

## **Introduction**

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This is the Affinity Living Operational Management Plan which is intended to be implemented in association with the proposed development of high quality, residential accommodation at Port Street, Manchester. This document sets out the key principles by which the proposed accommodation will be managed in order to ensure all residents, staff and visitors have the highest quality experience, alongside protecting the interests of the wider community and local environment.

The development is being delivered by Manchester (Port Street) Ltd is a subsidiary of Select Property Group who has been in operation since 2013. Select Property Groups highest quality buildings creates connected communities, underpinned by living spaces who challenge the convention to re-imagine the way we live, work and socialise.

The Port Street scheme will be operated and managed by “Affinity Living”. The Affinity Living brand, which is a wholly owned subsidiary of Select Property Group, was launched in Salford in 2019 and has since grown to include 4 buildings totalling 1,093 apartments.

The current scheme will deliver 485 residential apartments, together with an integral amenity space where residents will have access to a range of communal services. It is anticipated that the development will become operational in 2025.

This Management Plan covers the following key areas:

- Staffing / Reception Services
- Response to Incidents
- Security
- Cleaning and Refuse
- External Cleaning and Maintenance
- Car Parking
- Bikes
- Post and Deliveries

## **Staffing / Reception services**

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It is likely that the permanent staffing in Affinity Living at Port Street would be up to 15 employees and will include:

- Residence manager;
- Assistant residence manager;
- A facilities management officer;
- A customer service team – this team will cover the scheme throughout the night and weekend; and a
- Between four and five-strong housekeeping team

Head Office support would be provided to the site team via a management structure which includes an Operational Manager who is specifically responsible for each Residence Manager, as well as other Head Office support services including Marketing, HR, IT and Finance.

No staff will be resident on site, but the management team will provide 24-hour presence on site on every day of the year.

The reception service will provide a first point of contact for residents for day to day matters such as deliveries and collection of parcels, reporting of repairs, organising social events and the provision of general information and signposting to specialist services.

**Response to Incidents**

Affinity Living, via its 24 hour on-site presence, will provide immediate response to all incidents in line with its Standard Operating Procedures, which include:

- A. Building issues. This will be managed by the facilities management team and will generally be carried out either by them personally or by specialist contractors brought in through local and national agreements.
- B. Noise emanating from the residence
- C. Any anti-social behaviour from residents or their guests
- D. Any other emergencies
- E. Any communication from neighbouring occupiers. To manage this effectively a dedicated point of contact and telephone number would be identified, and details provided to neighbouring occupiers to facilitate communication should they need to raise any issues with Affinity Living.
- F. Reference mental health procedure

**Security**

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The residence will have a single point of entry for pedestrians which will be through the main entrance located off Port Street and through a management office which will be manned 24-hours a day, giving the team complete visibility of everyone entering and leaving the site.

Entry will be through a computer-based access control system and every resident will be issued with an electronic fob which will give them access to the communal hub space as well as their specific apartment. This system allows for fobs to be deactivated, in the event of loss, and also provides a full audit of the use of every door lock and every fob.

Having all residents leave and enter through the one point of entry enables Affinity Living staff to quickly get to know the residents and also to control their access. Non-residents who visit will be required to sign-in and will wait in the reception area for the resident to come and collect them. Affinity Living's 24-hour presence enables our staff to quickly attend to any reported incidents on the development, including any disputes, noise issues or behavioural problems.

During out-of-office-hours the customer service team will also conduct regular site patrols within the site.

**CCTV**

CCTV will be in operation on the development and signage will be displayed in prominent locations. In addition, there will be discrete cctv cameras in the public realm that will relay to both main concierge areas. A Privacy Impact Assessment will be carried out by the Managing Agent to ensure that the scheme is proportionate, and this will be supported by an annual review of the system.

CCTV recording equipment will be located in the respective Management and Concierge offices to allow for private viewing by law enforcement and other agencies.

The Concierge areas will have CCTV monitors situated behind their desks to allow for constant monitoring of the scheme.

