

Pre-Occupation Planning Conditions 19, 20, 21, 31 and 34

This application is made to discharge planning conditions 19, 20, 21, 31 and 34 relating to planning approval 120893/FO/2018

Management Plan

Background

Northern Group have a wealth of experience in the management of residential and commercial developments within Manchester, with a key presence within Ancoats Urban Village. Our existing residential schemes at both 'Ice Plant' and 'Flint Glass Wharf' are real working examples of our management from the planning / build stage, through to completion and continuing thereafter. Having gained experience from these sites and through continuous thorough study of other management models and apartment buildings within the city, we are able to adopt and adapt a management strategy that we know works and one that will stand the test of time.

Our ethos is to provide excellent customer service to our residents, whilst correctly managing the developments to ensure that they run smoothly, without causing any negative impact on our local neighbours. Our developments are owned within our group structure which is an extremely positive factor from a management perspective. We have a long-term investment in the properties as opposed to the fragmented PRS situation which is often seen across problem sites. As a direct result of our position, we can properly enforce our policies and have an active day-to-day presence across our schemes.

We have carefully developed our management policy over the past 10 years. Some key elements of this are:

- Our minimum contract length is 6 months; however, we encourage in excess of this as we find longer-term residents are beneficial to the neighbourhood. The vast majority of new tenants undertake a minimum of a 12-month term. We certainly do not offer any short-term rental options or one-off night / weekend lets
- Stringent referencing is an absolute must. All applicants have to pass credit and referencing checks in order to be approved for rental purposes
- Bespoke tenancy agreements drafted by highly regarded legal firms to ensure that residents know what is expected of them and their responsibilities. From a management perspective, we are also able to act swiftly if there was an issue given that it would be a specific breach of tenancy

- Aside from the legalities in the tenancy agreements, residents also receive relevant information about our requirements in reference to matters such as refuse, noise, visitors, car parking, bike storage etc.
- Our in-house maintenance department are on hand should any repairs need conducting and as a result such works are actioned swiftly. We have dedicated caretaking and cleaning teams to ensure that our developments are well maintained using a proactive approach where possible.

Our target response times for reactive repairs are as follows:

- Emergency repairs to be carried out within 1 to 12 hours.
 - Urgent repairs to be carried out within 1 to 3 days
 - High priority, non-urgent repairs to be carried out within 7 days
 - Low priority, non-urgent repairs to be carried out within 14 days
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- Our team carry out proactive inspections at the beginning and end of each tenancy along with mid-term inspections three months after a new tenant moves in and in six-month intervals thereafter. This ensures we highlight any potential management issues and rectify swiftly
 - Security and access are extremely important issues. We ensure that we retain the excellent security policies that are set out at planning stage. We only provide fobs and keys to named tenants and these are programmed to both log and permit access to only relevant areas on the scheme. We also have full CCTV in operation across our sites

Staff

Our staff are key to the effective management of our developments. All staff are trained to understand the needs of not only the customer but also the wider community. The majority of our property team are qualified by and members of Arla Propertymark.

Concierge

A concierge will be employed to maintain an on-site presence 24 hours a day, 7 days a week. The concierges' tasks include:

- Hand out parcels and post on request of the tenants, checking ID before issuing
- Manage any fob access issues, ensuring the tenant is registered on the access control system before allowing access
- Monitor the CCTV systems
- Carry out regular patrols of the site perimeter
- Ensure the building is kept secure at all times
- Monitor tenants' behaviour throughout the building, including



the roof terrace, and handle any anti-social issues in a professional manner

- Report any emergency issues to our out of hours team
- Generally assist with the tenants' needs, ensuring they receive high quality service

Building Management:

Please find enclosed our building guide which provides more details of the building specifics

Please also find enclosed our residential welcome guide issued to all our managed tenants.

Opening Hours

Commercial Space

All commercial units are to be let as serviced offices and co working space operated by Colony Co Work, our workspace brand. The core hours of operation will be 09:00 to 17:00 Monday to Friday, although there may be some office work carried out outside of these hours. A concierge will be employed to maintain an on-site presence 24 hours a day, 7 days a week.

Roof and Ground Floor Terraces

We propose to open the terraces as follows:

Roof terrace	07:00 - 23:30
Ground Floor Terraces	07:00 - 21:30

Access will be restricted outside of these times by an access control system along with the onsite concierge managing access.

