

Kampus Servicing Management Strategy

November 2021

Executive Summary

This Servicing Management Strategy addresses Planning Conditions 31(a) and (b) of application number 112034/FO/2016/C2, the Former Manchester Metropolitan University Aytoun Campus, Aytoun Street, otherwise referred to in this document as “Kampus”.

Planning Condition 31

31) Before any part of the development hereby approved is first occupied A Servicing Management Strategy for:

(a) the residential accommodation: and

(b) the commercial units

shall be submitted and approved in writing by the City Council as Local Planning Authority. All works approved in discharge of this condition shall be fully completed prior to the occupation of the commercial units

Reason - In interests of highway safety pursuant to Policy DM1 of the Core Strategy.

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Kampus Overview

Kampus will deliver high-quality PRS apartments and a mix of commercial uses in the heart of Manchester. The development comprises two new buildings, a refurbished 1960s tower and two grade-2 listed buildings, Minshull House and Minto & Turner, arranged around landscaped gardens, adjacent to the Rochdale canal. The scheme will contain all the ingredients for an urban living experience in Manchester, encompassing high quality apartments, resident amenity spaces as well as independent cafes, bars, restaurants, and shops as part of the commercial units surrounding the square.

Management Overview

Native is appointed as the manager of Kampus, to provide a 24 hour per day, 365-day on-site service. As operator, Native are responsible for the full scope of property management including lettings, resident services and tenant management, reactive and planned maintenance, estates management, regulatory and statutory compliance, and holistic health and safety.

The Native team is based in Block E (known as “Stack”) in the purpose-built management suite.

Servicing Access Overview

Kampus is bounded by public highways on three sides: Chorlton Street, Aytoun Street and Minshull Street and by the Rochdale Canal.

Servicing access into the site with vehicles is limited to the following:

- A private car park with entry/exit onto Chorlton Street
- Little David Street, a private road with access control at the junction with Chorlton Street

Around the perimeter of the site, servicing vehicles are able to use the following:

- Dedicated loading bays on the highway (Chorlton Street, Aytoun Street and Minshull Street)
- Pay and display parking on the highway
- Private paid car parking on several nearby sites

Native will manage servicing access to the Kampus estate in accordance with the servicing hours stipulated in the planning consent, condition 32, namely:

Deliveries, servicing, and collections (including waste collections) will not take place outside of the following hours:

- ***07:30 to 20:00 Monday to Saturday***
- ***10:00 to 18:00 Sundays and Bank Holidays***

These restrictions have also been written into leasing documents for commercial units and will apply to deliveries, waste collection, maintenance and any other activities which could otherwise disturb residents and neighbours.

Key servicing activities are managed as described below:

Residential Servicing - Condition 31(a)

Resident move ins / move outs

All move-ins and move-outs are managed and co-ordinated by Native on an appointment basis, to avoid conflicts and minimise inconvenience to other residents.

On the day of move-in, residents are met at the main reception in Block E and a member of the site-based team is available to direct and assist the process. The same applies in reverse when moving out.

The majority of apartments at Kampus are let fully furnished, so there no need for tenants to arrange for delivery of bulky items. If an apartment is let as unfurnished, Native will coordinate furniture delivery for the resident.

If required, Native will arrange for a temporary car parking space to be available in the on-site car park, or direct the resident to a suitable loading bay on the highway, or car park nearby.

Post and parcel deliveries

Residents of each building can collect general post from the post box units situated within the entrance lobby of their building. Royal Mail will be issued with a secure entry fob by Native, with access restricted to the lobby of each building.

In addition, residents can arrange for parcels to be collected at the main concierge, or delivered to their apartment by the Resident Services Team at a convenient time. A designated parcel store is located behind the main reception in Block E and signage at the entrance to each building directs delivery drivers to the reception for drop-off.

Access for post and parcel deliveries is generally by foot, vehicles will park on the public highway.

Deliveries Loading & Unloading

There are 3 loading and unloading bays on the public highway which service Kampus, these are located on: Aytoun Street, Minshull Street and Chorlton Street. The use of loading and unloading bays will, wherever practicable, be managed by the on-site team.

- The onsite management team will monitor these bays to minimise congestion.
- All deliveries are to be confirmed with the management team 48 hours in advance.
- Where the bays are required for use on a reoccurring basis i.e. for waste collection or deliveries to commercial premises, these times will be restricted to prevent alternative use.

On-site car parking

The car park entry / exit is situated on Chorlton Street and is controlled with a secure, programmable fob.

Fobs are managed by Native and only issued to residents who rent a parking space, or to temporary visitors by appointment only.

The entry / exit to the private car park has been designed in consultation with Manchester City Council Highways Department to ensure suitable visibility at the junction with Chorlton Street for safe entry / exit.

