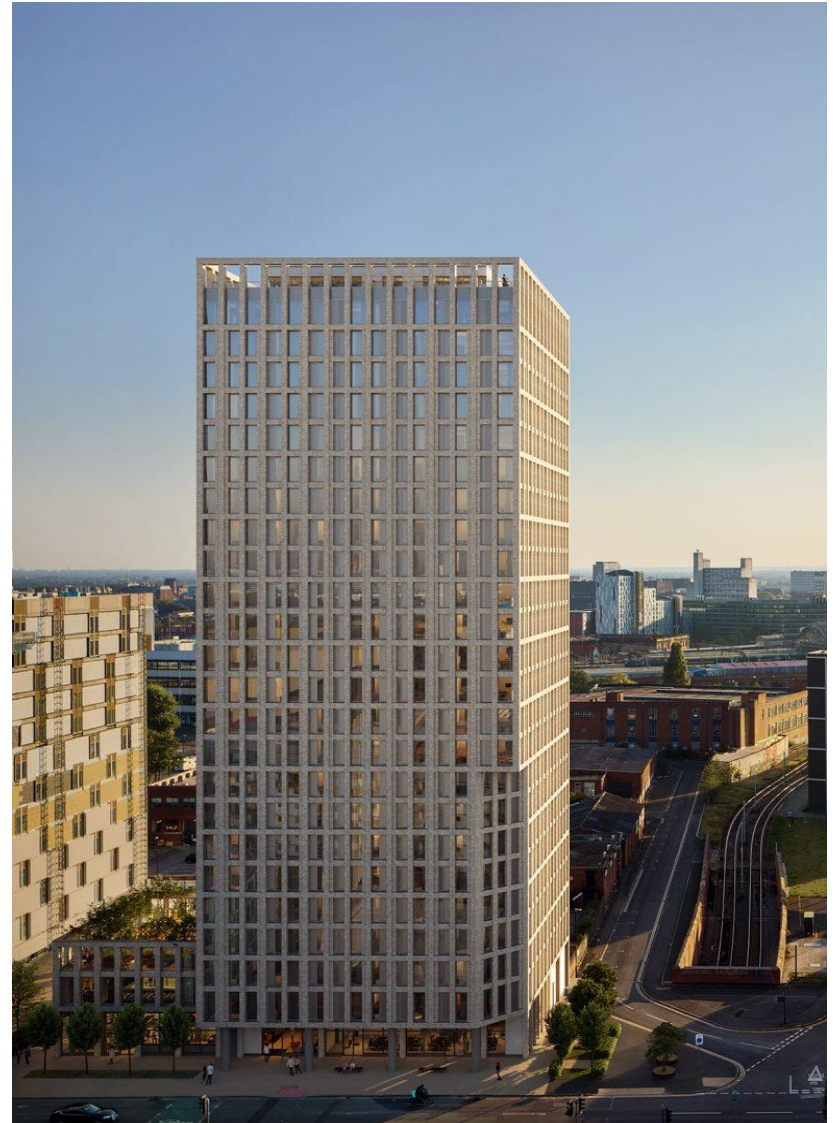


VICTORIA HOUSE

Residential Management Strategy

Victoria House, Great Ancoats Street

To comply with Planning Condition 25.



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DEVELOPMENT INTRODUCTION

This document provides a framework strategy for the ongoing management service for the operation of Victoria House. The strategy proposed is our overarching approach to the holistic operation of residential developments and in line with the requirements of the client, Salboy.

