

DANDARA

LIVING

Development /
Operational brief
and requirements

Tesco Car Park, East
Didsbury



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Introduction

Address: Tesco Car Park, Parrs Wood Lane, East Didsbury, Manchester M20 5NP

Description of Development: Erection of a 6-storey residential building (Use Class C3) comprising 75 new homes together with ground floor flexible community space, car parking, cycle parking as well as landscaping, highways and other associated works.

This document outlines the residential management strategy for the proposed development.

1 Access Control

The building should have an electronic access control system which is accessible remotely from any Dandara Living Management Limited (DLML) PC via log in credentials and programmable from the customer service desks. The system should allow updates to be downloadable from the supplier's software/website.

System requirements

Operational need

- To ensure the building is secure, access is limited to authorised personnel only and operational efficiencies are maximised

Location

- To be accessible from any internet linked device via dedicated URL

Requirements

- Hold resident data including full name, block, apartment number etc.
- Program fobs to pre-set access requirements/profiles for each block
- Cancellation of fobs
- Monitoring of which personnel change fob information
- Generate an activity report each time a fob is presented to reader (Fob ID, apartment number, residents' name, which reader used and time/date)
- The system will be able to interrogate data for selected information e.g. apt no., tenant name, fob reader etc.

Intercom system – Refuse points, apartments and car parks

Operational need

- To ensure the building is secure, access is limited to authorised personnel only and operational efficiencies are maximised. Any resident/customer should be able to contact the Customer Service team from the above areas via intercom

Location

- All main entrances to blocks
- All car park entrance and exit points

Requirements

- Ability to open entrance doors and car park gates/shutters remotely
- Conduct a two way conversation
- Potential to link in with current telephony system to allow staff to answer calls via headset as well as dedicated receiver
- Two dedicated receivers to be in place to allow either team member to grant access.

Intercom system – Block entrances

Operational need

- To ensure the building is secure, access is limited to authorised personnel only and operational efficiencies are maximised. Any visitor to a block will be able to communicate with the resident they are visiting

Location

- All main entrances to blocks
- Linked to apartment

Requirements

- Ability to open entrance block entrance doors
- Conduct a two way conversation
- Residents should be able to receive communication requests to their mobile device (used for their building access control) and grant access if needed remotely (video also).

Residential entrances to the block

Operational need

- To ensure the building is secure, access is limited to authorised personnel only and operational efficiencies are maximised

Location

- All main entrances to blocks – From street, car parks, gardens etc
- Any resident walk ways that are required to be secure

Requirements

- Fob/ app access Fob access linked building wide.

Apartment entrances

Operational need

- To ensure the building is secure, access is limited to authorised personnel only and operational efficiencies are maximised

Location

- All residential apartments

Requirements

- Fob/app access linked building wide.

Car park entrances

Operational need

- To ensure the building is secure, access is limited to authorised personnel only and operational efficiencies are maximised

Location

- All main entrances to blocks – From street, car parks, gardens etc
- Any resident walk ways that are required to be secure

Requirements

- Fob/ app access Fob access linked building wide.

Store, plant, equipment rooms, bin stores and landlord areas

Operational need

- To ensure the building is secure, access is limited to authorised personnel only and operational efficiencies are maximised

Location

- All store, plant, equipment rooms and landlord areas

Requirements

- Fob/app access linked building wide.

Riser cupboards

Operational need

- To ensure the building is secure, access is limited to authorised personnel only and operational efficiencies are maximised

Location

- All riser cupboards

Requirements

- Suited alike key system.

2 Internet Provision

Our teams and residents require reliable, high speed internet for day to day life and our building should facilitate this seamlessly. We include site wide wifi/internet in the rental figure for our residents.

Apartments

Operational need

- The internet should be 'on' from day one and offer wired and wireless options of good reliability and market leading speeds

Location

- Via access point mounted at high level in the lounge area

Requirements

- The solution is to be site wide and boosted by access points in apartments, communal and external areas rather than individual routers per apartment
- Wifi speeds to be a minimum of 100mbps
- Wired speeds to be a minimum of 250mbps.

Office, BOH and Resident Amenity / Flexible Community Space

Operational need

- Internet and wifi should be available in all management areas, car parks and amenity areas, both internally and externally to enable DLML to operate and our residents to access internet where ever they are on site

Location

- All management areas including welfare breakout rooms and offices
- All external areas including car parks, terraces, gardens
- All resident amenity areas
- All hallways (supplier to conduct heatmap coverage testing)

Requirements

- The solution is to be site wide and boosted by access points in apartments, communal and external areas rather than individual routers per apartment
- Wifi speeds to be a minimum of 100mbps
- Wired speeds to be a minimum of 100mbps
- The staff areas need to be able to connect to a/the comms cabinet pre PC of the residential buildings for initial marketing.

