



Anglia Ruskin
University

Estates & Facilities Services
Residential Service

Management Plans

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Snow and ice clearance policy

The University does not commit to clear all snow and ice from site.

In the event that the University is closed due to adverse weather, messages are posted on the University website home page.

Where possible, during working hours, snow and ice will be cleared and grit will be spread around the main entrance, egress and campus access routes. Signage will also be erected to warn campus users, including residents, of dangers posed by snow and ice.

Campus users are encouraged to take extra care when accessing the campus and its buildings during periods of snow and ice.

Security management plan

The Residential Service in Cambridge manages several halls of residence and a number of houses (both University owned and leased houses). The accommodation is located both on and off campus.

The Residential Service in Chelmsford manages the Student Village consisting of 107 flats each with 3, 5 or 6 bedrooms, along with two houses which are based on the Rivermead Campus.

Physical security

All buildings are designed to ensure a good level of security for occupiers, visitors and other users. All entrance doors are securable, whether by electronic magnetic-lock systems accessible via proximity readers or by traditional locks and keys.

In halls and houses, all bedrooms have lockable doors.

The halls, along with some public areas of campus, have CCTV camera coverage for main entrance and egress areas.

The role of the security team

Anglia Ruskin University has a team of security officers who cover the campus and are on call 24 hours a day, seven days a week. The team are based in a control centre and they react to incidents when they occur. They also undertake routine patrols of areas of the campus including residential buildings. Security staff have contact details for a Residential Service Manager and University Senior Manager “on call” in the event of a major incident.

At peak times of the year there may also be outsourced additional security cover provided at the Chelmsford Student Village which is exclusively for the student accommodation.

The role of Residential Assistants

The Residential Service also employ Residential Assistants to provide out of hours emergency response cover to larger residential developments, including all halls and the Collier Road houses. Residential Assistants live in the halls, and carry a mobile phone upon which they can be contacted at all times when the Residential Service office is closed. Residential Assistants provide a first line response to incidents, and liaise with campus security about security issues.

Ongoing Review

There are regular reviews of the security provision and routine liaison between the Residential Service managers and Security managers, including building specific and office risk assessments to ensure that services provided remain at a high standard.

The University also has a regularly updated disaster recovery plan and business continuity plan.

Cleaning management plan

Background

The Residential Service in Cambridge manages several halls of residence and a number of houses. The halls are located both on and off campus. The houses are located within an approximate 2 mile radius of the East Road campus.

The Residential Service in Chelmsford manages the Student Village consisting of 107 flats, each with 3, 5, or 6 bedrooms, along with two houses which are based on the Rivermead Campus.

Cleaning Responsibilities

Campus cleaning services are provided by contract cleaners.

During term time they provide weekly cleaning and refuse disposal services to halls as follows:

Peter Taylor House (PTH):	Three visits per week, usually Monday/Wednesday/Friday
Swinhoe House:	Three visits per week, usually Monday/Wednesday/Friday
Anastasia House:	Three visits per week, usually Monday/Wednesday/Friday
The Student Village:	Clean to B blocks: Daily Mon-Fri Clean to Launderettes: Daily Mon-Fri External litter-pick and bin areas: 3 hours per day Monday to Friday

In Cambridge contractor's clean communal corridors, communal bathrooms, stairwells, lobbies and lifts, and remove refuse from buildings subject to it being in appropriate (provided) refuse bags and located in, or immediately adjacent to, kitchen bins. Contractors also undertake termly communal deep clean functions including floor polishing and sealing, and deep cleans of shared bathroom facilities.

Students are responsible for cleaning their own rooms and en-suite, along with shared kitchens, halls, stairs and landings (for their area / flat). In order to facilitate this, all households and clusters in halls are provided with a vacuum, mop and bucket and brush. Should students not meet the required cleaning following inspections, contract cleaners carry out ad hoc cleaning as required, and this cleaning is recharged to occupants.

Recycling facilities

Cambridge: Recycling receptacles are located within kitchens at Peter Taylor House and Anastasia, and in the rear Courtyard at Swinhoe.

Chelmsford: Receptacles for recycling various materials are provided within external bin store areas and the recycling bins in the student kitchens are emptied twice weekly by cleaning staff.

Cambridge and Chelmsford: Charity clothes and homeware collection bins are left at each campus near the end of the second semester to allow students to recycle any unwanted belongings before they move out.

