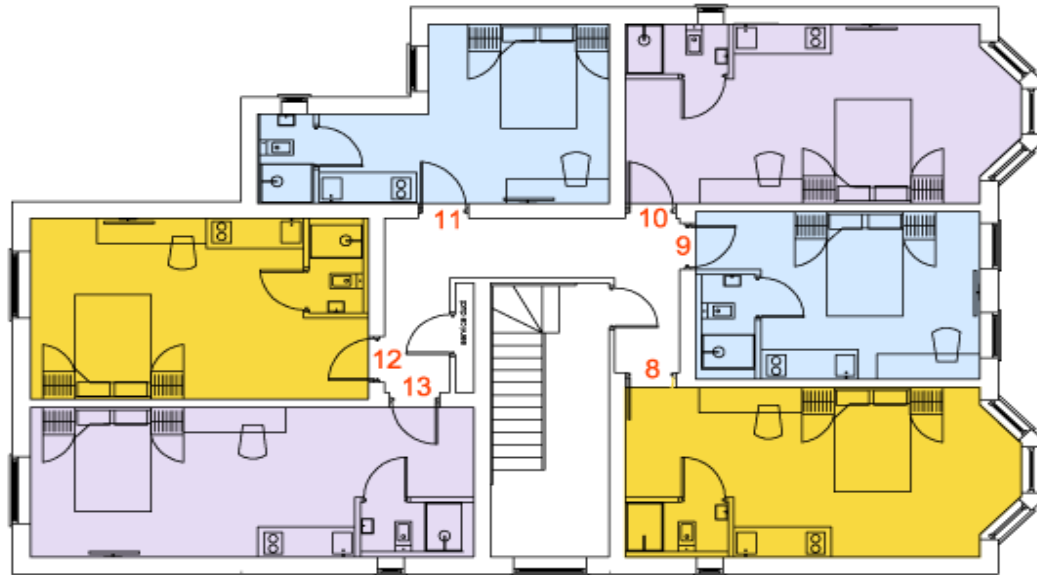
- Any complaints made by neighbours or other tenants would be dealt with immediately. Any students that have been causing disturbance have been given a verbal warning.
- If the nuisance is repeated, we would send a written warning letter and arrange an informal meeting
- We hold a compulsory attendance evening for all the students and as part of this we have our security manager talk about noise, keeping safe and respecting local residents.

From the opening of Mayfield there have been no direct complaints from the local residents. Our property manager will be heavily involved in setting the same procedures for 133 Portswood Road.

The driveway to the rear of the property is gated and parking is restricted to staff and contractors

