

Operational Management Plan- Albert Bridge House

On behalf of Oval Real Estate Ltd

May 2025

Introduction

This operational management plan outlines the proposed management strategies to be adopted for the residential development of Albert Bridge House. These strategies have been chosen to ensure a high-quality provision and maintenance of all services on the site.

The site is bounded by the River Irwell to the north-west, Bridge Street to the south, St. Mary's Parsonage to the east and Trinity Bridge to the north-east.

The development will include three new buildings: one designated for the office use and two new residential blocks which will provide 804 flats will act as landmark buildings at 37 and 49 stories in height.

The ground floor of two buildings will feature retail spaces, restaurants and cafes. The residential units will offer a mix of 1, 2 and 3-bedroom apartments.

The Operational Management Plan will cover the following key areas:

- Access and Security
- Staffing/Reception Services
- Response to Incidents
- Cleaning and Refuse
- External Cleaning and Maintenance
- Car Parking
- Bikes
- Post and Deliveries
- Commercial Units

Access and Security

Access points within the buildings, such as pedestrian entrances, the resident's car park and the bike store, require key fob access to ensure security of the buildings.

The resident's entrance is at ground level on Bridge Street. Placement of the concierge area on the ground floor ensures that there are clear lines of sight to the main entrance, the loading bay and the

café entrance, increasing surveillance of the pedestrian entrance. The parcel store is also located behind the concierge desk, ensuring a secure delivery of parcels. The public access to the café/retail space is from the public realm on Albert Bridge Square, but key fob access is required to enter the adjoining residential areas and individuals must also pass the concierge.

Accessibility is ensured through clear wayfinding with the stairs and lift core marked out using colour and projecting elements. Despite the cycle storage being on the first-floor accessibility is ensured through shallow cycle stairs and two lifts requiring a fob/access code.

To ensure a sense of safety and security in the public realm areas a lighting strategy will be implemented.

Two lay-bys have been designated to ensure servicing, waste collection and fire access. Bridge Street lay-by is adjacent to the residential building and bin store, ensuring effective servicing of the building.

Staffing/Reception Services

The concierge is located on the ground floor with clear lines of site to the pedestrian entrances. It is located in the double height reception area, with the cycle store and shop located on the upper floor and café on the ground floor. This ensures that it is the first point of contact for residents and will ensure that the staff are best placed to deal with day-to-day matters such as organising deliveries and updating residents as well as address resident issues such as reporting repairs.

The managing agent of the building will provide concierge attendance, and all relevant personnel required for the maintenance and cleaning of the scheme.

Cleaning and Refuse

It is proposed that residents within the development would be provided with four bins. One for general non-recyclable waste; one for mixed dry receptacle; one for glass and a small receptacle for organic recycling (food).

The residents will store and segregate waste into four main streams internally before taking it to the waste store at ground floor, conveniently located at ground floor close the cores of the proposed building.

For Blocks A and B, bin storage will be provided across both a ground floor compound as well as an additional mezzanine level. Further information on these layouts can be found within Studio Egret West's plans – however a brief summary is also provided below:

- Block A; ground floor provision: 16no. 1,100l Eurobins & 12no. 240l wheelie bins (111m²)
- Block A; mezzanine level provision: 61no. 1,100l Eurobins & 4no. 240l wheelie bins (177m²)
- Block B; ground floor provision: 22no. 100l Eurobins & 15no. 240l wheelie bins (111m²)
- Block B; mezzanine level provision: 62no. 1,100l Eurobins & 2no. 240l wheelie bins (176m²)

The waste store sizes have been determined to maximise activity a ground floor and to reduce the number of bins at the collection point.

Suitable lifts are provided within both residential blocks, allowing suitable access between both levels so that suitable waste management can occur, allowing for easy reconfiguration, when necessary, i.e. on collection days.

The management company will be in charge of monitoring the recycling rates and actively promote high recycling rates.

The three main waste streams for the office uses are:

- General, non- recyclable waste;
- Dry Mixing Recycling (Comprising paper and cardboard, plastic and aluminium); and
- Glass Recycling

Waste collection will be provided by a combination of scheduled Council collections for residential use and a private contractor for commercial uses. The private contractor will be appointed in due course.

Waste collection will be provided by scheduled Council collections.

