

Report:

Phased Planning Conditions: Manchester New Square



Overview

The purpose of this report is to review the planning conditions contained within 114585/FO/2016 as they will need to be reworded to reflect the phased occupation of Manchester New Square. This will then need to be reflected in the residential management plan.

It is hoped that by following this management plan we will ensure a sound basis for the management of the scheme and best practice, uniformity and transparency in our management.

It is expected that all site staff will carry out their duties and management of the Manchester New Square development in line with this management plan, any departure from this document must be agreed with the Local Authority and must be justifiable to our Clients and stakeholders.

Zenith Management are ARMA accredited Managing Agent specialising in large city centre residential schemes. This design has been reviewed, and the report prepared, based on the experience and knowledge of schemes of a similar nature in the Manchester and Salford area as well accepted industry best practice.

1. Condition 11

Condition to be met

Prior to first occupation of the development and details of how 24 hour management of the site in particular in relation to servicing and refuse, storage, movement and disposal will operate including in relation to occupants of Regency House and noise management shall be submitted to and agreed in writing by the City Council as Local Planning Authority. The approved strategy shall remain in operation in perpetuity.

Phased Management Strategy

Refuse Management

With there being no bin chutes in the development the residents are to self-manage their own waste.

We are of the understanding that Regency House store their bins on Venice Street and so from looking at the floor plan of Carding we believe there will be a self-contained bin store (highlighted in green on the plan) purposefully for the occupants of Regency House. If this is the case then we would need to agree on a management strategy with RMG, the Managing Agent of Regency House. Things to consider are:

- Responsibility over presenting the bins for collection and returning them to the store
- Cleaning and maintenance of the bins and bin store
- Responsibility over access control

If RMG do not have the resource for this then we would propose they are charged periodically for the above services provided to the bin store exclusive for them.

With regards to the bin store serving Carding residents, the site team would regularly monitor this area and have responsibility for rotating the bins, cleaning and maintenance.

Prominent signage should be in place which clearly communicates to residents where the bin store is located and access to Venice Street must be clear of obstruction during bin collection days. During the move-ins it needs to be clearly communicated to residents that their recyclable waste must be disposed of properly (e.g. cardboard to be flattened) and in the correct waste (e.g. paper in blue bins, plastic in brown bins).

We have proposed that during the interim period, staff levels are reduced during phase 1 and 2 to ensure that service is comparable to the level of occupancy. We have previously sent a very general 'void calculator' to allow some basic analysis of likely void level during the various stages of completion. The concierge would still be able to monitor and rotate the bins. U&C to advise whether they would be happy for the concierge to not be 24/7 during the interim period.

When the Second Phase is complete, again the Concierge will continue to monitor and rotate the bins.

Once the development is fully complete notices will be installed prominently in all bin stores around the development communicating to residents the refuse/recycling policy and clearly promoting the proposed system. Advice on how to dispose of larger items such as mattresses/washing machines etc. in line with the requirements of Manchester City Council will also be communicated.

