

SONA - Management Plan

This document serves to analyse the management and operational strategy of SONA, a PRS scheme comprising 45 apartments.

The development will be owned by a single landlord, and professionally managed by a single management company CERT Life.

MANAGEMENT STRATEGY	
LEASING	
COMPONENT	PRS
TYPE	- Assured Shorthold Tenancies (AST)
TERM LENGTH	- 6 months minimum - The majority are expected to be 12 months +
BILLS	- Rent will be paid inclusive of utility bills and wifi. - Council tax to be paid directly by the tenants.
MANAGEMENT	
COMPONENT	PRS
MANAGEMENT SOFTWARE	- Arthur property management - Xero accounting
REGISTRATIONS	- TPO - ARLA - Client Money Protect
STAFF	- The development will have a 24 hour staff presence. - Property manager, based in the head office and on-site presence. Secondary point of contact for tenants. - Community coordinator, based on-site. Primary point of contact for tenants. - Security staff out of hours. - Cleaning.

PARKING	- There is no car parking available. This will be made clear within marketing material for the development. Tenants will be provided clarification prior to signing a lease that resident permits from the local authority will not be available. - This will be noted on the lease agreement.
BIKE STORE	- The bike store has provision for storage of X number of bikes. 95 will be provided for residents, - Bikes available for hire. - CCTV will be installed. - Fob access.
COMMUNICATIONS	- Tenants will have a dedicated CERT Life app which will provide notifications of communications, services and events from the building management team. - Notice board.
DEFECTS / MAINTENANCE	- Defects or maintenance issues identified can be reported directly to the Community Coordinator or Property Manager, who will arrange for the necessary repairs with the network of maintenance contractors where required. - The development will have a long term maintenance strategy to ensure the any defects are identified at an early stage and resolved.
DELIVERIES AND PARCELS	- Delivery drivers to utilise the layby on Polygon Street. - Delivery companies to be provided an access code in order to access the post and parcel room from the pedestrian entrance to the development. - Parcel lockers are included, which allows for delivery companies to drop parcels within the secure lockers. Tenants are notified of a parcel being delivered to a specific parcel locker via an app and SMS message. They receive a QR code which allows them to open the parcel locker containing their delivery parcel. - Each property will have their own post box within the post and parcel room.
REFUSE / RECYCLE	- The bin store is located at GF level. - There will be a provision of general waste and recycling bins. - Waste collection will be weekly, with a local authority and private collections. - Bins to be collected from Polygon Street. - Bin store to be cleaned fortnightly with disinfectant. - Further details are provided within the Waste Management Strategy
SECURITY	- CCTV all communal areas - Fob entry to building - 24 hour staff presence
POLICIES	

COMPONENT	PRS
SMOKING	- No smoking, including within the external courtyard at 1st floor level and the external walkways.
CORONAVIRUS	- In the event of increased restrictions the management team will provide notifications to all tenants via the dedicated app, email and notices throughout the communal areas of the policies to be put in place, depending on the government guidance at the time. - Communal areas may be closed, or operated at a reduced capacity, and tenants may be required to wear face coverings within these areas. - Cleaning will be increased to all communal areas and circulation spaces. - Restricted use of the lift. - Support offered to tenants required to isolate.
AMENITIES	
COMPONENT	
CO WORKING SPACE	- As noted 005 Communal Area on the architectural drawings. - Space dedicated as a working area, furnished with individual hot desks and shared working areas. Wheelchair suitable areas provided. - Equipped with kitchen facilities, 10GB wifi, charging points, WC.
RESIDENTS LOUNGE	- As noted 012 Communal Area on the architectural drawings. - Residents lounge for tenants to socialise, furnished with relaxed seating, indoor planting, auditorium and presentation areas. - Events for residents, including external speakers, job fairs, movie nights, and 'meet your neighbour' events. - Equipped with kitchen facilities, 10GB wifi, charging points, WC
GYM / FITNESS SUITE	- Open plan space with some equipment, but a focus on classes with minimal equipment required. - Gym inductions will be provided to all tenants upon arrival. - Gym classes and personal training sessions to be available with instructors. - Where classes are not being held, tenants have access to the facility. - Cleaning will be carried out twice a day, and tenants will be required to clean equipment after use.
LAUNDRY ROOMS	- Dedicated laundry facility for tenants with washers and dryers. - Bookings can be made via the app, which provides notifications directly to tenants.