

Ancoats Gardens, Rochdale Road, Manchester Planning Condition 26- Management Strategy



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Development Overview

Ancoats Gardens comprises 155 one, two and three bed apartments over 14 floors. The development is located on Rochdale Road, which is a main arterial route into the city centre and a key entrance gateway when approaching from the north. Located within the New Cross area of central Manchester, the development is close to numerous other residential led developments in the immediate area which are transforming New Cross from an area of surface car parks to a vibrant inner city neighbourhood. Other developments in the area are being delivered by a variety of developers and contractors.

The apartments provide high quality accommodation for a mix of owner occupiers and private rental tenants. The anticipated demographic of residents are graduates and young professionals. This is a growing population and the current variety of developments recently completed and under construction within and around the city centre demonstrates a desire for quality homes and high standards of associated management services.

This document details the proposed management strategy for Ancoats Gardens, which is subject to amendment as the property comes into use.

Lettings Management

The lettings and management strategy for the development will be handled by our dedicated in-house lettings and property management team – Manchester Apartments. Having been developed by our parent company – Beech Holdings, the handover of Ancoats Gardens to the Manchester Apartments team as the appointed management company will be seamless, and with over 900 properties in our existing portfolio – all of which have been developed by Beech Holdings, the process of completion, handover and initial lettings is one that our team are very experienced in.

The tenant profile of the building will be young professionals and recent graduates who want long-term tenancies for a minimum period of 12 months. Prior to tenancies being granted, all applicants will be subject to the following checks to ensure they meet the tenancy eligibility:

- Employment status
- Previous landlord references
- Income and credit checks
- Residency status in the UK (where an applicant is a non-UK resident, they will be required to proof their right to reside)
- Suitable guarantor (where necessary)

All tenancies will be subject to a minimum term of 12 months, although longer term tenancies will be available on a case-by-case basis where an applicant meets the necessary requirements. There will be no short term, or holiday style lets (such as Air BnB) permitted.

Lettings management

The majority of apartments will be managed by Manchester Apartments (apartments not managed by Manchester Apartments include those owned by owner occupiers and those managed by the landlord themselves). Having one 'master lettings agent' on the building, means that rents can be set and maintained at a fair market value dependent on apartment type, size and location in the building. For landlords, this mitigates the risk of multiple agents under cutting the rents of driving up false rents in the building.

Manchester Apartments will supply all tenants with a code of conduct that all tenants will be expected to adhere to. This will include policies on:

- Refuse disposal
- Noise control
- Moving in and moving out
- Car parking
- Visitors

The Manchester Apartments team will also ensure all tenants are aware of how to raise complaints, log maintenance issues and the respective response times.

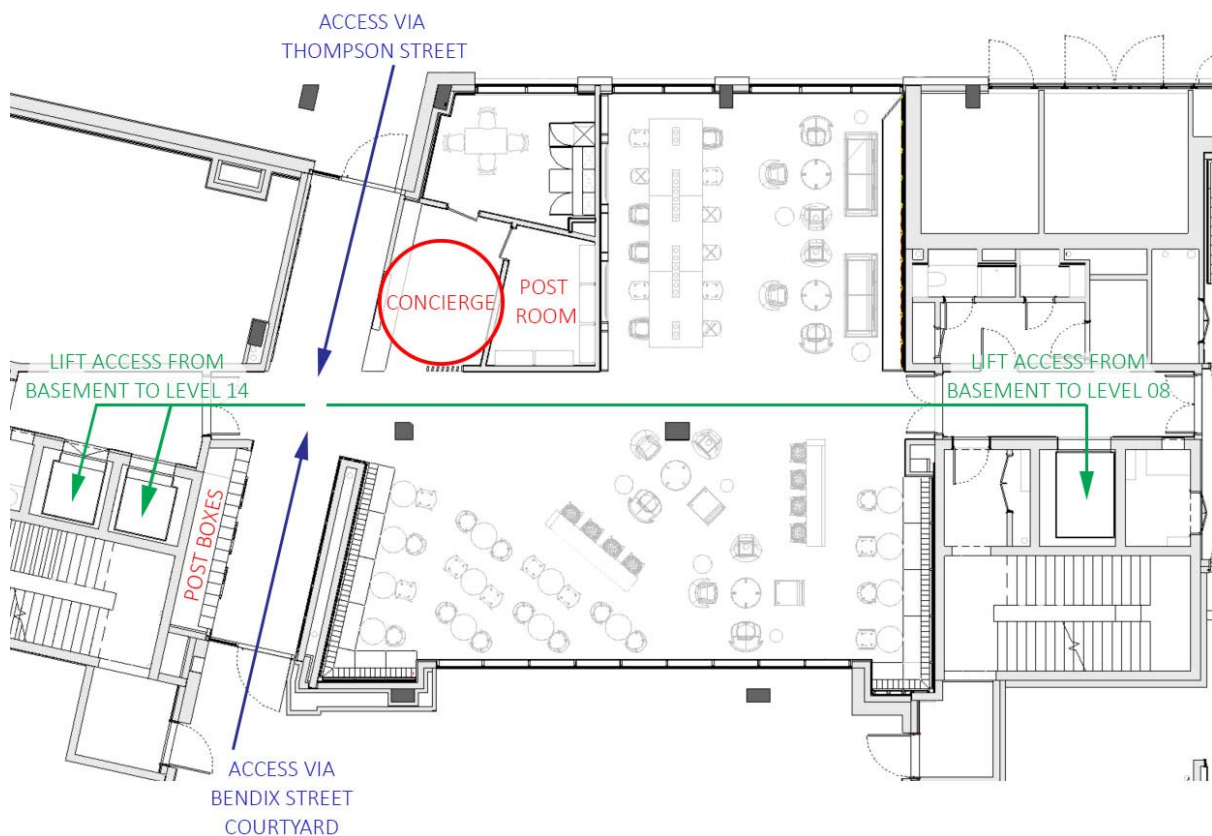
We reserve the right as the lettings management company to revoke the tenancy of any tenant we find to be in breach of their tenancy agreement for any reason. Tenants found to be in breach will be dealt with quickly and fairly.

