

# DeTRAFFORD



## Sky Gardens Management Strategy

# Development Overview



Sky Gardens comprises 166 one, two and three bed apartments over 13 floors. The development is located adjacent to the DeTrafford Roof Gardens and City Gardens developments, close to Chester Road, which is an arterial route into the city centre. Sky Gardens forms part of the wider 'Manchester Gardens' development area being delivered by DeTrafford.

The apartments provide high quality accommodation for a mix of owner occupiers and private rental tenants. The anticipated demographic of residents is 25-40 year old single people and couples working in the city centre. This is a growing population and the current variety of developments within the city centre demonstrates a desire for quality homes and high standards of associated management services.

This document will detail the proposed management strategy of Sky Gardens and should be read as a live document subject to changes as the property comes into use.

# Lettings Management

## Lettings Strategy

The lettings strategy for the building will be controlled by a dedicated agent team working in partnership with DeTrafford. The same team control the sales process and can so facilitate a seamless link from sales to letting properties. DeTrafford will be targeting long-term lettings for the building to help create a community environment and attract appropriate tenants for the building. All prospective residents are checked, including: -

- Employment status
- Previous landlord references
- Confirmation of British passport holder knowing applicant

A letting policy targeting 12-months Assured Shorthold Tenancy with the ability to extend where tenants request this. There will be no single night/weekend or short term lettings permitted.

Prospective tenants will be carefully referenced considering employment; income; conduct of previous tenancy and UK Rights to Rent, as introduced to legislation by section 22 of the Immigration Act 2014

## Lettings Management

The majority of investment units will be managed by DeTrafford's agent working closely with DeTrafford which will avoid the fragmentation of interests and approach that can sometimes adversely affect "Buy to Let" schemes.

The lettings policy will be supplemented by a set of requirements that deal with issues such as refuse, noise, moving in and out, car parking, visitors and clearly set out the behaviours expected of tenants. DeTrafford's agent will also clearly advise tenants on DeTrafford's commitments in terms of response times to problems, complaints, maintenance or repairs.

DeTrafford will engage a team across the Manchester Gardens site that will include concierge and maintenance professionals to provide the necessary customer service and response to any maintenance and management issues.