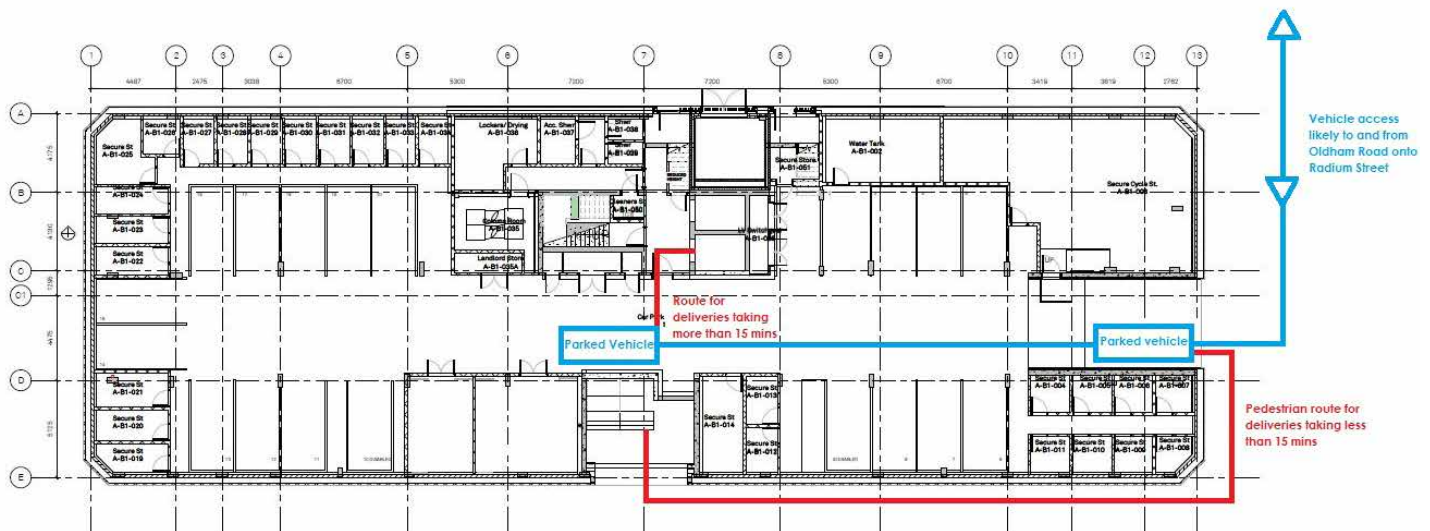
Servicing

Collections and Deliveries

Collections and deliveries will generally be made by vehicles no larger than a long wheelbase VW transporter, or similar (Length 5.30m, Width 1.90m, Height 1.99m) Our 24-hour concierge will manage the vehicle parking arrangements. For a collection or delivery taking less than 15 minutes, the courier will be directed to park in the car park entrance undercroft. As the car park is to be used by tenants only any issues regarding entering and exiting whilst a delivery takes place can be managed by the concierge. For a collection or delivery taking longer than 15 minutes, the courier will be directed to park within the car park area and utilise the lift to access the ground floor. Please see plan below:



Delivery Plan:



Maintenance

General Notes

The design of the facade was principally driven by a desire to respond to the character of the immediate context and of the Conservation Area as a whole. The proposed brick elevations with deep brick reveals provides a hardwearing facade which is low maintenance and therefore well suited to an urban environment.

Facade

Northern Group are responsible for the cleaning and maintenance of the building envelope, with the exception of the recessed top floors. Cleaning of ground and first floor level windows is to be carried out utilising extendable wash pole system. All maintenance above first floor level windows up to and including windows on the seventh floor is to be carried out from a mobile elevated work platform (MEWP). For the top floor, residents will have responsibility for cleaning their apartment windows. The elevations of this floor are accessible via the private terraces of the adjacent apartments. To maintain elevations on the perimeter of the site MEWPs will require access via public streets. MEWPs will either mount the kerb or stay within the street and undertake their maintenance from that section of street, closing access where appropriate to maintain public safety.

Terraces

The terraces on the top floor and on the raised ground floor are designed as low maintenance. The greenery and glass balustrades at the perimeter will be maintained by the residents or the dedicated commercial space and are accessible from their terrace.



Roof

The entire roof level is provided with a communal terrace. The residents have access via the main residential core. Our maintenance team have direct access from the core that is continuous to roof level and will be responsible for maintenance to the greenery on the roof. The roof is designed as a low maintenance flat roof. The roof and items located on the roof will require only infrequent access and has guarding-height parapet to form a safe working environment for maintaining the ventilation system extract and roof drainage outlets.

Car Park

The semi-underground car park is provided with ample natural ventilation through the hit-and-miss brickwork detailing to the façade as well as the car park gate which supplements the mechanical extract system. Anticipated maintenance to these areas is minimal. Maintenance of soffits to undercroft spaces will require the use of temporary mobile scaffolding.

Internal Areas

Northern Group are responsible for maintenance of the communal areas. Maintenance of high-level spaces within the building will be carried out using a temporary mobile scaffold. To ensure that the proposal has long-term suitability there will be active maintenance of the lifts and communal spaces. The substation room has level accessible 24/7 from Primrose Street. All other plant rooms are in the basement and will be maintained by Northern Group.

Signage

Please find attached external elevation drawings detailing the designed sign.

Appendices

Appendix 1 – One Silk Street building guide

Appendix 2 – Residential Welcome guide

Appendix 3 – External elevations showing signage

