London Road Fire Station

Operational Management Plan

Property: London Road Fire Station, Manchester

Date: December 2019



London Road Fire Station: Operational Management Plan

1. Introduction
2. Site Layout and Entrance Routes
3. Servicing Strategy
4. Hotel Operational Management Strategy
4.1 Hotel Operational Management Strategy Overview
4.2 Hotel Layout and Proposed Use of Spaces
4.3 Hotel Deliveries, Servicing and Management
4.4 Hotel Staffing
4.5 Conclusion
5. Courtyard Management Plan
5.1 Courtyard Management Overview
5.2 Courtyard Hours of Operation
5.3 Courtyard Maintenance and Security
5.4 Outdoor Seating Areas
6. Event Management Strategy
6.1 Entrance and Access
6.2 Hours of Use
6.3 Listed Building Considerations and Management
6.4 Set-Up and Derig Procedure
6.5 Coroners Court
6.6 Noise Management Procedure
6.7 Queue Management
6.8 Advertising
6.9 Smoking Policy
6.10 Managing Drug Use
6.11 Admissions Procedure (ticketing and capacity)
6.12 Admissions Procedure (age restriction)
6.13 Dispersal Procedures
6.14 Event Space Capacities
6.15 Cleaning Provisions
7. Residential Management Strategy
7.1 Management Service
7.2 Core Services: Site Management Staff
7.3 Maintenance Services: Specialist Service Sub-Contractors
7.4 Reserve Fund
7.5 Amenity
8. Site Safety & Security
9. Appendix

Copyright © Allied London 2019. All Rights Reserved.

1.Introduction

This Operational Management Plan has been prepared by Allied London Fire Station Developments Limited and All Work & Social in consultation with the London Road Fire Station design team and All+ Property Management. All+ Property Management will be appointed to manage the London Road Fire Station site, continuing the role that they undertake successfully at Spinningfields.

London Road Fire Station is a Grade II* listed building and is an iconic landmark within Greater Manchester. The historical and architectural significance of the site has been considered throughout the preparation of this document. The guidelines set out within this document are to be adhered to by all tenants of the building.

Section Description & Content:

Site Layout and Entrance Routes: This section of the document provides an overview of the site layout and outlines the designated entrance routes for each key unit within the building.

Servicing Strategy: This section of the document provides information on the site wide strategies that are to be employed for waste management, deliveries and transport.

Hotel Operational Management Strategy: This section of the document outlines the operational management strategy to be adopted within the hotel.

Courtyard Management Plan: This section of the document outlines the management strategy that is to be used for the operation of the courtyard at London Road Fire Station. A set of guidelines are provided to detail how the outdoor seating area will be operated.

Event Management Strategy: This section of the document outlines the event management strategy for the site event spaces. This section sets out the strategies and procedures that are to be adopted by staff / management to ensure that the events operate both safely and efficiently.

Residential Management Strategy: This section of the document outlines the procedures that All+ Property Management shall implement at London Road Fire Station for the management and maintenance of the Live / Work units should these be utilised as residential apartments.

Site Safety and Security: This section of the document sets out the procedures that are to be implemented to ensure a sufficient level of site safety and security. These measures shall be in line with the Crime Impact Statement produced by Greater Manchester Police.

Appendix: This section contains figures that are referred to in the above sections. Specifically, Hours of Use for all building units are displayed within figure 7.

Copyright © Allied London 2019. All Rights Reserved.

2. Site Layout & Entrance Routes

The following subheadings provide an overview of the site layout including information on the designated entrance routes for residents / visitors of the building to key building units and spaces. This section should be read alongside the accommodation schedule floor plans submitted as part of this application and contained within the appendix – figure 5.

Old Engine House / Unit A

Restaurant & bar space will be located on the basement and ground floor levels of the building across the Fairfield Street elevation. Access to Unit A at ground floor level will be made via the entrance doors off Fairfield Street or via the entrance doors positioned off the courtyard.

Old Engine House Basement / Unit A

Restaurant & bar space will be located on basement level of the building to the Fairfield Street elevation. Access to the Unit A basement will be made via the entrance and staircase off the corner of Minshull Street South and Fairfield Street or by the entrance stairs off the courtyard.

Old Gas Meter Testing Room / Unit D

Unit D is situated on the London Road wing of the site within the original gas meter testing room. Unit D will comprise basement (screening room), ground and ground floor mezzanine levels. Access to Unit D will predominantly be made via the entrance off London Road. Entrance doors off the courtyard will provide further additional access.

Old Bank / Unit E

Unit E is located on the corner of London Road and Fairfield Street. Unit E will be across the basement and ground floor levels. Access to Unit E will be made via the entrance doors positioned on the corner of London Road and Fairfield Street. Access to the basement level of Unit E will be made via the internal staircase arrangement.

Copyright © Allied London 2019. All Rights Reserved.

