

Union T2 – Operational Statement

1. Introduction

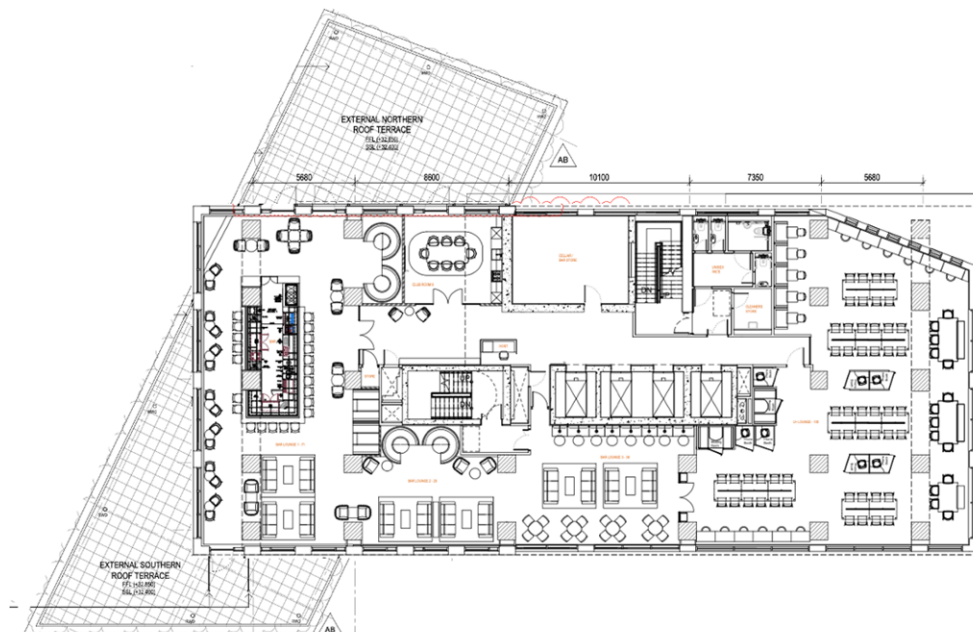
This Operational Statement has been prepared to support the use of the resident's bar located on the 1st floor of Union T2.

Planning permission was granted for the following development and this statement is to notify Manchester City Council of the improvement of the 1st floor and the exclusive sale of alcohol to our residents and their guests.

An Operational Statement was submitted as part of this application and approved by the Local Planning Authority. However, this Operational Statement supersedes the version previously submitted and has been prepared to provide additional information on how we will operate the bar on the 1st floor.

We intend to regularly host complementary events for our residents, and we wish to improve the amenity floor by having a private residents bar with strict restrictions on the capacity, volume levels and opening times to enable a well-managed space. This will be operated considerably as our intention is to elevate the experience for our residents and their guests.

2. Amenity Layout and Floor Plan



3. Access control and staff monitoring

Entry into the building is through a computer-based access control system and all residents are issued with an electronic fob which will give access to the amenity floors as well as their dedicated apartment. This system allows for fobs to be deactivated, in the event of loss, and also provides a full audit of the use of every door lock and every fob.

Having all residents leave and enter through the reception allows staff to quickly get to know the residents and to control their access. The Union 24-hour presence enables our staff to quickly attend to any reported incidents in the building, including any disputes, noise issues or behavioural problems.

During out-of-office-hours the customer service team will also conduct regular site patrols within the building.

When the floor is closed the space is locked down by the management team and will be cleared so no residents use the bar after hours.

4. Operational Management Strategy

4.1 Overview

T2 Bar will operate as set out below. Our intended activity and events programme will provide weekly events for our residents to attend, these events are usually supplemented and free for our residents and their guests. Examples of these events are craft workshops, cocktail masterclasses, networking events and supper clubs.

The reason for the bar use is to add an additional function to the space and allow us to responsibly sell alcohol, allowing our residents to have an exclusive experience within their own building.

4.2 Hours of Use

The internal areas of the 1st floor will be open for residents to use throughout the day Monday – Sunday.

	Proposed hours of use
Monday	08:00 – 00:00
Tuesday	08:00 – 00:00
Wednesday	08:00 – 00:00
Thursday	08:00 – 00:00
Friday	08:00 – 00:00
Saturday	08:00 – 00:00
Sunday	08:00 – 00:00

External terraces will be limited to the hours of

- 12pm to 10pm Monday to Saturday
- 11am to 7pm Sunday

4.3 Staffing

It is imperative that all Union staff respect the premises and the residents around them. We will be employing a manager and assistants for when the space is operational, we currently have no staff overseeing the amenity when it is in use, but any licensable activity will be monitored responsibly.

Staff will be trained to provide high levels of hospitality, cleanliness, friendliness and security in line with our current management standards and licencing. Staff will receive the necessary 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.

Over the two Union buildings all staff will go through the eLearning course for the sale of alcohol.

Below are several provisions that will be agreed with in accordance with industry best practice:

- All staff will be trained to a high standard in operating procedures and customer service.

- All staff will be trained on the Challenge 25 policy and licencing laws
- Staff will be trained to assist disabled users in the building.
- Staff will be regularly trained on the building fire procedure.
- All staff will be trained to ensure all residents and their guests leave the floor quietly respecting the residents in the building
- All staff will be trained on the smoking policy

4.4 Site Safety & Security

The prevention of Crime and Disorder:

- 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 Licensing 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.
- Any resident who appears to be intoxicated or who is behaving in a disorderly manner will not be allowed entry to the bar. 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.
- Management will ban known residents from the site and share information with the police and licensed premises in the area if they cause any serious offence. They will also be denied from booking a table again.

4.5 Noise Management

Amplified sound levels within the venue will be controlled by a member of staff in the bar area and will be kept at background music level so there is no risk of sound egress. The floors above and below level 1 are not residential use.

4.6 Management of Outside Terraces

An external seating area will be provided to allow residents to drink in a pleasant environment. This area will be opened seasonally and we will restrict use of the terrace during bad weather conditions.

- The bar staff will be trained to monitor the outside terrace area whilst it is in use.
- Members of staff will ensure that tables are regularly cleared, and all glass removed when closing down.
- All residents to be clear of the terrace by 22:00 Monday – Saturday and until 7pm on Sunday
- After 24.00, the furniture will be either stored inside the bar, or stacked and secured outside

4.7 Smoking

Smoking is not permitted in any areas of the building or on the terrace.

The management team and staff members will be trained on MCC smoking policy and conditions in line with the rest of the buildings smoking policy.

5. Conclusion

The proposed operation has been carefully considered to ensure there is a positive impact upon the residents within our building, and disruption to residents will be eliminated due to high levels of staff training.

The management team and reception staff will remain available for regular contact with residents to ensure their views are considered, We will remain open to further suggestions to ensure the site is managed appropriately and consider all our residents who already give great feedback for our events.

6. Contact Details

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