SITE OVERVIEW

Management/Reception Address: Victoria House, Great Ancoats Street,

Total number of residential units: 177

Total Number of commercial units: 1

Car parking spaces: 0

Bike spaces: 176

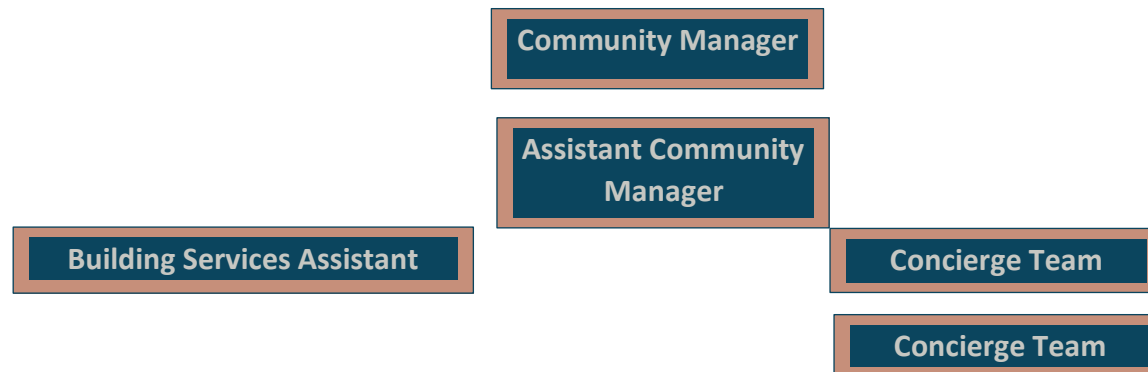
Estimated number of residents at optimum occupancy: 350

Number of buildings/blocks: 1

This document is used in the mobilisation and management of Victoria House, in line with all compliance and statutory regulations and to provide staff with the foundations for delivering residents the highest level of customer service.

MANAGEMENT TEAM

The below organisational chart details the proposed management team structure we will be putting in place at Victoria House:



Overview of Roles

ROLE	OVERVIEW
Community Manager (CM) (1 X PTE - 50%)	The Community Manager will be the responsible person for the entire site, staff and residents. As well as managing the building fabric in line with the service charge and reporting to leaseholders they will also be responsible to provide excellent customer service to rental residents. They will have a detailed understanding of the operational requirements of the site and provide weekly, monthly, and quarterly reporting to key stakeholders. They will have overall responsibility for occupancy levels, the operations on site and the management of the rest of the on-site team to ensure consistency of service levels. They will also be the main liaison with Salboy & the Management Company directors for escalations in regards to compliance, health and safety, complaints, and occupancy levels. Whilst the CM will be available during normal working hours of 8am-5pm, they will split their working time between Victoria House and another Salboy building. The community manager reports directly into the Head of Operations and Customer Service
Assistant Community Manager (ACM) (1 X FTE)	Site based Assistant Community Manager, managing the day to day operation of the site, supporting the community manager with managing the building fabric in line with the service charge and reporting to leaseholders they will also be responsible to provide excellent customer service.

	They will also have a detailed understanding of the operational requirements of the site and support the community manager to provide weekly, monthly, and quarterly reporting to key stakeholders. They will a supportive responsibility for occupancy levels, the operations on site and the management of the rest of the on-site team to ensure consistency of service levels.
Front of House X2	The front of house staff will report directly into the community and assistant community managers and will have a collective responsibility to ensure the upkeep of the internal and external appearance of the buildings as well as being a welcoming presence and the first point of contact for any residents and visitors. They will be responsible for the cleaning and general presentation of the amenity areas as well as the management for resident use. They will also be responsible to deliver urbanbubble's standard policies and procedures where required. Front of house will work 12 hour shifts 7 days a week, 7am to 7pm. No night time concierge will be provided
Building Services Assistant (BSA) X1	The Building Services Assistant (BSA) will report into the assistant community manager. The main role for the BSA's is to ensure the overall cleanliness of the development as well as conducting general maintenance checks in-line with the building needs. They will also be solely responsible for waste management and bin rotation. The BSA's will be responsible to conduct weekly/monthly H&S checks in line with a workload assigned by the community manager.

Role contingency plans are critical for a development like Victoria House, within the above noted team plan there are some roles that can support one another should we have unplanned leave or planned leave occur, the details of how this will work are below;

Community Manager – The community manager can support the assistant community manager when off or on annual leave.