Old Police Station & Ambulance Bay / Unit F

The Old Police Station & Ambulance Bay are situated on the corner of Whitworth Street and Minshull Street South. Access to Unit F will be made via the entrance doors off Whitworth Street. Alternatively, access to the Old Police Station will be made via the entrance off Minshull Street South. Access to the Ambulance Bay will be made via the courtyard or off Minshull Street South.

Coroners Court

The Coroners Court and anti-room areas are situated across basement and ground floor levels. Access to the Coroners Court lobby area will be made via the 2no. entrance doors off London Road. Access to the Coroners Court gallery will be made via the entrance doors off the courtyard or via the lobby. Access to the Coroners Court and waiting room (basement level) will be made via the internal staircase.

Old Control Room / Unit H

Unit H will be positioned on ground floor level on the Fairfield Street section of the building. Access to Unit H will be made via the entrance doors off Fairfield Street or via the entrance doors off the courtyard.

Old Workshops / Unit G

Unit G will be positioned within the old workshops on ground floor level. Access to Unit G will be made via the entrance doors off the courtyard and via the single door off Whitworth Street.

Hotel

The hotel will be positioned across the London Road elevation of the site as well as sections of the Whitworth Street elevation and will operate on all building levels. Access to the hotel will predominantly be made via the large entrance doors off Whitworth Street or via the courtyard. Access to hotel guest rooms will be made internally via the staircase / lift services and internal circulation routes.

Live / Work Units

The Live / Work apartment units at London Road Fire Station will be located on the Fairfield street elevation, across the 2nd – 3rd floor levels of the building. Access to the units will be made via the landlord entrance located off Fairfield Street. An entrance door off the courtyard will also provide access to the live / work staircase and lift. Tenants will use the staircase or lift services to travel to the necessary floor before using the external walkways to reach the relevant live/work unit.

Workspace Units

The building workspace units will be located on 1st – 3rd floor levels. Access to the workspace units will be made via the external courtyard staircase or via the staircase and lift services positioned internally. Courtyard external walkways will be used as circulation routes to the workspace units generally.

Copyright © Allied London 2019. All Rights Reserved.

3. Servicing Strategy

Please refer to the Vectos North ltd. Waste and Servicing Strategy document submitted as part of the 2019 planning and listed building consent application.

Copyright © Allied London 2019. All Rights Reserved.

4. Hotel Operational Management Strategy

4.1. Hotel Operational Management Strategy Overview

The proposed layout of the hotel has been formulated by retaining key spaces that hold specific architectural and historical significance. The original form and plan of the building has largely been retained in order to preserve and reflect the uniqueness of this Grade II* listed building. Hotel guest rooms will also be provided via the new build extension which will allow for more uniform hotel room layouts.

The following subheadings set out level by level how each of the hotel spaces will operate as well as explaining the proposed use for each space.

4.2 Hotel Layout and Proposed Use of Spaces

Basement

The hotel basement areas will be utilized as the back of house zone, storage and staff areas for hotel general staff and management. No hotel guest facilities will be situated on this level of the building.

Ground Floor

The ground floor of the hotel will comprise a large reception area off Whitworth street. The hotel reception area will remain open 24-hours a day, 7 days a week. This area will be used for guest check in / out as well as for a public waiting area.

First Floor

The first floor of the hotel will comprise guest bedrooms only. This level of the hotel will be restricted to hotel guests and staff only.

Second Floor

The second floor of the hotel will comprise guest bedrooms only. This level of the hotel will be restricted to hotel guests and staff only.

Third Floor

The third floor of the hotel will comprise guest bedrooms only. This level of the hotel will be restricted to hotel guests and staff only.

Copyright © Allied London 2019. All Rights Reserved.

4.3 Hotel Deliveries, Servicing & Management

Hotel staff will use service routes to carry out hotel related delivery, waste management and maintenance operations. It is to be expected that occasionally the entrance doors off Whitworth Street will be used as a service route for certain operations. The following subheadings set out in further detail the hotel operational strategy;

Hotel Deliveries

Generally: deliveries to the hotel will come by foot or cycle messenger, car, van or small trucks. Deliveries will occur throughout the business day, generally between 7:30 – 20:00 (Mon to Sat) 10:00 – 18:00 (Sunday). Hotel deliveries will be taken from the lay by areas on Whitworth Street or to the designated drop off zone on Minshull Street South.

The typical type of hotel deliveries will take place for the following reasons;

- Food deliveries.
- Beverages.
- Laundry: e.g. sheets, towels and clothes.

Hotel Waste Management

Staff will ensure that hotel refuse and recyclable waste is moved to the designated bin stores on a regular basis. From the designated bin store, hotel waste will be collected and removed from site via the loading area on Minshull Street South.

