RESIDE

MANCHESTER

137 Oxford Road

Management Plan

July 2024

Contents

1. Introduction 3
1.1 Introducing Soller 3
1.2 Introducing Reside 3
2. General Management Plan 4
2.1 Site Details 4
2.2 Resident Profile 4
2.3 Service Delivery 4
2.3.1 Staffing 4
2.3.2 Tenancy Management System 4
2.3.3 Security 6
2.3.4 Out of Hours 6
2.3.5 Health and Safety 6
2.3.6 Maintenance 8
2.3.7 Utilities & Wifi 8
2.3.8 Cleaning 9
2.3.9 Laundry 9
2.3.10 Post and Deliveries 9
2.3.11 Noise Management 9
2.3.12 Management of Anti-Social Behaviour 10
2.3.13 Complaints Procedure 10
3. Travel Plan 11
3.1 Key Benefits of the Travel Plan 11
3.1.1 Benefits to the individual 11
3.1.2 Benefits to the Universities 11
3.1.3 Benefits to the Community 12
3.2 Bike Store 12
3.3 Start and End of Term 12
4. Waste and Recycling Plan 12
4.1 Overview 12
4.2 Capacity 13
4.3 Recycling 14
5. Fire Safety Management 15

1. INTRODUCTION

1.1. Introducing Soller

Soller is an experienced investment and development company operating across multiple asset classed in the UK. Further information regarding track record and capability can be found on www.sollergroup.co.uk. The company turns buildings into positive places to live and work, and the shareholders for this project intend to own the project on completion.

Our customer facing services are delivered by locally based partners who are responsible for the day-to-day running of the building, marketing to potential new residents, health and safety compliance and working and liaising with Universities, the local community and other stakeholders.

As a Business we are committed to working in tandem with Universities and Colleges to provide a positive 'student experience' and ensure seamless access to shared services by integrating into the University's pastoral care regime and ancillary services.

Soller and our partners will work within the local community to ensure that the property has a positive impact on the area, by working with local resident associations, neighbourhood watch, local police and the fire service.

1.2. Introducing Reside

Reside Manchester is an award-winning, independent estate agency located in the heart of Manchester City Centre. Our focus is to be at the forefront of residential development in and around Manchester, offering intelligent, researched, honest advice for all clients; developers, investors, buyers, sellers, landlords and tenants. Over the course of the last ten years, we have been involved in a number of exciting schemes that have been pivotal in the evolution of the city centre property market.

Reside offer the full range of estate agency services, from consultancy to a fully managed rental service for individual landlords located all round the world.

Reside represent and manage new home developments for international clients through to local developers, currently acting for the Abu Dhabi United Group and Manchester Life Development Company in the regeneration of Ancoat & New Islington, The Downs Quarter in Altrincham and Broadside in New Cross.

In addition, Reside successfully let and manage over 500 private rental apartments throughout Manchester city centre and Salford, on behalf of over 100 landlords.

One of Reside's key values is a professional, transparent and ethical approach to all services we offer. As such we are members of a number of professional bodies, including NAEA and ARLA Propertymark and The Property Ombudsman.

2. GENERAL MANAGEMENT PLAN

2.1. Site Details

The property, 137 Oxford Rd Manchester is to proposed to provide 20 purpose built student studios, with ancillary accommodation. Planning has been submitted and the property is targeting an operational start date from September 2025.

2.2. Resident Profile

The property will be attractive to a range of universities based across Manchester or more locally and is at the epicentre of Oxford Road Corridor with the following institutions on the doorstep.

- Manchester University (less than 5 mins walk)
- Manchester Metropolitan University (less than 5 min walk)

The Studios are an attractive housing option for the mature 2nd and 3rd year undergraduates, 4th year students, postgraduates and international students who are looking for independent, but well managed and secure environment to complete their studies.