Noise Management

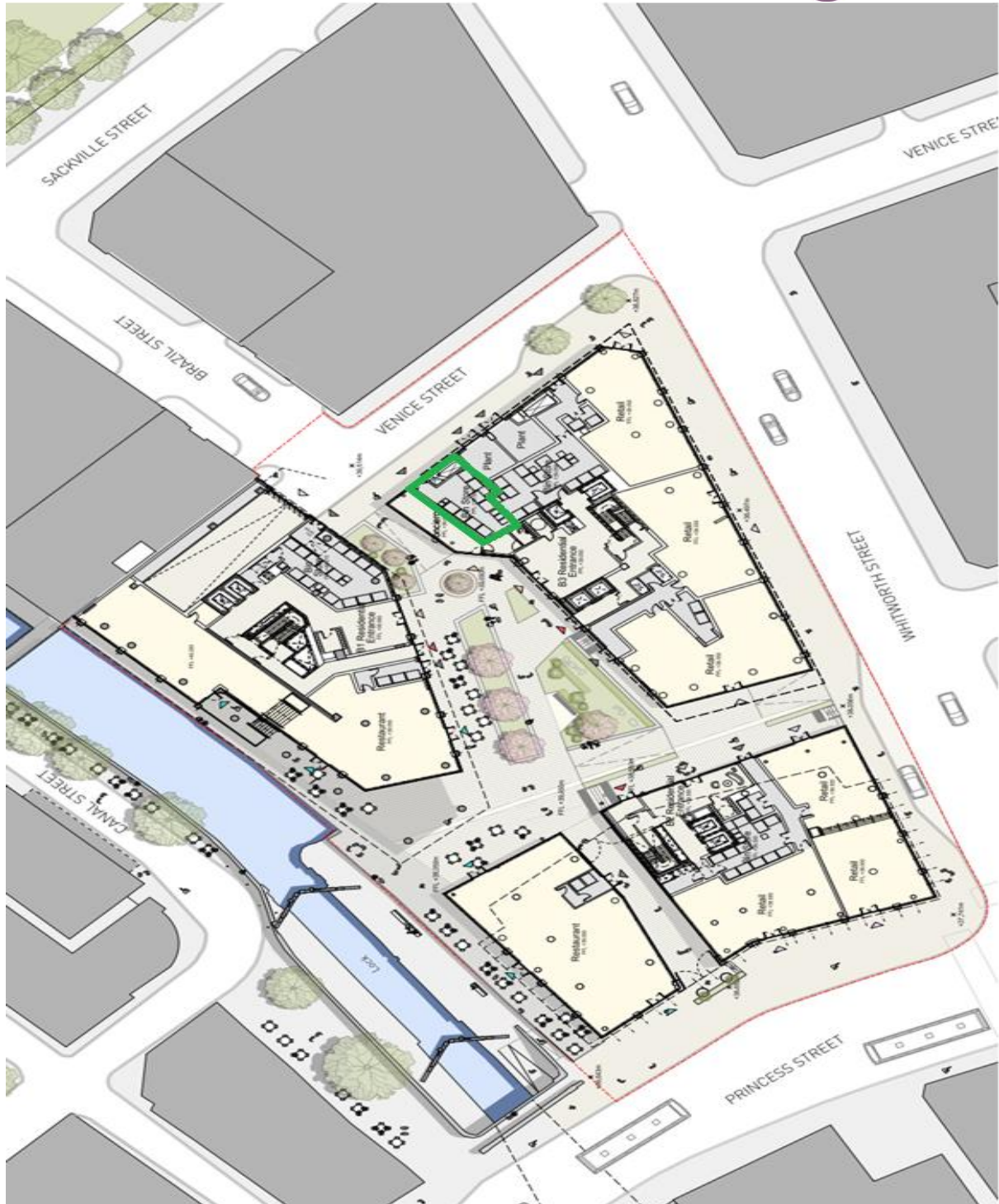
Zenith have a robust internal process for dealing with noise disturbances caused by residents and the following course of action is adhered to:

- 1/ 1st stage letter is initially sent directly to the apartment requesting that this behaviour is reduced or stopped.
- 2/ 2nd stage complaint letter is sent if this offence continues, which incorporates an extract from the Lease in which they are breaching (where applicable - we also send this to Letting Agents/Landlords).
- 3/ Stage 3 we attempt to speak to the Leaseholder or Letting Agent to discuss matters further.

The procedure takes into consideration the terms of the lease that is in breach by the resident. The Concierge also logs and records noise disturbances.

It will need to be made clear by the Sales team that the move-ins should not take place during unsociable hours e.g. before 8am and after 11pm. The move-ins would be managed by the site team to ensure swift access and prevent any traffic building up. A temporary loading bay should be designated outside each phase to aid with the move-ins. A permanent loading bay would then be utilised by residents once complete for the move in/out process.