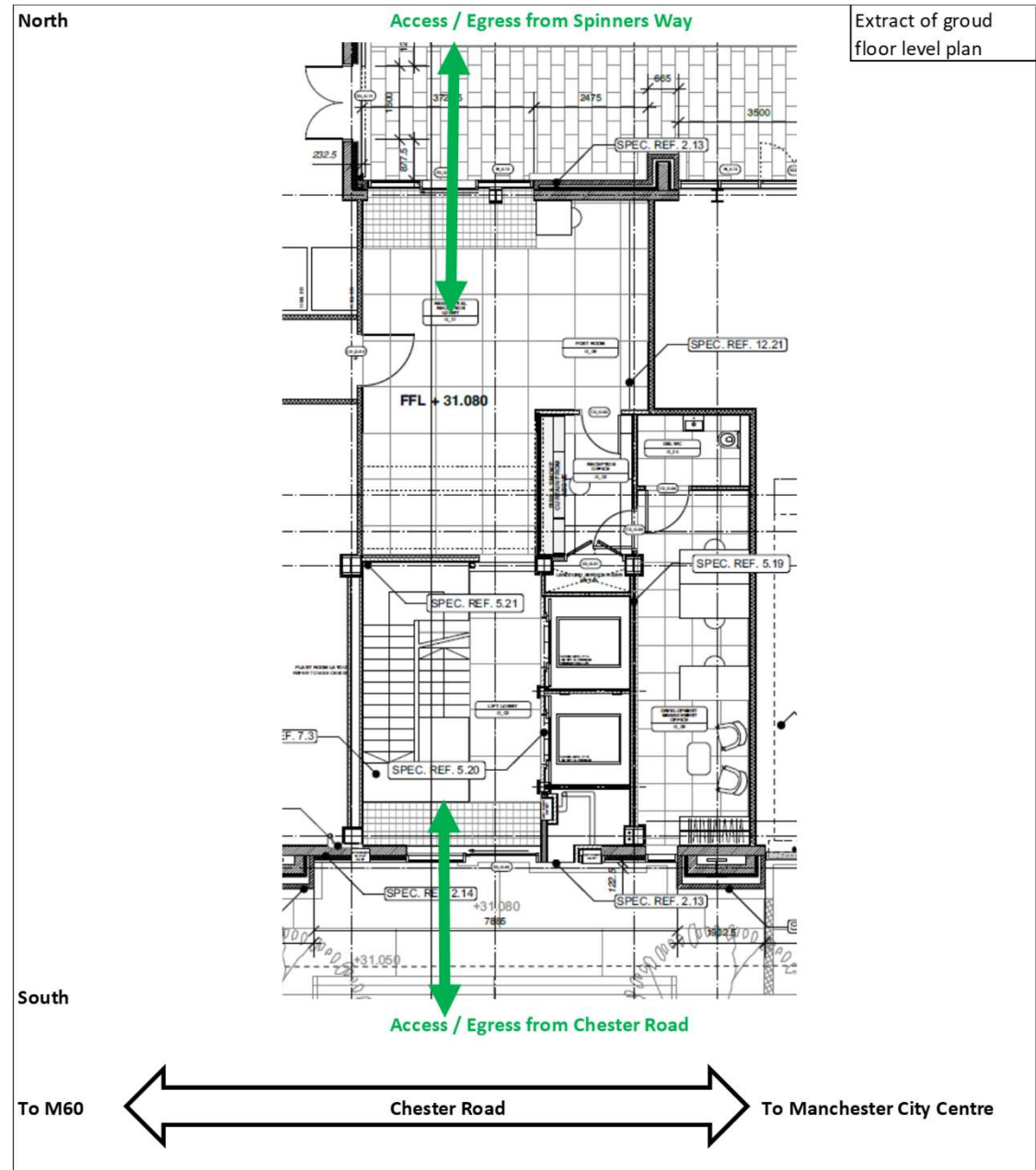
DeTrafford's agent team will deal quickly and robustly with any breaches of tenancy agreements, such as noise or anti-social behaviour.

# Communal Areas and Services

The main entrance lobby is located at ground level at the centre of the building and is accessible from both Chester Road to the south, and Spinners Way to the north. An access control system will be utilised to help manage only authorised access to mail boxes and lifts which are located within the lobby area.

There are two lifts servicing the building, both of which are accessed from the lobby area and provide access to the basement car park, as well as to upper levels of the building including the communal roof area where hard and soft landscaping and exercise space allow residents further relax, work and socialise.

Services are detailed in the following sections.



# Detailed Services

Building management services will be provided and managed by our preferred managing agent Residential Management Group.\* Core services will include:

- Concierge/reception services via the DeTrafford estate management team operating across the Manchester Gardens site
- Security/access control
- Communal social space management
- Cleaning of communal areas
- Hard and soft landscaping maintenance
- General maintenance of the development
- Window cleaning
- Waste management
- Out of hours emergency response

## **Concierge & Reception**

Concierge and reception services will ultimately be provided 24 hours a day across the wider Manchester Gardens developments via shared resources between individual developments. Roof Gardens and St George's Gardens are already complete, and the construction of the neighbouring City Gardens building is substantially complete and is anticipated to be complete at the time Sky Gardens will be occupied. During this interim period cover will be provided at the most efficient level to maintain high quality services for residents and meet the requirements of agreements with our Building Control and Fire Safety partners. Out of hours residents will be able to contact the managing agent remotely either online or by phone to report any issues or gain assistance.

Back of house facilities including wc are located in the office behind the reception area for use by any on site personnel.

## **Security & Access Control**

The shared on-site concierge will manage access control to the building for deliveries, maintenance etc. They will also assist residents with access to cycle and bin store areas and car parks as required. Residents will have fob and code access to all required areas. The system incorporated allows for personalised access profiles to be created.