Hotel Servicing and Management

Store rooms will be positioned on each level of the building in order to aid the efficient servicing, maintenance and cleaning of all public areas and guest rooms. Guest rooms are to be cleaned on a daily basis to ensure high levels of standard and appearance. Public areas shall be cleaned regularly throughout the day and night and will be monitored by a duty manager.

All mechanical and electrical control panels and consumer units will be connected to an electronic Building Management Systems (BMS) to monitor energy consumption, generate fault alerts and provide intelligent information to the Hotel Facilities Management team to optimize usage and reduce unnecessary energy consumption.

Copyright © Allied London 2019. All Rights Reserved.

4.4 Hotel Staffing

The hotel will operate with a general manager and full management team on site. The dedicated reception area on the ground floor of the building will be manned by members of staff during the day and at night. As such, local residents will be able to communicate with hotel staff at all times should any issues arise.

Staff will be trained to provide high levels of hospitality, cleanliness, friendliness and security. The hotel operator will employ the appropriate level of security to supervise guests. Staff will receive the necessary health and safety training and will be regularly updated on the fire procedure for the building. Fire escape exits will be monitored by CCTV with associated recording equipment and will be subject to good building management checking procedures.

4.5 Conclusion

The proposed operation of the hotel has been carefully considered to ensure there is a positive impact upon the surrounding locality, and any disruption to neighboring residents and tenants is well managed and kept to a minimum. Hotel staff will remain available for regular contact with local residents to ensure their views are considered during the development of the hotel. Both the building management and the hotel operator will remain open to further suggestions to ensure the site is managed appropriately.

Copyright © Allied London 2019. All Rights Reserved.

5. Courtyard Management Plan

5.1 Courtyard management overview

The courtyard at London Road Fire Station will function as a public space for the use of both residents and visitors to the site. The courtyard will serve a key purpose in providing access points to the different internal building units and demises.

The courtyard area will also serve the building in providing an outdoor seating area for the ground floor units and any temporary units/installations installed to the courtyard area. The operational management of the outdoor seating areas is to be supported by the detailed set of guidelines set out within this section.

5.2 Courtyard Hours of operation

The gateway entrance off London Road shall provide both visitors and residents access to the courtyard. An additional public entrance will be provided via the hotel entrance off Whitworth Street and from other building food and beverage and leisure units. The courtyard entrances and specifically the London Road gateway will be monitored by the on and off-site security teams. The London Road gateway will provide direct access to the courtyard and will only be opened during set hours. The opening and closing hours for the courtyard are proposed to be:

- Monday: Friday: 07:00 – 00:00
- Saturday: 07:00 – 00:00
- Sunday: 07:00 – 23-00

*Note: Courtyard opening / closing times may vary during event periods. Amplified music will generally end at 11pm with the following hour to be used for dispersing guests or ushering them inside.

5.3 Courtyard Maintenance and Security

- The courtyard is to be monitored at all times by the security team in order to prevent instances of crime and disorder from occurring.
- Any person who is behaving in a disorderly manner will not be allowed entry to the courtyard.
- Any person within the courtyard who appears to be intoxicated or who is behaving in a disorderly manner will be given care and consideration when being asked to leave the site.
- Security Personnel will be trained to not allow entry to any person who is identified by Greater Manchester police as being a person of bad character by way of association to other persons or by conviction of the Courts.
- The courtyard is to be inspected regularly for damage. Any damage found is to be reported immediately to the property management team who are to organise the necessary repair.
- Regular cleaning to the courtyard surface is to be arranged by the property management team.

Copyright © Allied London 2019. All Rights Reserved.

5.4 Outdoor Seating Area

There will be sections of the courtyard designated for outdoor seating. Outdoor seating will generally be restricted for resident and customer use only in order to offer a high-quality environment. The following subheadings set out the guidelines for the operation of the outdoor seating area.

Operation

- Trade will be permitted within the outdoor seating area between the times stated in section 5.2.
- Empty glasses / plates are to be removed from the outdoor seating area by staff immediately after use.
- Building and tenant staff will have direct responsibility for the outdoor seating area and shall be responsible for any litter that amasses.
- Staff should be available to assist those with disabilities should they require help, to ensure that the outdoor seating area is available to all members of the public.
- Outdoor seating area capacities shall be controlled to discourage too much vertical drinking within the courtyard.
- Amplified music shall be played at certain times within the courtyard (generally during event periods).

Furniture

- All furniture and other items should be submitted to the building management team for approval prior to installation.
- All furniture and other items should be safely secured (within outdoor seating areas) or locked away outside of outdoor trading hours.
- All outdoor furniture is to be consistent with the general character of the site and is to be approved by the landlord.
- All outdoor furniture is to be strong, durable and weather resistant.
- All logos, tags and plaques must be removed from items of furniture prior to installation.
- Chairs and tables are to be sturdy in order to resist wind gusts.
- Chairs and tables are to be of metal / quality timber frame construction and not plastic.
- Waiter stations are only to be permitted where it can be demonstrated that they are essential to the safe operation of the outdoor seating area.
- Where approved, waiter stations should be mobile and will be stored internally outside of the approved service hours.
- During courtyard event periods, furniture and other items may need to be removed from the outdoor seating areas. (Note: this will be dependent on the size and nature of the event).