Zenith Property Management



2. Condition 21

Condition to be met

Before the development hereby approved is first occupied a Travel Plan shall be submitted to and agreed in writing by the City Council as Local Planning Authority. In this condition a Travel Plan means a document which includes:

- i) The measures proposed to be taken to reduce dependency on the private car by those living in the development*
- ii) A commitment to surveying the travel patterns of residents during the first three months of use of the development and thereafter from time to time*
- iii) Mechanisms for the implementation of the measures to reduce dependency on the private car*
- iv) Measures for the delivery of specified travel plan services*
- v) Measures to monitor and review the effectiveness of the Travel Plan in achieving the objective of reducing dependency on the private car*

Within six months of the first use of the development, a revised Travel Plan which takes into account the information about travel patterns gathered pursuant to item (ii) above shall be submitted to and approved in writing by the City Council as local planning authority. Any Travel Plan which has been approved by the City Council as local planning authority shall be implemented in full at all times when the development hereby approved is in use.

Phased Management Strategy

We would need to ensure that the development is readily equipped with bike maps, pedestrian routes, bus/train/tram timetables etc. and the Concierge are fully versed on Greater Manchester Transport when the first phase is occupied. The notice boards will also need to be regularly updated with travel news.

Condition 21 (ii) would be met by advertising a survey via the noticeboard/portal/welcome letter/ etc. inviting residents to confirm their travel methods within the first three months of moving in.

We would need to know where Phase 1's bike store would be and should this not be available then a temporary one will need to be agreed. There will need to be signage showing where the temporary bike store will be and this could also be pointed out in the Sales Team's welcome pack and Zenith's welcome letter.

Residents should be encouraged to join a forum/association where there would be the opportunity to engage with each other and discuss travel methods such as carpool, sharing taxi's, walking in groups especially during dark evenings etc. platforms such as

a residents Facebook group would also be used for communicating specified travel plan services (Condition 21 (iv)).

Condition 21 (v) would be met by conducting another survey then passing the results to the surveyor drawing up the Travel Plan once the final phase is occupied. We would also suggest the site team audit the number of cars and bicycles parked after each phase is complete to help with the survey.

Once complete, we propose that Zenith prepares a quarterly newsletter and include useful travel tips and travel news.

3. Condition 28

Condition to be met

No part of the development shall be occupied unless and until details of a parking management strategy for residents who do not have a parking space within the development has been submitted to and approved in writing by the City Council as Local Planning Authority. The development shall thereafter be fully implemented in accordance with these details.

Phased Management Strategy

This point needs to be clarified as we need to understand whether this applies to a resident who do not have a space at all and require one, or whether a space is not available yet for a resident. If it is the former then does this go again the travel plan?

It is likely there will be the demand for parking spaces as there are 254 resident spaces within a development of 351 apartments. We would therefore consider the following to encourage residents who don't have a parking space, to reduce dependency on a private car:

- Advise of all local transport routes, including hospital public transport information
- Advise of transport stations which have a ramp, lift, or escalator and step free access for people with pushchairs and wheelchairs.
- Advise of free service to the public e.g. The Metro Shuttle
- Advise of car clubs which is an alternative to owning a vehicle Co-Wheels Car Club- www.co-wheels.org.uk where you can borrow a car/van and simply pay by the hour. A good option should you ever need a car for a short time.
- Try and negotiate reduced parking charges for residents at nearby public car parks
- Liaise with a Bike Hire company if not all the bicycle spaces are used up.

4. Condition 33

Condition to be met

No phase of the development shall be occupied until space and facilities for bicycle parking for that phase have been provided in accordance with details to be submitted to and approved in writing by the City Council as local planning authority. The approved space and facilities shall then be retained and permanently reserved for bicycle parking. The development shall thereafter be fully implemented in accordance with these details.

Phased Management Strategy

Cycle parking needs to be considered when the first phase is complete. The development has provision for 224 cycle spaces.