# Detailed Services Cont.

## **Communal Social Space Management**

The roof garden is a large space consisting of hard and soft landscaping and areas that can be used for exercise. All residents will have access to this area.

## **Communal Area Cleaning**

Cleaning services will be provided throughout all communal areas on a regular basis. High traffic areas such as the ground floor lobby and lifts will be cleaned more frequently. It is currently anticipated that normal areas will be cleaned on a weekly basis with high traffic areas twice weekly. On site personnel will be able to advise if spot cleaning of areas is also required.

## **Hard & Soft Landscaping Maintenance**

This will include but not limited to: litter picking, weeding, pruning, watering, cleaning the roof garden and all external areas of the building. Frequency of visits will be higher during the growing season March to October currently anticipated at twice monthly. Out of season visits will be monthly but likely to include increased clearing of leaves and any slip hazards. Specific salting/gritting required during the winter months will be managed by on site personnel as required.

## **General Maintenance**

General maintenance internally and at low level of the external areas will be led by routine inspections of the property manager and reporting by residents/on site personnel. Standard working and health and safety practices will be adhered to under management of the managing agent.

Periodic inspection and testing of the property, lifts, fire alarm, mechanical and electrical systems etc. will be carried out as required by the managing agent and records kept both on and off site in the designated property file. The managing agent will also be provided with full copies of the development Operation & Maintenance manuals on handover.

# Detailed Services Cont.

The Basement is accessed externally via the car park entrance, for inspection, access or maintenance relating to:

- LV Room (accessed directly from basement car park)
- Lift pit (accessed directly from basement car park)
- Sub-Station (accessed at external floor level directly off Spinners Way to the north of the building)

For high level maintenance of the façade, initial visual Inspection will be undertaken from ground level only. In addition, drones may be used to carry out visual inspections to the high-level façade/windows, which would eliminate the need for working at height during such inspections. Access for closer inspection and any repairs could be carried out:

- North, South, East Elevations: via mobile elevated working platform
- East Elevation via contractor supplied scaffold, erected from the ground level

## **Window Cleaning**

Windows up to the 3rd floor can be cleaned using water fed pole cleaning. Reach 18m with a step back ground clearance of 2.5m. Abseil window cleaning will be required to the other floors using IRATA abseil eyelets positioned at 4.2m centres to both roof areas. To the gable elevations, a Mobile Anchorage System will be used.

Apartment owners can clean the windows that are accessed from their balconies.

Internally, glazing to the double-height space will require cleaning using a water fed pole system. Decoration will require the use of a narrow aluminium mobile tower.