Copyright © Allied London 2019. All Rights Reserved.

Maintenance

- All items of furniture are to be kept cleaned and maintained in good order suitable for its purpose.
- All planters are to be regularly maintained.
- The courtyard surface of the outdoor seating areas is to be regularly washed and maintained.
- Any item of furniture that is identified as unsafe or broken is to be replaced immediately.

Provisions

- Sound levels within the outdoor seating areas will be coordinated by the landlord in conjunction with the site noise assessment recommendations.
- The design and specification of all supplementary lighting equipment to be used in the outdoor seating areas will require approval from the landlord.

Copyright © Allied London 2019. All Rights Reserved.

6. Event Management Strategy

Key spaces within the London Road Fire Station building will be utilised at specific times for events. Allied London propose that event spaces are required as part of the development in order to open up parts of this historically significant building to the public. The typical type of events that could be held within these spaces will include;

Courtyard:

- Artisan Markets
- Seasonal Events
- Leisure Activities
- Musical Concerts
- Food and Drink Festivals
- Screenings
- Bespoke Culture Events

Coroners Court:

- Please see section 6.5.

Additional Building Event Spaces:

- Product launches
- Brand awards and events
- Corporate receptions
- Exhibitions
- Musical performances
- Fashion shows
- Trade shows
- Conferences

The following subsections set out the protocols and procedures that will be adopted for the effective operation of events on-site.

6.1 Entrance and Access

Entrance to the Courtyard will be made through the existing gateway off London Road. The entrance gateway will be controlled and monitored by security guards. Access to the Coroners Court will be made through the entrance doors off London Road. Access to additional building event spaces will be made from the courtyard or via the internal staircases and lift services.

Copyright © Allied London 2019. All Rights Reserved.

6.2 Hours of use

Please refer to the hours of use schedule contained within the appendix - Figure 7.

Staff will be trained to control and restrict access to the site after event closing times for non-residents. This is to ensure that the privacy and peace of resident hotel guests.

6.3 Listed Building Considerations & Management

There will be a 24-hour security presence for the site to protect both the building, residents and visitors. All access routes to the property will be carefully monitored by the security team.

The 24-hour Security team will conduct regular inspections of the building's fabric and infrastructure. These inspections shall be recorded, and any damages found will be reported to the property management team. The erection of temporary portable structures may be required for certain events. For example, the erection of market stalls or pop-up food and beverage units may be required. All temporary structures will be restricted from permanently connecting to or placing reliance on the building. Therefore, these structures will have no impact on the listed fabric of the building nor alter the special architectural interest of the building.

Appropriate ventilation systems will be installed in all event areas to avoid moisture retention occurring. All ventilation systems will be regularly maintained to ensure damage to the building is prevented.

Copyright © Allied London 2019. All Rights Reserved.

6.4 Set-Up and De-Rig Procedure

The delivery of all event related equipment and infrastructure will be restricted to the day prior to the event (unless specific permission is granted by the property management team). The delivery of equipment should be made between 8am and 6pm. Collection of all event related equipment and infrastructure will be permitted during the same period the day following the event. All structures will be free standing and will not place any reliance on the listed fabric.

The type of temporary infrastructure that is to be permitted on site (specifically within the courtyard) will include:

- Gazebos (weighted)
- Freestanding trestle tables
- Chairs and bar stools
- Pop up market stalls
- Freestanding TV screens
- Crowd barriers
- Portable generators
- Platform stages
- Feature uplighters

A Permission to Access (PTA) procedure will be used by the All+ property management team to manage any contractors who:

- Are undertaking any set-up or de-rig works within the property in preparation for an event.
- Are working on behalf of a tenant, occupier or third party in the set-up, delivery and derig of an event.

A contractor spot check and inspection form will be completed on all setup and derig procedures. Spot checks will be conducted to ensure compliance with agreed protocols for working at London Road Fire Station.

Copyright © Allied London 2019. All Rights Reserved.

6.5 Coroners Court

Use Strategy

The Coroners Court is proposed to be used as a social meeting and music hall. The space is to be used to encourage all forms of meetings, societies, talks, lectures, free speaking, learning, creative writing, poetry readings, book launches and daily news readings.

For further information regarding the proposed use of the Coroners Court please refer to the *House of London Road* document and the *Coroners Court Design Parameters* document submitted as part of the 2019 planning and listed building consent application.

Copyright © Allied London 2019. All Rights Reserved.