3 CCTV

The building should have a robust CCTV strategy to enable the remote monitoring by in house teams or outsourced partners if needed. The CCTV system will allow identification of persons entering the building and to assist in the prevention, investigation, or detection of crime and to provide possible evidence.

System requirements

Operational need

- To ensure the building is secure, access is limited to authorised personnel only and operational efficiencies are maximised

Location

- To be accessible from any internet linked device via dedicated URL

Requirements

- Fixed and pan, tilt and zoom (PTZ) cameras will be used, located strategically to allow coverage of all building entry/ exit points
- CCTV will also operate in:
 - Lifts
 - Bin drop off areas
 - Resident internal and external amenities
 - Office space
- Appropriate signage will be displayed in compliance will Data Protection Regulations
- All cameras will be linked to reception. The CCTV system will record images that will be capable of being stored for 90 days and as may be required, downloaded for crime prevention and/or detection purposes.

4 Post & Parcel Management

The rise in online shopping has led to huge year on year raises in post and parcel deliveries in the last decade. On average each Dandara Living resident we home will receive 60 parcels a year from companies such as Amazon, DPD or Royal Mail. An average scheme of 500 apartments could take delivery of over 50,000 parcels a year. We leverage technology to ensure operationally we can cope with the volumes and increase efficiencies whilst doing so. There are postal deliveries and parcel deliveries, we currently operate two parcel management solutions depending on the size of the development and operational budget available. Our default position is the parcel locker solution with an overflow room, but where the budget or design does not allow, we will pivot to the parcel room solution.

Post management

Operational need

- The post for residents will be delivered to the development and the post solution should allow easy drop and collection for couriers and residents alike. The area should be open to foster engagement between residents and be part of the entrance experience to tie in with the 'hearth' concept

Location

- The post area should be within the entrance area to each block or centralised if possible where there is a single entrance point to a development

Requirements

- Post area to have a waste solution built in or in the immediate area for disposing of unwanted envelopes or flyers
- Post boxes to be built in rather than free standing if possible
- Post box colour to be decided in conjunction with the design team and not to default to black
- Requirement for three keys with each lock to aid management
- Where possible to include a Sorting Table

Parcel management – Locker solution

Operational need

- To allow couriers to deliver parcels to the final destination and residents to collect with no assistance required from DLM teams. The lockers will have a selection of sized compartments but will only deal with regular sized items. For oversized deliveries we will also have the below solution working in tandem

Location

- To centralise for the scheme where space permits in line with the 'hearth' concept and be close to the overflow room (if applicable)
- Where it is not possible to centralise the lockers to be located in each block entrance

Requirements

- If centralised to include at least two control modules. Having at least two control modules allows us to dedicate one for couriers and one for resident collection reducing wait time on both sides
- Colour of lockers to be decided by design team
- See all lockers from each hub

Parcel management – Overflow/ bulky item solution

Operational need

- If the chosen solution is BringMe parcel lockers, then the BringMe Bell will also be incorporated to the overall solution. The 'Bell' will be a linked piece of technology that activates an overflow room for bulky or oversized items. The courier will be able to use the same system to deliver into the room and the resident will be notified accordingly.

Location

- Within eyesight of the front desk

Requirements

- Allow unobstructed resident access without creating GDPR issues with front desk
- Readiness in line with
 - Entrance
 - Exit
 - All angles of internal room

Post management – Parcel room solution

Operational need

- Where a more cost-efficient parcel solution is required the Parcel safe place parcel room will be utilised. This allows self service for couriers and residents but requires more operational oversight
- Small and large items can be delivered the same space

Location

- Within eyesight of the front desk

Requirements

- Allow unobstructed resident access without creating GDPR issues with front desk
- Readiness and size of room in line with [appendix](#)
- Room to be racked out with flexible storage racking
- Room to be under CCTV
 - Entrance
 - Exit
 - All angles of internal room

5 Waste Management

Residents will be responsible for disposing of their refuse in appropriate refuse/recycling containers on site. There should be the below areas on site to facilitate this. It is preferable for all bin areas to be at ground level to avoid the need for motorised assistance when moving bins.