Front of House team – The FOH team can have support from the following roles should unplanned leave occur; Community Manager & the Assistant Community Manager. The community manager will need to ensure these teams are well prepared for an eventuality that means a FOH team member cannot cover a shift, with adequate training on the required systems. The concierge team will be recruited with strong admin skills in email and phone manner to help support the ACM where applicable.

Building Services Assistant – The BSA has cover from external agencies or the in-house urbanbubble mobile maintenance team.

Staff Management

As noted, there shall be 5 total employees working on Victoria House. With this in mind the below example staffing rota shows how the development can be covered over a typical 7 day week. The ACM and FOH will be the main point of contact for all residents and visitors during the day with the support of BSA when required.

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
CM	8am – 5pm	8am – 5pm	8am – 5pm	8am – 5pm	8am – 5pm	OFF	OFF
ACM	8am – 5pm	8am – 5pm	8am – 5pm	8am – 5pm	8am – 5pm	OFF	OFF
FOH 1 (DAY)	7am – 7pm	7am – 7pm	7am – 7pm	7am – 7pm	OFF	OFF	OFF
FOH 2 (DAY)	OFF	OFF	OFF	OFF	7am – 7pm	7am – 7pm	7am – 7pm
BSA 1	7am – 3:30pm	7am – 3pm	7am – 3pm	7am – 3pm	7am – 3pm	OFF	OFF

The above example rota is a representation of the cover required in-line with the service charge and operational needs of Victoria House. There is flexibility from all site staff to accommodate additional hours for cleaning and BSA duties. The ACM will ensure, along with the general manager that cover is available to meet the demands of the development. BSA's will work their hours to ensure that the building presents right first thing as residents leave and as they return as well as during the day.

Staff Training

Training shall be carried out on and off site, with an introduction to the development and what items and materials are to be used by that individual and where stored.

Additionally visits to other operational sites will be planned in to gain an understanding from peers in equivalent roles. It is imperative that all employees visit other sites to understand the requirements of different sites and how this could impact their site. Each new member will be relevantly updated by their line manager and mobilisation manager to understand what stage the development is currently at, any delays to their start date with on-going issues highlighted and discussed as well as any specific issues which would impact them or their role.

All employees shall receive compulsory induction and health and safety training prior.

RESIDENTIAL MANAGEMENT

Victoria House will have its own operational team that consists of a part time Community & Assistant Community Manager and site-based Concierge & Building Services Assistant. This will ensure our residents have full access to a key contact during operational hours for any maintenance requirements they may have.

Any maintenance inside the first two year defects period should be reported via DOMIS's aftercare team, please see the below section on snagging and defects for further information.

Snagging & Defects

The snagging and defects process will be under ownership of the mobilisation manager & community manager.

This process is defined by the construction contract and needs to be confirmed by the client and the principal contractor.

For Victoria House the principal contractor is DOMIS.

Planned Building Maintenance Management

The overarching method of managing the development will be through the use of a planned preventative maintenance schedule (PPM) and dictated by the agreed service charge created by the mobilisation team prior to completion and handover.

Management of planned maintenance schedule shall be generated through Fix-Flo and Qube by the Assistant Community Manager, servicing and maintenance certificates will be saved in the relevant file on the urbanbubble shared drive for compliance.

Each PPM line will have a frequency set, as well as an indicator of whether it is a statutory compliance item or not. The management of this will be handled predominately by the FM on an operational level, however the CM & ACM will be responsible overall for the adherence to the schedule and making sure their site is fully compliant and being managed to a standard to keep all residents and staff safe, as well as to aid the longevity of the asset and maintain value.

Planned Building Management Checks

These checks shall be carried out by the onsite management team to ensure statutory H&S compliance, it is the responsibility of the ACM & CM to ensure the staff are aware of what tasks they are responsible to undertake and on what scheduled basis.