Communal Areas and Services

The main entrance lobby is located at ground level at the centre of the building and is accessible from the private courtyard on Bendix Street and from Thompson Street. Within the communal area are two lift cores, one which provides access from the Basement to Level 14, and the second which provides access from the Basement to Level 8. This gives apartments on all floors direct lift access to the ground floor communal areas and the servicing areas within the basement, as well as the communal roof gardens on Level 7 and 9.

Mail boxes and a post room are provided within the communal area, keys or concierge will be utilised to help manage only authorised access.

Services are detailed in the following sections.



Detailed Services

Building management services will be provided and managed by Northern Block Management Core services will include:

- Concierge/reception services
- Security/access control
- Communal social space management
- Cleaning of communal areas
- Hard and soft landscaping maintenance
- General building maintenance
- Window cleaning
- Waste management
- Out of hours emergency response

Concierge & Reception

Concierge and reception services will be provided Monday-Friday from 9am till 5pm, with a skeleton staff on Saturdays, all on a rota basis via the manned concierge desk located on the ground floor. Out of hours residents will be able to contact the managing agent. In emergencies there is a dedicated 24 hour maintenance line. Residents will also be able to contact via e-mail and via our maintenance reporting app (powered by Fixflo), to report any issues or gain assistance.

Back of house facilities including a kitchenette are located within the management office on the ground floor for use by any on site personnel. WC facilities are located next to the gym and would be shared with any resident usage.

Security & Access Control

The shared on-site concierge will manage access control to the building for deliveries, maintenance etc. They will also assist residents with access to cycle and bin store areas and car parks as required. Residents will have key fobs to access all required areas.

Communal Social Space Management

The roof gardens on Level 07 and 09 provide a diverse space consisting of hard and soft landscaping and areas that can be used for socialising and exercise. All residents will have access to this area, with door controls restricting access out of hours or during maintenance activities.

Detailed Services Cont.

Communal Area Cleaning

Cleaning services will be provided throughout all communal areas on a regular basis. High traffic areas such as the ground floor lobby and lifts will be cleaned more frequently. It is currently anticipated that normal areas will be cleaned on a weekly basis with high traffic areas cleaned on a daily basis. On site personnel will be able to advise if spot cleaning of areas is also required.

Hard & Soft Landscaping Maintenance

This will include but not limited to: litter picking, weeding, pruning, watering, cleaning the roof gardens, ground floor courtyard and all external areas of the building. Frequency of visits will be higher during the growing season March to October currently anticipated at bimonthly. Out of season visits will be Quarterly but likely to include increased clearing of leaves and any slip hazards. Specific salting/gritting required during the winter months will be managed by on site personnel as required due to weather conditions.

General Maintenance

General maintenance internally and at low level of the external areas will be led by routine inspections of the property manager and reporting by residents/on site personnel. Standard working and health and safety practices will be adhered to under management of the managing agent. Day to day litter picking, tidying and general upkeep will be on a daily basis by the concierge teams and dedicated maintenance teams.

Periodic inspection and testing of the property, lifts, fire alarm, mechanical and electrical systems etc. will be carried out as required by the managing agent and records kept both on and off site in the designated property file. The managing agent will also be provided with full copies of the development Operation & Maintenance manuals on handover.

The Basement is accessed externally via the car lift accessed from Mason Street, for inspection, access or maintenance relating to:

- Lift pits for both cores.
- Commercial Plant Room, accessed directly from the car park.
- Building Plant Room, accessed directly from the car park.
- Smoke/fume extractor, located within the Building Plant Room.