Refuse drop-off area

Operational need

- A clean, customer facing room where a small number of bins will be held for residents to drop waste. On a regular basis the site team will rotate full bins and replace them with empty, clean bins for resident use, if not easily accessible.

Location

- As close as possible (with the minimum number of doors to pass through as possible) to the lift core per block. To be located as close as possible to the Bin Holding Area
As close as possible to the council collection area and the resident drop area to increase time efficacies

Requirements

- Ventilation to remove odour
- Ability for management to secure bin lids open for ease of drop by residents
- CCTV in area to discourage misuse and identify offenders
- Journey from lift to area to not include a level change/ stepping
- Under fob access control
- To be presented as per design team [feedback](#)
- Water inlet to allow a hose to wash room
- Grated drainage area
- Sink for resident hand washing – Drying TBC

Bin collection area

Operational need

- An external area the bins will be pulled to in readiness for the collection

Location

- As close as possible to the bin holding area with preference of not being overlooked by any apartments

Requirements

- Dedicated demarked area to enable parking control
- If overlooked by apartments to potentially be screened off

6 Car Parking Management

Parking at a development caters for residents, staff, deliveries and external transport options.

Designated secure development car parks

Operational need

- The car park is used for residents and staff who have traditional motor vehicles, electric / hybrid vehicles and motorbikes. Parking for residents should be secure in nature with a gated, access-controlled entrance and exit to spaces, where practicable.

Location

- Each car park should have the ability to exit, via access control, into the lift core for the relevant building

Requirements

- Where possible a vertical or horizontal moving gate to be used to avoid issues with inward opening gates
- Gates to be operated by the same fob / app as block entry where possible with fob reader internally and externally to avoid the need for additional car park remotes
- The fob reader totems (or if app based) should have the ability to dial the front desk and be opened remotely
- Entrance and exit areas to accommodate two lanes of traffic (entrance and exit lanes) to avoid the need for traffic lights or give way situations leading to tailbacks at peak times
- Car park entrance and exit to be under dedicated CCTV cameras
- Pedestrian car park exits to be monitored by CCTV
- To facilitate electric charging of vehicles
- Parking spaces to endeavour to be wider than planning requirements to aid usability
- Only useable parking spaces to be drawn and quoted following turn circle analysis
- No pedestrian accessible gate override controls internally or externally
- Where possible pedestrian routes clearly marked
- All bays and wayfinding to be clear and marked.

Resident loading / unloading bays

Operational need

- To ensure the moving process is as easy and pain-free as possible we require designated resident loading bays in each block. These bays are booked as part of the move in and out process for our residents to enable them instant and close access to the lift core whether they take parking with us or not

Location

- To be located in the development car park immediately next to the pedestrian car park exit to the block and lift core

Requirements

- Two spaces required per block
- Spaces to be of disabled bay size to facilitate loading / unloading
- A dedicated store adjacent to the spaces to house moving trollies, the store / stores should be on the access control system
- The spaces to be painted / branded to ensure they are easily identifiable and offer a welcome to residents moving in

Designated non secure car parks or spaces

Operational need

- In order to meet feasibility non secure parking may be required

Location

- If non secure parking is part of a scheme it should be as close to the development as possible and activity in the area

Requirements

- Ability to secure the spaces with robust lockable pillars
- Well lit
- Monitored by CCTV

Deliveries – Traditional couriers

Operational need

- On average each resident will receive 60 parcels a year from companies such as Amazon, DPD or Royal Mail. An average scheme of 500 apartments could take delivery of over 100 parcels a day from over a dozen couriers. In order to manage the flow of parcels and couriers designated 'drop off' or loading bays will be required away from public highway and will be enforced locally

Location

- As close as possible to the parcel management solution

Requirements

- A minimum of two demarked bays to be longer than a standard parking bay to allow unloading
- To be designated as loading / unloading
- To be monitored by CCTV

Deliveries – On demand

Operational need

- The rise and ease of take away delivery and taxi use for our target demographic requires a though out solution to ensure delivery companies are confident leaving their vehicles whilst delivering and that they do not block public highway or site circulation routes

Location

- Bike anchors/ stands and surface parking bay to be located as close to the entrance of each block as possible

Requirements

- A minimum of two bike stands per block to allow couriers to lock their bikes whilst delivering to the apartments – Removes need for our residents to come to the main entrance for collection

- A minimum of one designated loading bay (vehicular) to each block entrance to cater for taxis and food/ drink deliveries

7 Bicycle Management

As bike ownership increases the storage of bikes is growing in importance. Storing a bicycle in a DLML scheme gives the user security, functionality and storage.

