

New Cross Developments

Residential Management Strategy

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Introduction

This document has been produced to support the planning application submitted to Manchester City Council (MCC) for the three residential developments located within the New Cross area. This document will provide the strategy for the communal areas of the three schemes.

At the time of writing, a managing agent has not been appointed for the developments. Therefore, this document provides the framework for the overall management strategy.

It is understood that a more detailed Residential Management Strategy will be submitted to MCC for approval prior to the occupation of the developments.

Plot 1 - Bendix Street

Plot 1 is bound by Thompson Street to the north east, Oldham Road to the south, Bendix Street to the south west and a building occupied by Turning Point to the north west. The Site comprises circa 0.14 ha of developed land, currently used as a locksmith business. The New Cross NDF identifies this site as suitable for landmark development as it is a key gateway site to the city when viewed along Oldham Road. The proposals include a residential building of 12 storeys with ground floor commercial / amenity uses.

Plot 2 - Oldham Road

Plot 2 is bound by Oldham Road to the south east, Marshall Street to the north east, Chadderton Street north west, and Addington Street to the south west. The site is 0.13 ha and currently has some partially occupied buildings and a small car park. The proposal includes a residential development at 11 stories with ground floor commercial / amenity uses. Between this Site and the Bendix Street site are two plots which are currently under construction for two buildings of up to 10 storeys for residential use.

Plot 3 - Goulden Street

Plot 3 is bound by the pedestrianised Bendix Street to the north east, Chadderton Street to the north east, Goulden Street to the south west, and Cross Keys Street to the north west. This is the site of the Grade II listed Former Police and Ambulance Station (list ID: 1292052), this site includes the boundary walls and tall chimney structure. The Site is 0.12 ha. The proposals seek to retain the chimney and the existing parameter walls where possible. No demolition is proposed, openings will be made in the wall where required. A smaller block at 7 stories (with an 8th storey roof terrace) is proposed reflecting the scale of the chimney, and a commercial unit at ground floor, along with high quality public realm improvements throughout the site. The Chimney will be set within the public realm.

Site Location Plan



The Management Budget

A strong management regime will be established for the maintenance and administration of the community, which is being created. The responsibility for the long-term stewardship of all shared and public areas of the schemes not otherwise demised or allocated to individual tenants, will be granted to this regime.

The annual service charge budgets could be made available on the web portal for tenants/residents to provide comments and observations on the communal service delivery.

Management Service

The management service will include a comprehensive management and administration service incorporating:

- Assessment and formulation of the management regime.
- Calculation of the service charge budgets on an annual basis.
- Apportionment, collection and administration of the service charge accounts.
- Collection of annual ground rents on behalf of the superior Landlords.
- Direct recruitment, training and employment of site-based operatives.
- Appointment and monitoring of service sub-contractors as appropriate.
- Liaison with clients, management companies and occupiers to affect an efficient and transparent management service.
- Liaison with clients and client's solicitors to apply the structure of the management regime and enforce satisfaction of the management elements incorporated in the occupational leases.

This will ensure the residential amenity of the developments will be protected within an affordable, open and transparent estate management regime.

Main Elements of the Management Strategy

Core Services Provided by Site Management Staff

The building management resources will deliver much of the “soft maintenance services” for the developments.

The directly delivered services will include:

- i. Cleaning of the communal areas.
- ii. Refuse and waste management in line with the scheme refuse management strategies.
- iii. Non-specialist hard and soft landscape maintenance.
- iv. Litter patrols.
- v. Porterage.
- vi. Control of site deliveries and other site access arrangements.

Careful consideration will be given to the on-site staffing regimes and the service charge budgets will deliver a robust level of manned resource, suitably skilled to deal with resident issues, anti-social behaviour and general building issues.

Maintenance Services to be Provided by Specialist Service Sub-contractors

- i. Window Cleaning

Given the requirement for specialist access equipment and personnel skills for servicing the upper elevations of the developments for the purposes of window cleaning and other high-level maintenance, specialist service sub-contractors will be retained by the management regimes.

The budget proposal will assume that all external residential windows will be cleaned by the management regimes, in addition to the glazed surfaces to the communal areas and reception areas (both internal and external).

- ii. M&E Plant and Equipment

Final specifications for all items of mechanical and electrical plant and equipment serving the communal areas of the developments will be stored on-site, to include a full Asset Register and O&M manuals will be provided to the management regimes and a familiarisation exercise conducted with the key management personnel.

The management regimes to enter initially, into comprehensive maintenance contracts with the principle suppliers/ installers of the main M&E plant elements. By doing so, the continuity of initial commissioning versus routine servicing is maintained, ensuring that any warranties/ guarantees are fully enforceable.

We would envisage that the principle plant and equipment items to be considered may include:

- a. Passenger Lifts
- b. Security Systems including Fire and Intruder Alarms
- c. Access Controls, Door Entry Systems, Barrier and Gate Controls
- d. Water Booster Pumps
- e. Ventilation/Extraction Plant

Prior to the expiry of warranty periods the performance of the specialist service sub-contractors will be reviewed by the management regime in advance of any decision to tender the service contract renewal beyond the warranty expiry.

iii. General Maintenance

The management of day-to-day repairs is a key element of the management service delivery.

Repairs will be prioritised and delivery times set, with relevant monitoring procedures in place to ensure works are carried out within target to the highest standard and to the best value to our customers. The support staff to the Estate Departments are key to this service delivery and comprise teams of technician level surveyors and team support staff. Where necessary, individuals within the teams are appointed and specialise in handling of specific matters (e.g. administration of insurance claims). The associated teams undertake the interim and post inspection repairs, prior to sign-off with the contractor.

The longer-term objective with any scheme is to foster sustainability. The importance of close liaison with the client cannot be over emphasised in the successful delivery of this. The long term care of stock is managed through planned and preventative maintenance schedules drafted for each development, which ensure that the objectives are met regarding maintenance and compliance with the repairing obligations of the lease. We also encourage a sustainable approach at each development through regular and proactive discussions with a representative group of residents, if possible. Major works are drawn from the PPM Schedules and are administered through a professional team through to final account. Within this process we ensure the requirements of the client are met under The Construction Design & Management Regulations.

iv. Reserve Fund

Included within the draft indicative service charge budgets, is a reserve fund. This fund will accrue over time and will contribute towards large items of communal expenditure, such as periodic redecoration of the communal areas. Once the building is complete and the community established, a comprehensive Planned Preventative Maintenance (PPM) schedule will be prepared for each of the buildings and this will provide life cycle costings for all communal infrastructure within the schemes. This schedule will then underpin fund reserve fund provisions within the service charge budgets.

Amenity

The communal estate regimes and service charge budgets are critical elements of maintaining and maximising residential amenity within any building. The service charge budgets will deliver a 24/7 staffing regime at each building and this will enable immediate response to any anti-social incidents.

The residential amenity should be underpinned by robust lease terms regulating the use of the apartment. These terms should include restrictions on noise generation from within apartments, an absolute restriction on commercial use and a minimum term for subletting, with a view towards eliminating short term or nightly lets.

The Web Portal Concept

We would envisage using a web portal concept, which provides user-friendly access to management services for the occupiers of urban community schemes.

The principal function of the web portal is to facilitate and enhance communication by investor and occupier within each of the schemes service management regimes and to provide instant access to key building documents, an info bank containing management documentation and community-building forums.