6.6 Noise Management Procedure

The operational noise limits are set out in the Acoustic Planning Report prepared by Sandy Brown. This report has been submitted as part of the 2019 planning and listed building consent application. These limits set out the noise restrictions for the courtyard and other specific internal units. Once operational, building tenants will be required to adhere to these noise limits.

Sound amplification systems may be used for performances in the designated building event spaces. For events in the courtyard, loudspeaker systems will generally be positioned away from the south of the courtyard to ensure they are screened from the upper floors of surrounding noise sensitive neighboring properties (NSP1 and NSP3). Amplified sound levels within the courtyard will be controlled at source to be no more than the maximum noise limits. Please refer to the courtyard noise level table contained in appendix – Figure 6.

Noise monitoring sound checks are to be carried out in all event spaces to ensure that the maximum noise egress limits are not exceeded. Sound checks shall be completed throughout event periods by utilising a sound level meter. This will help staff to manage sound levels within each of the event spaces. Consideration will be given to volume levels and the type of music played to ensure sound levels comply with the set limits.

In order to minimize noise egress to the noise sensitive premises surrounding the site, the following measures will be considered;

- To introduce a well distributed array of loudspeakers across the event spaces, helping to evenly spread the sound.
- To introduce the use of directional loudspeakers orientated towards venue patrons. This will help to focus the amplified sound and minimize sound spillage to the noise sensitive premises surrounding the site.

The nearest noise sensitive premises (NSPs) are highlighted in Figure 1. These are as follows:

- NSP1 - 5 Piccadilly Place (The Hub) residential apartments
- NSP2 - Student residential accommodation
- NSP3 - Motel One hotel
- NSP4 - Student residential accommodation
- NSP5 - Student residential accommodation.

NSP1 and NSP3 are screened from most of the courtyard – only the uppermost floors can be seen from the southernmost corner of the courtyard, as shown in Figure 2. The upper floors of NSP1 are approximately 90 m from the south of the courtyard; those of NSP3 are approximately 70 m from the south of the courtyard. NSP2, NSP4 and NSP5 are completely screened from the courtyard. It is understood that guestrooms to NSP3 are mechanically ventilated or have acoustically attenuated façade ventilators.

Management will regularly communicate with the appropriate staff members at the surrounding premises to ensure that the residential community surrounding the site is not disturbed.

Copyright © Allied London 2019. All Rights Reserved.

6.7 Queue Management

Queue management systems are to be used by staff in order to establish crowd control and capacity limits for any special ticketed events. The use of barriers, ropes, signage and stewards may be employed for special events. Queue management procedures shall be operated from London Road for events that take place in the Coroners Court and Courtyard event spaces (please see example shown in figure 3).

Staff will use clickers to monitor and manage occupancy levels for all ticketed events. For events that are not ticketed, staff and security will determine sensible occupancy limits before imposing a queueing system.

6.8 Advertising

Events will be advertised online via the London Road Fire Station website and to various social media outlets that will be registered to London Road Fire Station.

Any physical advertising for events on the property will be freestanding and will not physically connect to or place reliance on the building. Therefore, the advertising of events will have no impact on the listed fabric of the building.

6.9 Smoking Policy

Delineated smoking areas are to be provided for those patrons of the premises who wish to smoke.

The designated smoking areas are to be positioned within the courtyard area of the building, as per the zone marked in light yellow on the layout plan accompanying this strategy. Please see figure 4.

- A CCTV system will monitor these areas 24 hours a day.
- Ample cigarette waste units will be provided for the disposal of cigarette litter.
- Smoking areas will be subject to regular security and cleanliness patrols during event operating hours.
- Signage will be displayed (during event periods) within the smoking areas requesting that patrons act considerately when congregating in the area by not littering, creating excessive noise or engaging in activities that are a nuisance to other patrons, staff, residents of the building or the general public.
- Patrons who disregard signage and/or verbal instructions shall be asked to leave the site.
- The positioning of the designated smoking areas will continue to be reviewed by the building management team.

Copyright © Allied London 2019. All Rights Reserved.

6.10 Managing Drug Use

A zero-tolerance policy to the use of illegal drugs and 'legal highs' will be maintained at all times.

Building and tenant management will ensure staff are trained in drug awareness issues to make the identification and handling of incidents practicable.

Customers may be subject to search on entry, and re-entry, where the security has reason to believe there may be possession or use risk. Anyone found in possession or attempting to engage in drug taking will be apprehended, searched and, subject to the quantity of drugs in possession, will have the drugs confiscated and will either be ejected from the site or handed over to Greater Manchester Police. Each confiscation and ejection will be logged.

6.11 Admissions Procedure (ticketing and capacity)

The majority of event tickets will be sold on-site, via the London Road Fire Station website or through verified ticket selling platforms. The use of a verified ticket seller will help to reduce incidents of 'forged' tickets.