Cycle hub

Operational need

- The Cycle Hub allows our residents to do more than simply store their cycle. It allows users to wash, maintain and demount.

Location

- Preference is to centralise the hub where possible for the site
- Where possible the hub is accessible directly from roadside without the need to cycle up or down a ramp
- Accessible and close to lift cores where possible

Requirements

- Access control from street side
- Intercom to front desk
- Checker plated area off entrance into lobby
- Wet room accessible from lobby – Drainage and high pressure hose for cycle washdown
- To include cycle stands with relevant tools/ pumps for repair of cycle
- To include benches with over head hooks for demounting and changing from cycle gear
- To include easy to use cycle racking for securing cycle
- Under CCTV on entrance, in room and exit
- Wash rooms to include matting on exit to prevent wet feet carrying risk
- Internal decoration to be interior designed

8 Utility Metering

The building should have a robust CCTV strategy to enable the remote monitoring by in house teams or outsourced partners if needed. The CCTV system will allow identification of persons entering the building and to assist in the prevention, investigation, or detection of crime and to provide possible evidence.

Apartments

Operational need

- All apartments should be individually metered to allow for resident ownership of usage and billing within their home

Location

- All meters to be accessible and readable to residents within their apartment

Requirements

- All apartments must endeavour to be fitted with SMETS2 meters
- Signal boosters to be used where sim signal is too poor to facilitate SMETS2
- Operational team to be alerted if this is not possible to amend void management processes
- Shipper to supply usage monitors where possible per apartment

Landlord supply

Operational need

- Landlord utility supplies must only be for landlord areas, plant and equipment. There must not be bulk metering

Location

- As above

Requirements

- Landlord meters must be kept to a minimum to avoid unnecessary meter standing charges.

9 Window Cleaning

The building should be fitted with the relevant fixings/ equipment to facilitate abseiling equipment to be utilised by 3rd party contractors. Where apartments have balconies, the residents will be responsible for cleaning the external windows accessible to them.

Strategy to be planned in accordance with Dandara Living and key design team members.

10 Customer Support - Housekeeping

Cleaning of the internal communal areas, apartments (between tenancies) and the site facilities/ amenity areas will be the responsibility of the in house Housekeepers.

Communal power

Operational need

- The Housekeepers will require appropriately spaced power sockets to facilitate Hoover usage throughout the internal spaces

Location

- All hallways
- Communal entrances and areas
- Amenity spaces
- Offices

Requirements

- Standard single power sockets

Cleaner store

Operational need

- To enable the Housekeeping operation to function a designated store will be required in each block

Location

- As close as possible to the lift core of each block

Requirements

- Butler sink with hot/ cold water and drainage
- Power
- Ventilation
- Space to house lockers/ storage for:
 - Personal belongings
 - Cleaning equipment
 - Cleaning products
 - Cleaning trolley
- Under site wide access control with fob/ app
- Power
- Data for AP
- At minimum painted floors and walls
- Wall panel heating
- To be decorated in line with brand

11 Customer Support - Maintenance Technicians

The Maintenance Technicians will be responsible for all in house aspects of R&M, PPM and facilities management.

Maintenance store

Operational need

- The tech team will keep essential spares on site to aid the operation and increase the resolution speed of common problems

Location

- Ideally located close to a lift core

Requirements

- Standard single power sockets
- At minimum painted floors and walls
- Data for AP
- Under site wide access control with fob/ app
- Potential for CCTV
- Wall panel heating
- To be decorated in line with brand.

Maintenance workshop

Operational need

- The tech team will conduct R&M activities in the workshop as well as utilising the space for testing faulty appliances/ allowing suppliers to. The space will act as a hot desk for any computer related tasks the team are required to conduct also.

Location

- Ideally located close to a lift core

Requirements

- Under site wide access control with fob/ app
- Well lit
- To review fire requirements
- Data for AP
- Power
- Sink with drainage
- Ventilation
- Wall panel heating
- At minimum painted floors and walls
- Work benching
- To be decorated in line with brand.

Landscaping – Irrigation

Operational need

- The tech team will oversee the upkeep of any landscaping where not outsourced to a third party. In order to do this efficiently certain aspects will need to be considered in the build

Location

- Located at regular intervals where there is irrigation needed (Rooftops also where planting is in place)

Requirements

- Lockable taps for use when watering required areas.

12 Customer Onboarding - Leasing

The Leasing team will vary in number dependant on size of scheme and the stage of lease up. The team will be tasked with leasing up the building and then keeping it stabilised in line with KPIs.

