



Landsec

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Residential Management Strategy Outline – Mayfield 1B

The development will be managed by an experienced building management company. While the company is yet to be confirmed, Landsec are committed to ensuring the following high-level principles will be implemented in the management strategy. Landsec have engaged with Urban Bubble, the award-winning property operator specialising in the leasing & management of residential communities including Build to Rent communities, throughout the design process.

General Principles

There will be a 24hr concierge working in the buildings in order to address urgent management queries.

Waste management will be tied in with the estate management strategy in order to minimise disruption and maximise the efficiency of collections.

The building will be self-serving and have no reliance on other buildings for the management strategy to operate.

Access

Access will only be available for building residents and their visitors. This will be controlled in two ways, reception and concierge control of the main entrance and a key system for doors and vertical circulation giving access to the rest of the building.

Communication

The management company will use an app as the main method of communication with residents. The app will be required to book out spaces, access public-restricted spaces and communicate with the staff. Alternative methods of communication include email, telephone and letters.

Common Areas Reception

Reception will be staffed 24hrs/day to ensure all residents are able to address any management concerns immediately. Reception will also control the main entrance and have visual control on the access to the rest of the building through CCTV for security purposes.

Internal Amenity

The internal amenity will be managed from reception/management office, with cameras providing overview of the spaces. This will ensure the areas do not become over-populated and stay within the fire strategy tolerances, cause any anti-social behaviour, or become a general nuisance.

External Amenity

The external podium terraces will be accessed from inside the secure residential buildings. The areas will have sufficient CCTV coverage to allow remote monitoring of activity and to ensure the areas do not become over-populated. The podiums will be non-smoking areas.

Refuse

A waste and servicing strategy was submitted as part of the planning application. Further detail will be submitted by way of a planning condition.

Cycle Storage

The cycle stores will have sufficient CCTV coverage to permit remote monitoring. Access from the store will be controlled by relevant key strategy provided only to staff and residents. Residents will be responsible for ensuring there is no tail-gating. Access from the cycle store into the rest of the building will be lock-controlled.

Third-Party Access

A substation is provided on site that requires 24hr vehicle access. The access will remain clear and be the responsibility of the management company. The third party access is limited to the relevant electricity company who will have responsibility for maintaining the locks on the substation. Any other third parties looking to access the building will be required to book in via reception before being permitted access.

Deliveries

A parcel store is provided at ground floor with access on a key system to staff and residents. A system will be provided to issue a notification to the residents phone advising them to collect. A loading bay is provided on the estate road to permit deliveries.

Hot food deliveries

Deliveries of hot food will access the buildings via the estate road, and short stay loading bays are provided within the landscaping adjacent to the building entrances. Drivers will access the buildings via the concierge managed main lobbies and wait to meet the resident on the ground floor.

Supermarket/bulky deliveries

Bulky and supermarket deliveries will access the buildings via the estate road, and short stay loading bays are provided within the landscaping adjacent to the building entrances. Drivers will transport the goods to the relevant apartment to be received by the resident.

Taxis

Taxis will access the buildings via the estate road, and short stay loading bays are provided within the landscaping adjacent to the building entrances where they will pick up and drop off.

Employees

The management company will employ circa 10-15 staff directly on the site for its effective management. On top of this, there will be further indirect employees, e.g. cleaning, window cleaning and any specialist maintenance operative, who will be required to sign in if visiting the buildings to carry out work.