For high level maintenance of the façade, initial visual Inspection will be undertaken from ground level only. In addition, drones may be used to carry out visual inspections to the high-level façade/windows, which would eliminate the need for working at height during such inspections.

Detailed Services Cont.

Waste Management

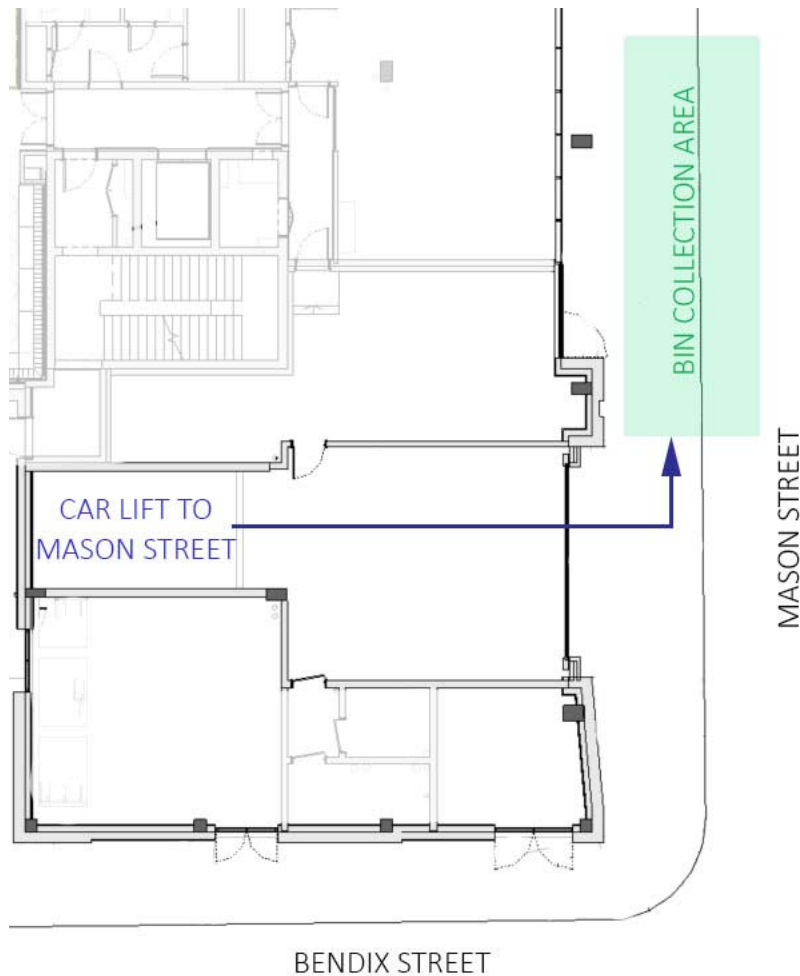
Waste management in line with planning and Council requirements will be managed by the managing agent. Bin provision will be supplied as follows:

The refuse provision information previously provided to MCC to satisfy the discharge of planning condition number 16. The development contains two bin stores within the basement which contain the required number and type of bins as per the approved Waste Management Strategy.

The current bin store layout maintains this provision within the basement – as shown on extract below:



Refuse containers will be moved from the basement bin stores to ground via the car lift by building management personnel outside of busy hours where the lift would be in use by residents. Bins would then be temporarily located at the paved area along Mason Street for collection by refuse/recycling collection vehicles – as shown on the drawing extract below:



Out of Hours Emergency Response

Emergency response 24 hours a day will be provided by the managing agent with all residents provided with telephone and online contact details.

The agent also provides a resident's portal for both owner occupier and rental tenants where important updates are given.

Further, text alerts can be sent to all residents through this system as required.

Access Details

Apartment Access for Residents

There are no apartments on the ground floor of the development. All apartments are located on Levels 01 to 14. Resident access all apartments via two access controlled communal entrance doors, the first is located within the private courtyard on Bendix Street and the second is on Thompson Street. Within the communal entrance there is access to lifts and a staircase which service all apartment levels and the seventh and ninth floor roof gardens. Post boxes for all apartments are located within the communal entrance area next to the courtyard entrance.

Car Parking

Residents with an allocated car park space can access the basement car park via a car lift that is accessible off Mason Street. The basement car park is secured by a shutter door which will be secured with fob access, and then gain access to the carpark lift into the basement, which will require a fob to call the lift

There are no allocated car parking spaces at ground level.

Cycle Storage

Secure cycle storage is provided to residents via cycle racks located in two separate cycle stores on the ground floor and within the basement area. The cycle store on the ground floor can be accessed from within the building from Mason with fob access from the street and from within building. The cycle store located within the basement is accessed via the entrance within the car park which will again be secured with fob access.