Operational requirements

Operational need

- In order to communicate with and close potential customers the leasing team will require full desk set ups

Location

- Ideally located in a separate office in or around the customer service team
- Needs to be accessible to the public and not back of house

Requirements

- Per member of staff
 - Desk
 - Data x 4
 - Power x 4
 - Door release button
 - Meeting room for min of four with VC capabilities

13 Customer Service – Experience Team

The Experience team will vary in number dependant on size of scheme and the stage of lease up. The team will be tasked with moving in the residents and managing requests throughout their tenancy. The team will deal with the day to day operation of the building and resident relationship.

Operational requirements

Operational need

- In order to communicate with visitors and customers team will require full desk set ups (specified arrival desk)

Location

- To be located close to the main block entrance
- Close to the parcel solution if possible
- Close/ in view of resident amenity if possible

Requirements

- Per member of staff
 - Data x 4
 - Power x 4
 - Intercom handset
 - Door release button
 - Access control programming fob unit
 - Access to CCTV system via URL (cloud based)
 - Access to access control system via URL (cloud based)
 - Store
 - To contain a fridge
 - Racking
 - Key/ fob store
 - Tanoy system access via URL (cloud based)
 - Music system access via URL (cloud based)

14 Staff Welfare

Staff breakout room

Operational need

- DLML will be the operator of the development and will directly employ the site team. In order for the team to function, basic welfare requirements must be met

Location

- To be located close to main reception / leasing areas

Requirements

- To seat 1/3 of peak staffing numbers
- Lockers for all staff
- Notice board
- Dining table with seating
- Sofas for relaxing
- Kitchenette to include
 - Microwave
 - Sink
 - Full fridge freezer (70/30)
 - Kettle
 - Preparation space
 - Dishwasher
 - Bin/ waste
 - Cupboards for consumables/ food utensils
 - Data for AP
 - Power.

Bathroom / showers

Operational need

- DLML will be the operator of the development and will directly employ the site team. In order for the team to function, basic welfare requirements must be met. If space is of a premium these can also be the resident bathrooms

Location

- To be located close to main reception/ leasing areas

Requirements

- Separated male and female toilets where possible
- Additional DDA bathroom where possible
- 1 x Shower room if not built into bathrooms (and where there is no Super Loo)
- Hand dryers
- Wall mounted toilet roll dispenser
- Toilet brush
- Mirror
- Sanitary
- Sink.

15 Resident Amenity / Flexible Community Space

The Gallery

Operational need

- A multi-use adaptable space that can be used for co-working or for community events or for private dining or private hire events

Location

- Where possible the Gallery should be at an accessible level in the development with good aspect.

Requirements

- Wi-Fi, music system & speakers, power, data
- Heating and cooling
- Ability to adjust (dimmable and tracked) lighting for all types of activities from reading to an event evening – Lighting zones to be independently controlled
- Good lockable storage to house banquet and dining ware for events and private hire to support room changeovers for differing activities
- Large community table with tabletop plug in power access for both PCs and mobile phone (wireless charge points)
- Comfortable lounge seating – Design Team to source
- Projector and screen – discreet pull down and fixings – Data/ power

- Sockets to enable plug ins of laptops etc when using lounge seating away from the main table

16 Floor Treatments

Apartments

Operational need

- To provide design led, comfortable flooring that will not date whilst being fit for purpose and hard wearing for specific areas

Location

- Bedrooms – Mid coloured carpet
- Lounge/ kitchen – Amtico wood effect
- Bathrooms – Amtico tile effect

Requirements

- Carpets to be man made where possible to help cleaning and apartment turns
- Carpets to have sufficient underlay for comfort and to ensure gripper rods do not protrude

Corridors

Operational need

- To provide design led flooring that will not date whilst being fit for purpose and hard wearing and allow replacement of areas without having to replace whole area

Location

- All corridors in development

Requirements

- To be carpet tiled
- To have dark entrance type matting/ carpet tiles at door ways and lift entrances
- To have lighter tiles for walkways

Entrance areas

Operational need

- To provide design led flooring that will not date whilst being fit for purpose and hard wearing

Location

- All external entrances

Requirements

- To be integrated matting that can be replaced
- Dark in colour
- Robust in design

Resident amenity

Operational need

- To provide design led flooring that will not date whilst being fit for purpose and hard wearing

Location

- All resident and management amenity areas

Requirements

- To be Amtico flooring with no grout lines
- To be anti slip
- To not be porous
- To match design of area