

Management Amenity Strategy

Management strategy 24/7 cover

Internal Amenity

Resident usage

In the instance that residents shall be residing within the internal amenity space, Native residential shall challenge any residents residing in this area who are playing loud music or acting in an anti-social behavior. If the scene does not rectify itself, with management involvement then the event shall be shut down and residents will be lead away from the amenity space. In more socially acceptable instances residents will be able to occupy this space 24hrs a day. All noise and music shall be kept to a minimum from the hours of 10pm on all nights throughout the week. However, access to all communal spaces with the rooftop kitchen space and dining area, cinema room and gym shall be 24/7. All areas highlighted above shall be based on a booking system with a start time of 8am to 11pm.

The development shall be operational 24/7 providing management support around the clock. Therefore when areas are to be closed down, this shall be done in person by a member of the Native team.

- Hours of opening: 24/7 unless stated as a bookable room
- Bookable room 8am – 12am Rooftop internal amenity space, cinema room, meeting room, gym
- External amenity space shall be under a controlled limit of noise from 23:00 – 07:00. Area's under this jurisdiction shall be closed.

Management lead events

As a company, Native residential shall provide management lead events whereby an activity shall be provided to residents under the guise of local management. Under this event the following items will take place to make sure the event is managed in the correct manner.

- Risk assessment and method statement created
- Opening and closing times established (not working outside the resident usage times, unless stated)
- If alcohol is served then the correct licenses will be in place
- Security and crowd control set up for all eventualities
- Area capacity followed
- Frequency – 1-2 per month
- Example of events: Book club, wine & cheese night, floristry courses
- All noise and music shall be kept to a minimum from the hours of 8am to 10pm throughout the week.

External amenity

Resident usage

In the instance that residents shall be residing within the external amenity space, Native residential shall challenge any residents residing in this area who are playing loud music or acting in an anti-social behavior. In more socially acceptable instances residents will still only be able to occupy this space from 8am to 10pm and all music will be reduced to a minimum from 9.30pm.

Under the circumstances that the event from the external event was to be in a position to continue beyond the stipulated time above, the residents would be allowed to locate themselves in the internal residential space and then, therefore be subject to the rules put in place for the internal amenity space.

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- Area capacity followed
- All noise and music shall be kept to a minimum from the hours of 10pm on all nights throughout the week.
- Frequency based on maximum of 2 events per month (during the summer months) and 1 event per month outside of this (weather dependent)

Rooftop Amenity

Resident usage

In the instance that residents shall be residing within the internal amenity space, Native residential shall challenge any residents residing in this area who are playing loud music or acting in an anti-social behavior. In more socially acceptable instances residents will still only be able to occupy this space until 10pm and all music will be reduced to a minimum from 9.30pm.

Under the circumstances that the event from the external event was to be in a position to continue beyond the stipulated time above, the residents would be allowed to locate themselves in the internal residential space and then, therefore be subject to the rules put in place for the internal amenity space.

Management lead events

As a company, Native residential shall provide management lead events whereby an activity shall be provided to residents under the guise of local management. Under this event the following items will take place to make sure the event is managed in the correct manner.

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- Area capacity followed

Rooftop design & control measures in place based on adverse weather conditions

Native residential are currently working with CDLHT & FF&E providers to ensure all FF&E and equipment that is located on the rooftop space (floor 21) shall be in line with requirements & regulations for furniture at that height. All FF&E shall be weighted to restrict movement from adverse weather conditions and shall also be functional to allow the management team to remove the smaller items and store within the building if required.

Management shall endeavor to follow local weather reports/updates to make sure any adverse weather conditions are monitored and a competent person is always on shift to make sure amenity spaces are closed when necessary. If the amenity is not open (night time) and the weather conditions worsen then all moveable items shall be removed whenever required.

Management shall also invest in a portable weather monitor which shall support and justify the opening or closing of said rooftop spaces.

Management strategy Day cover (times to be agreed)

Internal Amenity

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- Area capacity followed

External amenity

Resident usage

In the instance that residents shall be residing within the internal amenity space, Native residential shall challenge any residents residing in this area who are playing loud music or acting in an anti-social behavior. In more socially acceptable instances residents will still only be able to occupy this space from 7am until 11pm and all music will be reduced to a minimum from 10.30pm.

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Rooftop Amenity

Resident usage

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Under the circumstances that the event from the external event was to be in a position to continue beyond the stipulated time above, the residents would be allowed to locate themselves in the internal residential space and then, therefore be subject to the rules put in place for the internal amenity space.

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Window Cleaning Strategy

Window cleaning through-out the scheme will be by pole-wash to the ground floor levels, large soffit areas accessible from street, and to the elevations fronting the Level 11 roof terrace. As the site is surrounded on three sides by main roads a cherry picker or Mobile Elevated Working Platform(MEWP) could be used for cleaning and maintenance to those facades. However as this would involve temporary closures of surrounding roads, one of which is a major route into the city centre, window cleaning via abseiling has been allowed for should it be required. More detail is provided on the elevations. The North-West elevation currently faces onto the adjacent carpark. As the distance to this boundary is around 1 meter, abseiling to this elevation is proposed. A over-sailing permission may be required to allow abseiling along this elevation. The extent of over-sailing required is shown in green on Access and Maintenance Plan, subject to client and Local Authority agreement.

Waste Management

In reference to the waste strategy set out in the attached document (proforma waste management application). I can confirm that the application is in line with the operating team (Native Residential)

Maintenance

During the course of a residents tenancy at Castings, they shall be able to download an App, currently called ActiveBuilding whereby they shall be able to notify management of any issue found within their apartment. ActiveBuilding is capable of requesting certain information from the resident by a series of question to assist the maintenance team when rectifying the issue. This is called a service request.

Outside of these apartment raised issues, the facilities team shall comply with a specific PPM schedule identifying all items required to be maintained throughout the building. This PPM schedule shall identify all items required to be maintained and the reasonably practicable timings linked to them in line with the SLA's. These shall include but not limited to lighting, CCTV, AOV's, signage, access control, portable appliance testing.

Landscape Maintenance

Maintenance of all landscaping shall be lead by the procurement of landscaping from the current building contractor. All items shall be placed within the PPM schedule for regular maintenance. Assumptions made at this stage would suggest weekly visits from a landscaping contractor from early spring to late Autumn and then monthly visits throughout the winter months.