



Management Strategy for Taxi, Food and Parcel Deliveries

Plot 11 (Block C) - First Street South, Manchester



Management of deliveries

The management team will manage deliveries on the resident's behalf if they so wish. There will be dedicated postal storage areas within the reception area and postal deliveries will be accepted 24 hours a day. Residents will be informed as part of their induction prior to moving in, that food deliveries should be kept to the hours of 08.00 and 23.00.

Residents will also be informed as part of their induction prior to moving in, the location of parcel lockers in the vicinity, postal and food delivery arrangements and instructions.

From experience managing assets of this nature, deliveries tend to occur throughout the day and congestion in this regard rarely occurs. A holding area for hot food deliveries is also planned, whereby delivery riders/drivers can drop off or wait in a dedicated internal area to either deliver the items or await the resident to come down, removing the need for an external waiting area and reducing congestion within the public realm. All deliveries and collections will adhere to the local loading restrictions that are in place and couriers and residents will be informed of the specific loading bay locations on Chester Street and Botanic Way. Appropriate signage and designated entrances/exits will be prominently displayed and indicated throughout the ground floor of the scheme.

Residents will be notified of deliveries either by the delivery firm or our dedicated app.

As some of these arrangements are a new concept to us we will carry out period reviews into the specific arrangements, successes and improvements that could be made to the provision. We carry out regular resident engagement surveys and we'll use these as a benchmark to monitor the effectiveness of the provisions in place.

Vehicle Access

The development is proposed as 'vehicle free' and will not provide car parking for residents, students or staff. It will be a predominantly car free development, with sustainable travel options providing for daily transport requirements.

Vehicle ownership amongst students is generally low, and the site's good accessibility/location offers every opportunity to generate trips by walking, cycling and utilizing public transport.

The management team will manage the explicit requirement that there is to be no use of cars by students who reside at the property. As part of their tenancy agreement, students will be required to agree not to bring vehicles into the area during their occupancy period. Compliance with this requirement will be closely managed, with an escalating penalty process being imposed for any known breaches. Sustainable and active modes of transport will be encouraged to residents via our ESG engagement strategy, and the use of taxis discouraged during the tenancy period.

The scheme will be serviced by a service layby on the west side of Newcastle Street adjacent to the site frontage for the purpose of service deliveries, taxis and also to assist at the start and end of term for the purpose of students moving in and out of the

accommodation. An associated vehicle turning area is located on Newcastle Street on the site frontage.

An area at Manchester Oxford Road station is also available for vehicles to drop individuals off and pick them up. Marked bays on Whitworth Street West close to the station are designated to taxis, with the space for approximately 6 vehicles. Similar bays designated to taxis are available opposite Deansgate station with the space for approximately 6 taxis.