The building management company will be responsible of having the full bins ready for collection at the external waste store. The waste operations will then transport the bins to the internal collection points along the proposed internal servicing route and load them into the refuse vehicle.

The managing company will have responsibility for providing the cleaning staff and ensuring cleanliness within the building. They will also be responsible for cleaning the bins on a regular basis and arranging for replacing damaged bins when necessary.

The management company will be in charge of monitoring and cycling rates and promote actively high recycling rates within the employees of the different uses. This can be achieved by giving information of the benefits of recycling and information on how to segregate.

External Facade Cleaning and Maintenance

External access and maintenance are divided into three separate strategies:

- For levels 00 to 01 a long reach pole to max 12m and mobile elevating work platform (MEWP) to max 15m will be used.
- For the intermediate levels, glazed façades are accessed directly from the terraces and via long reach pole.
- For the rest of the facade, a Building Maintenance Unit (BMU) will be used from the L46 roof with a 24m arm reach (oversail restrictions set at 2m from façade line).

The glass replacement strategy is to be undertaken by internal methods where possible.

Inward opening windows with 1100mm transom for full height windows will enable window cleaning.

Car Parking

There is a basement car park, which is sub-divided between the commercial and residential spaces. At the entrance to the basement, there is a secure automatic opening gate operated via fob/remote control. Access to rest of the residential building is via stairs or an accessible lift located in close

proximity to the parking area. There are seven spaces for residents, which are accessible.

The basement is accessed by car from a one-way vehicular ramp from the north-west corner of the site.

The car flow will be managed with a traffic light system. There will be a waiting area at the bottom of the ramp as well as on the access road off Bridge Street for vehicles entering the basement if there is an exiting vehicle.

Pedestrian access: the basement can be accessed by one stair in the core and by one of the cycle lifts.

Bikes

The first floor is occupied by the cycle store with annexed self-servicing and cleaning bike workshop, encouraging healthy lifestyles and providing the opportunity for interaction between the residents. The store can be accessed from ground floor either via two external cycle lifts or from the external shallow cycle stairs, fitted with side bike track to allow easy wheeling of the bike. The store is then connected to the main core via fob access for security.

The cycle stores provide 800 sheltered bike spaces:

- 381 spaces in Building A
- 419 spaces in Building B

Public Realm

The public realm areas surrounding the scheme will be kept in a constant state of good repair and maintenance for both the benefit of the residents and general public. Actions will be taken such as inspecting the hard landscape areas on a six-monthly basis to identify and repair any damaged areas, with the natural hard stones being cleaned three times a year following an initial deep clean. Seasonal maintenance such as leaf and snow clearance will also be required.

Ground Floor Commercial Units

The scheme includes 6,274 sq. m (GIA) of commercial, leisure, food and drink uses (Use Class E (a), (b), (c) and/or drinking establishment Sui Generis) at ground floor level which spill out onto the public realm.

Dispersal

Occupiers responsible for own security; depending on use this will differ in terms of what is required, however if this is a licenced premises they will need to comply with their Licencing conditions, and we will expect to see security within these demises to ensure prevention of crime and disorder and prevention of public nuisance. In common areas this will also be something that we will monitor and ensure the security provision on site is appropriate and suitable for the occupiers on site.

CCTV cameras will be located in the common areas, managed and operated by the Building Management Team.

If any occupiers or their staff become aware of or suspect the presence any suspicious objects, people or occurrences seen within the estate or its vicinity should be reported to reception in the first instance, so internal emergency plans may be put into action.

Smoking Policy

There will be an Occupier Handbook prepared for the site which will detail the Smoking Policy.

Any smoking will be prohibited in and around the building. On no account should smokers congregate in the vicinity of the main entrance to the building or any other entrances, inside or outside the building.

If required, an area away from the building could be dedicated as a smoking zone to comply with all regulations and occupiers and their visitors would be asked to use this facility.

Internally, we will operate a strict 'No Smoking' Policy which also includes e-cigarettes.

Music Policy

This will depend on the occupiers on site, however before allowing music beneath the residential we would require a noise risk assessment to be carried out to ensure no transference issues with residential above/or to the street. Any premises playing music will require a PRS licence.

Adequate insulation and protection must be approved where any equipment is to be installed which is likely to cause noise, vibration or odours.