



MOSS SIDE MSV DEVELOPMENT OPERATIONAL, MANAGEMENT AND ACCESS PLAN – July 2025

Overview

The purpose of this report is to detail the arrangements for the ongoing management and maintenance of the development located at Barnhill/Raby Street, in Moss Side, Manchester. The report will detail how various resident services will be operated and how resident amenity and accommodation quality will be maintained throughout the life of the scheme.

The effective management and operation of mixed-tenure developments is crucial to the long-term success of any scheme. Residents who feel engaged and part of a community will have a far more positive experience in their homes.

The development is being delivered by MSV Housing (MSV), who have been in operation since 1965 managing almost 9,000 homes across Greater Manchester, Lancashire and West Yorkshire and over 1,400 homes in Moss Side. These are a mixture of homes for general needs, homes for rent, shared ownership, homes for later living and supported housing.

The development will deliver 212 new homes, together with outdoor amenity spaces which residents will have access to. These areas are located on the ground, and on roof levels. It is envisaged that the development, subject to planning, will become operational in 2029.

MSV will be responsible for the operation of the development. This management plan will provide a summary of how the scheme will be managed on a day-to-day basis.

Staffing

MSV staff will not be resident on site, however MSV will employ a range of staff who will provide services to the scheme including Neighbourhood Officer and Manager, together with Maintenance and Facilities Management staff, including caretaking. MSV own and manage several large schemes within the area, it is envisaged that this concentration of stock will become a hub for staff and service delivery.

Response to Incidents

Building issues – managed by the facilities team and generally carried out by them personally or by a specialist contractor where appropriate.

Anti-social behaviour from residents or their guests – MSV have a dedicated ASB team

Communication with neighbouring occupiers via the Neighbourhood Team

Security

Security within the building for our residents is paramount and this will be reflected in the scope



of our operations. MSV Housing engaged with Greater Manchester Police early in the design process to ensure the initial design was being developed with security at the forefront. In delivering the scheme we will continue our dialogue to ensure a robust final design that puts the residents' safety at the heart of its strategy.

The building will be accessed using an electronic key fob and the access strategy developed to mitigate risks of tailgating.

CCTV will be in operation on the development and signage will be displayed in prominent locations. Appropriate signage will be displayed for the benefit of residents, public and visitors.

Large residential developments are particularly prone to unauthorised access from individuals; this is particularly prevalent in schemes with no on-site staff and/or many entrance points. As such a robust and cohesive approach to access and security is crucial to ensure that security is maintained, and residents feel secure in their homes.

Communal Security Management

The main residential entrance will operate via a programmable fob. The fobs will be monitored and programmable by the MSV staff.

In the event of lost/stolen fobs, replacements can be provided and the original removed from the system ensuring that security is not compromised.

Apartment Security Management

Residents will access their apartments with individual fobs provided at the point of handover. MSV team will not hold any apartment keys unless requested directly by the residents.

Apartment doors will have a dead lock, door viewer and automatic door closer. Doors will be opened/locked via a fob key and will not self-lock. A thumb turn will be on the inside of the door.

Post/Deliveries

Visitors/deliveries will gain access by contacting the apartment resident directly via the intercom system allowing residents the opportunity to screen visitors before permitting access.

Parcel/Post rooms are located on the ground floor of each block, any deliveries will be able to be left in the post room, which will contain lockers for each apartment. Access beyond this room will not be allowed for Royal Mail or any delivery staff.

Refuse

Apartment Block A will have bin chutes on each floor which will provide quick access for residents to dispose of waste. MSV will be responsible for ensuring the chute remains clear and the refuse deposited appropriately within the provided bins.

Residents in Blocks B-E above ground floor will deposit waste and recyclables to the ground floor bin



storage, this store will have a range of bins suitable for general waste, dry mixed recycling and glass recycling. Once these bins are full MSV will move these to the external holding area located on Barnhill Street

All ground floor apartments and Block F (houses) will have their own bins located in the garden area, and will be responsible for them on bin collection day.

Cleaning

The scheme will necessitate the appointment of cleaning and maintenance operatives who will be responsible for ensuring that the residential common parts and all outdoor areas remain in a clean and safe condition for residents, visitors and members of the public.

Internal Cleaning of Common Areas

Residential corridors will be cleaned by cleaners to ensure the highest standard of cleanliness. Sufficient cleaning facilities (power and water outlets) will be provided throughout the communal areas.