Sensible occupancy limits will be determined according to the nature of the events, which may range from standing drinks receptions to seated conferencing.

6.12 Admissions Procedure (age restriction)

Age restricted access to the event spaces will be determined by the nature of the event or performance. Event organisers will ensure staff are trained in age awareness matters to make the identification and handling of age restriction issues practicable.

- A 'Challenge 25' policy shall be implemented and maintained for age restricted events.
- All staff shall be trained in the law regarding the sale of alcohol to underage persons. This training is to be documented and repeated during six-month intervals.
- All staff shall be trained to only accept photographic driving licenses, passports, HM forces cards or a form of identification with the 'PASS' hologram.

Copyright © Allied London 2019. All Rights Reserved.

6.13 Dispersal Procedure

Security personnel will be trained to understand and operate the dispersal procedure for the site. The main event space exit routes will be via either the Coroner's Court main ground floor doors or the main courtyard exit passageway. The dispersal procedure will seek to ensure that the operation of event spaces causes minimum impact upon the residents of the building and surrounding community in relation to potential nuisance and anti-social behavior.

The dispersal procedure will be developed and brought to the attention of management and staff who in turn will seek to encourage the efficient, controlled and safe dispersal of patrons during closing periods. The following procedures will be adopted by staff of the event spaces:

- At the end of the evening, management and security personnel will be employed to assist with the orderly and gradual dispersal of patrons.
- Security Personnel will advise patrons to leave the premises quickly and quietly out of respect for the site residents and surrounding neighbours.
- Management will encourage a 'winding down period' during the last 30 minutes of evening events (where appropriate to the nature of the event).
- Notices will be displayed requesting customers to leave quietly and in an orderly manner out of consideration to neighbours.
- Security personnel will be trained to ensure the removal off all bottles and drinking receptacles from any patron before exiting an event space.
- Security personnel will be trained to actively discourage patrons from congregating outside the premises at the end of the evening.

Copyright © Allied London 2019. All Rights Reserved.

6.14 Event Space Capacities

Proposed maximum standing capacities (in relation to fire escapes) are to be advised as the design and fire strategies are developed. The tenant is to advise on maximum capacities in advance of operating the event spaces.

The Transport Statement and supporting analysis prepared by Vectos North ltd. demonstrates that sufficient transport infrastructure is in place surrounding the site to manage high occupancies.

Patrons travelling to the site will have a wide variety of transport options available to use. It is expected that the majority of patrons will arrive via public transport or by foot. Pedestrian infrastructure in the vicinity of the site is good with all roads having footpaths on either side of the carriageway. Pedestrian crossing points are located at all traffic signal locations in the area. A wide pedestrian footpath on London Road will allow for queue management procedures to operate in tandem with the general use of the footpath; this operation was successfully implemented during the 2016 Winter Gathering Event. The site is also highly accessible by public transport. For the range of public transport options available please refer to the Transport Statement prepared by Vectos which accompanies this 2019 planning and listed building consent application.

A considerable provision of public car parking is provided within the surrounding area for those who wish to travel to an event by car. The closest car park to the site is just 30 m away at Piccadilly Place. This car park offers approximately 600 spaces. Additional car parking facilities are available at Piccadilly Station, Store Street, Travis Street and Aytoun Street. Furthermore, several on-street car parking spaces are located on streets surrounding the site.

The site also benefits from excellent taxi provision being located opposite the taxi rank at Piccadilly Station. This designated taxi rank will support the orderly dispersal of patrons from the site.

6.15 Cleaning Provisions

The level of required cleaning provision will be assessed depending on the type of event held but will be sufficient to manage all cleaning requirements. Permanent and temporary waste bins will be provided in each of the event spaces for the correct disposal of refuse by patrons.

Copyright © Allied London 2019. All Rights Reserved.

7. Residential Management Strategy

Should the designated Live / Work units not be utilised as permanent workspace facilities, It is possible that Assured Shorthold Tenancies will be granted to each individual Live / Work unit. It is crucial for an effective, cohesive and sustainable management structure to be implemented and applied to protect the interests of the Live / Work unit residents.

A management regime will be established for the maintenance and administration of the site. The responsibility for the stewardship of all shared and public areas of the site that are not otherwise demised or allocated to individual tenants, will be granted to this regime.

7.1 Management Service

The management service is intended to be delivered by All+ property management and will include a comprehensive management and administration service incorporating:

- Formulation of a detailed management regime.
- Calculation of the service charge budgets.
- Apportionment, collection and administration of the service charge accounts.
- Appointment and monitoring of service sub-contractors as appropriate.
- Liaison with client and occupier to affect an efficient and transparent management service.

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

7.2 Core Service - Site Management Staff

The building management resource will deliver the majority of 'soft maintenance services' to the building under the site supervision and overall direction of All+ property management. The service charge budget is to allow for this level of manned resource. The building management personnel will be suitably skilled to deal with resident issues, instances of antisocial behavior and general building issues.

