

**X1 Property Management
X1 Plaza
Management Plan
May 2020**



X1

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1. The Site

X1 The Plaza,
1 Advent Way,
Manchester,
M4 7LR

X1 The Plaza,
1 Every Street
Manchester
M4 7LT



The scheme holds:

201 Apartments
114 Parking Spaces

2. About X1 Lettings

X1 Property Management T/A X1 Lettings offer student and residential accommodation across Liverpool, Manchester, Salford and Leeds.

Our award winning in house-management, X1 Lettings, ensures the long term stewardship of our assets and provide a level of customer service that is unparalleled in the market.

Over the last 3 years alone, X1 Lettings have been awarded a number of regional and national awards including; Employer of the Year (*Negotiator Awards*) Best Lettings Agency (*UK Property Awards*) Regional Business of the Year (*The Echo Regional Business Awards*) and Block Management Agency of the Year (*The Times Letting Agency of the Year*)

We create more than just desirable living spaces and ensure that whilst living with X1, our residents receive a level of care that cannot be found elsewhere.

3. Our Team

At X1 Lettings we pride ourselves on the knowledge of our staff. All lettings team members are enrolled on NFoPP QCF Level 3 Technical Award in Residential Letting and Property Management in order to become members of ARLA.

We regularly send team members on CPD training days to ensure we are up to date in all relevant changes to the property industry.

The staff responsible for X1 The Plaza will be as follows:

Name	Jodi Lee
Role	Building Manager
Email	Jodi@x1management.com
Phone Number	0161 669 7070

Name	Lorna McCracken
Role	Lettings Manager
Email	Lorna@x1management.com
Phone Number	0161 669 7070

Name	Andy Taylor
Role	Head of Maintenance
Email	N/A
Phone Number	07934156164

4. Lettings Process

Our target audiences for this development are the young professionals who work in Manchester City Centre or Salford Quays.

Our lettings process begins 4 months before the site is due for completion with a targeted marketing campaign on the development. Adverts are uploaded to a number of platforms including our website, Rightmove, Zoopla etc.

At all of our developments we have a show flat that is available for our lettings team to conduct viewings in a safe environment whilst the building work is still ongoing.

Our prospective tenants are able to view the show flat or floor plans of the development in order to pick the property that is right for their needs. Once the building is handed over; the tenants are free to view the actual apartment that they will be booking.

All of our tenancies are on a 6-month basis unless an agreement has been made prior with the landlord.

All tenants are put through the referencing process with LetAlliance who carry out a full reference on identity, employment and previous housing etc.

5. Building Management

As a development and management company we take great pride in the homes that we have created. Our building management team consists of a building manager, cleaning team and security officers.

5.1 Maintenance

5.1.1 H&S inspections:

The building manager will conduct weekly health and safety inspections of the building. All areas of the building will be inspected for hazards, potential maintenance issues and cleanliness.

An external inspector will be employed to carry out an annual health and safety inspection to ensure that no aspects have been missed.

5.1.2 Window Cleaning:

Window cleaning is to be carried out twice per year and is to follow the access and maintenance strategy.

5.1.3 Periodic Maintenance:

Maintenance contracts will be taken out to cover the M&E elements in the building. This will include the following:

- Lifts
- Water storage tanks
- Pumps
- Air conditioning
- Extractor fans
- Smoke ventilation
- Dry riser
- Fire alarm
- Emergency lights
- CCTV
- Door access
- Lightening protection

5.1.4 Risk Assessments/Permit to work

All contractors are vetted by X1 Property Management before being signed up as an approved contractor. Any contractors who are due to carry out work on site will be asked to submit a risk assessment and method statement. Once these have been submitted, a permit to work will be issued.

5.1.5 Estates Management

The in house maintenance team will carry out all aspects of external maintenance to the landscaped areas. These duties will include weeding, watering planters, jet washing any slabs once a year and ensuring the areas are free of litter.

5.2 Fire Safety

5.2.1 Testing:

Fire Alarm:

A full fire alarm test will be conducted at a set time each week. It should be checked that any sounders are working, the electronic doors are unlocking and any firefighting lifts come down to ground level.

Emergency Lighting:

Each week the battery charging light should be inspected on all lights.

Monthly the power should be shut down to ensure that the emergency lights come on.

Annually a 3-hour shut down should be conducted to ensure that the emergency lights can stay on for this length of time.

Fire Extinguishers:

The fire extinguishers are to be checked weekly to ensure that they have not been tampered with and are filled to the required level.

Smoke Ventilation:

During the fire test each week, it needs to be checked that the smoke vents are opening and closing as they should be.

5.2.2 Evacuation Procedure:

Full fire signage is installed to all areas of the building.

In the event of a fire, the fire evacuation notice is to be followed. These will be provided to residents as part of their move in packs along with being displayed in prominent areas in the building.

5.3 Cleaning

5.3.1 Working Hours:

A cleaner will be employed to work 2 hours per day between 8am and 10am. Notices will be fitted around the building to inform the tenants of these hours.

5.3.2 Duties:

- Ensure all communal areas of the building are in a presentable condition.
- Ensure any entrance/exit doors are clean.
- Ensure any store rooms are in a clear and orderly manner.
- Ensure all gym equipment is clean.
- Ensure that tenant belongings are not being stored in the communal areas of the building.

5.3.3 Waste Management:

A bin store is located in both blocks of the building. Tenants are to carry their waste down to the bin stores directly.

The in-house maintenance team will be responsible for moving the bins from the bin store to the collection point and back on collection days.

The bins will be collected weekly from the location identified in the waste management strategy.

5.4 Security

Our security team work 7 days per week from 7pm through to 7am. A mobile number is provided to all tenants to call during the night or they can pop down to speak to them at front desk.

5.4.1 Duties:

- Ensure that all people entering the building are using their fob.
- Ensure that all those entering the building without a fob are residents, by checking their names against the tenant list provided by X1Management.
- Ensure that all visitors are signed into the building. (We advise max 2 visitors per tenant per night, flexibility based on staff discretion)
- Challenge anybody trying to enter the building without a fob.
- Deal with tenant complaints regarding loud music, the smell of smoke, etc.
- Conduct regular patrols of the inside of the building, checking that the back and front entrance doors are working correctly and to make sure that there is nothing blocking the fire exits. (And fill in the relevant paperwork attached).
- When you are not conducting your checks, please remain on the reception desk as a first point of contact for tenants during the night.
- To uphold X1Management's strict no smoking policy at all times and to challenge those caught smoking, (staff will be issued with guidelines on how to report repeat offenders).