

**Residential Management  
Statement for Land at Russell Road, Whalley Range**

**August 2024**



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**Introduction**

This Residential Management Statement has been prepared by Great Places Housing Association, a Registered Provider, in support of the development of land at Russell Road shown for the purposes of identification only edged red on the Plan in Schedule 1. Great Places Housing Association is the applicant.

**Scheme details**

Great Places Housing Association is a Registered Provider who will procure the services of a contractor to complete the construction of this project.

The tenure mix of the development is as follows:

|                                | Total      | 1 bed apartment | 2 bed apartment |
|--------------------------------|------------|-----------------|-----------------|
| Extra Care Rented Units        | 80         | 41              | 39              |
| Shared Ownership Housing Units | 40         | 25              | 15              |
|                                | <b>120</b> | <b>66</b>       | <b>54</b>       |

**Management – Extra Care**

Following handover of the completed units Great Places Housing Association will own and manage the units and will be responsible for their future housing management, including lettings, and maintenance.

Allocations will be made via the Extra Care allocations panel coordinated by Adult Social Care, with involvement Great Places as landlord and LGBT Foundation. Allocations will be made in line with Manchester City Council Referral and Allocations Policy for Extra Care, with a local lettings policy to be developed for the scheme that reflects the aim of achieving and maintaining a 51% majority of LGBTQ+ customers. The local lettings policy will be co-produced between Great Places, Manchester City Council, LGBT Foundation and the Community Steering Group.

Great Places Housing Association have a knowledgeable Independent Living team with extensive experience of managing specialist housing for people over 55, including Extra Care services. The Extra Care residents will have a single point of contact through dedicated onsite Independent Living Coordinators from allocation and throughout their tenancy.

The social rent apartment block will also benefit from a full time caretaking service and visiting grounds maintenance service provided by Great Places Housing Association Facilities Management team, who will manage the communal areas of the development, both internally and externally, providing cleaning services, building safety management and maintenance and refuse management.

Great Places Housing Association have an in house repairs team who will oversee the repair and maintenance of the properties following the expiration of the contractor's 12 month defect liability period post-handover. The in house repairs team can be contacted 24/7 via a dedicated number for the Great Places Customer Hub.

### **Management – Shared Ownership**

In terms of the shared ownership units, these will be marketed for sale and will be part owned by the Registered Provider until the point at which any future occupier decides to 'staircase' out of the property and own it outright.

The sales will be managed by Plumlife Sales who are part of Great Places Housing Group. They will work closely with the Development team at Great Places Housing Association to market the properties and sell them to candidates that meet the necessary criteria.

As the development will form part of the new round of grant funding from Homes England (The Affordable Homes Programme 2021 to 2026), shared owners will benefit from 10 years of repairs and maintenance support. This service will be provided by Great Places Housing Association and will be facilitated by Plumlife Management who are part of Great Places Housing Group. Plumlife Management manage leasehold residents on behalf of the Group, including Shared Owners.

At the point a Shared Owner fully staircases out, under Homes England requirements they are eligible to purchase the Freehold of the property, whether this is owned by Great Places Housing Association or Manchester City Council. At this point none of the organisations within Great Places Housing Group will have responsibility for this property.

### **Management - Estate**

The areas of both private and public open space that form part of the development in its entirety will be managed by Plumlife Management who are part of Great Places Housing Group.

**Great Places Housing Association**  
**July 24**

## Schedule 1