Examples of these checks should consists of the below but not be limited to the following:

Daily

- Communal area walk and visual inspection of all communal spaces
- Functional test of all ground floor entrance and exit doors
- Fire alarm panel visual inspection for faults

Weekly

- Fire Alarm functional test
- Smoke Vent System functional test
- Bin chute alarm functional test
- Flush of all communal water outlets
- Roof terrace furniture and balustrade
- Quick release checks

Monthly

- Communal area supply electricity meter read
- Communal area supply water meter read
- Communal outlet water temperature test

*Fire door checks – 6 Monthly

A suite of these check documents can be provided by the mobilisation manager and should be developed by the FM in accordance with the site operation.

External Area Management

The day to day management of the external areas will be the responsibility of the onsite Building Service Assistant (Caretaker). They will complete a daily inspection of the external areas and record any issues, they will also complete a weekly electronic report of the condition of the external areas including the hardstanding areas, planting, landscaped areas, and external lighting. This report will be sent to the CM and ACM. The CM will also complete their own monthly inspection of the whole development which will include all external areas

They will be responsible for cleaning, sweeping, litter picking , graffiti removal , and spraying weedkiller. They will also be responsible for removing any animal faeces.

A 3rd party Landsaping company will be employed to maintain the planted areas and trees, they will attend twice monthly in the summer months , and once a month during winter. Initially this contractor will be the installation contractor Wrights Landscapes.

A 3rd party contractor will also attend twice a year to jetwash the hard standing areas (frequency to be adjusted if necessary)

Reactive Building Maintenance

Management of communal reactive maintenance shall be reviewed / carried out by our on-site Front of House and Building Services Assistant team, who shall have access to the Fix Flo system for logging, instructing and management purposes. Where required 3rd party contractors will be called upon in-line with the company's procurement process to review and undertake works, managed by the ACM with support from the CM.

Reactive Apartment Maintenance

Apartment reactive maintenance will not be reviewed by our on-site team, they will advise the resident to report the issue directly to their lettings agent or landlord.

Parking and Access for Contractors and Maintenance

As there is no onsite parking at Victoria House all contractors who need to attend site to complete maintenance will need to park on the nearby public roads and use the pay and display facilities. The closest roads are Adair Street, Longacre Street, and Chapeltown Street. Between the hours of 7am –7pm access will be granted to the building by the concierge. Outside of these times there will be an onsite external secure key box that will contain an entry fob, contractors will be given the code to this by our out of hours team who can be called on 0161 543 8500.

Any contractors attending site to complete maintenance to private apartments will need to be given access via the resident directly.

COMMERCAIL UNIT MANAGEMENT

The standalone commercial unit at Victoria House for accessible for customers via Great Ancoats Street and has one entrance and exit.

Although they contribute toward the service charge it is clear from their scheduling and apportionment that we will only conduct certain management duties.

Staff will review the executed budget for Year 1.

24/7 MANGEMENT and EMERGENCY RESPONSE AND ESCULATION PROCEDURE

Based on the staffing proposal above and the way in which the building safety systems are setup the development will not be manned 24 hours a day.

Between the hours of 7am to 7pm any emergencies that occur shall be escalated from the concierge to the ACM and CM.

Between 7pm and 7am residents will be advised to report any emergencies to our out of hours team who can be called on 0161 543 8500. The out of hours team will contact the CM to advise of the issue, and contact the relevant contractor to attend to site to resolve the issue. If there is a crime or fire the out of hours team will also contact the relevant emergency services , and will advise the reporting resident to do the same.

The Fire alarm will be monitored via Redcare 24/7 so any true fire emergency will also be notified to the CM and the out of hours team via the alarm monitoring centre.

Fire

All leaseholders shall be made aware of the buildings fire strategy upon completion of their purchase via the home user guide supplied by Salboy.

Apartments should operate a 'defend in place' strategy towards a fire, only the apartment affected by a fire should evacuate and all other occupants can remain within their apartments or evacuate if they choose to or if directed by the building management or fire service. Therefore, only the automatic fire detectors / alarms within an individual apartment should activate on detection of fire or smoke within that apartment.