Annual Deep Cleaning Services

An annual "deep clean" of all areas is carried out by contract cleaners during the summer between student occupancy agreements of different academic years. This includes full kitchen and bathroom cleans to all properties. Additionally, carpets and windows are cleaned in all properties.

Refuse Disposal

Cambridge: On campus contractors remove refuse from collection points in kitchens to large paladin or “Euro 1100” bins in central bin compounds. Refuse is then collected by an authorised contractor appointed by Estates & Facilities Services and disposed of off campus. The City Council collect refuse directly from the external bins at off campus houses. Instructions about what to put in different coloured bins are provided at houses.

Chelmsford: Refuse is collected from central paladin type bins by local authority collectors.

Ongoing Review / Queries

The Estates & Facilities department has a Facilities Manager, in addition to the external cleaning contractor’s management staff. Regular review meetings are held between Residential Service, and the Facilities Manager.

Electrical services plan

Mechanical and Electrical Services Anglia Ruskin University employs a contractor to provide reactive mechanical and electrical services. Planned and cyclical M&E works (including statutory compliance inspections) are organised by Estates and Facilities. M&E works are commissioned via the facilities helpdesk (Extension 6464 or facilities-helpdesk@anglia.ac.uk) as with other repairs.

Fire alarm testing

Routine testing is organised by Estates and Facilities for owned properties. At some leased houses fire alarm system tests are carried out by Residential Service personnel. Responsibility for cyclical testing of fire panels at leased houses is normally carried out via landlords’ representatives with the Residential Service facilitating access and assistance.

Electrical Fixed Installations

Fixed electrical installations are tested in accordance with the requirements of the Universities UK Approved Code of Practice for the management of residential accommodation. Therefore, tests are undertaken every five years. Landlords (property owners) are responsible for testing at houses and residential properties not owned by the University.

Portable Appliance Testing (PAT)

Anglia Ruskin University carries out portable appliance testing every year on University provided portable electrical equipment.

Furthermore, to minimise risk to occupants and their fellow residents, the University organises a PAT programme to test all resident’s personal portable electrical appliances during the first few weeks of each semester. Any items found to be unsafe and fail the test will be disconnected, labelled and passed to the Residential Service.

This service is generally sub-contracted to a registered electrical contractor.

Students are responsible for any personal electrical equipment they bring. We ask they make sure they have the correct 3-pin plug or appropriate British Standard adapter, correct size fuse and never use an appliance with exposed wires or a damaged plug. Operating appliances designed for use on voltages other than 230V can cause fires.

Maintenance Management Plan

Maintenance Help Desk

Anglia Ruskin University has a centralised maintenance help desk, to which all repairs should be reported. The help desk can be contacted on University extension 6464, or via 01245 686464 from outside the University. Alternatively, students can email facilities-helpdesk@anglia.ac.uk. Once repairs are reported a reference number for the job will be issued. This should be kept for future reference. Many repairs are carried out by Direct Maintenance Services (DMS) staff, employed by Estates & Facilities within Anglia Ruskin University. Other repairs, notably mechanical and electrical jobs, are carried out by contractors. The University currently outsources reactive M&E services. All staff carrying out repairs will have appropriate ID badges.

Out of Hours Maintenance emergencies

The Residential Service also employ Residential Assistants to provide out of hours emergency response cover to halls and Collier Road Houses. Residential Assistants carry a mobile phone upon which they can be contacted at all times when the Residential Service office is closed. Residential Assistants can provide a first-line response to emergency repairs.

Maintenance Response Times

Maintenance jobs are classified into a priority rating, dependent on the nature of the job. Urgent jobs, which represent an immediate danger to health or will cause significant consequential damage to property should be attended to and made safe, within 4 hours, with any further repairs undertaken within the next normal working day. An example of a repair of this kind would be stopping a flood by isolating a water supply within 4 hours, and then restoring normal water supply within the next working day.

Routine maintenance jobs are normally carried out within 4 working days. This might include issues that affect the convenience of the occupant such as microwave failure when the occupants still have use of other cooking facilities.

Minor repairs, such as tightening a hinge on a wardrobe or repairing a drawer runner, would normally be carried out within 7 working days.

There are other non-urgent jobs that may be resolved as part of a timetabled alterations and improvement programme. These works will be assessed by the Residential Service and Facilities staff, and may not be carried out within a predetermined timescale. Feedback would, however, be provided to the tenant who reported the issue. An example might be a furniture upgrade.

Ongoing Review

There is regular routine liaison between the Residential Service Managers and University Facilities Services Managers to ensure that services provided remain at a high standard.