Refuse rooms will have a water connection to allow them to be hosed down and cleaned regularly.

Landscape/amenity areas will be subject to a regular cleaning regime carried out by the contract cleaner.

External Cleaning and Maintenance

The external envelope of Block A will be cleaned via a BMU system installed to the roof. This will be inspected and tested regularly to ensure a safe working system.

The windows of blocks B-E will be cleaned via water fed poles.

External cleaning will be carried out regularly; an external contractor will be appointed to carry out these works and will provide safe operating procedure.

Residents will also be able to open some windows inwards to allow for individual cleaning on an ad-hoc basis.

External landscaping will be kept in good repair and maintenance for both the benefit of the residents and the general public. Any required works will be carried out in a timely manner so as to avoid causing unnecessary nuisance or disturbance to occupants, the public or neighboring residents.

Regular litter picking will be undertaken by the caretaker. The cleaning contractor will also be responsible for ensuring that external areas are free from litter and debris.

Car Parking

The development will provide a parking provision for 63 spaces for the residents (including 7 houses which have on plot parking)



The car park will be well lit, maintained and monitored (including CCTV coverage) to deter any anti-social behaviour.

It is anticipated that parking will be allocated to specific units. Prospective occupiers will be aware of the parking availability at the site prior to taking up property. MSV are looking to introduce a car club on the site.

Roof Terraces

Each block of the development has its own roof terrace, as these are such an integral part of the scheme and there are many additional safety concerns. The roof terraces have their own operational management plan, which is attached at Appendix 1

Fire & Emergency Procedures

The Fire strategy has been developed to address the requirements of Part B of the Regulations that governs fire safety of building design.

For the higher risk buildings (HRBs) of Block A, the Building Safety Regulator (BSR) will be the approval authority at each gateway stage. All the residential flats in the buildings will operate what is referred to as a “safe to stay, safe to leave” evacuation strategy unless the Fire Service override this. As Block A has a top storey more than 18 m above ground level, an evacuation alert system (EAS) will be provided in accordance with BS 8629 for use by the local fire and rescue service. Within each flat, at least one evacuation alert sounder will be provided.

The residential Blocks A to E will be fitted with a domestic sprinkler system, which will extend to all residential ancillary areas.

In every building block (except Block F) - the lifts are proposed as evacuation lifts, which are connected to every staircase with the stair/evacuation lobby. It is proposed to adopt a mechanical smoke ventilation system (MSVS) as opposed to a natural option within residential common corridors. All flats in the scheme – except Block F - are accessed via common residential corridors. Escape routes within the building will be provided with effective lighting to allow people to safely use these routes in the event of a fire occurring or in the event of failure of the normal lighting power supply. Fire safety signs are to be installed within the building where necessary to provide clear identification of fire precautions, fire equipment and means of escape in the event of a fire.

Block A has two escape staircases as it is a High-Risk Building. Block B one staircase. Block C has two lifts as on some of the upper floors there are M43 units and the block is an older person block, hence why the two lifts are required, i.e. one for back up. Blocks D and E have one staircase and lift. Each compartment has the suitable fire doors.

Block F is made up of 7 houses, which are to be provided with a protected entrance stair that will provide access to all rooms within the house. The house entrance door shall open directly into the protected entrance stair.

Cycles

A separate cycle store with storage bays will be provided at ground floor level with access via a secured door. Cycle hooks will also be provided within each apartment.



Resident Welcome Pack

Each new apartment owner will receive a Welcome Pack document to help residents understand the key elements of apartment living and what they can expect from MSV. 'How to' guides will be included within this welcome pack including information on the use of mechanical ventilation systems. Details of the wider neighbourhood including Heineken, the WISSC and the facilities will also be included. Details of the Travel Plan and the Car Club will also be available.

Regular Newsletter

MSV already produces newsletters for the Moss Side area on a quarterly basis that are distributed to all residents to keep them informed of news/events and any health and safety issues.

Service Charge Strategy

The effective management and operation of service charge finances is crucial to the long-term success of any development. The importance of a well thought-out and robust service charge proposal cannot be overstated, as all too often consideration is inadequate, this in turn leads to unsatisfactory experience for leaseholders.

MSV will provide a Service Charge Strategy to support the successful management and to ensure that the expectations of leaseholders and residents are met through a realistic and robust financial model.

