



INTERLAND
GROUP

Interland Group
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623-634 Commercial Road, E14 7HS – Building Management Plan

Operations

Subject to planning for the above address, the site will operate as a hostel and HMO property with short to medium term tenancies for professionals in mostly single occupancy rooms.

It is worth noting the current scheme in its hostel form at full capacity can house 263 residents on a nightly basis, which has an impact on the noise/traffic within the community. The operator is Via Hostel and it is aimed at young tourists and other short-term tenancies, which is a hostel use class. However, with the Co-Living model proposed in the planning application will provide for a smaller number of people on the premises. A maximum of 181 bed spaces will be provided. We envisaged short term daily hostel use for the lower floors with occasional medium-term use for upper floors to be charged on daily or weekly basis it will mean that residents will be treating the building as their home which will lead to a decrease in potential antisocial behavior whilst creating a vibrant community.

Tenancy Management

We would like to offer flexible contracts to our customers therefore offering short term licenses up to three months and 12 months Assured Shorthold tenancies.

Currently, for our portfolio we use two booking systems called Qube & Mews both programmes have the capability for us as the Landlord to allocate rooms into categories such as:

1. Scheduling floors for only licenses for under 3 months
2. Scheduling floors for 12 month Assured Shorthold Tenancy Agreements

This would mean the building would be segregated into the two groups with more frequent turnarounds and up to yearly turnaround making it easier for the cleaners when doing room turnarounds.

The booking systems can also allow us to split floors by age and gender, so we do not book for example a two-week license for a summer camp group where there are teenagers aged approx. 16 mixing them with customers over the age of 30+.

Short-term licenses are advertised through websites, such as Booking.com. Using the Backoffice system would enable us to allocate specific rooms for short term lets under 3 months. This would make the booking process and the operations of the building easy to manage. Payments for these would be taken directly by the website and transferred minus commission to our bank account. The charge for a Short-Term license would be calculated on a daily or weekly rate depending on duration.

For the units available on Assured Shorthold Tenancies, We would work with third party agents; Face London, Paramount & Berns and Co, who advertise our rooms as they become available, undertake reference checking on our behalf, tenancy signing and taking of the first month's rent & deposit. Once this is completed all information is sent to the Building Manager & money transferred to our bank account, so information can be uploaded into our in-house systems called Qube or Mews.

The Building Manager is also responsible for protecting the deposit with MyDeposits and ensuring the tenants has received the certification, booklet and prescribed information within 14 days. Once the resident is in occupation all rental income is paid directly to the Landlord.

All 12-month AST's will have a six-month break clause. After the 11th month the tenant would have the opportunity to renew, should they wish to.

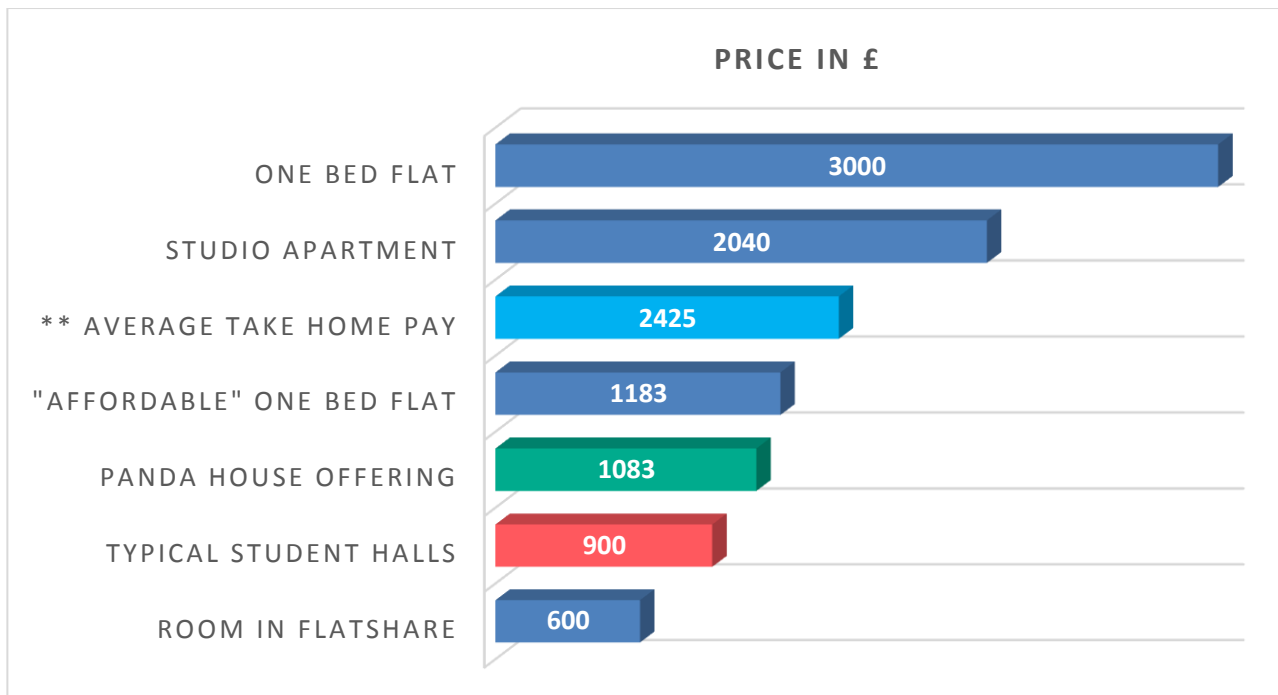
Check-ins will be booked in advance. Once a booking is secured, we encourage that all move-ins will be carried out during business hours, however if a resident is unable to meet this time frame due to flights or travel arrangements all security staff will be trained to ensure they are able to check in a resident out-of-hours.