The directly delivered services will include:

- Cleaning of communal areas.
- Refuse and waste management in line with the site waste management strategy.
- Non-specialist hard landscape maintenance.
- Litter patrols.
- Concierge.

7.3 Maintenance Services – Specialist service sub-contractors

I. Window Cleaning:

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

Copyright © Allied London 2019. All Rights Reserved.

II. M&E Plant and Equipment:

Final specification for all items of mechanical and electrical plant and equipment serving the residential communal areas of the development will be stored on-site, to include a full Asset register. O&M manuals will also be provided to the management regime and a familiarisation exercise shall be conducted with key management personnel. It is anticipated that the management regime will initially enter 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.

The principle plant and equipment items to be considered may include:

a. Passengers Lifts.

b. Security Systems including Fire and Intruder Alarms.

c. Access Controls and Door Entry Systems.

d. Water Booster Pumps.

e. Ventilation / Extraction Plant.

III. General Maintenance:

The management of day-to-day repairs is a key element of the residential 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 timescales and to the highest standard.

As a result of All+ Property Management's extensive experience and established working relationships with numerous maintenance contractors, a directory documenting individual contracting firms considered to provide quality workmanship and service has been compiled. The directory is led by specialism and location allowing staff to easily identify a suitable contractor. This ensures a proactive response in regard to property maintenance.

7.4 Reserve Fund

Included within the service charge budget will be 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 refurbishment work is complete and the community established, a comprehensive Planned Preventative Maintenance (PPM) schedule will be prepared for the building. This will provide life cycle costings for all communal site infrastructure. This schedule will then underpin reserve fund provisions within the service charge budget.

Copyright © Allied London 2019. All Rights Reserved.

7.5 Amenity

The site regime and service charge budget are critical elements of maintaining and maximising residential amenity within the building. The service charge budget will deliver a staffing regime at the building and this will enable immediate response to resident issues.

The residential amenity should be underpinned by robust regulations for the use of the Live / Work units. These regulations should include restrictions on noise generation from each individual Live / Work unit.

Copyright © Allied London 2019. All Rights Reserved.

8. Safety and Security

The prevention of Crime and Disorder

The following measures are compliant to the Crime Impact Statement that has been produced by Greater Manchester Police.

- A full CCTV system shall be maintained and operated at the premises with cameras positioned both internally and externally around the site.
- Recorded site CCTV images will be maintained and stored for a period of twenty-eight days and shall be produced to the police or Licencing Authority upon request.
- Plans indicating the position of CCTV cameras are to be made available if required to Greater Manchester Police prior to the premises opening.
- An appropriate number of entrance staff shall be employed for each of the event spaces. A Risk Assessment shall be carried out to determine the number of entrance staff required during events.
- A register of entrance staff shall be maintained for each of the event spaces.
- Any person who appears to be intoxicated or who is behaving in a disorderly manner will not be allowed entry to the premises or event spaces. Any person within the premises who appears to be intoxicated or who is behaving in a disorderly manner will be given care and consideration when being asked to leave the site.
- Staff will be trained to adopt a zero-tolerance policy towards illegal drugs within the premises.
- Staff will be trained to not allow entry to any person who is identified by Greater Manchester police as being a person of bad character by way of association to other persons or by conviction of the Courts.
- Staff will be trained to reduce the risk of glasses and bottles being used as weapons and causing accidents. Management will ensure that glasses and bottles are collected on an on-going and frequent basis, make regular inspections for broken glass and clear up glass and any spillages immediately.
- Management will ban known offenders from the site and share information with the police and licensed premises in the area.
- Management will regularly consult with the local police crime reduction adviser, if required.
- The courtyard will be accessible only during specified opening hours. Security will ensure that the courtyard is securely closed to the public outside of these hours.

CCTV Locations

- CCTV locations will generally include but not be limited to:
    - Courtyard balconies
    - Courtyard areas
    - London Road entrance gateway
    - Reception lobbies
    - Lift waiting areas

Copyright © Allied London 2019. All Rights Reserved.

Public Safety

- A first aid box will be contained within each of the site event spaces and throughout the site. All staff are to be trained to know the location of the relevant first aid box.
- The occupancy capacity for each of the site event spaces is to be calculated in conjunction with specialist fire engineers to ensure public safety.
- Regular safety checks to the site shall be carried out.
- Staff shall maintain an Incidents Log.

The Prevention of Public Nuisance

- A detailed dispersal policy is to be formulated and will be adhered to.
- A detailed queue management policy is to be formulated for the event spaces and will be adhered to.
- Amplified music will be restricted to certain volume levels within each of the event spaces.
- Smokers will be directed to the designated smoking zones.
- The site shall be cleared of litter during non-operational hours prior to opening and whilst spaces are in use.