Appropriate signage will be displayed for benefit of residents, public and visitors and to deter anti-social behaviour.

**Cleaning and Refuse**

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***Waste Management Strategy – Internal Arrangements  
Residential Use***

It is proposed that residents within the proposed development would be provided with four bins. One for general waste, one for mixed dry recyclables, another one for glass and a small receptacle for food.

The residents would store and segregate waste into four main streams internally before taking it to the closest communal waste storage room, conveniently located close to each of the two cores of the proposed building.

The development proposals include two waste storage rooms. The bin stores size has been determined to maximise activity at ground floor and to reduce the number of bins at the collection point. Nonetheless, additional space is available within the stores should it be required to store a larger number of bins.

It is envisaged that initially 50% of the bins in store would be dedicated to recycling, combining mixed recycling, glass and organic food. This percentage could be increased at any point, with the aim to achieve future government goals.

The on-site Affinity Living team would be in charge of monitoring the recycling rates and promote actively high recycling rates. This could be achieved by providing information on the benefits of recycling and how to segregate waste. The recycling bins will be located closer to the access gates for residents to encourage recycling by making the path to the non-recyclable waste bins longer.

The waste storage area will be well lit and ventilated. The floor will comprise an easily cleaned surface and adequate drainage will be provided.

The on-site Affinity Living team would be responsible for keeping the waste storage facilities clean and safe. They would also be responsible for cleaning the bins on a regular basis and arranging for replacing damaged bins when necessary.

### **Commercial Use**

It is proposed that the commercial uses would store the waste internally within their units.

The staff of the unit would be responsible for keeping the waste storage facilities clean and safe. They would also be responsible for cleaning the bins on a regular basis and arranging for replacing damaged bins when necessary.

The waste storage area will be well lit and ventilated. The floor will comprise an easily cleaned surface and adequate drainage will be provided.

### **Waste Management Strategy – Collections**

#### **Residential Use**

Waste collection would be provided by a combination of scheduled Council collections and a private contractor, to be conditioned and secured via a S.106 agreement as agreed in principle with the case officer.

It is envisaged that the residential uses would be served by two times-a-week collections for the four waste streams:

- General waste (non-recyclable waste);
- Dry Mixed Recycling (comprising: cardboard, paper, plastic and tin); and
- Glass Recycling; and

The resident management team at Affinity Living would be responsible of moving the bins to the collection point on collection day. The waste operators would then transport the bins to the collection point and load them into the refuse vehicle.

Once the bins have been emptied, containers would be carried immediately back to the bin stores by the Affinity Living team.

#### **Commercial Use**

It is considered that the frequency of the collections for the commercial use would be arranged post occupation, based on the actual waste generation volumes. However, based on the anticipated waste volumes, it is envisaged that two times-a-week collections would suffice.

Waste collection would also be provided by a private contractor, subject to confirmation post occupation.

The staff of the unit would be responsible to transport the bins to the collection point on collection day and transporting the bins back to the waste store within the unit as soon as they have been emptied.

**External Cleaning and Maintenance**

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***Window Cleaning***

The external envelope of the buildings will be cleaned via a BMU system installed to the roof. This will be inspected and tested regularly to ensure a safe working system.

External cleaning will be carried out regularly; this will be monitored by the site team for adequacy. Low level and internal glass will be cleaned monthly (or even weekly in high traffic areas such as resident lobby and amenity areas) from ground level directly. An external contractor will be appointed to carry out these works and will provide safe operating procedure.

***External glazing/facade repairs and replacements***

External facade and glazing elements will be repaired using the BMU access system located on the roof of the development. Low level units may be replaced by other forms of mechanical access from the ground level. The main contractor will provide details on the safe replacement methodology for the external glazing and facade.

***External Landscaping***

The public realm areas surrounding the development will be required to be kept in a constant state of good repair and maintenance for both the benefit of the residents and general public.