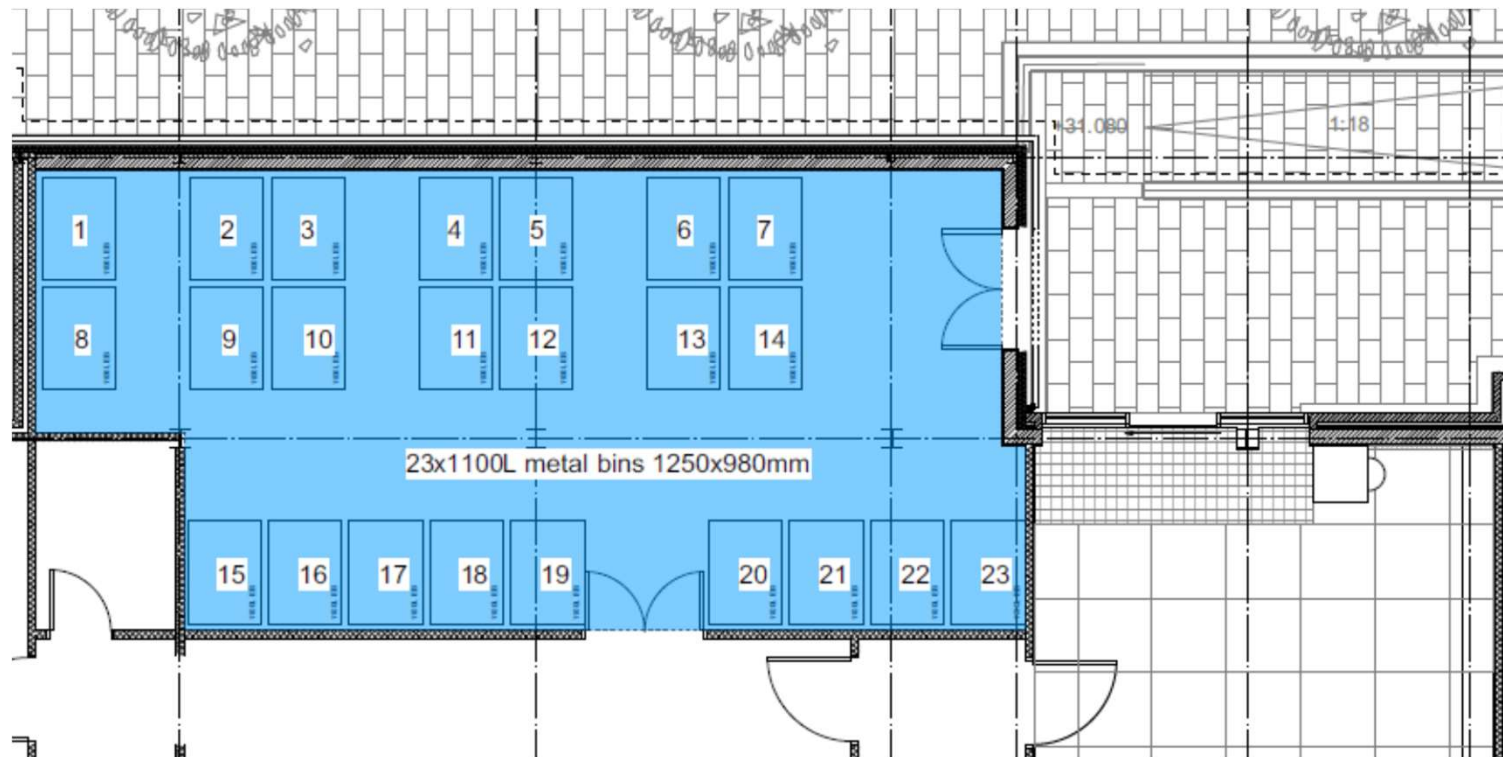
# Detailed Services Cont.

## Waste Management

Waste management in line with planning and Council requirements will be managed by the managing agent. Bin provision will be supplied as follows:

The refuse provision information previously provided to MCC in relation to condition 18 included approved drawings 015A/17H/031B, which showed the refuse store for Block C located at Ground Floor. The store was able to accommodate 23 x 1100 litre bins.

