



THIS CITY



MANCHESTER
CITY COUNCIL

Management Statement
Postal Street
Northern Quarter, Manchester

Rev	Date	Auth	Ckd	Comment
1	18.03.25	HL	JH	Draft
2	25.03.25	HL	JH	Issued

Management Statement in Support of Postal Street's Planning Application

Application for Full Planning Permission for the erection of a residential apartment building (Use Class C3a), of 8 storeys (126 apartments); together with ground floor commercial units (Use Class E), cycle parking provision, and other associated works.

Resident Management Strategy

- Our properties are rented as longer-term tenancies, avoiding any weekend/holiday letting issues which could arise.
- We will provide residents with a Home User Manual that will explain how a resident is expected to manage things such as refuse, noise, moving in and out, car parking, and visitors, setting the behaviors expected of all residents.
- This will also set out what our residents can expect from us, in terms of level of service, response times, complaints procedures, etc.
- Residents will be expected to book their move in or out date and time slot with the Managing Agent and will be designated a slot and procedures to effectively manage this process during this period and coordinate this with fellow residents.

Access and Security

The building has an access-controlled entry and monitored CCTV. As part of the development of the scheme, the team will be working with Greater Manchester Police to gain a Secured by Design accreditation for the building.

Staffing Levels

The building will benefit from a Building Manager to keep an eye on the development regularly. A Cleaner will be employed to keep communal areas clean alongside a maintenance team who will also manage the waste and recycling facilities. To accommodate this team, there are welfare facilities and a dedicated office space located on the ground floor.

Waste Strategy

The residential and commercial units will be in line with the Waste Management and Servicing Strategy, completed and submitted to form part of the Planning Application pack.

Car Parking and Cycle Parking

The proposed development is in a highly sustainable location and therefore does not have any dedicated parking associated with the building. To encourage Active Travel, residents will have the ability to store a bike within the development, either within the residences or in a dedicated cycle store.

Cleaning and Maintenance

Cleaning of the communal areas would be undertaken by the Cleaner. Servicing and maintenance would be arranged through the Management Agent responsible for the building.

Residential Management and Ongoing Maintenance

- Appointing a reputable and experienced Managing Agent who will be working across our portfolio will provide high levels of customer service and fast response to any maintenance and management issues. This team will deal quickly and robustly with any breaches of tenancy agreements as well as provide a responsive service for tenants to request repairs.
- We have made conscious decisions to minimise the need for regular maintenance costs by choosing high quality, whole life costed materials and finishes.

Commercial Unit Management Strategy

There is a flexible commercial space at ground floor that can be sub-divided within the development, subject to what is brought forward by tenant(s). The occupier(s) of the commercial unit(s) are not presently known, but their lease(s) would not permit amplified sound (with the exception of background recorded music) within their space(s) and any tenant(s) will be responsible for obtaining any necessary planning or license applications relating to their use, including, any branding and signage.

The management of the commercial unit(s) is subject to details once the tenant moves in. However, any commercial tenants will be required to maintain all areas within their occupation in a clean and tidy manner and shall be obliged to ensure that any shared areas are likewise maintained to a suitable standard following use.