



Faculty of Education building, James Square, developed by UPP at the University of Plymouth as part of a £71 million scheme of 1,738 rooms



spring 2010

uppdate

Welcome to the spring 2010 edition of update

As the leading campus infrastructure provider, at UPP we believe it is imperative that universities are appropriately funded and we need to be flexible and forward thinking about sources of funding.

I was able to make this point at a recent 1994 Group roundtable debate, where I spoke on a panel alongside David Willetts MP, Shadow Secretary of State for Universities and Skills, and representatives from leading universities.

UPP is committed to drawing private investment into higher education. We have succeeded in bringing £1 billion into the sector to date, including more than £250 million during the last quarter of 2009.

At UPP we pride ourselves on our ability to match our service offering to the needs of our university partners. To enable us to do this even more effectively, I am pleased to welcome Yvonne Wells our newly appointed Managing Director of UPP Residential Services Ltd and Paul Goddard, Group Construction Director, to the Group Board. UPP has much to gain from their experience and knowledge of our industry.

As we near the second quarter of 2010 there are a number of projects in the pipeline. At the University of Exeter, construction has started on a circa £80 million contract, part of a £133 million

scheme to provide more than 2,500 rooms on the Streatham Campus. At the University of Nottingham, UPP has invested more than £6 million to refurbish 850 rooms as part of a wider transaction of £115 million on the Broadgate Park campus. Meanwhile at Nottingham Trent University, we have secured planning permission to redevelop part of the Clifton Campus, providing 727 new rooms.

There was more good news in March as UPP's innovative Eco Residence at Leeds Metropolitan University was selected as the UK 2010 BREEAM Award winner in the multi-residential category. Part of the scheme has also been certified as successfully meeting PassivHaus criteria. Initiatives such as this, which reduce carbon emissions, are increasingly relevant for universities because the Higher Education Funding Council for England (HEFCE) has set out that future capital funding for universities will be linked to carbon performance.

Sean O'Shea,
Chief Executive



Sean O'Shea speaking at a roundtable debate organised by the 1994 Group

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our university partners

University of Exeter

University of Kent

Lancaster University

Leeds Metropolitan University

Loughborough University

University of Nottingham

Nottingham Trent University

Oxford Brookes University

University of Plymouth

University of Reading

University of York

Building for the future

2010 promises to be yet another busy year for all at UPP and our construction team is no exception. The team are responsible for overseeing all development schemes and for ensuring they are completed on time and on budget. We are committed to excellent build quality and work tirelessly to ensure that we meet and exceed the very highest standards for all our student residential developments. The awards that we and our university partners have received are testament to our commitment to drive quality, innovation and sustainability in the sector.

UPP has a number of schemes underway at various stages of construction and completion. At the University of Exeter, construction began in early September last year on a building contract valued at circa £80 million, which will provide over 2,500 new rooms. The rooms will be built using our 'Eco Residence' model, providing 21st Century sustainable accommodation for students from 2011 onwards. At Birks Grange, a mix of town houses, studios and standard rooms will be set in attractive landscaped grounds at the edge of the campus. Work started in June 2009 with the first phase due for completion this summer, and planning permission was also secured for new residences at the nearby Lafrowda site with construction activities commencing later this year.



Artist's impression of UPP's £133 million scheme under development at the University of Exeter which will provide 2,569 rooms

UPP is also developing residential projects at both of Nottingham's prestigious universities. At the University of Nottingham's Broadgate Park site, we are currently refurbishing 850 bedrooms and associated kitchen and common areas. We have also been selected as the preferred bidder for a new development of 727 student rooms at Nottingham Trent University's Clifton Campus. Working in partnership with the universities, UPP will also manage the operation, facilities management and maintenance of the developments through our Residential Services team.

One of the key challenges for any development on a university campus is to reduce, or eliminate, any potential impact of works on the students, the university and the wider community, encouraging all of our contractors to be 'good neighbours'. We are also incredibly proud of our effective



£111 million raised to fund 2,773 rooms at Nottingham Trent University

project programming and management which ensures that construction is completed with as little disruption as possible. Through detailed planning, we make sure that as many activities as reasonably possible are scheduled during quieter student vacation times.

UPP places the highest priority on health and safety across all our operations and this ethos is extended through our supply chain management to all of our contractors and service providers.

The quality of student accommodation is an important factor in university selection by prospective students and therefore we are strongly committed to delivering the right scheme at the right time and at an affordable price. This approach ensures that both the specification and the ongoing management of our properties exactly matches the expectations of our partners.

Paul Goddard, Group Construction Director



The deal with UPP is critical to the university's future development because we require extra student accommodation if we are to expand and develop in the years ahead. UPP are providing very high quality units, which is what the market wants, so this development will help to enhance the offer we make to students

Jeremy Lindley
Director of Corporate Services at the University of Exeter

Carnegie Village claims first UK student PassivHaus

Having already successfully completed a number of Eco Residences for its other university partners, UPP has taken sustainable design a step further at Leeds Metropolitan University's Carnegie Village.