Cars approaching the car park are able to pull off the highway whilst the secure roller-shutter door is operated; vehicle movements in / out of the car park and within the car park are controlled with a traffic light system for safety.

Residential waste collection

Each building at Kampus contains a dedicated residential waste store at ground level.

Native manage waste collections and present bins safely at street level in time for the relevant collection. Bins are not left for prolonged periods on the highway.

Bins will generally be presented as follows:

- Block C – loading bay on Minshull Street
- Block E – loading bay on Aytoun Street
- Block F – loading bay on Chorlton Street
- Minto & Turner – loading bay on Chorlton Street
- Minshull House – loading bay on Chorlton Street

To assist with safe movements, there is a paved strip running along the centre of Little David Street so that bins do not need to be manoeuvred along the cobbled surface.

Heavy Goods Vehicles

Heavy good vehicles will not be permitted access into the Development. Such vehicles will be directed to the nearest loading bay on the public highway.

Maintenance Vehicles

Maintenance vehicles will be directed to the car park within Kampus and provided with a visitor permit. Contractors are required to check in with the concierge at Kampus upon arrival to site. In order to check in with site, contractors will be directed to the loading bay on Aytoun Street on the works order.

Maintenance vehicles will be directed by Native to park in one of several places, depending on the time of day, the type of vehicle and the nature of work to be carried out:

- Within the Kampus car park under a visitor permit, subject to availability. Contractors will be required to check in with the concierge at Kampus upon arrival to site.
- On Little David Street, if necessary, and by appointment with Native who will control the access bollards.
- On the highway in a pay-and-display bay, or one of the designated loading bays on Minshull Street, Aytoun Street and Little David Street.

In general, vehicles will not be allowed to part within the public realm, unless this is pre-agreed with Native and only in suitable locations.

Cleaning and Maintenance Work

Any contractors operating at Kampus are required by Native to provide a task-specific risk assessment and method statement and enter into a permit to work before any work commences and will be supervised by the on-site management team throughout.

Commercial Units Servicing – Condition 31(b)

Fit-out work

Prior to starting fit-out, as part of the landlord approval process, tenants must attend a pre-start meeting with the landlord's project manager and Native to agree the logistics and health & safety plan for the work, together with servicing and access routes during fit-out.

All contractors are required to provide a task-specific risk assessment and method statement and enter into a permit to work before any work commences and will be supervised by the on-site management team throughout.

Cleaning and Maintenance

Any contractors operating at Kampus are required by Native to provide a task-specific risk assessment and method statement and enter into a permit to work before any work commences and will be supervised by the on-site management team throughout.

Waste Collection

Each commercial operator at Kampus is responsible for storing and managing their waste in-demise.

Waste for all commercial units will be collected by a private waste-management company, managed by Native. In the interests of good estate management, all commercial operators will be required to arrange collections using the same waste management company.

The frequency of waste collection will be agreed between the tenant and the waste management company depending on the nature of the waste.

As stated above, all collections will be managed in accordance with the stipulated site servicing hours.

As with residential waste, waste collections will take place using the loading bays at street level and bins will not be left for prolonged periods on the highway.

Bins will generally be presented as follows:

- Block C – loading bay on Minshull Street
- Block E – loading bay on Aytoun Street
- Block F – loading bay on Chorlton Street
- Minto & Turner – loading bay on Chorlton Street

- Minshull House – loading bay on Chorlton Street

To assist with safe movements, there is a paved strip running along the centre of Little David Street so that bins do not need to be manoeuvred along the cobbled surface.

Post, Deliveries Loading & Unloading

Commercial tenants can arrange to post and parcels to be delivered to the main concierge for collection, or delivered to their unit by the on-site team.

Access for post and parcel deliveries is generally by foot, vehicles will park on the public highway.

There are 3 loading and unloading bays on the public highway which service Kampus, these are located on: Aytoun Street, Minshull Street and Chorlton Street. The use of loading and unloading bays will, wherever practicable, be managed by the on-site team.

- The onsite management team will monitor these bays to minimise congestion.
- All deliveries are to be confirmed with the management team 48 hours in advance.
- Where the bays are required for use on a reoccurring basis i.e. for waste collection or deliveries to commercial premises, these times will be restricted to prevent alternative use.

Heavy Goods Vehicles

Heavy good vehicles will not be permitted access into the Development. Such vehicles will be directed to the nearest loading bay on the public highway.

Use of Outdoor Areas

Where commercial tenants have been designated an outdoor area within the estate, vehicle access is not permitted. Any tenant wishing to make use of the highway, for example for outdoor seating, will be required to obtain a suitable licence from the Local Authority and demonstrate that a licence is in place to Native.

Staff and Visitors

Staff and visitor will general access Kampus on foot, there is no visitor parking on site.