Ground floor communal amenity areas and back of house areas should operate an evacuation strategy in the event of a detection in that zone.

The commercial unit on the ground floor of the development will be responsible for developing their respective evacuation strategies.

However, upon detection within the commercial unit, it is anticipated that only the commercial unit will initially evacuate. There is an interface to the fire alarm control panel in the residential building in the event of a fire activation originating from the commercial unit, however the alarm would not be raised within the residential areas automatically.

HEALTH & SAFETY

Victoria House's health and safety standards are the responsibility of all the staff on site, urbanbubble work with Socotec and ARK to ensure H&S standards and met on all the sites our staff operate on.

urbanbubble's operates a governance structure for its H&S liability within its company structure.

All new employees for Victoria House will have gone through the mandatory e-learning provided by urbanbubble's learning and development team, the portal for this is called LearnBubble and the mobilisation manager will have advised the L&D team on what other e-learning modules are relevant to the specific roles for the development.

The Assistant community manager for the development will have already obtained or be working toward IOSHH accreditation, with support from the L&D team this should be obtained as soon as possible. They will act as the sites role model for H&S.

With specific reference to the gym facility at Victoria House thought and consideration has been given for 3rd party consultation on a planned preventative maintenance schedule to confirm with the specific health and safety aspects of the equipment.

A five year warranty is provided and regular maintenance visits should be done via the manufacturer's service team.

The associated costs are to be covered by the service charge and where required adequate professional training will be delivered to staff.

All site operational staff will be recruited with the appropriate training and qualifications to start the job immediately with site specific training taking place on the equipment installed.

All staff will also be basic first aid trained as well as fire marshal trained.

Site specific risk assessments will be completed, reviewed and shared by the Assistant community manager to all operational staff, when applicable changes will be made and assessments re-distributed.

BUILDING SAFETY ACT

With Victoria House being above 18m, it will qualify for compliance with the new Building Safety Act. With this in mind, urbanbubble will implement robust compliance checks and strategies to ensure that the development is safe to operate as a residential building. We will make sure that the following items are fully implemented by the relevant parties in line with the Building Safety Act.

Resident Engagement Strategy

Property Information Box (PIB)

Fire Door Checks

Building Registration

Building Safety Case

SERVICE CHARGE MANGEMENT

urbanbubble are appointed by the freeholder (as initial directors of the management company) to manage the service charge for the development, as soon as the last apartment has completed on its sale we must notify all leaseholders that they can apply to become a director of the management company (please note at Victoria House, non-residents can also be directors).

This typically doesn't happen for the first year of a development unless all units have been sold prior to practical completion.

Draft 1 of the service charge is completed by the mobilisation manager with support of the developer to understand all the specific line items to be included for the buildings operation.

This is an annual document and runs in line with the dictated service charge year noted in the lease – this is important to note as the yearend review and revision for the forthcoming year will need to be completed in time for this date.

Service Charge Billing

Once the building practically completes (PC's) it is the responsibility of the community manager and assistant community manager to manage the executed service charge budget, the mobilisation manager will offer support in the stabilisation phase of the development for any items as well as manage the completions handover to UB's legal department and business change team for service charge system upload (Qube). This ends 6 months after PC where it then becomes the sole responsibility of the assistant community manager and community manager to ensure all completion data is accurate and passed over to the finance and legal team in a timely manner.

Typically for Salboy development's service charge is billed in advance for the rest of the financial year up to the lease stated year end (for Victoria House: 31st March), this means that for someone to complete on their purchase they must send over final purchase monies the rest of the financial year as per the final draft of the service charge budget completed by the mobilisation manager.

As completions can be staggered from PC the service charge should always be pro rata's up until the agreed year end date by the developer's lawyers.

These monies are then split accordingly by Salboy's representative lawyers and distributed accordingly.

Service Charge Queries – All service charge queries for the development will be directed to the building specific email address and the concierge extension number in the first instance, should the on shift employee not be able to handle the query on behalf of an owner the Assistant community manager and community manager can support where required.

