



## **Ashley House – Management Plan**

### **Purpose**

The Purpose of this document is to outline how we are proposing to manage Ashley House, and how we will transfer/adapt our current working practices.

### **Background**

The resort headcount at Butlins Bognor Regis is approximately 1200 and we currently have 469 team living on our resort in dedicated team accommodation units. As a consequence of our strategic business plans, the land upon which the team accommodation units are built will be required to make way for additional guest facilities. Ashley House will therefore be our first off site property to relocate a proportion of the current live-in team.

### **Governing Principals**

We currently have an “Accommodation Agreement” (see Appendix 1) that every team member that lives on resort must sign up to. This agreement sets out the terms and conditions to ensure that the accommodation and team member is safe and maintains harmonious relations with their immediate neighbours and residing guests at all times.

We will continue to use a Live In agreement with all team that are relocated to Ashley House. It is likely that the current agreement will require supplementing with some specific house rules for an off-site property.

### **House Rules**

#### **Noise**

Section 6.9 of the Live In Agreement states ‘Not to create any nuisance or annoyance to other occupants of accommodation’. We will enforce this by setting a “quiet time” between the hours of 10pm – 7am. During these hours, team members MUST be conscious of all other residents. This is to include no loud music and no congregating in groups outside the property.

#### **Access**

Access to Ashley House will be via the main (front) entrance only. All other exits will be alarmed and can only be used in the event of a fire or drill.

## **Guests**

Team members are not permitted to allow visitors to stay overnight in their accommodation. This is outlined in section 6.6 of the Accommodation Agreement.

We have a policy in place which allows rooms on the resort to be booked at a discounted rate so that family or friends can visit, therefore consent will not be granted for visitors to stay overnight.

All visitors to Ashley House must be pre-authorised by the Team Accommodation Manager and will be signed in/out.

## **Conduct**

Section 6.8 of the accommodation details the prohibition of storing, distribution, taking or smoking of any illegal substances or dangerous drugs.

We have a 3 strikes rule which applies to the Accommodation Agreement (see Appendix 1). If a team member breaches the agreement 3 times, their agreement will be terminated and they will be required to leave their accommodation.

This will be extended to cover any House Rules introduced for Ashley House.

## **Resort Safety Officers**

Our dedicated resort safety team operate 24-7 cover at the main resort. Team are able contact them at any time with any security concerns or complaints.

This will continue at Ashley House and a resort safety officer will be able to visit the property if required (in the event that the resident Team Accommodation manager is not available). Estimated response time would be under 10 minutes.

## **Deliveries**

No deliveries are permitted to team accommodation. All deliveries (including personal mail/parcels) are coordinated through the main post room on the resort. The same process will apply to Ashley House residents who must collect any items from the main resort.

## **Accommodation Checks**

We have a process whereby each unit of accommodation is checked every quarter. Please see appendix 1. The accommodation Agreement (section 6.13) allows access for any authorised person carry out inspections at any time.

We would look to increase this for Ashley House and the Team Accommodation Manager would carry out checks on a monthly basis.

## **Meals**

There are currently restrictions upon using cooking equipment in accommodation (see section 6.17. The team have access to a subsidised restaurant on site which serves breakfast lunch and dinner at cost prices. This facility is well utilised.

We envisage that the team who are resident at Ashley House will continue to use the team restaurant for the majority of their meals.

## **Team Accommodation Manager**

There will be a full time manager who will reside at the property. The purpose of the role is to:

- 1) Ensure the safety and welfare of all resident team members
- 2) Enforce the Accommodation Agreement
- 3) Enforce the House Rules
- 4) Ensure that internal & external communal areas are kept clean and tidy
- 5) Carry out minor repairs

A full job description is attached (appendix 3).



