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RESIDENTIAL MANAGEMENT STRATEGY

Extension to 32-34 Laystall Street for residential use (4no. self contained apartments)

Including offices in listed building and four number apartments in extension

AUGUST 2023

INTRODUCTION

This document provides the strategy for the management service for the communal areas of the scheme.
This document has been produced to support the planning application submitted to Manchester City Council (MCC) for the Laystall Street Development.
At the time of writing, a managing agent has not been appointed for the development. Therefore, this document provides the framework for the management strategy.
It is understood that a more detailed Residential Management Strategy will be submitted to MCC for approval prior to the occupation of the development.

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The Management Budget

A strong management regime will be established for the maintenance and administration of the community, which is being created. The responsibility for the long-term stewardship of all shared and public areas of the scheme not otherwise demised or allocated to individual tenants, will be granted to this regime.
The annual service charge budget could be made available on the web portal for tenants/residents to provide comments and observations on the communal service delivery.

Management Service
The management service will include a comprehensive management and administration service incorporating:

- Assessment and formulation of the management regime.
- Calculation of the service charge budgets on an annual basis.
- Apportionment, collection, and administration of the service charge accounts.
- Direct recruitment, training, and employment of site-based operatives.
- Appointment and monitoring of service sub-contractors as appropriate.
- Liaison with client, management company and occupier to affect an efficient and transparent management service.
- Liaison with client and client's solicitors to apply the structure of the management regime and enforce satisfaction of the management elements incorporated in the occupational leases.

This will ensure the residential amenity of the development will be protected within an affordable, open, and transparent estate management regime.

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Main Elements of the Management Strategy

Core Services Provided by Site Management Staff

The building management resource will deliver much of the "soft maintenance services" for the development.

The directly delivered services will include:

i. Cleaning of the communal areas.
ii. Refuse and waste management in line with the scheme refuse management strategy
iii. Non-specialist hard and soft landscape maintenance.
iv. Litter patrols.
v. Porterage.
vi. Control of site deliveries and other site access arrangements.

Careful consideration will be given to the on-site staffing regime and the service charge budget will deliver a robust level of manned resource, suitably skilled to deal with resident issues, antisocial behaviour, and general building issues.

Maintenance Services to be Provided by Specialist Service Sub-contractors

i. Window Cleaning

Given the requirement for specialist access equipment and personnel skills for servicing the upper elevations of the development for the purposes of window cleaning and other high-level maintenance, a specialist service sub-contractor will be retained by the management regime.
The budget proposal will assume that all external residential windows will be cleaned by the management regime, in addition to the glazed surfaces to the communal areas and reception areas (both internal and external).

ii. M&E Plant and Equipment

Final specifications for all items of mechanical and electrical plant and equipment serving the communal areas of the development will be stored on-site, to include a

full Asset Register and O&M manuals will be provided to the management regime and a familiarisation exercise conducted with the key management personnel.

The management regime to enter initially, into comprehensive maintenance contracts with the principle suppliers/ installers of the main M&E plant elements. By doing so, the continuity of initial commissioning versus routine servicing is maintained, ensuring that any warranties/ guarantees are fully enforceable.

We would envisage that the principle plant and equipment items to be considered may include:

a. Passenger Lifts
b. Security Systems including Fire and Intruder Alarms
c. Access Controls, Door Entry Systems, Barrier and Gate Controls
d. Water Booster Pumps
e. Ventilation/Extraction Plant

Prior to the expiry of warranty periods the performance of the specialist service sub-contractors will be reviewed by the management regime in advance of any decision to tender the service contract renewal beyond the warranty expiry.

iii. General Maintenance

The management of day-to-day repairs is a key element of the management service delivery.
Repairs will be prioritised, and delivery times set, with relevant monitoring procedures in place to ensure works are carried out within target to the highest standard and to the best value to our customers. The support staff to the Estate Department are key to this service delivery and comprise a team of technician level surveyors and team support staff. Where necessary, individuals within the team are appointed and specialise in handling of specific matters (e.g. administration of insurance claims). Our team undertakes the interim and post inspection of repairs, prior to sign-off with the contractor.
The longer-term objective with any scheme is to foster sustainability. The importance of close liaison with the client cannot be over emphasised in the successful delivery of this. The long-term care of stock is managed through planned and preventative maintenance schedules drafted for each development, which ensure that the objectives are met regarding maintenance and compliance with the repairing obligations of the lease. We also encourage a sustainable approach at each

development through regular and proactive discussions with a representative group of residents, if possible. Major works are drawn from the PPM Schedules and are administered through are professional team through to final account. Within this process we ensure the requirements of the client are met under The Construction Design & Management Regulations.

iv. Reserve Fund

Included within the draft indicative service charge budget is a reserve fund. This fund will accrue over time and will contribute towards large items of communal expenditure, such as periodic redecoration of the communal areas. Once the building is complete and the community established, a comprehensive Planned Preventative Maintenance (PPM) schedule will be prepared for the building and this will provide life cycle costings for all communal infrastructure within the scheme. This schedule will then underpin fund reserve fund provisions within the service charge budget.

Amenity

The communal estate regime and service charge budget are critical elements of maintaining and maximising residential amenity within any building.

The residential amenity should be underpinned by robust lease terms regulating the use of the apartment. These terms should include restrictions on noise generation from within apartments, an absolute restriction on commercial use and a minimum term for subletting, with a view towards eliminating short term or nightly lets.

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The Web Portal Concept

We would envisage using a web portal concept, which provides user-friendly access to management services for the occupiers of urban community schemes.
The principal function of the web portal is to facilitate and enhance communication by investor and occupier with the scheme service management regime and to provide instant access to key building documents, an info bank containing management documentation and community-building forums.