



St Joseph's, Essex House (1-2 Walton Road) and Blackbird Cottage – Management Plan

Purpose

The Purpose of this document is to outline how we are proposing to manage St Joseph's, Essex House (1-2 Walton Road) and Blackbird Cottage, 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. St Joseph's, Essex House (1-2 Walton Road) and Blackbird Cottage will therefore be our second 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 St Joseph's, Essex House (1-2 Walton Road) and Blackbird Cottage. 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 St Joseph's, Essex House (1-2 Walton Road) and Blackbird Cottage will be only via the main (front) entrance to each building from Albert Road, Walton Road and Walton Avenue accordingly. All other exits will be alarmed and can only be used in the event of a fire or drill. The access to the Blackbird Cottage via Walton Avenue will be restricted between the hours of 7pm – 7am, during which two alternative accesses can be used.

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 St Joseph's, Essex House (1-2 Walton Road) and Blackbird Cottage must be pre-authorised by the Team Accommodation Manager and will be signed in/out.

Conduct

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 St Joseph's, Essex House (1-2 Walton Road) and Blackbird Cottage.

Resort Safety Officers

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

This will continue at St Joseph's, Essex House (1-2 Walton Road) and Blackbird Cottage. A resort safety officer will be able to visit the property if required (in the event that the resident Team Accommodation management are 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 St Joseph's, Essex House (1-2 Walton Road) and Blackbird Cottage 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 to carry out inspections at any time.

We would look to increase this for St Joseph's, Essex House (1-2 Walton Road) and Blackbird Cottage, 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 St Joseph's, Essex House (1-2 Walton Road) and Blackbird Cottage will continue to use the team restaurant for the majority of their meals.

Team Accommodation Management

There will be a full-time manager supported by a full-time caretaker who will both reside at the property.

Following the successful implementation of the management plan at our first off-site accommodation property Ashley House, the individual responsible will transfer to St Joseph's, Essex House to take up the position of Team Accommodation Manager. The move will ensure that we take forward the key learnings and best practice from Ashley House and have an experienced Manager in place from the outset. In addition, a full-time caretaker will be appointed to support the manager and provide 24-hour cover.

The purpose of the role's of both Manager and caretaker 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 **an tidy**
- 5) Carry out minor repairs

A full job description for both manager and caretaker is attached (see Appendices 3 & 4).



Appendix 1

2.	DETERMINATION OF LICENCE The Licence is determined by:
7.1	The Company agrees to employ the Team Member:
7.2	The Team Member agrees to reside in the Accommodation with or without having given notice, or
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 24 hours to vacate the premises.
8.	ACKNOWLEDGEMENTS 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. The Team Member acknowledges that he/she has received a copy of this Agreement prior to signing it and has had an opportunity to take legal advice as 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. The Team Member agrees he/she has inspected the Accommodation and Contents and declares that he/she finds them in good condition and in good working order.
SIGNED on behalf of the Company: _____ in the presence of: _____ Dated: _____	
SIGNED by the Team Member: _____ in the presence of: _____ Dated: _____	

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ACCOMMODATION AGREEMENT & LICENCE

THIS AGREEMENT is made on [_____] (Enter date - DD / MM / YYYY)	
BETWEEN	
(1)	Leisure Employment Services Limited whose registered office is at 1 Park Lane, Harehills, Harrogate, Leeds, HG2 9YL or against themself ("Company") and:
(2)	[_____] ("Team Member") (PRINT name of Team Member above)

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IT IS AGREED as follows:	
1.	DEFINITIONS "Accommodation" means any Accommodation owned or occupied by the Company in which the Team Member of the Company agrees the Team Member can reside. "Contents" means the furniture, furnishings, 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. "Licence" means and is hereby used by the Team Member during their occupation of the Accommodation.
2.	EMPLOYMENT
2.1	The Team Member is employed by the Company.
2.2	At the request of the Team Member the Company has agreed that the Team Member can reside in Accommodation.

1. PURPOSE

- 1.1 The Company and the Team Member acknowledge that this License is not intended to confer exclusive possession upon the Team Member nor to create an understanding 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.

- 1.2 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.

- 1.3 The issuance of any terms used by the Team Member in the Accommodation is the sole responsibility of the Team Member.

2. GENERAL AGREEMENT

- 2.1 This Agreement is to create an arrangement of shared accommodation only.