## Appendix 1

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>7. DETERMINATION OF LICENCE</b><br>The Licence is determined if:<br><br>7.1 The Company ceases to employ the Team Member;<br><br>7.2 The Team Member ceases to reside in the Accommodation with or without having given notice; or<br><br>7.3 Normally the Company will give the Team Member not less than one week's written notice to vacate the accommodation at any time. If the Company determines there are special circumstances they may reduce the notice period to 48 hours. If the Team Member is dismissed for Gross Misconduct they will normally be given 14 hours to vacate the premises. | <b>8. ACKNOWLEDGEMENTS</b><br>This Agreement is the entire understanding of the parties relating to the occupation of the Accommodation and all the matters dealt with by the provisions of this Agreement.<br><br>The Team Member acknowledges that before has received a copy of this Agreement prior to signing it and has had an opportunity to take legal advice on it and has read and understood it and understands that the Accommodation may be shared with such persons as to whom the Company grants a Licence and that he/she shall not have exclusive possession of any part of the Accommodation under any circumstances.<br><br>The Team Member agrees before has inspected the Accommodation and Contents and declares that he/she finds them in good condition and in good working order. |
| <b>SIGNED on behalf of the Company:</b> _____<br>in the presence of: _____<br>Dated: _____                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <b>SIGNED by the Team Member:</b> _____<br>in the presence of: _____<br>Dated: _____                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

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## ACCOMMODATION AGREEMENT & LICENCE

|                                                                                |                                                                                                                                                   |
|--------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>THIS AGREEMENT is made on</b> _____<br><i>(Enter date - DD / MM / YYYY)</i> |                                                                                                                                                   |
| <b>BETWEEN</b>                                                                 |                                                                                                                                                   |
| (1)                                                                            | Liaise Employment Services Limited whose registered office is at 1 Park Lane, Handel Hempstead, Harro, HP2 6YL or agents thereof ("Company") and; |
| (2)                                                                            | _____ ("PRT" name of Team Member above) ("Team Member")                                                                                           |

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|                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|---------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>IT IS AGREED as follows:</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>1. DEFINITIONS</b>           | "Accommodation" means any Accommodation owned or occupied by the Company in which the Team Manager of the Company agrees the Team Member can reside.<br>"Contents" means the furniture, fittings, installations and any other items owned by the Company which are listed in the inventory attached to this Agreement and signed by the Company and the Team Member.<br>"Utilities" means gas and electricity used by the Team Member during their occupation of the Accommodation. |
| <b>2. EMPLOYMENT</b>            | 2.1 The Team Member is employed by the Company<br>2.2 At the request of the Team Member the Company has agreed that the Team Member can reside in Accommodation.                                                                                                                                                                                                                                                                                                                    |

3. **LICENSE**
  - 3.1 The Company and the Team Member acknowledge that this license is not intended to create exclusive possession upon the Team Member, nor to create the relationship of landlord and tenant between the Company and the Team Member. The Team Member accepts that neither shall not be entitled to any security of tenure nor to any determination of this Agreement. Possession of the Accommodation is retained by the Company subject to the rights created by this Agreement.
  - 3.2 The Company at all times shall possess, maintain and control the Accommodation and shall have the right to enter the Accommodation at any time for any purpose.
  - 3.3 The use of any items kept by the Team Member in the Accommodation in the sole responsibility of the Team Member.
4. **SHARING ACCOMMODATION**
  - 4.1 This Agreement is to create an arrangement of shared accommodation only.
  - 4.2 Subject to the Team Member complying with the obligations set out in paragraph 6 below, the Company permits the Team Member to reside in Accommodation so long as the Team Member is employed by the Company, the Team Member requires to live in Accommodation and Accommodation is available for this purpose.
  - 4.3 The Company has the right to specify the number of persons to share the occupation of the Accommodation with the Team Member.
  - 4.4 The Company has the right to monitor utility usage.
  - 4.5 The Team Member shall have the right to use the Accommodation and the Contents of the Accommodation in common with any other members of the Company for the period of his/her occupation.
5. **RESTRICTED THINGS ON ASSIGNMENT**

