



**First Response Group**  
We Listen • We Respond • We Deliver



**CORPORATE & COMMERCIAL  
STUDENT ACCOMMODATION**

CASE STUDY

# STUDENT ACCOMMODATION OFFICERS PORTFOLIO EXPANSION

NATIONWIDE

**CLIENT**  
HOMES FOR STUDENTS

## THE LOCATION:

Nationwide.

## FRG SERVICES USED:

FRG Officers fulfilling a mixed range of services from Security, Front of House & Concierge, Pastoral Care, Help Desk & Student Welfare Support; displaying advanced communication skills whilst maintaining the safety and wellbeing of the residents.

## ABOUT THE CLIENT:

Homes for Students is one of the UK's leading providers of student accommodation. They offer a range of student accommodation across the UK from cluster apartments to studios, deluxe rooms and student houses. Homes for Students is part of ANUK, a body recognised by all UK Universities, the Student Union and the UK Government for defining a code of standards for student accommodation. This means they have demonstrated excellence in fundamental areas such as; property condition, security, management as well as forming sound relationships with students.

## PROJECT BACKGROUND:

FRG began working with Homes for Students in 2016 with a reactive out of hours response to an emergency Fire Alarm situation. FRG reacted swiftly, securing the property housing 200 students within minutes.

Over the next 12 months FRG provided a highly professional, cost effective service and rapidly grew the portfolio including Southwark Town Hall (Goldsmiths University), Poland House in Stratford and properties in Preston, Sheffield, Edinburgh and Colchester.

In October 2017 FRG won the tender to service an additional 15 sites located from St Andrews in Scotland down to Chelsea, South London.

## THE CHALLENGES:

From winning the tender, FRG had just 4 weeks to plan the service migration. All 15 sites had to be mobilised on the same day across a wide geographical area ranging from Scotland down to South London.

Current employees needed to be migrated across to FRG methods of working to ensure a unified service across all regions. Any staff shortfalls needed to be addressed before migration

## THE SOLUTION:

FRG produced consistent method statements and work instructions and Regional Managers underwent training to import consistent standards across all 15 properties.

A training needs analysis was conducted to ascertain training requirements for current employees to ensure smooth migration and new employees were recruited from areas local to the properties to fill the shortfall. Qualified and licensed applicants were chosen and given the same training to maintain a consistent service level across the portfolio.

## THE RESULTS:

The migration was successfully carried out in one day with all regions providing a unified service. Training continues with regular Toolbox Talks to ensure all employees are up to date with the constantly changing regulatory and Health & Safety landscape and FRG's own evolving standards and business ethos.

**FRG continues to grow the Homes for Students portfolio by providing the very best service. In 2019 the services increased by another 4 locations and in 2020 an additional 55 locations were added to the portfolio.**

*“ Since we appointed FRG as our Security provider they have proven themselves to be very effective. Their efficient and personal approach has helped us achieve a standardisation in security management across our estates. ”*

**Graham Rogers:**  
Homes for Students Director



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