Copyright © Allied London 2019. All Rights Reserved.

9. Appendix

Figure 1:



Figure 2:



Figure 3:



Figure 4:
Courtyard Area Marked in Light Yellow



Figure 5:

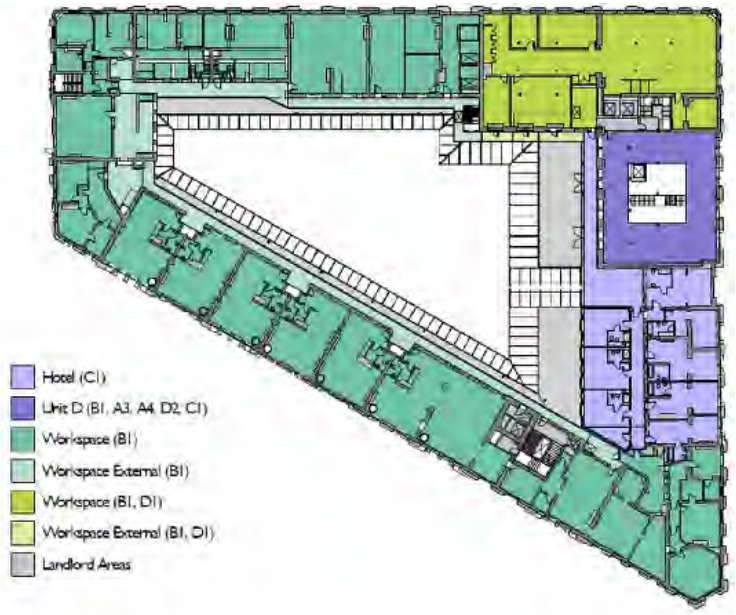
Basement Level



Ground Floor Level



1st Floor Level



2nd Floor Level



3rd Floor Level



Figure 6:

Courtyard (Operational noise limits from amplified sound in the courtyard):

Space	Maximum noise level in courtyard, L_{eq} (dB) Octave band centre frequency (Hz)						
	63	125	250	500	1000	2000	4000
Based on regular use							
Daytime (07:00 – 19:00)	71	65	66	63	63	59	54
Evening (19:00 – 23:00)	68	63	63	62	63	59	57
Based on 13-30 events per year							
Daytime (07:00 – 19:00)	86	80	81	78	78	74	69
Evening (19:00 – 23:00)	83	78	78	77	78	74	72

Figure 7:

LRFS - Demise Summary						
Unit reference	Description	Floors occupied	Planning use classifications	Hours of operation		
				Mon-Friday	Saturday	Sunday
Hotel	Hotel	BF, GF, 1F, 2F, 3F	C1	24/7/365		
Unit A	Unit A (Old Engine House) GF	GF	A1 / A3 / A4	07:00 - 01:30	07:00 - 01:30	09:00 - 00:00
Unit A	Unit A (Old Engine House) BF	BF	A1 / A3 / A4	07:00 - 04:00	07:00 - 04:00	09:00 - 02:00
Unit D	Unit D (Gas Meter Testing Room)	BF, GF, 1F	B1 / A3 / A4 / D2 / C1	07:00 - 01:30	07:00 - 01:30	09:00 - 00:00
Unit E	Unit E (Old Bank)	BF, GF	A1 / A3 / A4	07:00 - 01:30	07:00 - 01:30	09:00 - 00:00
Unit F	Unit F (Old Police Station & Ambulance Bay)	BF, GF	A1 / A3 / A4 / D2	07:00 - 01:30	07:00 - 01:30	09:00 - 00:00
Unit G	Unit G (Old Workshops)	GF	A1 / A3 / A4	07:00 - 01:00	07:00 - 01:00	07:00 - 00:00
Unit H	Unit H (Old Control Room)	GF	A1 / A3 / A4	07:00 - 01:30	07:00 - 01:30	09:00 - 00:00
Unit K	Unit K (Old Gym & Social Club)	2F	B1 / A3 / A4	07:00 - 01:00	07:00 - 01:00	07:00 - 00:00
Unit L	Unit L (Old Laundry)	3F	B1 / A3 / A4	07:00 - 01:00	07:00 - 01:00	07:00 - 00:00
Courtyard	Courtyard External	GF	A1 /A3 / A4 / D2	07:00 - 00:00	07:00 - 00:00	07:00 - 23:00
Court	Coroners Court & anti-rooms	BF, GF	Sui Generis	07:00 - 01:30	07:00 - 01:30	09:00 - 00:00
Workspace	Workspace Units & Meeting Areas	1F	B1 / D1	24/7/365		
Workspace	Workspace Units	1F, 2F, 3F	B1	24/7/365		
Live / Work	Live / Work Units	2F, 3F	B1 / C3	24/7/365		