The license to reside in the Accommodation conferred by this Agreement is personal to the Team Member and is not assignable. This right shall automatically come to an end without any separate notice if the Team Member ceases to be employed by the Company, or if the Team Member ceases to reside in the Accommodation.
6. **TEAM MEMBER'S OBLIGATIONS**
  - 6.1 The Team Member agrees with the Company:
    - 6.1.1 That he/she will at his/her request be able to reside in the Accommodation so long as his/her conditions to be a Team Member of the Company at the site where the Accommodation is situated and Accommodation is available for this purpose;
    - 6.1.2 To make the Accommodation in any week which the Team Member is not actually working for the Company, if so directed by the Team Manager;
    - 6.1.3 As all times to keep the Accommodation and Contents in good condition and to make good all damage (that were not accepted) including fire extinguisher and smoke alarm;
    - 6.1.4 Not to remove any of the Contents from the Accommodation;
    - 6.1.5 To keep the Accommodation clean (including shared facilities, e.g. bathroom) and remove all rubbish daily from the Accommodation;
    - 6.1.6 To only use the Accommodation as a private residence and sleeping place and not to allow visitors to stay overnight without the Company's consent (not being obtained and the Company shall have the right not to give such consent as it sees fit; this includes the Team Member's children and immediate family;
    - 6.1.7 In the interests of Team Member safety and because of the nature of the business carried on at the site at which the Accommodation is situated, not to enter Guest Accommodation even by invitation nor to invite any guest in to Team Member Accommodation.

- 6.8 Not to use the Accommodation for the purpose of storing, displaying or the taking and/or retaining of any illegal substances, or any other dangerous thing, other than those prescribed by a registered medical practitioner.
- 6.9 Not to create any nuisance or annoyance to other occupants of Accommodation;
- 6.10 Not to use the Accommodation for the purpose of storing legal or illegal weapons or any items that may be deemed as offensive or dangerous;
- 6.11 Not to keep any animal or bird (including fish or reptiles) in the Accommodation;
- 6.12 The use of graffiti or other materials using a naked flame are strictly prohibited in the Accommodation;
- 6.13 The Company and any person authorised by it shall have the right to enter the Accommodation at any time for the purpose of inspecting the Accommodation and carrying out repair works;
- 6.14 The provision of prolonged absence may result in the Company requesting the Team Member vacates his/her Accommodation.
- 6.15 As soon as the Team Member ceases to be employed by the Company, for whatever reason, the Team Member must vacate the Accommodation immediately.
- 6.16 At any time during occupation and on vacating of the Accommodation the Team Member shall make good to pay for the repair of any damage to the Accommodation and shall repair or replace any items of the Contents which may have been lost, broken or destroyed (that were not accepted) as may be reasonably requested by the Company. The Team Member expressly agrees that the Company may deduct any amount payable under this provision from the Team Member's pay.
- 6.17 No smoking equipment, other than that supplied by the Company, will be allowed unless used within the Accommodation.
- 6.18 Any personal belongings left in the Accommodation once vacated by the Team Member will be removed and stored for a maximum of 30 days.
- 6.19 The Team Member expressly agrees that the Company may make a deduction from pay for any return of keys upon vacating of the Accommodation.
- 6.20 No electrical appliances other than personal electrical equipment (e.g. iPods, laptops, TV's etc.) may be used in the Accommodation without the permission of the Team Manager.
- 6.21 To make available, upon request, any personal electrical items for PAT testing.
- 6.22 Not to make excessive use of the utilities. Any Team Member found to be in breach of this may have their accommodation revoked.
- 6.23 That the liability to pay for the cost of the use of Utilities is the responsibility of the Team Member and:
  - a. National Minimum Wage Regulations ("the Regulations") permitting, the Team Member agrees to pay to the Company the sum of £15.00 ("the Sum") each fortnight, or for a period of occupation of less than a fortnight an appropriate proportion of the Sum, as the cost of Utilities used during the time he/she was in the Accommodation.
  - b. If the Regulations do not permit the payment of the Sum, the Team Member will not be required to pay the Sum for the cost of the use of Utilities during the time he/she was in the Accommodation. However, the Company would advise the Team Member that this Revision B. Clause does not prevent the provision of Utilities as a benefit in kind on which because tax is payable by the Team Member.