Part of Carnegie Village on Leeds Metropolitan University's Headingley Campus, achieved PassivHaus certification in March. This is a first for the UK HE sector and makes the student residences, completed in 2009, part of an extremely exclusive club. At present there are less than a handful of buildings in the UK that have been successfully constructed to the exacting environmental standards demanded by the PassivHaus Institute.

Carnegie Village was one of the highest scoring BREEAM certified buildings last year. BREEAM is used throughout the world to provide visible recognition of a building's sustainability and the development will be a tremendous asset to the site. UPP, Leeds Metropolitan University and the project team have done an exceptional job.

Martin Townsend
Director of BREEAM for BRE Global

Developed in Germany more than a decade ago, the PassivHaus concept is simple. A highly insulated building envelope, plus super-insulated, openable windows and well sealed building fabric make the building so airtight and reduce energy consumption to such a level that a conventional heating system is rendered unnecessary. Instead, heat generated from the occupants and their day-to-day activities such as cooking, watching television and using other electrical appliances is recovered and used to maintain a comfortable temperature inside the building. A mechanical ventilation system provides excellent air quality and highly efficient heat recovery.

Despite describing herself as "totally committed" to the PassivHaus project, Sue Holmes, Director of Estates at Leeds Metropolitan, is candid about the issues raised by the innovative design of the new student residences. "The principles behind PassivHaus may sound straightforward, but in order to gain certification, the design and construction team at Carnegie Village were



UPP's award winning £26 million scheme at Carnegie Village, Leeds Metropolitan University

faced with a huge challenge in order to get the specification absolutely right and source components and materials that actually do what they claim to as well as satisfying an extremely demanding group of City planning officers, and paying meticulous attention to detail on all aspects of design and construction," she says.

Sue Holmes admits this is a bold experiment – and one of which the university is rightly proud – but the proof of its success is ultimately in the hands of the paying customers – the students.



Fire escape stairwell at UPP's Carnegie Village

One resident who is happy with her new accommodation is Polish student Iwona Stawicka, who moved into Carnegie Village, in September. Describing her new home, Iwona says: "It is an en suite with a big window, so there is lots of light... it is very nice and modern and I feel safe because there is security and a reception, which is very important when you are studying abroad." Highlighting that PassivHaus buildings have been shown to achieve an energy saving of up to 90%, Iwona adds: "It is very green, there is less pollution and that makes you feel very good."

As well as gaining PassivHaus certification, UPP's groundbreaking design at Carnegie Village has won the 2010 UK BREEAM Excellent Award in the multi-residential category and it is anticipated that the project will be used to inform future government policy with regard to low energy housing.



UPP staff assisting students in the reception area of Carnegie Village

Partner's view - Leeds Metropolitan University

For Sue Holmes, Director of Estates at Leeds Metropolitan University, working in partnership with UPP has delivered more than just first class student accommodation.

The relationship between UPP and Leeds Met – which pre-dates my appointment as Estates Director – was initially regarded by the university simply as a way to access a capital release scheme. UPP would provide external investment to upgrade our residential estate and allow us to get the buildings back at the end of the period. The added element of a strong mechanism in place for an effective sinking fund, together with a sound track record within the HE sector, made what UPP was offering even more attractive. In fact, our partnership with UPP has provided advantages to both sides that could not have been anticipated.

UPP is all about service and quality: the fact that we work together in a genuine partnership is what sets them apart from other providers.

Sue Holmes
Director of Estates at Leeds Metropolitan University

The Carnegie Village development has proved to be a case in point. This award-winning scheme on the Headingley Campus is our flagship student accommodation and is leading the way in energy efficient design, showcasing two of the first buildings in England to be certified as built to PassivHaus standards.

One of the most important aspects of our relationship with UPP is that they are in this for the long term. We both have a vested interest in getting it right, both in terms of projects and at the level of day-to-day service and communication. We are able to find positives from and for each other. For example, we are comfortable enough with each other to talk about going beyond the standard service UPP has to offer and to explore other opportunities beyond our residential accommodation. UPP is all about service and quality: the fact that we work together in a genuine partnership is what sets them apart from other providers.

From the planning stage onwards Carnegie Village required a huge amount of teamwork. Without our input and sensitivity to local politics, I doubt whether UPP could have gained planning permission for such a radical scheme on a campus where every other building is listed and every tree has a preservation order.



Carnegie Village provides 479 rooms and part of the scheme was built to PassivHaus standards

Conversely, we have gained enormous benefit from being actively involved in the design and construction process at Carnegie Village. We have accumulated a huge amount of knowledge around sustainable development and gained an in-depth understanding of products and materials which I and my colleagues will put to good use in the future. Because we are both dedicated to forging a strong working relationship, nobody felt unable to take someone on or to challenge their opinion. Without that completely open dialogue – and sometimes heated debate – we would not have come out with such a strong product.

