

# Operational Management Plan- Albert Bridge House

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CBRE Residential proposal for Oval Real Estate Ltd

November 16, 2022

# Introduction

This operational management plan outlines the proposed management strategies to be adopted for the residential development of Albert Bridge House. These strategies have been chosen to ensure a high-quality provision and maintenance of all services on the site.

The site is bounded by the River Irwell to the north-west, Bridge Street to the south, St. Mary's Parsonage to the east and the Trinity Bridge landing to the north-east. The residential block will act as the landmark building, at 45 stories tall. It is located at the Western corner of the site at the gateway between Manchester and Salford.

The scheme will deliver 367 homes, alongside ample amenity provisions including ground floor commercial units. There will be a combination of 1,2 and 3 bed homes delivered within the scheme.

The Management Plan will cover the following key areas:

- Access and Security
- Staffing / Reception Services
- Response to Incidents
- Cleaning and Refuse
- External Cleaning and Maintenance
- Car Parking
- Bikes
- Post and Deliveries
- Commercial Units

## Access and Security

Access points within the building, such as pedestrian entrances, the resident's car park and the bike store, require key fob access to ensure security of the building.

The resident's entrance is at ground level on Bridge Street. Placement of the concierge area on the ground floor ensures that there are clear lines of sight to the main entrance, the loading bay and the café entrance, increasing surveillance of the pedestrian entrance. The parcel store is also located behind the concierge desk, ensuring a secure delivery of parcels. The public access to the café/retail space is from the public realm on Albert Bridge Square, but key fob access is required to enter the adjoining residential areas and individuals must also pass the concierge.

Accessibility is ensured through clear wayfinding with the stairs and lift core marked out using colour and projecting elements. Despite the cycle storage being on the first floor accessibility is ensured through shallow cycle stairs and two lifts requiring a fob/access code.

To ensure a sense of safety and security in the public realm areas a lighting strategy will be implemented.

Two lay-bys have been designated to ensure servicing, waste collection and fire access. Bridge Street lay-by is adjacent to residential building and bin store, ensuring effective servicing of the building.

## Staffing / Reception Services

The concierge is located on the ground floor with clear lines of site to the pedestrian entrances. It is located in the double height reception area, with the cycle store and shop located on the upper floor and café on the ground floor. This ensures that it is the first point of contact for residents and will ensure that the staff are best placed to deal with day to day matters such as organising deliveries and updating residents as well as address resident issues such as reporting repairs.

The Managing Agent of the building will provide the concierge attendance and all relevant personnel required for the maintenance and cleaning of the development.

## Cleaning and Refuse

The managing agent will hold responsibility for providing the cleaning staff and ensuring cleanliness within the building.

Residents will be responsible for taking their refuse to the bin stores which are located on the ground floor. Access within the refuse storage areas have the minimum 1500mm wheelchair turning circles between waste bins. Building management will be responsible for transferring waste from the basement storage areas to the ground floor holding area. Part of the store (ca. 68m<sup>2</sup>) is accessible by the residents directly from the core. A managed solution with biweekly private collection is proposed, in order to maximise the active uses and frontage at ground level.

Adjacent to the resident's bin storage room, there is a management only waste storage room to store bins in a more efficient manner, with an area of 136m<sup>2</sup>.

The residential waste store is conveniently located near the collection point along Bridge Street. The management company will collect the bins from the waste store and transport them to the collection point. Once the bins have been emptied, containers will be carried immediately back to the bin stores by the management company.

## External Facade Cleaning and Maintenance

External access and maintenance is divided into three separate strategies:

- For levels 00 to 01 a long reach pole to max 12m and mobile elevating work platform (MEWP) to max 15mb will be used.
- For the intermediate bet levels glazed façades are accessed directly from the terraces and via long reach pole.

- For the rest of the facade, a Building Maintenance Unit (BMU) will be used from the L46 roof with a 24m arm reach (oversail restrictions set at 2m from façade line).

The glass replacement strategy is to be undertaken by internal methods where possible.

Inward opening windows with 1100mm transom for full height windows will enable window cleaning.

## Car Parking

There is a basement car park, which is sub-divided between the commercial and residential spaces. At the entrance to the basement, there is a secure automatic opening gate operated via fob/remote control. Access to rest of the residential building is via stairs or an accessible lift located in close proximity to the parking area. There are 8 spaces for residents, four of which are accessible, three are car club spaces for the BTR residents to use and one is for deliveries. All of the eight spaces have electric vehicle charging points.

The basement is accessed by car from a one way vehicular ramp from the north-west corner of the site. The car flow will be managed with a traffic light system. There will be a waiting area at the bottom of the ramp as well as on the access road, off Bridge Street for vehicles entering the basement if there is an exiting vehicle.

Pedestrian Access: the basement can be accessed by one stair in the core and by one of the cycle lifts.

## Bikes

The first floor is occupied by the cycle store with annexed self-servicing and cleaning bike workshop, encouraging healthy lifestyles and providing opportunity for interaction between the residents. The store can be accessed from ground floor, either via 2 external cycle lifts or from the external shallow cycle stairs, fitted with side bike track to allow easy wheeling of the bike. The store is then connected to the main core via fob access for security.

The cycle stores provides 368 sheltered bike spaces:

- 44 Sheffield stand spaces (12%)
- 324 double tier bike spaces (88%)

## Public Realm

The public realm areas surrounding the development will be kept in a constant state of good repair and maintenance for both the benefit of the residents and general public. Actions will be taken such as Inspecting the hard landscape areas on a six monthly basis to identify and repair any damaged areas, with the natural hard stones being cleaned three times a year following an initial deep clean. Seasonal maintenance such as leaf and snow clearance will also be required.

## Ground Floor Commercial Units

The scheme includes 2,338 sq. m (GIA) of commercial, leisure, food and drink uses (Use Class E (a), (b), (c) and/or drinking establishment Sui Generis) at ground floor level which spill out onto the public realm.

### Dispersal

Occupiers responsible for own security; depending on use this will differ in terms of what is required, however if this is a licenced premises they will need to comply with their Licencing conditions and we would expect to

see security within these demises to ensure prevention of crime and disorder, prevention of public nuisance. In common areas this would also be something that we would monitor and ensure the security provision on site is appropriate and suitable for the occupiers on site.

We will have CCTV cameras in the common areas, which are managed and operated by the Building Management team. If any occupiers or their staff become aware of or suspect the presence any suspicious objects, people or occurrences seen within the estate or its vicinity should be reported to reception in the first instance, so internal emergency plans may be put into action.

#### Smoking Policy

There will be an Occupier Handbook prepared for the site which will detail the Smoking Policy.

Any smoking would be prohibited in and around the building. On no account should smokers congregate in the vicinity of the main entrance to the building or any other entrances, inside or outside the building.

If required, an area away from the building could be dedicated as a smoking zone to comply with all regulations and occupiers and their visitors would be asked to use this facility.

Internally, we would operate a strict 'No Smoking' policy which also includes e-cigarettes.

#### Music Policy

This would again depend on the occupiers on site, however before allowing music beneath the residential we would require a noise risk assessment to be carried out to ensure no transference issues with residential above / or to the street. Any premises playing music would require a PRS licence.

Adequate insulation and protection must be approved where any equipment is to be installed which is likely to cause noise, vibration or odours.