- 2.2 Subject to the Team Member complying with the obligations set out in paragraph 6 below, the Company permits the Team Member to reside in the Accommodation as long as the Team Member is employed by the Company, the Team Member agrees to live in the Accommodation and Accommodation is available for this purpose.

- 2.3 The Company has the right to specify the number of persons to share the occupation of the Accommodation with the Team Member.

- 2.4 The Company has the right to monitor utility usage.

- 2.5 The Team Member shall have the right to use the Accommodation and the Company of the Accommodation in common with any other occupants of the Company for the period of his/her occupation.

3. RESTRICTIONS ON ASSIGNMENT

- 3.1 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 cease to exist 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.

4. TEAM MEMBER'S OBLIGATIONS

- 4.1 The Team Member agrees with the Company:

- 4.1.1 That he/she will at his/her request be able to reside in the Accommodation as long as he/she continues to be a Team Member of the Company at the site where the Accommodation is situated and Accommodation is available for this purpose.

- 4.1.2 To ensure the Accommodation is very much the Team Member is not actively working for the Company, if so directed by the Team Manager.

- 4.1.3 As all items to keep the Accommodation and Contents in good condition and to make good all damage (other wear and tear excepted) including fire extinguishers and window screens.

- 4.1.4 Not to remove any of the Contents from the Accommodation.

- 4.1.5 To keep the Accommodation clean (including shared facilities, e.g. bathroom) and remove all rubbish daily from the Accommodation.

- 4.1.6 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 alcohol and the Company shall have the right not to give such consent on it soon fit, this includes the Team Member's children and immediate family).

- 4.1.7 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 not to invite any guest to visit Team Member Accommodation).

- 4.1.8 Not to use the Accommodation for the purpose of storing, displaying or the taking either smoking of any illegal substances, or any other dangerous drug, other than those permitted by a regulated medical practitioner.

- 4.1.9 Not to cause any nuisance or annoyance to other occupants of Accommodation.

- 4.1.10 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.

- 4.1.11 Not to hang any animal or bird (including fish or reptile) in the Accommodation.

- 4.1.12 The use of candles or other materials using a naked flame are strictly prohibited in the Accommodation.

- 4.1.13 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 work.

- 4.1.14 Team permission or prolonged absence may result in the Company suspending the Team Member's access to the Accommodation.

- 4.1.15 As soon as the Team Member ceases to be employed by the Company, for whatever reason, the Team Member must vacate the Accommodation immediately.

- 4.1.16 At any time during occupation and on vacating of the Accommodation the Team Member shall make good or pay for the repair of any damage to the Accommodation and shall report or replace any items of the Contents which may have been lost, broken or destroyed (but wear and tear 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.

- 4.1.17 No cooking equipment, other than that supplied by the Company, will be stored and/or used within the Accommodation.

- 4.1.18 Any personal belongings left in the Accommodation must be vacated by the Team Member will be removed and stored for a maximum of 30 days.

- 4.1.19 The Team Member expressly agrees that the Company may make a deduction from pay for non return of keys upon vacation of the Accommodation.

- 4.1.20 No electrical appliances other than personal electronic equipment (e.g. mobile phones, TV's, etc.) may be used in the Accommodation without the permission of the Team Manager.

- 4.1.21 To make available, upon request, any personal electronic items for PPT testing.

- 4.1.22 Not to make excessive use of the utilities. Any Team Member found to be in breach of this may have their accommodation revoked.

- 4.1.23 That the liability to pay for the cost of the use of Utilities in 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 six pounds (£6) ("the Sum") each month, or for a period of occupation of less than a month an appropriate proportion of the Sum, as the cost of Utilities used during the time he/she lives in the Accommodation.

Or:

- b. If the Regulations do not permit the payment of the Sum, the Team Manager will not be required to pay the Sum for the cost of the use of Utilities during the time he/she lives in the Accommodation. However, the Company would require the Team Member that £120 per month is to be paid for the cost of the use of Utilities as a benefit in kind on which Income 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: St Joseph's, Essex House (1-2 Walton Road) and Blackbird Cottage, 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



Appendix 4

Caretaker Job Description

Overall Scope of the role

Reporting directly to the Team Accommodation Manager 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: St Joseph's, Essex House (1-2 Walton Road) and Blackbird Cottage, 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
- 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)
- 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