## **Appendix 2**

### **Breach of Accommodation Agreement Procedure**

If a team member breaches any part of the Live In Accommodation Agreement they will be given two warnings in an attempt to stop further breaches taking place.

If there is a third breach of the accommodation agreement on this occasion the agreement will be ended – giving the appropriate notice period (1 week).

A breach of the accommodation agreement could be any of the following –

- Cleanliness of accommodation
- Causing nuisance or annoyance to others
- Named on the Utilities report more than twice (in a 6 month period)
- Damage to the accommodation unit or property
- The use of prohibited cooking equipment

This is not a full list – please refer to section 6 on the Accommodation Agreement.

In the instance of a breach of the agreement a meeting with the team member should take place to discuss the details of the breach and the required next steps. A letter should also be given (please see templates below) to document the discussion.

Please ensure the team member has clear expectations set and is coached accordingly to bring about the desired improvement.

Please note - This is not a disciplinary process and therefore there is no appeal procedure. The decision that is made is final and at the discretion of the leader.



**First Warning**

Date:

Dear

Re: Breach Of Accommodation Agreement

Further to our conversation on (please insert date) i am issuing you with your first warning due to a breach of your Accommodation Agreement namely (please insert reason).

Please be aware that an immediate and sustained improvement is required in your adherence to the Accommodation Agreement.

If there is another breach of the agreement you may be issued with a further warning which could result in your Accommodation Agreement being terminated.

Yours sincerely



**Second Warning**

Date:

Dear

**Re: Breach Of Accommodation Agreement**

Further to our conversation on (please insert date) i am issuing you with your second warning due to a breach of your Accommodation Agreement namely (please insert reason).

You were issued with a previous warning on (please insert date) for (please insert reason).

Please be aware that an immediate and sustained improvement is required in your adherence to the Accommodation Agreement.

This represents the final warning of the Breach of Accommodation procedure, and any further breach will result in the termination of your Accommodation Agreement.

Yours sincerely



**Termination of Accommodation Agreement**

Date:

Dear

**Re: Breach Of Accommodation Agreement**

Further to our meeting on (please insert date) i am writing to confirm that your Accommodation Agreement has been terminated further to the recent breach of the Accommodation agreement namely (please insert reason) and the two warnings that were issued to you on (please insert dates) for breaching the Accommodation Agreement.

Your Accommodation Agreement will end on (please insert date – 1 weeks notice from today's date). You are required to move out no later than this date.

Please be aware that the termination of the Accommodation Agreement does not affect your continued employment with the business

Yours sincerely



### **Appendix 3**

## **Team Accommodation Manager Job Description**

### **Overall Scope of the role**

Reporting directly to the Head of Human Resources you will be responsible for managing the live in team's accommodation to ensure that they are as comfortable as they can be and that we are adhering to the Accommodation Agreement and House Rules at all times.

### **Role information**

- Contract Status: Permanent
- Hours per week: 40
- Location: Ashley House, Bognor Regis
- This is a live in position. Caretaker Accommodation will be provided

### **Responsibilities**

- Ensure the safety and welfare of all resident team members
- Enforce the House Rules
- Allocate the team's accommodation according to 'best fit' i.e. consider the team members job role, hours of working, gender to ensure that those with the same/similar are placed together.
- Carry out regular checks using the agreed template to ensure we are adhering to the Accommodation Agreement at all times – to include – All room checks, communal area checks, health and safety weekly, monthly and annual checks.
- Manage any non adherence to the Accommodation Agreement & ensure that any sanctions issued are communicated to the appropriate leaders on resort
- Organise for all health & safety & fire safety requirements to be completed weekly (i.e. fire alarm checks)
- Organise for all new team members rooms to be ready for their arrival (i.e. beds, linen, welcome pack etc.)
- Carry out minor repairs

### **Required Experience & Personal Specification**

- Proven experience of effectively building relationships
- Proven experience of general/minor domestic or industrial repair work
- Proven experience of housekeeping
- Ability to prioritise and organise your own workload
- Proven experience of managing & resolving conflict situations
- Role model Butlins way of working in everything you do