2.3. Service Delivery

2.3.1. Staffing

Due to the small scale of the scheme, the customer-facing services and daily operations will be managed by a dedicated Property Manager, based at Reside's Head Office on nearby Deansgate. To ensure comprehensive familiarity with all systems and processes, including evacuation procedures and access control, the Property Manager, their Line Manager, and the Operations Director will be fully inducted on-site.

The Property Manager will be supported by the broader Lettings and Property Management teams, which specialise in marketing, leasing, finance, health and safety, and current legislation. The Central Team will develop a detailed framework for implementation at the site level, ensuring that all aspects of property management are effectively and efficiently handled.

2.3.2. Tenancy Management System

All tenants will sign an Assured Shorthold tenancy agreement as prescribed by the Housing Act 1988. The tenancy agreement will make clear the tenant's obligations, including not to sublet, smoke on the premises or exceed the maximum number of permitted occupiers.

All tenants will be required to have a guarantor for the duration of their tenancy and both parties will be subject to professional reference and Right to Rent checks (as applicable) prior to signing the tenancy agreement.

Prior to occupation and upon check in residents will be provided with a 'Residents' Handbook' which will include;

- Key 'Dos & Don'ts' to ensure tenants' safety and to support tenants in obtaining a deposit refund in full on exit
- Manuals for the appliances, utilities and internet services within the apartment
- Guidance to keep apartments in clean and tidy condition and avoid damage
- A guide to the local area, including doctors surgeries, car hire schemes, post offices and transport links
- Guidance to use communal spaces including laundry rooms and the bike store and outlining any rules and regulations
- Details of the maintenance reporting system
- Contact details including in case of emergency

The Residents' Handbook will also encourage good neighbourliness and also guidelines on desirable behaviour in respect of:

- Refuse disposal
- Noise levels
- Move in / move out arrangements
- Responsibility for visitors

A comprehensive inspection and condition report will be compiled on check in and checkout with photographic evidence of the condition of all fixtures and fittings.

In line with the Tenant Fee Act 2019 a deposit of 5 weeks' rent will be taken at the commencement of the tenancy and held with the TDS's Custodial Service. Tenants will provided with evidence of registration, details of the scheme itself and its arbitration scheme.

All residents will receive contact details for their Property Manager and the wider team, ensuring they feel supported and have accessible information when needed. All tenants will have the opportunity to provide any relevant information in case of an emergency.

Reside believes in the importance of interpersonal connections and will organise a variety of resident events. These events will provide opportunities for socialising, minimise the risk of social isolation, and help tenants connect with the wider community. Activities will include attending local resident events, signposting volunteering opportunities, and introducing residents to local independent businesses and venues.

2.3.3. Security

Security provisions are tailored around the nature, size and location of each site. At 137 Oxford Rd we aim to provide visible but unobtrusive security, through a combination of CCTV provision and access control.

On site there will be:

- Fob accessed secure entrances ensuring that only authorised persons are on site. The door entry system will not allow access to be granted to the building from individual flats but will require residents to meet their visitors at the main door.
- IP based CCTV is provided which will cover a range of areas and the CCTV will be linked back to monitoring screens in the partner's office.

Reside Manchester has established a comprehensive disaster management procedure to address any serious issues related to the building or its occupants. This procedure includes a built-in escalation mechanism tailored to the severity of the incident, ensuring a swift and appropriate response.

Additionally, Reside Manchester is committed to proactively fostering strong relationships with emergency services, particularly the local police and fire departments. This collaboration ensures a coordinated and effective approach to managing emergencies, enhancing the safety and security of all residents and staff.

2.3.4. Out of Hours

Comprehensive details of out-of-hours support will be provided to tenants in the Residents' Handbook and displayed in communal areas.

Maintenance issues that arise outside regular hours can be reported via the online portal. For any urgent or health and safety-related matters, a contractor will be promptly dispatched to address the issue.

Additionally, tenants will receive contact information for a contracted, local security firm to ensure their safety and peace of mind.

