

Jersey Wharf  
Ancoats  
Management Statement  
May 2022

The logo for Manchester Life is contained within a white circle. It features the word "manchester" in a lowercase, sans-serif font, positioned above the word "Life". The "Life" is in a larger, bold, lowercase sans-serif font, with the "i" having a dot.

manchester  
**Life**

## **Management Statement in Support of Jersey Wharf Site Planning Application**

This planning application is for the development of the Jersey Wharf site to provide 190 residential units to Ancoats, Manchester. The Site is bounded by Jersey Street to the north, Rochdale Canal to the south, Flint Glass Wharf/Works to the west and grassland to the east. The Site can be accessed by pedestrians and vehicles via Jersey Street.

## **Resident Management Strategy**

- Our marketing strategy is aimed at avoiding single -night/weekend lettings, which have become a problem else where in the city.
- We will provide residents with a set of “House Rules” that deal with issues such as refuse, noise, moving in and out, car parking, visitors and clearly set out the behaviours expected of our residents
- Manchester Life will also set out what our residents can expect from us, in terms of response times to complaints/ etc.
- Residents will be required to authorise their move in or out date and time slot with the concierge and will be designated a loading bay and lift for use during this period.

## **Access and Security**

The building has a 24/7 concierge, access-controlled entry and monitored CCTV. As part of the development of the scheme the team will be working with Greater Manchester Police to gain a Secured by Design accreditation for the building.

## **Staffing Levels and Concierge**

The building will have a 24/7 concierge. The building will also benefit from a housekeeper to keep communal areas clean and a maintenance team who will also manage the waste and recycling facilities. To accommodate this team there are welfare facilities located on the ground floor.

## **Waste Strategy**

The residential and commercial units will be in line with the outlined Waste Management Strategy, completed by PRP and submitted to form part of the Planning Application pack.

## **Car Parking and Cycle Parking**

The building has three disabled car parking spaces plus two drop-off loading bays. There is also indoor cycle parking for residents. The residential parking for the building will be located at the proposed Mobility Hub, it is proposed that sixty spaces will be reserved for the building and will be available on a first come first served basis. The Mobility Hub will also provide the residents options for electric vehicle charging, a ride share scheme and to join a car club.

## **Cleaning and Maintenance**

Cleaning of the communal areas would be undertaken by the Housekeeper. Servicing and maintenance would be arranged through the management company responsible for the building.

## **Residential Management and ongoing Management**

- Having a team of concierges and handymen working across the portfolio to provide high levels of customer service and a fast response to any maintenance and management issues. This on-site team will deal quickly and robustly with any breaches of tenancy agreements such as noise, but will also provide a fast route for tenants to request repairs etc by Manchester Life
- “Whole life costing” decisions as to materials and finishes

## **Commercial Unit Management Strategy**

There are 5 commercial units within the development. The occupiers of the commercial units are not presently known; however, the tenant leases would not permit amplified sound, with the exception of background music within the commercial units.

There will be a strict no smoking policy in all areas of the commercial units. Staff will not be allowed to smoke within the locality of the building. The tenant will be responsible for obtaining any necessary planning or listed building applications relating to branding and signage. All commercial tenants will be required to maintain all areas within their occupation in a clean and tidy manner and shall be obliged to ensure that shared areas are likewise maintained to a suitable standard following use.

The management of the commercial units is subject to details once a commercial tenant moves in.