Services

Window Cleaning

There will be three annual accessible external window cleans and monthly ground floor amenity internal & external window cleans.

This is inevitably dependent on weather allowance and will be undertaken by a qualified contractor who has adhered to the urbanbubble procurement steps.

For the units that have windows with external perforated panels it will be the responsibility of the leaseholder or occupier to clean their glazing. These windows open inwards and can only be cleaned from inside the apartments

Bin Hire and Collection

Waste removal is provided by private collection. The site has waste chutes installed and these are accessible at all levels.

The chute has a bi-separator at the base which is manually chosen by the user at the chute door on upper levels, these two streams are general waste and mixed recyclable.

36 Eurobins are provided for general waste and mixed recycling and four food waste bins.

Collections will depend on occupancy rates of the development, and these are expected to go from 1 collection of each waste stream per week inside 6 months of practical completion, up to 2 collections of each waste stream per week thereafter.

Bins are leased as part of the collection agreement and will be delivered nearer to the date of handover. It is the responsibility of the mobilisation manager to ensure these arrive at the perfect time and ensure construction waste is not placed into them.

Once access is provided and the final strategy agreed, bins will be collected from the presentation point on Longacre Street. This will be done by the building services assistant.

The commercial occupiers would be required to arrange their own waste collection and transfer it to a collection point on Longacre Street also.

Routine Maintenance

Lift Maintenance

It is important to note that the Lifts at Victoria House come with a 2 year warranty, purchased by DOMIS as part of the install package with Kone.

There will be a fully comprehensive servicing package based on the 2 lifts at Victoria House.

Each lift is fitted with an auto-dialler and telephone line for passenger safety and 2 way communication with the lift company in the event of an entrapment.

Fire Equipment, Alarm and System Maintenance

We will arrange for servicing of the fire alarm panel, risers, smoke vents, and fire curtains in the building by a qualified contractor.

Additional periodic testing of the call points and sounders will be carried out by the onsite maintenance team and an annual fire risk assessment will be carried out by a qualified and independent assessor.

Sprinklers

We will arrange for the annual servicing, testing & certifying of the onsite sprinkler & associated pump system by a qualified engineer working to British Standards.

Lighting & Electrical

We will arrange for the annual emergency light testing and sectional compliance testing for the EICR, staff and building device PAT testing also included.

Pest Control

We will arrange for the purchase and install of pest control bait boxes on the ground floor and the cost to service and maintain them.

Water Tanks & Pump Maintenance

We will arrange for the ongoing servicing & maintenance of the onsite water pumps in all blocks & communal areas by a qualified engineer. In addition to this, periodic water hygiene checks will be carried out by the onsite maintenance team to comply with L8 guidance in line with the annual water risk assessment.

Access Control & CCTV

We will arrange for annual access control upgrade and CCTV software update if required. Functional test required annually.

Lightning Protection

Lightning protection is installed to the roof in line with the requirements of the IEC/BS EN 62305 standards. Testing will be carried out by a qualified company to current British standards every 12 months as part of scheduled Preventative Maintenance.

Bin Chute Annual Servicing

The chutes within the building core have hatches at each level that operate electronically. A maintenance contract has been activated at practical completion to ensure any items outside of the warranty cover are resolved and paid for. The separator in the bin room on ground floor level is a bi waste split chute – meaning we separate general, and mixed recyclable collected by B&M as detailed previously.

Bin Chute Clean & Large Item Removal

Budget provision for annual bin chute clean by a specialist supplier as well as the consideration for large item removal for things left by residents moving out.

Reserve Fund

Within the annual service charge budget, we have allowed for annual collection of a reserve fund, typically low for the first 2 years of a buildings life whilst under warranty and defects period but something must be collected to ensure any changes to legislation or guidance are adhered to for compliance or major works.

AMENITY SPACE MANAGEMENT

Reception Space

The reception space at Victoria House has been designed to accommodate home workers and for resident leisure. The space has a mix of low, mid and high-level seating to accommodate working from home or meeting spaces.