Regular walk-throughs will be conducted, and all systems will be meticulously maintained and serviced to minimize the likelihood of issues occurring.

The Residents' Handbook will also include a directory of emergency services and support networks, providing tenants with essential contacts and resources in case of emergencies.

2.3.5. Health & Safety

The health and safety of the residents is paramount. Residents are required to complete an in-person induction with their Property Manager on check in. The induction contains a section on Fire Safety that requires residents to confirm that they will adhere to the Fire Safety Management Plan including;

- calling the fire brigade (999) and activate a fire alarm call point (if available) should they discover a fire
- not tampering with the smoke detectors or fire safety equipment
- not causing any obstructions in communal corridors or stairwells

Reside will invite the local fire service to attend resident induction meetings where we will provide residents with information and guidance of the potential hazards within the home that could cause a fire. The Fire Service and on- site management team will also explain the consequences of raising false alarms.

To ensure compliance with legislation, we ensure that we carry out and record all necessary testing and will use appropriate management systems to view live information from site, in regard to Health and Safety compliance actions required to be completed e.g. fire alarm tests, lift checks etc. It also allows the user to add additional actions onto the system.

We will instruct an experienced Facilities Manager who will be responsible for carrying out and recording a range of routine tests, these include the following:

- Fire alarms
- Call point/firefighting equipment inspection
- Emergency lights
- Water temperature
- Fire door inspections
- Routine Health and Safety inspection and audit of

the building

-

We employ specialist contractors to carry out the following tests:

- Lift inspection
- Annual full system test for fire alarms
- Annual full duration tests for emergency lighting
- Water sampling for legionella, including an annual tank inspection and clean if required
- CCTV/Security alarm maintenance
- Automated gates/doors

A record of all testing will be kept to ensure we have an audit trail. Records of statutory testing and actions completed are stored within a secure system and also within the onsite Health and Safety filing system.

We use external consultants to carry out a range of Risk Assessments following industry regulations to ensure legal compliance and the safety of our residents. We regularly review the guidance to ensure we are following best practice.

Risk Assessments include the following:

- Fire
- Legionella
- General health and safety

The Tenancy Agreement and Residents' Handbook prohibits the use of candles, and any equipment or device that has a flame, generates heat or smoke. Smoking is not permitted anywhere within the building including resident bedrooms, kitchens and communal areas.

2.3.6. Maintenance

Tenants can report repairs within their apartment and also the communal areas 24 hours a day, using Fixflo; an online maintenance reporting portal that enables tenants to report issues in various languages and using pictures for ease of use and accessibility.

Reside will arrange regular walk-throughs of the building and communal areas. Planned Preventative Maintenance will be scheduled and performed by recommended tradespeople, with accurate records maintained on a secure system

Reside Manchester will ensure the individual apartments, the building and external areas are well maintained by utilising a combination of local contractors for small works and caretaking duties, and contractors for larger, more complex works.

All contractors will be from a list of approved contractors, whose credentials have been checked and who have provided satisfactory references. Where necessary, a permit to work system will be utilised to ensure the safety of contractors, tenants, staff and visitors.

2.3.7. Utilities & Wifi

To maximise convenience for residents, rent will be inclusive of water, electricity and high-speed broadband and wifi.

We are committed to ensuring that the building operates as efficiently as possible to minimise environmental impact and reduce utility costs. Measures including led lighting, energy efficient appliances and high quality insulation have been implemented to enhance energy efficiency.

To further support our commitment to energy efficiency, we will utilise advance technologies to monitor and manage utility consumption throughout the building, including automated lighting controls, periodic energy audits and a dedicated portal allowing residents to track and compare their individual energy consumption.

We actively encourage residents to participate in our energy-saving initiatives and foster a community culture of sustainability through the educational workshops, energy saving incentives and community events.