Check out arrangements will also be made in advance. On the checkout day an inspection of the room will be carried out by a member of staff to ensure the unit is given back to us in an acceptable condition. Once the resident has moved out the room it will be checked for any maintenance issues and cleaned so it is ready for occupation by the next resident.

The rents will vary depending on market and length of stay. The strategy will be to have the rents at affordable rents below the current market rates.

Below is an illustration of monthly rents within a 3-mile radius of the property which shows where in the market our product placing will be.

E14 Rental Prices Per Calendar Month



** The average income in Tower Hamlets is £39,000. * Based on Tower Hamlet Evidence Pack.

Staffing

The building will have a full-time Building Manager at the site. This person is responsible for the day-to-day management of the property, including reactive maintenance and planned preventative maintenance. The Building Manager is also responsible for ensuring rent payments are received on time, liaising with our accounts team located at our head office. The Building Manager deals with any changes of tenancies when tenants leave and when new tenants arrive.

Any antisocial behavior or complaints from residents, local businesses or members of the public will also be addressed by the Building Manager in the first instance and if the response is not satisfactory it will be escalated to the Head of Operations for the group. Written warnings will be issued to persistent nuisance residents and if the problem persists a Section 21 would be issued to the resident to regain possession of the property.

Security

The building will have 24/7 surveillance cameras located internally and externally to ensure the safety of our residents, contractors and staff. These cameras are serviced every 12 months to ensure good visual quality in the event of any incidents that may occur and if local authorities need assistance with criminal offences.

The residents also have the mobile number of the Building Manager in case there are any issues out-of-hours. It is also displayed in the reception area.

The building will be manned 24/7. During office hours of 9am – 6pm by the Building manager and a support team, which will consist of admin support, cleaning and maintenance. During out-of-hours and weekends it will be guarded by Security, who will be vetted and have SIA badges. The building card access system into rooms will be programmed by the team, the key fob will be programmed for the tenant for the duration of their stay, it will give them only access to their allocated room. It will also give them access to their nearest communal kitchen, all common facilities such as the gym, cinema room, laundry and main entrance to the building.

Cleaning

The communal areas of the building will be cleaned daily by our in-house cleaners to ensure all stairwells, communal kitchens, all common area facilities and the perimeter of the building are always kept clean. The cleaners will also clean rooms at the end of the tenancy for the room to be ready for the next tenant. Cleaning of individual units is the responsibility of each tenant. The refuse point is at the back of the building in the yard, where the bike storage is located. The refuse will be collected twice a week by Council or private refuse collectors.

Any gardening maintenance will be carried out by our approved contractors, who deal with gardening & landscape for our wider portfolio, this will be carried out at least bimonthly.

Maintenance

We will have an in-house maintenance team and general handyman to deal with end of tenancy check outs, preparing rooms for new tenants, reactive maintenance and planned preventive maintenance. With any plumbing or electrical issues, we have contractors who are called out when necessary to ensure we provide a good service to all our residents.

Within the building there is a fire panel, which has heat/smoke detectors for each unit, if any are triggered it raises an alarm to the main panel located in reception so the Building Manager on duty can check the location and investigate the issue and call emergency services if necessary. The fire panel and emergency lights are checked annually by a competent person. Certification is issued and stored in the fire logbook which is always kept on site.

Utilities

All utilities; gas, water, electric and broadband are paid by the landlord, all rents are inclusive. Therefore the building will be managed as one single block with one plant room and shared facilities e.g. kitchens, laundry, gym, cinema room, common room and terraces.

Deliveries

The current method will be continued as to date there have been no issues with servicing the site with deliveries.

Resident deliveries will be managed by couriers dropping parcels to reception located on ground floor and signed for. The management team will email/call the residents to collect their parcels. This method is adopted to reduce congestion on the main road rather than couriers having to try and contact a resident and having to wait for them to make their way downstairs from their accommodation.

As there will be less occupants than the current model there will be a reduction in quantum of deliveries for both the building and residents.

Community Events

The management team will organise internal community events for the resident such as movie nights, international cuisine nights for the residents to feel that they live within a community within the building. Externally, the management team will engage with the local community on events and advocate the cause within the building to make residents aware of local events. Equally, relationship will be continued with Metropolitan Police in order to keep abreast of issues within the local community, but also any issues the development may be facing.