The temporary bike storage area will need to have adequate lighting and maintained by CCTV coverage relayed back to the site staff to deter any anti-social behaviour. The area will need to be kept secure i.e. a temporary digital-code on the door in place of fob-access which would be a permanent measure when the development is complete. The process of gaining access will be communicated to all residents by the management team.

5. Condition 36

Condition to be met

Notwithstanding the Residential Management Plan dated October 2015 prior to the first use of the development hereby approved, a detailed management plan including:

- *Details of the strategy for the letting of the residential accommodation (N/A due to not a PRS scheme)*
- *Details of how 24 hour management of the site in particular in relation to servicing and refuse (storage and removal) and noise management of communal areas shall be submitted to and agreed in writing by the City Council as Local Planning Authority*
- *Full details of a maintenance strategy for the areas of public realm adjacent to the site including surfaces, planting and litter collection and details of where maintenance vehicles would park shall be submitted to and agreed in writing by the City Council as Local Planning Authority*

The approved management plan shall be implemented from the first occupation of the residential element and be retained in place for as long as the development remains in use.

Phased Management Strategy

U&C to confirm on the staff provision and whether they would be content to not have 24/7 during the interim period. Zenith would place an out of hours emergency phone service as soon as the first phase is occupied whereby residents can call Zenith's phone number between the hours of 5pm and 8.30am Monday to Friday, and all day Saturday and Sunday, to report of any urgent issues.

Zenith have a complaints procedure that we adhere to where it concerns noise disturbance caused by residents. The procedure takes into consideration the terms of the lease that is in breach by the resident.

During the phasing, any building works shall be undertaken in a timely manner and without risk or inconvenience to the public, residents or neighbours. A temporary parking area will need to be agreed for the Contractor's vehicles to be parked. (Do we suggest an area?)

Public Square

The public realm areas between Lister and Carding will be required to be kept in a constant state of good repair and maintenance for both the benefit of the residents and general public. Any works and/or repairs to the public realm shall be undertaken

in a timely manner and without risk or inconvenience to the public, residents or neighbours. Access to the area and the work shall be undertaken with due regard to the needs of those using the area and surroundings. Work shall be timed to avoid causing unnecessary nuisance or disturbance to occupants, the public or neighbouring residents.

This area will be monitored directly through inspections to ensure that it is being effectively operated and any rules/regulations for its use will be enforced by the site management team.

The site team will ensure that regular litter picks are carried out to the public square and a hard and soft landscaping regime will be in place to ensure that the areas are kept in good condition from the completion of the first phase.

Planting & Landscaping

Initially it is expected that the original contractor responsible for installing the soft landscaped areas will provide a maintenance regime for the ongoing maintenance of the planting and soft landscape during its early years. Regular visits will be instructed from a competent contractor to ensure the successful establishment and continued healthy growth through to maturity of the soft landscaping.

The chosen contractor will be responsible for ensuring the work is carried out in a safe manner avoiding risks to the health and safety of employees, residents and the general public. A site specific risk assessment will be submitted prior to commencement of the work.

In addition the site based management team will be required to carry out a weekly visual inspection of the public realm to ensure

Hard Landscaping

The site based management team will be required to carry out a weekly visual inspection of the hard surface areas recording any maintenance and/or safety concerns. Weekly inspections will be recorded and kept on site for audit purposes.

Where issues are identified during an inspection these will be dealt with by the management company to ensure that the hard surfaces remain useable and safe. Where repair works are required the appointed contractor will be responsible for ensuring the work is carried out in a safe manner avoiding risks to the health and safety of his employees, users of the site and the general public. A site specific risk assessment for work will be submitted to the Management Company prior to commencement of the work.

Litter Picking

The site will have a cleaner (hours to be confirmed on first phase) whose duties will include a regular external litter pick routine. The cleaning contractor will be responsible for ensuring that external areas are free from litter and debris. Where large items of rubbish are found these will be removed by an external contractor. Their hours would then increase following completion of the second phase.