It is the responsibility of the front of house team to ensure this space is clean, tidy and presentable at all times, support from the building services assistant can be done for longer taking deep cleans.

Gym

The gym is located on the 2nd floor and is only accessible via access control.

We are proposing this be a 24/7 accessible space and in order for residents / leaseholders to gain access with their fob they will need to come to reception and complete a physical gym waiver form.

Daily and weekly maintenance checks should be undertaken by the front of house and building service assistant to ensure the kit is useable for residents.

We will operate a cleaning close down hour each day between the hours of 1pm-2pm, Monday – Friday. This will allow for a deep clean.

Parcel Room

At Victoria House we have the benefit of a dedicated Parcel Safe Place room, located behind the reception desk, within the lobby area.

Couriers can deposit packages directly into the parcel room off reception by using their code, codes are available from the reception team but it is best practice to get the couriers to remember their own codes.

Once scanned correctly into the room the parcel no longer becomes the responsibility of the courier, nor of urbanbubble's. Parcel Safe Place have cameras and a managed access control system to monitor the room, all residents can report lost or missing parcel directly to them via their support function.

This room can be accessed by a master code, retained by the FoH team for emergency use.

Food deliveries are recommended to be delivered directly to the customer and should not be stored in the parcel room.

Larger deliveries like furniture or appliance should also be delivered straight to the resident.

The Parcel Safe Place system is autonomous, allowing residents to collect their parcels 24/7 without the need for a staff member to be present.

Roof Terraces

A resident only roof terrace is located on level 2, it is accessible via an access controlled door.

The provided furniture should be checked weekly to ensure not loose on its fixings, as should all the glass balustrade to ensure no visible damage or movement.

There will be specific opening hours for the roof terrace to ensure minimal impact on the surrounding areas and buildings. This is proposed to open between 8am-8pm in the winter and 8am-10pm in the summer. This will also enable our staff to complete adequate health and safety checks on the area and ensure the area is tidy and clean.

Noise management of amenity spaces

During the hours of 7am to 7pm the noise management will be controlled by the concierge in all amenity areas. If the issue needs to be escalated the concierge will contact the ACM , and if needed the CM to support resolve the issue.

Between 7pm and 7am residents will be advised to report any noise issues in the reception, Gym, or communal corridors to our out of hours team who can be called on 0161 543 8500. The out of hours team will contact the CM to advise of the issue , and also contact the security company Bridgewater Security who will be called and asked to attend and resolve. Bridgewater will report back to the out of hours team following attendance.

MANAGEMENT POLICIES & PROCEDURES

Pet Policy

The lease for Victoria House allows pets with freeholder permission. Residents who have pets will need to sign a pet license and understand the pet policy of the building.

Key Handling Policy

The front of house team will have a key safe in the staff welfare area that holds all the building keys for Victoria House, these range from riser keys, emergency reset keys for the fire panel, lights etc.

Key storage for residents is not accepted as we do not offer a 24/7 concierge facility at Victoria House, this also goes for lettings agents / sales agents or people of interest.

Smoking Policy

Victoria House operates a no smoking policy, across all areas of the development.

Large Delivery Management

Large parcels are parcel or deliveries that will not fit into the parcel room or onto the shelves provided. Residents need to be in and available for these parcels and should meet their courier at reception once called in order to take delivery straight to their apartment.

RESIDENT SERVICES AND EVENTS

The Community Manager and Assistant CM will be responsible for organising a program of events supported by the UB marketing team.

An events calendar will be created with the support of all team members' ideas, the focal point being diverse variety of events to suit the wants and needs of all our residents and staff.

We will utilise the communal spaces on offer, internal and external (depending on the time of year) and target specific local businesses, welcoming them into our events allowing opportunities for them to promote their services and products.

We will also promote and facilitate community driven clubs via our website and internal advertisement board which could include running, cycling, and cooking clubs and will help to build a friendly, familiar, and cohesive community within the scheme.