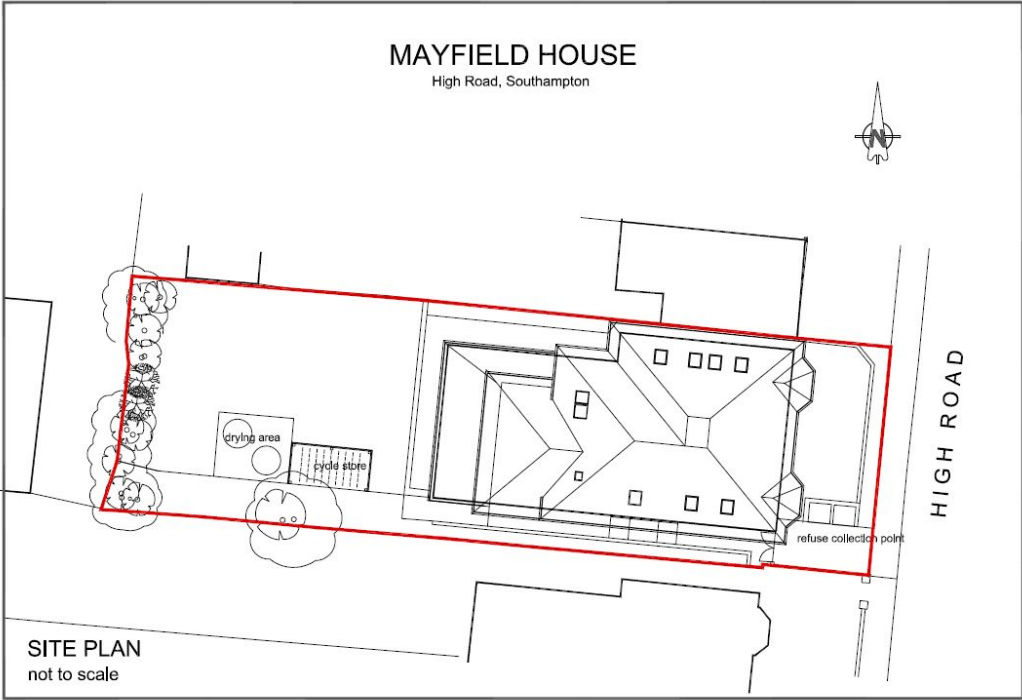
Ground Floor





First Floor

Second Floor



FAIRCHILD HOUSE

The property occupies a corner position fronting Southampton Street and Handford Place. The surrounding area is a mix of offices and residential uses. The external area includes a yard with a bin store, cycle shelter and two car parking spaces. There are 45 studio apartments arranged over four floors. The development was completed in March 2015 and has since had 2 noise complaints from tenants in the residence. These were promptly resolved with verbal warnings.

The parking spaces are reserved for staff and contractors' vehicles.

Ground Floor



First Floor



Second Floor



Third Floor





The property comprises of 37 student units arranged over four floors and is located on the east side of Southampton Street. The surrounding area is a mix of commercial and residential uses. There is a rear courtyard where storage facilities for bicycles and bins are provided. The development was completed in September 2016 and has had no complaints.

Ground Floor



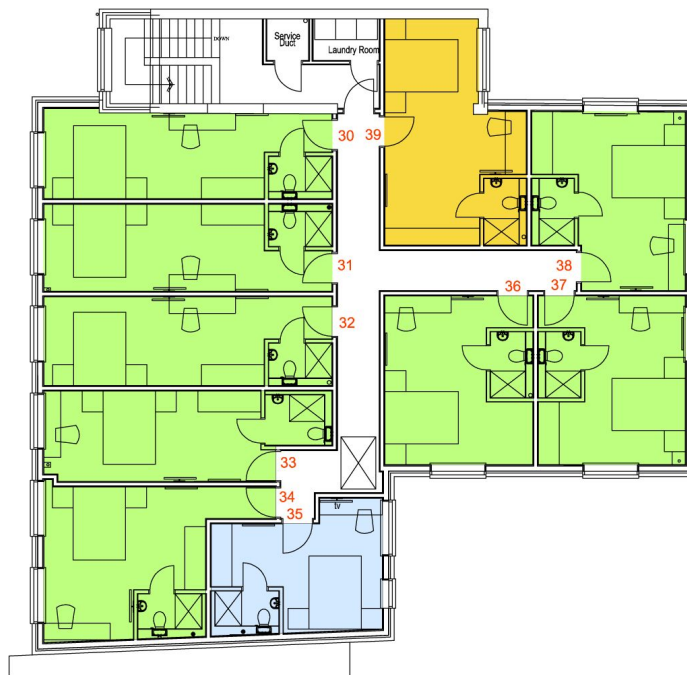
First Floor

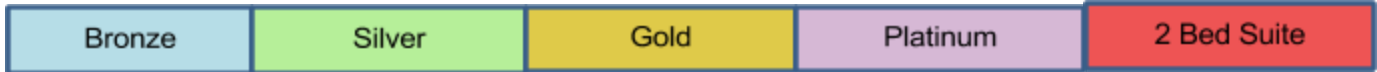


Second Floor



Third Floor





We are aiming to combat a lack of employment by offering internships to students from The University of Southampton. Since 2014, we have offered employment to three interns, which have all been successful, and we have applied to take another intern during the 2017 summer break. As a growing company, we understand the need for social responsibility and plan to implement more schemes to support the wider community and economy. We will provide:

- Work experience for our interns,
- Use economically viable materials for our developments,
- Ensure our main contractor meets the standards of the Considerate Constructors Scheme
- Adopt sustainable principles for our developments,
- Providing tenants with tools to reduce waste (recycling bins),
- Fitting water saving devices,
- Reduce our carbon footprint by installing energy efficient lighting, heating and insulation,
- Encouraging our tenants to walk or cycle
- Providing bat and bird nesting boxes to protect our wildlife,
- Tree planting to help biodiversity