Robust Management Letting Plan for The Aaban and Baker Place

One Manchester

One Manchester is a Registered Provider operating in south, central and east Manchester. One Manchester owns and manages 12,500 homes. Its core activities are the effective letting, management and maintenance of its homes. Whilst providing opportunities to its residents through employment, training and educational partnerships as well as managing places across its neighbourhoods in partnership with the Council and other strategic stakeholders.

Our homes are maintained through a responsive repairs service, planned maintenance and through the enforcement of tenancy conditions regarding how our residents conduct their tenancies. We have over the last few years, through the decent homes programme, invested heavily in the fabric of our homes and our neighbourhoods. We recognise that homes and neighbourhoods are more easily sustained and grown when provided with investment in terms of opportunities to address issues such as worklessness, fear of crime and social exclusion.

The Scheme

One Manchester has develop 172 new homes available at market rent on areas of land formally owned by Manchester City Council. Of the 172 properties 105 will be provided at the Aaban on Leaf Street in Hulme and 67 will be provided at Baker Place on City Road, Hulme. The design is focused on connectivity within neighbourhoods and a design led, energy efficient home for residents. The Aaban will provide a mix of one, two and three bedroom apartments and three bedroom townhouses, whereas Baker Place will provide two bedroom apartments. This will be One Manchester's largest investment in the private market rent sector. The Aaben has been designed taking into account the public realm aspect of living, a walk way through the development means that everyone can enjoy the features this development has to offer whilst the residents have the comfort of a vibrant enclosed courtyard. Baker Place offers secure parking and gated entrances.

Management

The developments will offer to residents a number of services which will include a dedicated management service encompassing care-taking, cleaning of communal areas, management of bin stores, cycle stores and general building support duties as well as being a daily presence for customer liaison. Security will be supported by the provision of CCTV to both sites linked to our core security management and access control systems.

Air Source Heat Pumps

Energy efficiency has been a key when designing this development. Both the heating and hot water is supplied by air source heat pumps. These pumps absorb heat from the air outside, this then circulates through a heat exchanger and heat pump to create heat to the hot water and under floor heating systems. By installing smart meters to each of the properties to monitor efficiency this will ensure the tenants bills are kept to a minimum.

One Manchester will provide full in-house facilities and ground management to the Aaban and Baker Place areas to maintain the attractive aesthetic look of the development. Additionally, as part of the

legacy of the development we will plant over 100 new trees on site and around Hulme to enhance the environment.

Within One Manchester's our "My Neighbourhood" approach, we will drive forward a range of campaigns, events and initiatives at a local neighbourhood level to ensure our tenants are safe and our neighbourhoods are well managed and maintained. This enables One Manchester to maintain its accommodation and that the development remains an attractive place for people to live. This will be done through regular communication with residents, and visible staff to continue the company's reputation for delivery.

Marketing and Letting

The Aaban and Baker Place will be managed in partnership with local letting agency Townhouse Lettings. Townhouse Lettings are a privately owned letting agent's based in Manchester, who deal with professional lettings, property management and property sales. Townhouse Lettings will provide letting management skills and marketing skills for the private sector to improve on One Manchester's letting capabilities. This partnership will combine the skill sets, market know how and capacity of both organisations to The Aaban and Baker Place effectively and efficiently. The properties will be linked to One Manchester's housing management service, which will bring them into "My Neighbourhood" approach.

The approach to marketing and letting will be through web, social media, text and telephone services. The core lettings offer will be provided through Townhouse lettings who are based in the city centre and who will have a dedicated team member assigned to The Aaben and Baker Place. This is where potential tenants can come in and find out more about the properties which are on offer and the services we provide. This service will be active out of traditional working hours, offering viewing and appointments in the evening and at weekends to provide flexibility to potential tenants.

One Manchester will let homes to economically active households, both existing Manchester residents and those moving to Manchester to work. Robust checks will be made to the credit readiness of prospective tenants to ensure they are able to both afford to sustain their tenancy but are also able to do so effectively. It is expected that a number of households will be shared lets and in these circumstances all adults will be subject to checks and will be required to become joint tenants to the property. One Manchester will not allow the Aaben or Baker Place developments to used as student accommodation and will effectively manage tenancies to ensure that this is enforced.

Townhouse lettings will mange tenant rent accounts. These will be collected via direct debit as part of industry norms and to maximise efficiency. Should arrears occur Townhouse lettings staff will work with tenants to agree the best way forward to ensure arrears don't continue to build up.

Repairs and Maintenance Service

Townhouse lettings supported by One Manchester will provide a repairs and maintenance handling service that is open traditional working hours and provides an out of hour's service open 5:30 pm - 8:00 am Monday to Friday and 24 hours over the weekends. All repairs can be reported via the internet or by telephone

Within our workforce One Manchester has an in-house repairs and maintenance team who are responsible for all our day to day responsive repairs, mobile cleaning services, graffiti removal, landscape maintenance and planned maintenance. The team consists of professionals with over 60 trades including, electricians, heating engineers, plumbers, joiners, plasterers, some of which are multi-skilled. We offer appointments for the vast majority of repairs and these are categorised as follows:

- Emergencies
- Urgent repairs
- Routine repairs
- Planned Works

We manage our stocks through planned maintenance and improvement via in-house resources ensuring homes remain decent, energy efficient and in demand. Planning of investment is undertaken via asset planning systems identifying the appropriate time for the replacement or improvement of components in terms of life-cycle, regulation and legislative changes and property value, demand and spatial synergy.

Specific specialist maintenance requirements regarding air source heat pump provision and other specialist components options will be managed through the build contract within the first 12 months of the development after this period specialist teams within One Manchester will mange this function .