2.3.8. Cleaning

At 137 Oxford Road, residents are responsible for maintaining the cleanliness of their own studio units, ensuring a tidy and pleasant living environment. To support this, we will ensure all apartments are professionally cleaned prior to check in, provide guidance in the Residents' Handbook and encourage residents to adhere to a regular cleaning routine.

The limited communal areas, including hallways, stairwells, laundry rooms and the bike store, will be professionally cleaned on a regular basis. This ensures that all common areas remain hygienic and welcoming for everyone.

Regular cleaning schedules for communal areas will be posted, and residents are encouraged to report any issues or areas needing attention using Fixflo, the online reporting system, to maintain the highest standards of cleanliness throughout the property.

2.3.9. Laundry

Each floor of our residential scheme is equipped with a communal laundry room, conveniently located for use by the residents on that floor. These laundry rooms are fitted with energy-efficient washers and dryers to minimise environmental impact and reduce utility costs. Detailed manuals for operating the appliances will be provided to ensure residents can use them effectively and safely. We encourage all residents to keep the laundry areas clean and tidy after each use to maintain a pleasant environment for everyone. In addition to residents' efforts, the management team will arrange regular professional cleaning of the laundry rooms to ensure they remain hygienic and well-maintained at all times

2.3.10. Post & Deliveries

For the convenience of our residents, Royal Mail will have direct access to designated postboxes to ensure seamless and secure delivery of mail. All other delivery personnel, including those from courier services and online shopping platforms, will contact tenants directly to arrange the handover of packages. To assist residents with managing their deliveries, detailed information about the nearest collection points and parcel lockers will be included in the Residents Handbook. This ensures that residents have multiple options for receiving their parcels conveniently and securely, even when they are not at home.

2.3.11. Noise Management

Effective noise management is a key priority in maintaining a comfortable and peaceful living environment for all residents and neighbours. Residents are encouraged to be mindful of their noise levels at all times, both upon check in and in the Resident’s handbook, for example by using headphones for music or television during antisocial hours. Should any noise disturbances arise, residents and neighbours can report them to the Property Manager, who will address the issue promptly and ensure compliance with the terms of the tenancy agreement. Through these measures, we aim to create a serene and enjoyable atmosphere for everyone in the community.

2.3.12. Management of Antisocial Behaviour

Managing antisocial behaviour is crucial for fostering a harmonious living environment. To address this, we conduct midterm property visits to ensure compliance with community standards and address any emerging issues. Residents are provided with contact details to voice their concerns, ensuring they have a direct line of communication with the Property Manager. Guidance on acceptable behaviour is prominently displayed in communal areas to remind everyone of the

community standards. Above all, we encourage a sense of community through a range of resident events, fostering connections and mutual respect among neighbours. By promoting a positive and inclusive atmosphere, we aim to prevent antisocial behaviour and enhance the quality of life for all residents.

2.3.13. Complaints Procedure

Complaints Policy Summary

Reside Manchester is dedicated to providing a professional service to all clients and customers. If something goes wrong, we encourage you to let us know so we can improve our standards.

How to Submit a Complaint:

- In Writing: Address your complaint, including as much detail as possible, to Kate Bloor, Operations Director, Reside Manchester Ltd, 249 Deansgate, Manchester, M3 4EN.
- By Email: Send your complaint to kate@residemanchester.com

Complaint Handling Process:

1. Acknowledgement: We will acknowledge receipt of your complaint within three working days, enclosing a copy of our complaints procedure.
2. Investigation: An Associate Director or Operations Director will investigate your complaint, reviewing your file and speaking to the relevant staff. You will receive a formal written outcome within 15 working days of the acknowledgment.
3. Further Review: If you are still unsatisfied, request a further review by a different Director. A final viewpoint will be provided within 15 working days of your review request.

If you remain dissatisfied, you may contact The Property Ombudsman for an independent review:

The Property Ombudsman Ltd, Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP. www.tpos.co.uk

Note: Complaints must be submitted to The Property Ombudsman within 12 months of receiving our final viewpoint letter. The Ombudsman requires all complaints to be addressed through our in-house procedure before independent review.