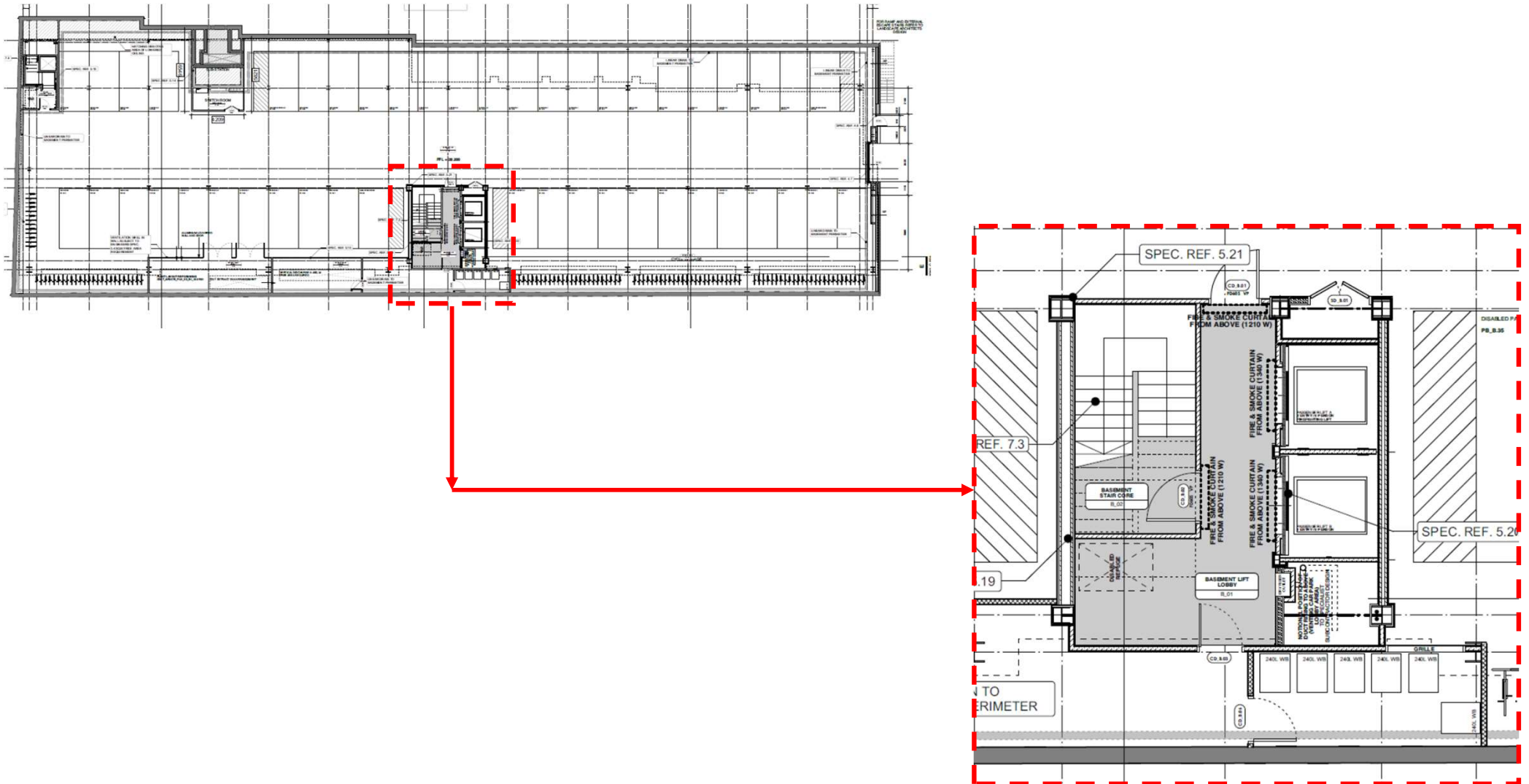
The current bin store layout maintains this provision - as shown on drawing extract below:



# Detailed Services Cont.

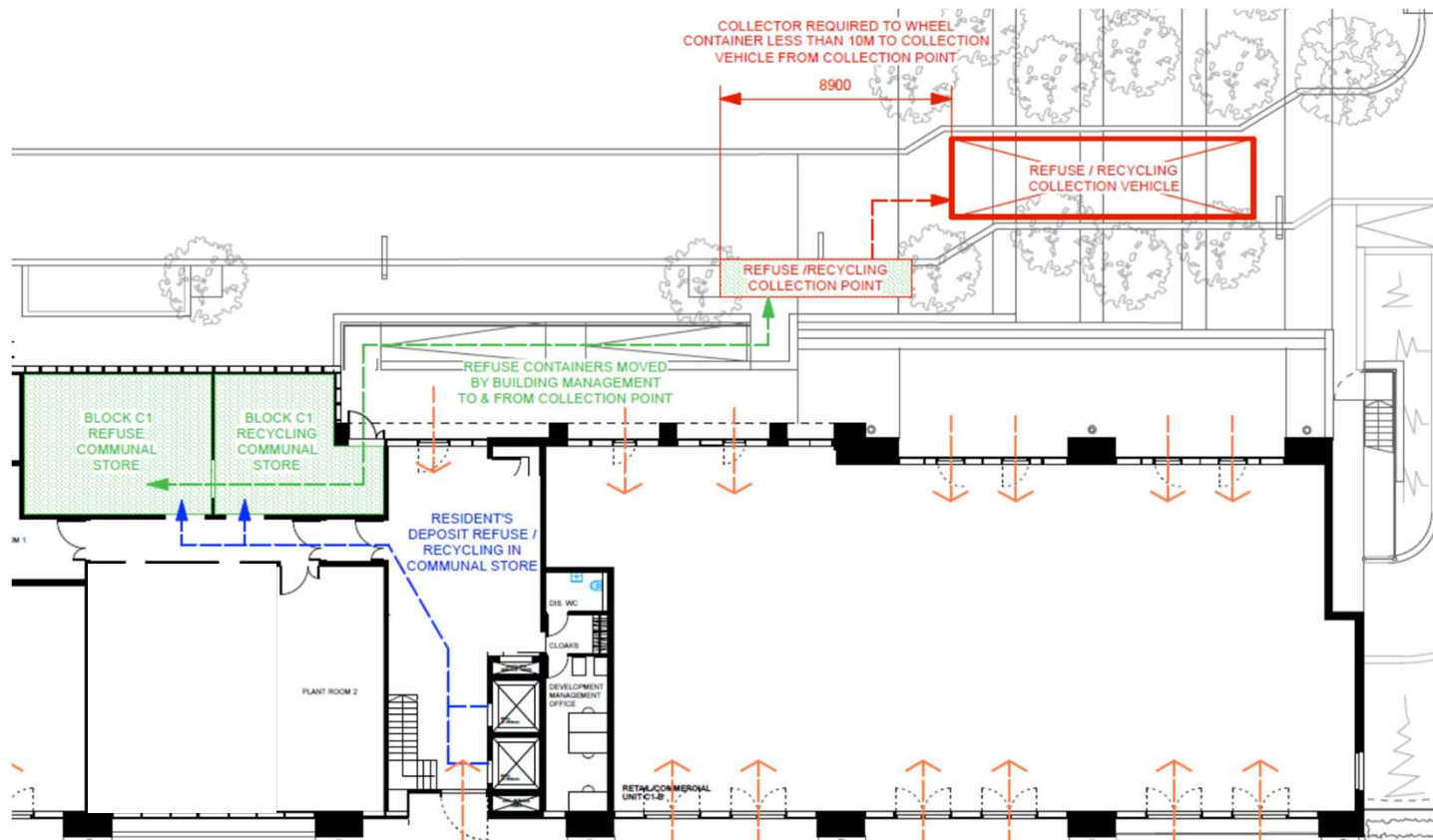
## Waste Management (cont.)

In addition, there is also a small bin store in the basement which is readily accessible from the lifts:



# Detailed Services Cont.

The refuse / recycling collection vehicle will access the building via Spinners Way to the north of the building. Refuse containers will be moved from the ground floor bin store by building management personnel and temporarily located at the paved area at the north-east corner of the building for collection – as shown on the drawing extract below:



## Out of Hours Emergency Response

Emergency response 24 hours a day will be provided by the managing agent with all residents provided with telephone and online contact details.

The agent also provides a residents portal for both owner occupier and rental tenants where important updates are given. Further, text alerts can be sent to all residents through this system as required.

# Access Details

## **Apartment Access for Residents**

Resident access to all apartments is via the access controlled communal entrance doors located on both the north and south sides of the building. Within the communal entrance there is access to lifts and a staircase which service all apartment levels and the tenth floor roof garden.

Post boxes for all apartments are located within the communal entrance area.

## **Car Parking**

Residents with an allocated car park space can access the basement car park via a vehicle ramp located on the east elevation of the building. The basement car park is secured by a shutter door which can be operated by those residents issued with the appropriate fob.

There are also some unallocated ground level car park spaces located on the north of the building, parallel to Spinners Way.

## **Cycle Storage**

Secure cycle storage is provided to residents via cycle racks located within the basement area and ground floor area. This can be accessed via the communal entrance.