Conclusion

MSV consider that the scheme proposal will be well placed to deliver a comprehensive service to future residents and visitors and will further add to the regeneration in the immediate vicinity.

The strategy and design anticipate and account for the operational needs of the management team and will ensure that a robust service is delivered to the resident as the ultimate end user.

APPENDIX ONE

ROOF TERRACE OPERATIONAL, MANAGEMENT AND ACCESS PLAN TO THE MOSS SIDE MSV DEVELOPMENT.

Overview.

This MSV Management access plan has been prepared to set out a framework for the operation and management of the roof terrace to ensure its use can exist harmoniously within the surrounding properties and to comply with all the relevant MSV requirements and legal standards such as building control, fire BS9991 etc.

The main roof top areas are located on the top floor to blocks B, C, D and E. Block A's terrace is on the 6th floor. The communal amenity space for each block helps the scheme maximise the external space available to residents. There is direct access off the top floor residential corridor for each block resident, as well as invited visitors, controlled by the resident of that block. The general public or members from other blocks cannot gain direct access to the roof terraces without a block resident in attendance. As it is fob access only via 3 controlled doors.

Objective aim of providing these spaces.

The aim of these areas is to improve the quality of the residents' lives by providing a protected, quiet area of urban growing, plants and trees with some seating: A place to create a community for each block, as well as a meeting place for residents in a safe environment. The roof terraces could be the heart of each block on the development, used as outdoor spaces for lunch and general amenity purposes to meet. Fixed furniture will be provided that allows a variety of uses as well as planters to promote growing of vegetables and plants and trees in plots. Bee gardens could materialize on some roofs if the residents wish this to be.

The roof terrace on Block C is accessed directly off the residents lounge and is situated to enhance the residents lounge and 'bring the outside inside'.

Access to the roof terraces.

- Step free access, so available for access to all block residents and invited visitors.
- Ground floor entrance door will have a fob access and video entry system on both sides of the buildings.
- Access doors are level accessible.
- Path widths have a min 1500mm for wheel-chairs.
- Planters will be designed to allow wheelchairs users to use.
- Access via the lobby entrance door on the ground floor (controlled by the residents)
- Then access via the staircase or lift to levels 4, 5 or 6.
- Access on the top floor via a fob access door out onto the external roof terrace area.
- All access will be to M42 for blocks A,B,D and E and M43 for block C- Over 55's block.
- Consideration has been given at all times to allow for correct manoeuvring and surface treatments.



Overlooking and Privacy

- No bedroom windows directly overlook the space at that level.
- No direct private access off a flat to the space.

Facilities

- Water tap provided for drinking and watering.
- Lockable Power points (external type) provided for power tools etc.
- No wc area, residents and their guests will use their own- facilities.
- No waste bins as that could create a fire and amenity risk. Residents encouraged to take rubbish away.
- The top deck is formed of a fully tested flexible, sustainable, safe surfacing offering a surface to falls, so that it can free drain to the waterproof layer within the gutter to one end. Laid to 1.40 falls.

Safety

- 2.260m to 2.460 m high approx. perimeter metal panelled fence with perforated holes (small to prevent climbing) around the roof terraces on 3 sides. Its securely enclosed with a framed structure with bronze perforated metal mesh panels running in front of the frame posts reflecting the overarching development aesthetic of the top of the attic level linked to the line of the windows adjacent. It affords views out across Moss side to three directions for each roof terrace.
- Robust building specification of all elements in this space to meet fire regulations.
- In line with BS9991 Evacuation lifts and staircases will be provided in the event of an emergency.
- Due to fire regulations the space allows only 60 persons per roof terrace, this will be managed via the CCTV on the roof block and the fob access.
- Trees and planters to be positioned away from the fence to reduce the safety height.

Hours of use

- The roof terrace will be in use between the hours of 9am and 9pm, doors will be closed outside these hours.
- To avoid any disturbance to neighbouring properties, all the properties windows are orientated away from the spaces, with the exception of the lower few windows to levels 6 and 7 on block A.

Management and neighbour liaison

Rules of operation will include:

- No smoking
- No barbeques
- No sports
- No loud music
- Children must be supervised
- No climbing on furniture

All residents as part of their tenancy agreement will sign up to the rules for the roof terrace.

Conclusion



This Roof Terrace Operational Management and Access Plan, sets out how the design and management of the roof terrace for the development could work to ensure its use would not cause any impacts to the amenity of nearby neighbouring properties.