The university is strongly committed to promoting sustainability and this is a passion we share with UPP. Both partners did absolutely the best they could on this project and our recent commendation in the Leeds Architecture Awards and our PassivHaus certification is the proof of that.

Sue Holmes, *Director of Estates at Leeds Metropolitan University*



Carnegie Village, was selected as the UK 2010 BREEAM Award Winner in the multi-residential category

Making students' opinions count

All too often, when people hear the words "asset management", they think of the tangible part of our business. Does the toilet flush properly? Does the internet connection work? But this is only the basic asset management offering. No longer is it enough to provide clean, well maintained, secure accommodation.

As far as professional asset management is concerned these considerations are important but they are entry level. Any asset management company worth talking to will understand the notion that your students are our customers and their needs and preferences must inform all aspects of service delivery.

As parents and students see themselves picking up more of the cost of the universities' service they are becoming more demanding of what the sector is providing. UPP recognises that accommodation provision is one of the most visible aspects of this service.

As a result, we have a strong commitment to enhancing the student experience through innovative and thoughtful asset management initiatives. Through our customer satisfaction surveys, our attendance at focus groups and informal functions we encourage open and honest feedback. This informs our strategy for taking our business forward.



Residential Services staff assisting students at Loughborough University

We are constantly striving to improve the type and range of accommodation we provide and actively welcome student input at the design stage of our developments. One of the most important aspects of design from the student perspective is to provide a wide range of flexible space. This helps



UPP staff member talking to students at Kirkstall Brewery, Leeds Metropolitan University



UPP's facilities management services at Loughborough University

to encourage interaction for undergraduates who are building relationships with their fellow students and also gives postgraduates the chance to retreat to their own personal space which is something that this student group rates as highly important. Meeting the needs of a diverse student population also means that we need to be able to tailor our offering to match the requirements of each individual university.

We understand the fine balance between great customer service, value for money and the overall needs of the students and we believe UPP has come up with a product that meets most of our occupiers' needs. However, we are not complacent. We are now looking at management information and the way it is presented to better inform our university partners on both the standard and cost of our service. Benchmarking our service levels and costs across the country will enable us to take best practice from one campus and implement it across our estate, forming a culture of continuous improvement and consistency across our portfolio.

We are fortunate that our front line staff already buy into the ethos of a customer-based business and already see themselves as 'looking after' the students rather than simply delivering a service to them. This culture, underpinned by a flexible approach and an understanding of the universities' individual strategies and requirements puts us in a strong position to support both our university partners and their students through the challenging times ahead.

Yvonne Wells, Managing Director,
UPP Residential Services Ltd



UPP joins forces with The Prince's Trust

UPP has become a business service partner of The Prince's Trust, to help provide practical and financial assistance to disadvantaged 14-30 year olds, encouraging them to develop vital business and personal skills to get them into work.

Government statistics reveal that one in five young people in the UK are not in work, education or training. At UPP we want to help ensure that the potential of these 1.4 million young people is not lost.

As a business, UPP is committed to working in a socially responsible way. Through our new partnership with The Prince's Trust, we aim to help disadvantaged young people access the skills they need and support the communities in which we work via our university partners around the country.

The Prince's Trust is delighted to be supported by UPP, as these strong partnerships enable The Trust to help even more young people across the UK. UPP is committed to offering training and apprenticeship opportunities in the communities where they work. This will give many young people an amazing opportunity to turn their life around.

Martina Milburn
Chief Executive, The Prince's Trust

The Trust's Construction & Business Services Leadership Group is a unique industry initiative to actively help young people gain experience and access to the industry. It was formed in 2006 by industry and business leaders with the aim of addressing the skills and diversity shortage faced by the construction sector. The Group helps young people who want careers in construction to improve their skills and gain vital experience. To date, the Group has been hugely successful in offering practical help and support, running more than 70 programmes and helping nearly 1,000 young people find training or employment.



The Prince's Trust estimates that of the young people involved in its programmes, 75% go on to employment, apprenticeships or further training



UPP will work with The Prince's Trust to run 'Get into Construction' courses at a number of sites

In the coming months, UPP will work with this group to run 'Get Into Construction' courses with our construction partners at a number of sites. UPP is also embarking on a pioneering initiative, involving one of our university partners, which – in tandem with UPP Residential Services Ltd – will offer a course in facilities management. This breaks new ground for The Prince's Trust and builds on the benefit of UPP's sector relationships.

Commenting on the new partnership, Sarah Hertzog, Head of The Construction & Business Services Leadership Group at The Prince's Trust said: "With UPP's support The Prince's Trust will be able to reach more young people across the UK and help give them the chance they need to move forward." Paul Goddard, UPP's Group Construction Director added: "The Prince's Trust does an amazing job and we look forward to working with them to offer practical training and support to young people."

The Prince's Trust estimates that of the young people involved in its programmes, 75% go on to employment, apprenticeships or further training. In the future, as well as its involvement in the Construction & Business Services Leadership Group, UPP will be involving staff and its university partners in a wide range of events and activities to help raise the £1 million a week that the Trust needs to continue its work.

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