

**Residential Management
Statement for Ancoats Dispensary, Old Mill Street.**

April 2021



Introduction

This Residential Management Statement has been prepared by Great Places Housing Association, a Registered Provider, in support of the development of Ancoats Dispensary shown for the purposes of identification only edged red on the Plan in Schedule 1. Great Places Housing Association is the applicant.

Scheme details

Great Places Housing Association is a Registered Provider who will procure the services of a contractor to complete the construction of this project.

The tenure mix of the development is as follows:

	Total	1 bed apartment	2 bed apartment
Affordable Rented Housing Units	39	25	14
	39	25	14

Management – Rented

Following handover of the completed units Great Places Housing Association will own and manage the units and be responsible for their future lettings and maintenance.

Great Places Housing Association will work with Manchester Council in regards to the letting of the units through the Choice Based Lettings system hosted by the council. Applicants will be screened in line with any Local Lettings Policies which at the point of planning submission are yet to be agreed.

Great Places Housing Association have a knowledgeable Neighbourhood Management team, the residents will have a single point of contact through a Neighbourhood Services Manager from pre lettings through to tenancy.

The apartment block will also benefit from a part time caretaking service provide by Great Places Housing Association who will manage the communal areas of the development, both internally and externally, including bin management.

Great Places Housing Association have an in house repairs team who will oversee the repair and maintenance of the rented properties following the expiration of the contractor's 12 month defect liability period post-handover.

As the development will form part of the new round of grant funding from Homes England (The Affordable Homes Programme 2021 to 2026), rented residents are eligible for Right to Shared Ownership which provides residents with the same rights as the defined Shared Ownership properties. If a resident chooses to enact this right, their process will be managed by Plumlife Sales and once tenure has been changed will be managed by Plumlife Management (details as below).

The properties are to be marketed and let to 'non car owners' on first let and this would be encouraged on subsequent lets. Great Places Housing Group own a large housing stock holding within the Ancoats and New Islington area that has parking provision, including the new proposed development, Downley Drive which is located within a 400m (5 minute) walk of this site. Prospective tenants who rely on a car or van (e.g. For work) would be offered alternative accommodation within the area, that would be more suited to their circumstances and requirements.

Further details of storage and refuse will be provided in the Waste and Servicing Strategy submitted in support of the planning application.

Management - Estate

The development falls within the demise of the New Islington Marina and as such is eligible to pay into the estate management charge. The Marina is managed by Plumlife Management who are part of Great Places Housing Group, and as such it is anticipated that this relationship will be easy to manage.

Complaints Procedures

Great Places Housing Group (GPHG) are committed to providing our customers with high quality services and we want to know if we have got something wrong so that we can put things right. If customers are not happy with the quality of the service they receive, or the way they are treated by GPHG staff or our contractors, they have the right to complain.

If a customer is unhappy with the service they have received from GPHG or one of our contractors they would contact GPHG to express their initial dissatisfaction. An officer from the relevant service will investigate the complaint and try to resolve the issue to the customers satisfaction within 5 working days. This is called a NIP (Nip it in the bud)

