Lounge 35 – Operational Statement

1. Introduction

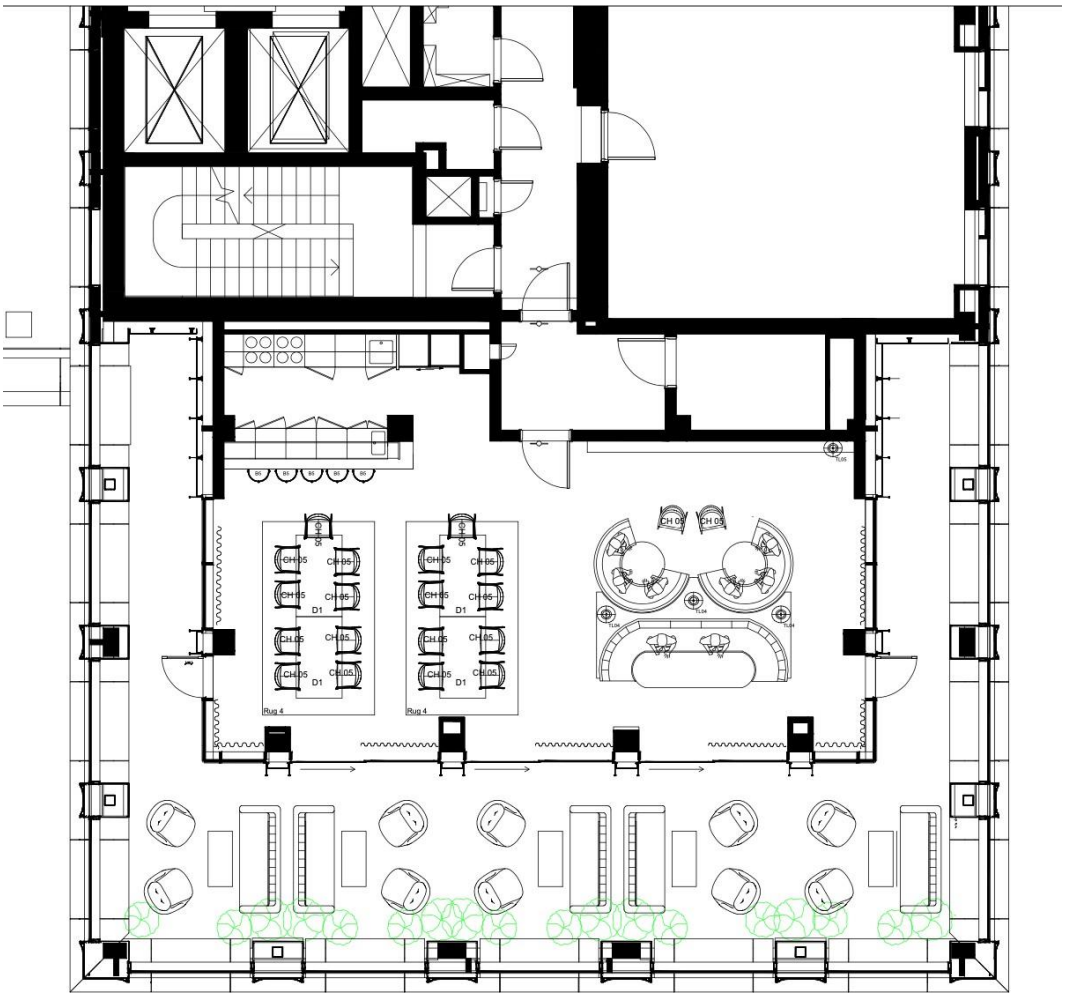
This Operational Statement has been prepared to support the change of use of the resident's lounge located on the 35th floor of Vita Living North.

Planning permission was granted in 2017 for the following development (ref: 116450/FO/2017) and this statement is to notify Manchester City Council of the improvement of the 35th floor of the approved scheme and the exclusive sale of alcohol to our residents and their guests.

An Operational Statement was submitted as part of the 2017 Application (ref: 116450/FO/2017) and approved by the Local Planning Authority. This revised version of the Operational Statement is to supersede the previously approved document and has been prepared to provide additional information on how the lounge on the 35th floor will be operated.

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

2. Lounge 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 via the reception allows staff to quickly get to know the residents and to control their access. The Vita Living 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.

The bar within the lounge will be fully closed down at the times stated in Section 4, ensuring that there is an end time to any alcoholic beverages being consumed.

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

4. Operational Management Strategy

4.1 Overview

Lounge 35 will operate as set out below. Our current activity and events programme is already active as we 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 lounge 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 35th floor is currently open for residents to use throughout the day Monday – Sunday but we will manage the lounge operation through a table booking system on chosen days.

By proposing 12:00 – 24:00 Monday to Sunday we're futureproofing the use of the lounge. We don't intend for the lounge to be open seven days a week, but wouldn't want to restrict the use of the space in case it is required for any private residents bookings.

Our current policy allows the floor to be used until 02:00 for residents with the space being utilised for amenity. We will be restricting the lounge opening times and any licensable activity to 24:00 in line with our granted license. The outside space will only open seasonally when weather on certain days allows for it and will be fully closed down by 23:00.

	Current times Lounge 35 is open for residents to use as amenity	Proposed Lounge 35 trading hours
Monday	08:00 – 02:00	12:00 – 24:00 – Internal area 12:00 – 23:00 – External area
Tuesday	08:00 – 02:00	12:00 – 24:00 – Internal area 12:00 – 23:00 – External area
Wednesday	08:00 – 02:00	12:00 – 24:00 – Internal area 12:00 – 23:00 – External area
Thursday	08:00 – 02:00	12:00 – 24:00 – Internal area 12:00 – 23:00 – External area
Friday	08:00 – 02:00	12:00 – 24:00 – Internal area 12:00 – 23:00 – External area
Saturday	08:00 – 02:00	12:00 – 24:00 – Internal area 12:00 – 23:00 – External area
Sunday	08:00 – 02:00	12:00 – 24:00 – Internal area 12:00 – 23:00 – External area

4.3 Staffing

We will be employing a dedicated manager and lounge assistants for when the space is operational, ensuring that any licensable activity is monitored responsibly. Currently there is no dedicated staff monitoring the amenity area, however with the proposed changes we will ensure the area is fully staffed at all times that it is operational.

It is imperative that all Vita Living staff respect the premises and the residents around them.

Staff will be trained to provide high levels of hospitality, cleanliness, friendliness and security in line with our current management standards and licensing. 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 Vita Living buildings both our General Managers hold personal licenses and 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.
- Management staff will be trained on the internal booking system to ensure whoever is booking is cross referenced on our residents database
- All staff will be trained on the Challenge 25 policy and licensing 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 lounge quietly respecting the residents in the building
- All staff will be trained on the smoking policy

4.4 Site Safety & Security

The following provisions will take place for 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 lounge. 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 on a tablet in the lounge area.

Live music and entertainment will be kept at background music level so there is no risk of sound egress.

4.6 Management of Outside Seating

An external seating area will be provided to allow residents to drink in a pleasant environment. This area will only be opened seasonally when weather allows for it, and we will restrict use of the terrace during bad weather conditions. The following provisions will be followed in order to ensure it operates successfully:

- The lounge staff will be trained to monitor the outside terrace area whilst it is in use.
- No amplified music will be played outside
- 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 23:00 Monday - Sunday
- After 23.00, the furniture will be either stored inside the lounge, 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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