3. TRAVEL PLAN

3.1. Key Benefits of the Travel Plan

Implementing a travel plan offers numerous benefits for both residents and the wider community. It promotes sustainable transport options, such as walking, cycling, and public transportation, which can reduce traffic congestion and lower carbon emissions. For new residents unfamiliar with the area, the travel plan provides valuable guidance on local transportation options and routes. Residents can enjoy healthier lifestyles through increased physical activity and reduced stress associated with driving and parking. Additionally, a well-structured travel plan can lead to cost savings on transportation and parking expenses. It also fosters a sense of community by encouraging car-sharing and communal travel initiatives. Overall, a travel plan enhances the quality of life, supports environmental sustainability, and contributes to a more efficient and cohesive community

3.1.1. Benefits to the Individual

A travel plan offers significant benefits for individuals, especially those new to the area. It provides valuable guidance on local transportation options and routes, helping new residents navigate their surroundings with increased confidence. By promoting sustainable transport options such as walking, cycling, and public transportation, individuals can adopt healthier lifestyles, enhancing their physical wellbeing and reducing stress associated with driving and parking. The travel plan also supports financial savings by minimizing transportation and parking costs. Additionally, it fosters a sense of community through car-sharing and communal travel initiatives, making it easier to form connections with neighbors. Overall, a travel plan improves individual quality of life, boosts confidence in a new environment, and promotes overall health and wellbeing.

3.1.2. Benefits to the Universities

A travel plan offers substantial benefits to universities by enhancing connectivity and accessibility for students. It ensures that the university campus is easily accessible through sustainable transport options like walking, cycling, and public transportation, thereby reducing traffic congestion and environmental impact. The travel plan helps students navigate the campus and surrounding areas, fostering a sense of community and connection among the student body. Additionally, it provides essential information and support for students with additional needs, ensuring they have access to tailored transportation solutions that accommodate their requirements. Overall, a travel plan enhances the university experience by promoting inclusivity, sustainability, and a cohesive student community

3.1.3. Benefits to the Community

Implementing a travel plan offers significant benefits to the wider community by promoting the most sustainable forms of transport, which helps reduce congestion and minimise environmental impact. Encouraging residents to use public transport, cycle, walk, or car share decreases traffic volume, leading to smoother commutes and lower carbon emissions. Additionally, such initiatives foster a sense of

community as residents become more integrated within their surroundings. Participating in local transport options and community-driven travel plans can also enhance social connections, improve overall well-being, and support local businesses, contributing to a more vibrant and connected community.

3.2. Bike Store

The management plan for the bike store includes providing a secure bike storage facility in the basement, ensuring sufficient storage with a 1:1 ratio of residents to bikes. Cycling is a great form of exercise, and we are keen to promote it among our residents. The bike store will feature access control and CCTV coverage in communal areas to ensure security. All bikes kept in the store will be registered, encouraging tenants to cycle to university and other destinations. This not only promotes a healthy lifestyle but also supports sustainable transport, reducing congestion and environmental impact.

3.3. Start and End of Term

As part of the travel plan, Reside Manchester will manage move-ins and move-outs at the beginning and end of term by offering a fixed number of daily check-in appointments, which will be booked with tenants in advance. As occupancy levels rise, appointments will be adjusted to meet demand as much as possible. To accommodate a broad range of residents, appointments will include early evenings and weekends. Designated areas for parking and loading/unloading will be identified in advance to streamline the process. By scheduling tenant arrivals in this manner, Reside Manchester will effectively manage the flow of move-ins, thereby minimising disruptions to the local area in terms of traffic and parking.

4. WASTE AND RECYCLING PLAN

4.1. Overview

This waste and management plan is designed to ensure effective waste disposal and recycling practices for a small building with twenty single occupancy apartments. The goal is to maintain a clean and sustainable living environment for all residents. The plan includes strategies for waste collection, recycling, and the management of bulky waste items, with a strong emphasis on security and accessibility.