Any works and/or repairs to the public realm shall be undertaken in a timely manner and without risk or inconvenience to the public, residents or neighbours. Access to the area and the work shall be undertaken with due regard to the needs of those using the area and surroundings. Work shall be timed to avoid causing unnecessary nuisance or disturbance to occupants, the public or neighbouring residents.

Contractor's vehicles will be temporarily parked in the basement car park during the works.

***Planting & Landscaping***

Initially it is expected that the original sub-contractor responsible for installing the soft landscaped areas will provide a maintenance regime for the ongoing maintenance of the planting and soft landscape during its early years. Regular visits will be instructed from a competent contractor to ensure the successful establishment and continued healthy growth through to maturity of the soft landscaping.

The chosen contractor will be responsible for ensuring the work is carried out in a safe manner avoiding risks to the health and safety of employees, residents and the general public. A site-specific risk assessment will be submitted prior to commencement of the work.

In addition, the site-based management team will be required to carry out a weekly visual inspection of the public realm.

***Hard Landscaping***

The site-based management team will be required to carry out a weekly visual inspection of the hard surface areas recording any maintenance and/or safety concerns. Weekly inspections will be recorded and kept on site for audit purposes.

Where issues are identified during an inspection these will be dealt with by the management company to ensure that the hard surfaces remain useable and safe. Where repair works are required the appointed contractor will be responsible for ensuring the work is carried out in a safe manner avoiding risks to the health and safety of its employees, users of the site and the general public. A site-specific risk assessment for work will be submitted to the Management Company prior to commencement of the work.

***External Litter Picking***

The estate will have a full time cleaner whose duties will include a regular external litter pick routine. The cleaning contractor will be responsible for ensuring that external areas are free from litter and debris. Where large items of rubbish are found these will be removed by an external contractor.

**Public Realm**

The development will comprise a fully public park, whilst the park will be public it is assumed that the management and maintenance will be retained within the Estates ownership. As such as regime of inspection and maintenance will be in place to ensure the ongoing upkeep of this area. The site team will ensure that regular litter picks are carried out to and an appropriate hard and soft landscaping regime will be in place to ensure that the area is kept in good condition.

**Contractors and Repair specialists**

To ensure both quality of workmanship and safety of residents and visitors only suitably qualified and competent contractors will be engaged having due regard for the size and nature of the work.

**Car Parking**

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There is one level of basement parking proposed that provides 47 car parking spaces and is accessed off Port Street. These will be made available to certain apartments within the development and will not be accessible to the public. The car park will be well lit, maintained and monitored (including CCTV coverage relayed back to the Management Suite) to deter any anti-social behaviour.

**Bikes**

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Cycling is becoming increasingly recognised for the contribution it can make as a sustainable and healthy form of transport for trips within large cities. It is particularly important that adequate provisions are made in large residential developments to make the choice to cycle a more convenient one for residents.

Cycle parking needs to be considered early in the project process, as space needed to accommodate cycles can be significant. The current scheme has provided cycle ratio of 1:1 for apartments totalling 496 cycle spaces.

The cycle stores are within secure rooms and will be well lit, maintained and monitored (including CCTV coverage relayed back to the Management Suite) to deter any anti-social behaviour. Adequate cycle storage is crucial within residential developments to discourage bikes from being kept within apartments due to the issues associated with fire safety and cleanliness.

**Post and deliveries**

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The regular post-person will have access to the site, via the main front entrance to make their daily deliveries to each individual letterbox. For all other deliveries, the courier/postman will use the intercom call button for the address of the delivery. If the resident is at home, they will meet the courier/postman at the entrance to receive the delivery.

If the resident is not home the Resident Team will take in and sign for deliveries. All parcels received on behalf of the resident will be recorded in a post book. The resident will be notified of the delivery and asked to come to reception with ID to collect it. The resident will sign the post book to confirm they have received the delivery.

Any vehicles associated with post and deliveries will be able to use the layby, from Port Street, rather than needing to loiter in the public highways.