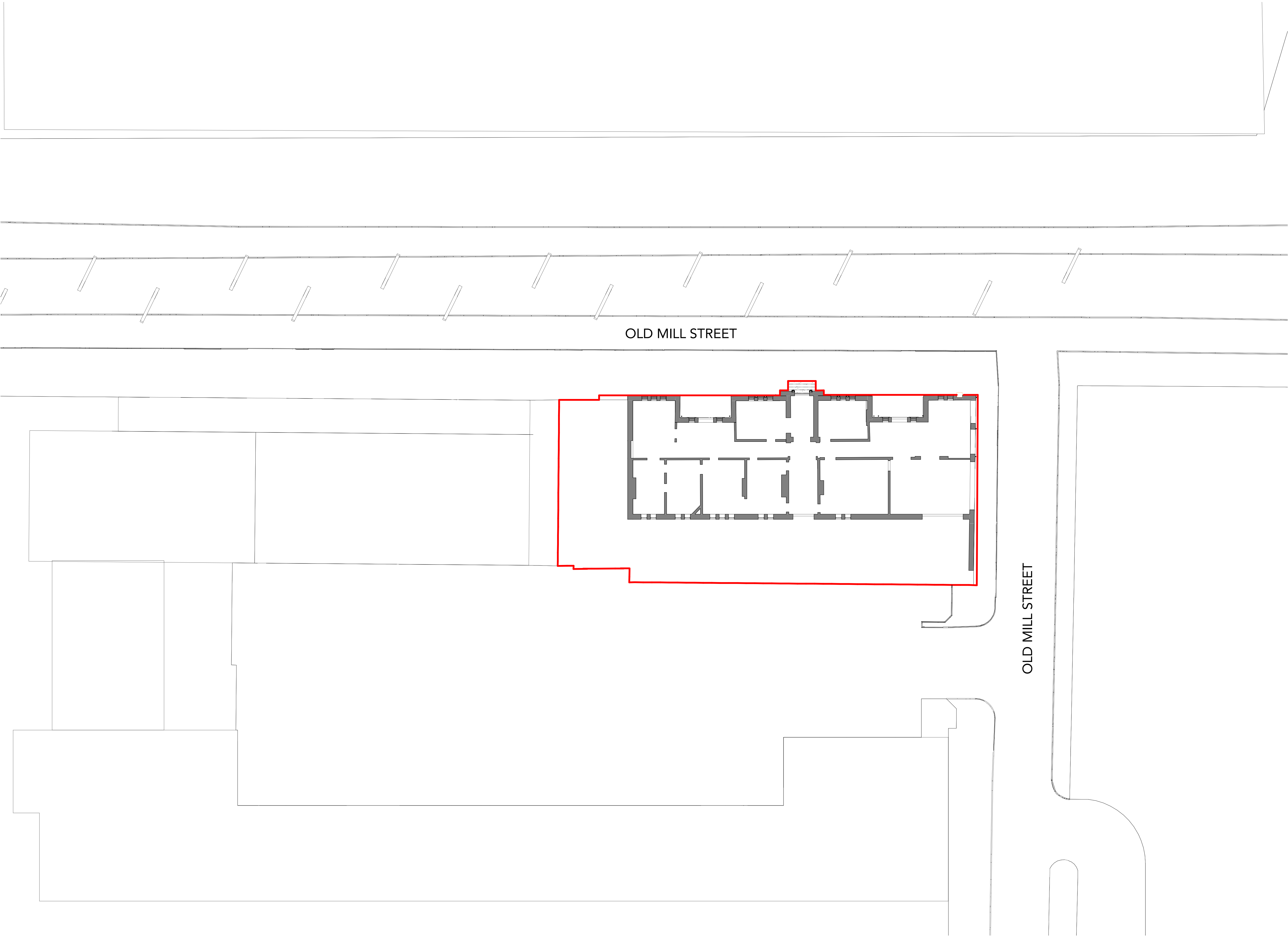
If the customer is still unhappy with the resolution offered at this stage they have option for this to be moved to 'Right First Time' which is a formal stage. Once a complaint has been made formal it will be allocated to an appropriate service manager who will try to resolve the complaint within 15 working days. The service manager will initially discuss the complaint directly with the customer (preferably face-to-face) to gain a better understanding of the issues and resolution that is being requested. The service manager will then carry out a thorough, timely and appropriate investigation. The response time is 15 working days.

If a customer still believes that Great Places have failed to fully address their complaint they may request a 'case review'. This request must clearly outline the reasons why the complaint hasn't been fully considered and include any supporting evidence. If a case review is deemed appropriate an independent manager will review the complaint within 15 working days. The Complaint Co-ordinator will then confirm their decision, and explanation of why they made this decision and their resolution in a formal letter.

After this our customers can write to the Housing Ombudsman and we make sure they know of this right.

Great Places Housing Association
April 21

Schedule 1 – Red Line Boundary



Note:
Do Not Scale from this drawing.
Dimensions are to be checked on site.
If in doubt please ask.

P0 29.04.2021 Planning Issue

Rev	Date	Ints	Details
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Project Title	Ancoats Dispensary
Client	Great Places Housing Group
Location	Ancoats, Greater Manchester

Drawing ref	Site Block Plan - Existing
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Date	05/05/2021 15:04:04	Scale	1 : 200
Checker	AH	Orig Paper Size	A1

Job No:	8803	Status	PRELIMINARY
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Project:	Origin:	Zone:	Level:	Type:	Disc:	Number:	Rev:
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