Cross Keys - Management Plan

This document serves to summarise the management and operational strategy of Cross Keys, a BTR scheme comprising 99 apartments.

The development will be owned by a single landlord, and professionally managed by a single management company CERT Life.

MANAGEMENT STRATEGY	
LEASING	
COMPONENT	**PRS**
TYPE	- Assured Shorthold Tenancies (AST)
TERM LENGTH	- 6 months minimum - The majority are expected to be 12 months +
BILLS	- Council tax to be paid directly by the tenants.
MANAGEMENT	
COMPONENT	
MANAGEMENT SOFTWARE	- Arthur property management - Xero accounting
REGISTRATIONS	- TPO - ARLA - Client Money Protect
STAFF	- Property manager, based in the head office and on-site presence. Secondary point of contact for tenants. - Community coordinator, based on-site. Primary point of contact for tenants. - Security staff out of hours. - Cleaning.

PARKING	- There is no car parking available. This will be made clear within marketing material for the development. Tenants will be provided clarification prior to signing a lease that resident permits from the local authority will not be available. - This will be noted on the lease agreement.
BIKE STORE	- The bike store has provision for storage of 100 number of bikes - CCTV will be installed. - Fob access.
COMMUNICATIONS	- Tenants will have a dedicated CERT Life app which will provide notifications of communications, services and events from the building management team. - Notice board.
DEFECTS / MAINTENANCE	- Defects or maintenance issues identified can be reported directly to the Property Manager, who will arrange for the necessary repairs with the network of maintenance contractors where required. - The development will have a long term maintenance strategy to ensure the any defects are identified at an early stage and resolved.
DELIVERIES AND PARCELS	- Delivery companies to be provided an access code in order to access the post and parcel room from the pedestrian entrance to the development. - Parcel lockers are included, which allows for delivery companies to drop parcels within the secure lockers. Tenants are notified of a parcel being delivered to a specific parcel locker via an app and SMS message. They receive a QR code which allows them to open the parcel locker containing their delivery parcel. - Each property will have their own post box within the post and parcel room.
REFUSE / RECYCLE	- The bin store is located at GF level. - There will be a provision of general waste and recycling bins. - Waste collection will be weekly, with a local authority and private collections. - Bin store to be cleaned fortnightly with disinfectant. - Further details are provided within the Waste Management Strategy
SECURITY	- CCTV all communal areas - Fob entry to building - 24 hour staff presence
POLICIES	
COMPONENT	
SMOKING	- No smoking, including within the external garden terrace and amenity room

CORONAVIRUS	- In the event of increased restrictions the management team will provide notifications to all tenants via the dedicated app, email and notices throughout the communal areas of the policies to be put in place, depending on the government guidance at the time. - Communal areas may be closed, or operated at a reduced capacity, and tenants may be required to wear face coverings within these areas. - Cleaning will be increased to all communal areas and circulation spaces. - Restricted use of the lift. - Support offered to tenants required to isolate.
AMENITIES	
COMPONENT	
RESIDENTS LOUNGE	- Residents lounge for tenants to socialise, furnished with relaxed seating and dining facilities - Equipped with kitchen facilities, 10GB wifi and charging points - Good use policy to be put into effect to encourage residents to clean up after themselves in the best interest of the building and one another
GARDEN TERRACE	- Includes relaxation zones for communal classes such as yoga as well asl more social areas for gatherings of circa 6x people - Induction to the area will be provided to all tenants upon arrival and proper use guidelines provided. - Regular cleaning and garden maintenance contracts to be put in place