

Operational Management Plan

This is an outline operational management plan which is intended to be implemented with the proposed development at 2-4 Whitworth Street.

The development is being delivered by Glenbrook WWS Limited, a subsidiary of Glenbrook who has been in operation since 2011 delivering over £700 million of new homes across the UK, predominantly purpose-built rental accommodation, but also shared ownership, affordable housing, and homes for sale.

The current scheme will deliver 364 new residential apartments, together with integral amenity space where residents will have access to a wide range of communal services. These areas are located on the ground, first and second floor. It is envisaged that the development will become operational in 2029.

The Whitworth Street West scheme will employ a suitably qualified and experienced building management company who will be responsible for the operation of the development. The identity of the building management company will be notified to Manchester City Council in writing prior to first occupation of the building.

This management plan will provide a summary of the following areas of operation:

- Staffing / reception services
- Response to incidents
- Security
- Cleaning and Refuse
- External Cleaning and Maintenance
- Bikes
- Post and Deliverables

Staffing and Reception

The scheme will employ approximately 11 employees (FTE). Roles will include a General Manager, Assistant Managers, Resident Engagement Manager, Facilities Manager, Leasing Manager, Leasing Consultant and 4nr Resident Service Agents.

Staff will not be resident on site, but the management will provide a 24-hour presence on site on every day of the year.

The reception service will provide a first point of contact for residents for day to day matters such as deliveries and collection of parcels, reporting of repairs, organising social events, and the provision of general information and signposting to specialist services.

Response to Incidents

Onsite presence will provide immediate response to all incidents, this will include;

- Building issues – managed by the facilities team and generally carried out by them personal or by a specialist contractor where appropriate.
- Noise meaning from the residence
- Anti-social behaviour from residents or their guests
- Any other emergencies
- Communication with neighbouring occupiers

Security

Security within the building for our residents is paramount and this will be reflected in the scope of our operations. Glenbrook engaged with Greater Manchester Police early in the design process to ensure the initial design was being developed with security at the forefront. As we proceed with the design, we will continue our dialogue to ensure a robust final design that puts the resident's safety at the heart of its strategy.

The building will be accessed using an electronic key fob and the access strategy developed to mitigate risks of tailgating.

CCTV will be in operation on the development and signage will be displayed in prominent locations. A privacy impact assessment will be carried out by the appointment Management agent to ensure that the scheme is proportionate, and this will be reviewed periodically.

CCTV recording equipment will be located in the management office on the ground floor to allow for private viewing by law enforcement if required.

Appropriate signage will be displayed for the benefit of residents, public and visitors.

Cleaning & Refuse

Residents will deposit waste and recyclables to the ground floor bin storage, this store will have a range of bins suitable for general waste, dry mixed recycling and glass recycling.

Once these bins are full the building management team will move these to the external holding area located under the railway arch ready for collection via Hewitt Street. The external binstore will be closed to members of the public and residents and will only be accessible by building management and collection operatives.

The strategy has been developed following engagement with the council and environmental health and is based upon both MCC and private collections. The current proposal allows for 1nr collection per fortnight by MCC with an additional 3 collections per fortnight by a private contractor. This proposal will be secured via a S.106 agreement as agreed in principle with the case officer.

External Cleaning and Maintenance

The external envelope of the building will be cleaned via a BMU system installed to the roof. This will be tested regularly to ensure a safe working system. The frequency of cleaning is still to be determined as design is developed and will be co-ordinated in advance with Network Rail where cleaning is required to the rear elevation facing the viaduct.

External glazing and façade will be repaired and replaced using the BMU system. Low level units may be replaced by other forms of mechanical access from the ground floor dependent on exact location. The main contractor will provide details on the safe replacement methodology for the external glazing and façade.

External landscaping will be kept in good repair and maintenance for both the benefit of the residents and the general public. Any required works will be carried out in a timely manner so as to avoid causing unnecessary nuisance or disturbance to occupants, the public or neighbouring residents.

Regular litter picking will be completed by the operations team. The cleaning contractor will be responsible for ensuring that external areas are free from litter and debris.

Bikes

Cycle storage bays will be provided at ground floor level with access via a secured rear door which is accessible through entering the rear, secured walkway off Bugle and Cameron Street.

External cycle stands will be integrated into the external landscaping providing visitors with access to well-lit and visible cycle parking.

Post and Deliverables

The regular post person will access to the site via the main entrance to make their daily deliveries to each individual letterbox, which, is located to the left of the main reception. For all other deliveries, the courier will use an intercom call button for the respective address. If the resident is not home, then the resident team will take in and sign for deliveries. All parcels received will be recorded on a digital post book. The resident will be notified to attend to collect where they will need to provide proof of identity and sign receipt.

Any vehicles associated with deliveries will utilise the layby located on Cameron St, except for oversized deliveries including HGV's which will utilise the dedicated delivery area on Hewitt Street.

Any amendments to the Operational Management Plan following the appointment of the building management company shall be submitted to Manchester City Council for approval in writing prior to implementation.