Residential, Hotel and Commercial Management Strategy Outline – Viadux Phase 2a and 2b

The development will be managed by an experienced building management company. While the company is yet to be confirmed, Salboy Central Ltd are committed to ensuring the following high-level principles will be implemented in the management strategy.

General Principles

There will be a 24hr concierge working in the building in order to address urgent management queries for both residences and hotel guests. Phase 2b will have access-controlled entrances and management presence during working hours.

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

Waste management will have an independent strategy to the other Viadux buildings and be served from the ground floor.

Hotel and Restaurant

The hotel and restaurant will share a ground floor entrance and reception desk with the residencies. There are dedicated lifts for hotel, restaurant and residencies respectively that will be access-controlled to ensure that unauthorized visits into the residences are not possible. Doors on staircases to each floor will also be access-controlled. The hotel lift will only go as far as the top of the hotel.

Restaurant visitors will be directed to the dedicated restaurant lift or the ground floor bar to ensure the restaurant area remains a controlled environment.

Residents and Apartments

Access

Access will only be available for Phase 2 residents. 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.

Short-Term lettings

This will not be permissible under the terms of the lease. Any breach of this will carry legal consequences for the resident.

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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.

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.

Amenity

Internal Lower-Level

The internal amenity at Ground floor will be managed from reception, with cameras providing overview of the spaces and staff within the bar. 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. Ground floor bar area will be open to general public and managed by dedicated staff. Above ground floor, the amenity spaces can be accessed by lifts by both residents and hotel guests but not restaurant visitors. This is controlled by the lift only stopping at the restaurant level. All other lifts will require access-control to enter and select floor.

Internal Higher-Level

The amenity further up the building will be operated by the hotel and will have dedicated staff on duty within the strict opening hours to monitor use and activity. This will only be possible to access via the relevant access-control by residents and hotel guests.

External

The external podium terrace will be separated from the Phase 1 residential tower. The area will have sufficient CCTV coverage to allow remote monitoring of activity. Smoking areas will be provided on the podium landscaped area.

Refuse

The bin store has been designed to accommodate sufficient bins for all residents., hotel and restaurant The management company will be responsible for moving the bins out of the building for collection. Collections will be supplemented by private collection to ensure there is no lingering of waste on site.

Bin chutes on each floor provide quick access for residents to dispose of waste. The management company will be responsible for ensuring the chute remains clear and the refuse deposited is stacked appropriately within the provided bins.

Cycle Storage

The cycle store is for residents only and will have sufficient CCTV coverage to permit remote monitoring. External 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. This 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. It is likely that lockers will be provided and a notification sent to the residents phone to collect. A loading bay is provided on Great Bridgwater St to permit deliveries.

Deliveries for the building will be timed for non-peak times to avoid creating congestion on local streets.

Employees

The management company will employ circa 20 - 30 staff directly on the site for its effective management. On top of this, there will be further indirect employees, eg cleaning, window cleaning and any specialist maintenance operatives, who will be required to sign in if visiting the buildings to carry out work.