4.2. Capacity

The bin store is located in the basement and is equipped with sufficient capacity to handle the waste generated by the twenty single occupancy apartments. The store will be secured to prevent unauthorized access and ensure the safety of residents. Bins will be emptied regularly to maintain cleanliness and prevent overflow. Residents will be encouraged to separate their waste into the appropriate bins to streamline the waste management process and support recycling efforts.

4.3. Recycling

Recycling is a key component of our waste management strategy. Residents will be provided with council sorting bags to facilitate the separation of recyclable materials. Clearly labeled bins will be available in the secured bin store to ensure that recyclables are properly sorted and disposed of. Information regarding recycling procedures, as well as guidance on how to dispose of bulky waste, will be provided in the Resident's Handbook. This handbook will serve as a comprehensive resource for residents, ensuring they have the necessary information to contribute to the building's waste management and recycling efforts.

5. Fire Safety Management

5.1. Overview

This fire safety management plan is designed to ensure the safety and well-being of all residents in a small building with twenty single occupancy apartments. The plan includes preventive measures, emergency procedures, and resident responsibilities to minimize the risk of fire and ensure a prompt and effective response in the event of an emergency.

5.2. Preventive Measures

5.2.1. Fire Detection and Alarm Systems: The building is equipped with a comprehensive fire detection and alarm system. Smoke detectors are installed in all apartments and common areas. The alarm system is regularly tested and maintained to ensure it is fully operational at all times.

5.2.2. Fire Extinguishers and Equipment: Fire extinguishers are strategically placed throughout the building, including in common areas and near exits. These extinguishers are inspected and serviced annually. Fire blankets are also available in communal kitchens.

5.2.3. Escape Routes and Signage: Clearly marked escape routes are established and maintained, ensuring all residents have a clear path to safety. Illuminated exit signs and emergency lighting are installed to guide residents to the nearest exit in case of power failure.

5.2.4. Fire Doors and Compartmentalization: Fire doors are installed throughout the building to prevent the spread of fire and smoke. These doors are kept closed and are regularly checked to ensure they function correctly.

5.3. **Emergency Procedures**

5.3.1. Evacuation Plan: In the event of a fire, residents should evacuate immediately using the nearest exit. Do not use elevators during an evacuation. Assembly points are designated outside the building where residents should gather and wait for further instructions.
5.3.2. Communication: The fire alarm system will automatically notify the fire department. Residents should also call emergency services if they detect a fire and the alarm has not sounded.
5.3.3. Resident Responsibilities: Residents are required to familiarize themselves with the evacuation plan and the location of fire exits, extinguishers, and assembly points. Participation in regular fire drills is mandatory to ensure everyone is prepared in case of an emergency.
5.3.4. Assistance for Vulnerable Residents: A list of residents who may need assistance during an evacuation (e.g., those with mobility issues) will be maintained. Building management will coordinate with these residents to ensure they have the necessary support.

5.4. Resident Responsibilities

5.4.1. Fire Safety Awareness: Residents must keep fire exits and escape routes clear at all times and should not tamper with fire safety equipment.
5.4.2. Cooking and Electrical Safety: Residents should exercise caution when cooking, never leaving stoves unattended. Electrical appliances should be used responsibly, and faulty devices should be reported to building management immediately.
5.4.3. Smoking Policy: Smoking is prohibited in all indoor areas. Designated smoking areas are provided outside the building, away from entrances and exits.
5.4.4. Reporting Hazards: Residents should report any fire hazards or safety concerns to building management promptly.

By adhering to this fire safety management plan, we aim to create a safe living environment for all residents and minimize the risk of fire-related incidents. Regular reviews and updates to the plan will be conducted to ensure ongoing compliance with fire safety regulations and best practice