During the move in process and throughout the lifecycle of the customer's tenancy we will engage regularly to listen to the voice of our customers regarding what type of events they would like to see. As we near towards full occupancy approx. 90% + we will host a 'welcome' event to engage encourage resident engagement from the outset, this will allow the team to engage and understand how we can enhance our plan of creating a community in which people aspire to be a part of. We will also conduct surveys to generate feedback and to ensure we tailor our events to the required demographic.

LEASHOLDER MANAGEMENT

Urbanbubble act as the instructed building managing agent on behalf of the freeholder and the management company for Victoria House.

Urbanbubble act at the appointed company secretary for the management company.

Every Building has to have a company secretary appointed to administer some company functions. A company secretary is responsible for ensuring the smooth administration of the company. They usually assume responsibility for the following important areas, compliance with corporate governance and other financial and legal regulation, management of shareholder administration and communication, and sometimes provision of strategic advice to the company's board of directors.

Service Charge

Service charges are payments by the leaseholder to the landlord for all the services the landlord provides. These will include maintenance and repairs, insurance of the building and, in some cases, provision of lifts, estate staff, lighting and cleaning of

common areas and so on. Usually the charges will also include the costs of management, either by the landlord or by a professional managing agent.

The mobilisation manager creates the developments service charge for year one, this is done pre-completion and updated quarterly to help aid the sales of the apartments. Direction is given from the developer on the specification of the scheme as well as what services have been promised to the purchasers. Support from the construction team is also given on key aspects such as firefighting systems and M&E and plant.

Year 2's service charge is done by the community manager for the development, showing any over or underspend in line items and reporting directly to the leaseholders on any items that require attention.

Urbanbubble accounts team load the service charge to a system called Qube where all service charge line items are managed in line with the budget by the community manager.

Our debt collection stages for service charge are:

- We issue invoices for the service charge.
- **Stage 1** - If we haven't had any response or payment within 14 days, a first reminder is issued via letter.
- **Stage 2** - If we don't have a response within 7 days to the first notice, a final reminder is issued via letter.
- **Stage 3** - If we don't receive a response within 7 days to the final reminder, a final notice is issued and a £90 fee put on the leaseholders account. The final notice is issued via recorded delivery.
- **Legal** - If we have no response to the final notice within 7 days, we send the debt to our solicitors to chase.

Breach of Lease Process

This depends on the terms of the lease usually these are not standard and will need to be reviewed before a breach is confirmed as a breach, in a wider context the head lease will have stipulations upon the leaseholder, the most common of these are noise and antisocial behaviour and short term lets.

We operate a four stage breach process, an example of what to do for short term let lease breach is detailed below;

Stage 1: Landlord/agent and any other parties involved with the apartment are sent this stage 1 letter. You then have 5 days to contact us with proof that you have ceased letting the apartment on a nightly basis.

Stage 2: If we have not been contacted within 5 days of this stage 1 letter, and the nightly letting has not ceased then we will issue a breach of lease fine of £90 on the 6th day from the stage 1 letter date, and then further £90 fines per day for every subsequent day the nightly letting continues.

Stage 3: If the nightly letting continues for 10 days after the date of the stage 1 letter then we will contact the mortgage company for your apartment informing them of the breach of lease (which also breaches most mortgage agreements) and mortgage companies will usually then look to increase your mortgage interest by between 2% and 3.5% depending on the lender.

Stage 4: If the nightly letting continues for 14 days after the date of this stage 1 letter then we will notify Manchester Council regarding the breach of the planning conditions, and they can then issue fines of up to £1000. We will also inform the freeholder of the breach of lease and they can choose to take their own action which could result in an application to seek possession of the apartment.

Buildings Insurance

As the name suggests, this is an insurance policy to cover structural damage to property. This does not include contents insurance for individual properties.

urbanbubble support the freeholder for Salboy properties to place the building insurance on all schemes, the mobilisation manager helps them finalise this policy with our preferred broker Bridge Insurance.