Residential Management Strategy Manchester

|Great Northern Warehouse

November 2022



Contents

Introduction ---------- 3

Building Management ---------- 3

Management Organisational Chart --- 4

Staff Training ---------- 5

Sample Staff Rota- Steady State ------ 6

Maintenance Management ---------- 7

PPM 7

Reactive Maintenance ---------- 6

Defect Management ---------- 7

Internal Daily Checks ---------- 7

Risk Assessments ---------- 7

Maintenance in line with OPEX ---------- 8

Window Cleaning, Drains & Guttering 8

Removal of Large Items ---------- 8

Carpet Cleaning ---------- 8

Jet Washing ---------- 8

Lift Maintenance ---------- 8

Lift Telephone ---------- 8

Fire Equipment, Alarm and System Maintenance ---------- 8

Fire, Health and Safety Risk Assessments ---------- 9

CCTV ---------- 9

Door Entry Maintenance ---------- 9

Water Pump & Hygiene Maintenance 9

TV/Satellite Ariel and Communication ---------- 9

Car Park access ---------- 9

Lights & Electrical ---------- 9

Lightning Conductors ---------- 9

Pest Control ---------- 9

Man Safe Certification 10

Grounds and External Upkeep ------- 10

Passive Air Vent System ---------- 10

Electrical, Heating, PAT Testing Fire Detection Systems ---------- 10

Sprinklers & Dry Risers ---------- 10

Reactive (Residential) ---------- 10

Reactive (Communal) ---------- 10

Yardi ---------- 13

Car Parking ---------- 13

Amenities ---------- 13

Landscaping ---------- 14

Leasing Up ---------- 14

Move-in Management ---------- 14

Post & Parcel Management ---------- 15

Waste Management ---------- 15

Security Strategy ---------- 17

Estate Service Charge ---------- 17

Other Security Strategies ---------- 18

Crime Impact Analysis ---------- 18

Fire Strategy ---------- 18

Flood Strategy ---------- 18

APPENDIX – Example of Mobilisation Task Plan

Introduction

This document provides a framework strategy for the ongoing residential management service for the residential element of Great Northern redevelopment scheme, Manchester. The strategy proposed is our overarching approach to Build to Rent (BtR) and the holistic operation of the site in line with the requirements of GNW Developments Ltd. Build to Rent (BtR) is the preferred operational tenure of the residential apartments. Other tenures could be considered. This could require an update to the management strategy should an alternative path be chosen.

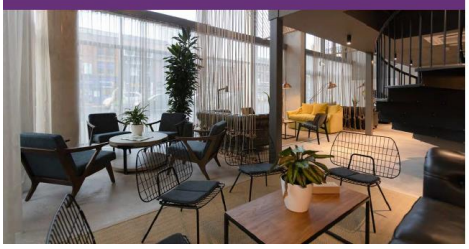
Urbanbubble is a residential managing agent based in Manchester City Centre, established in 2008 our primary function is the management of residential apartment blocks and leasehold estates. We diversified into Sales & Lettings in 2015 which led to our first build to rent scheme with L&G, The Slate Yard, which was delivered to the market in May 2017. Since then we have continued to be the sole operator of all LGIM Build to Rent (BtR) schemes with a strong pipeline forecasted in the coming years and have successfully mobilised a number of sites across the UK. Along with our work and site management with other clients, such as DTZi at Anco & Co in Manchester, this experience ensured we had the right expertise to see Arundel Street mobilised and managed professionally, in line with all compliance and statutory regulations and to provide residents with a high quality level of service.

Urbanbubble was recently voted best national operator (over 3000 homes) by Homeviews based on resident reviews of their residential experience.

BtR Communities - Under Our Care

Build to Rent	Homes		Commercial Units	Service
City	Existing	Pipeline	Total sqft	Full/Partial
Manchester	1,051	-	4,158	Full
Bath	171	200	17,479	Full
Birmingham	220	595	7,500	Full
Leeds	247	250	2,622	Full
London	668	1,700	22,269	Full
Brighton	-	509	3,270	Full
Bristol	376	-	8,726	Full
Glasgow	-	670	3,767	Full
Edinburgh	-	300	TBC	Full
Cardiff	-	918	TBC	Full

Other	Homes		Commercial Units	Service
Residential	Existing	Pipeline	Total sqft	Full/Partial
PRS	1,643	-	16,959	Full
Co-Living	-	222	20,000	Full



Building Management

Great Northern redevelopment scheme will have its own dedicated management team, maintenance and housekeeping services. This will ensure residents have full access to a key contact whenever required, providing that much needed peace of mind and re-enforcement of the quality of Build to Rent (BtR) developments.

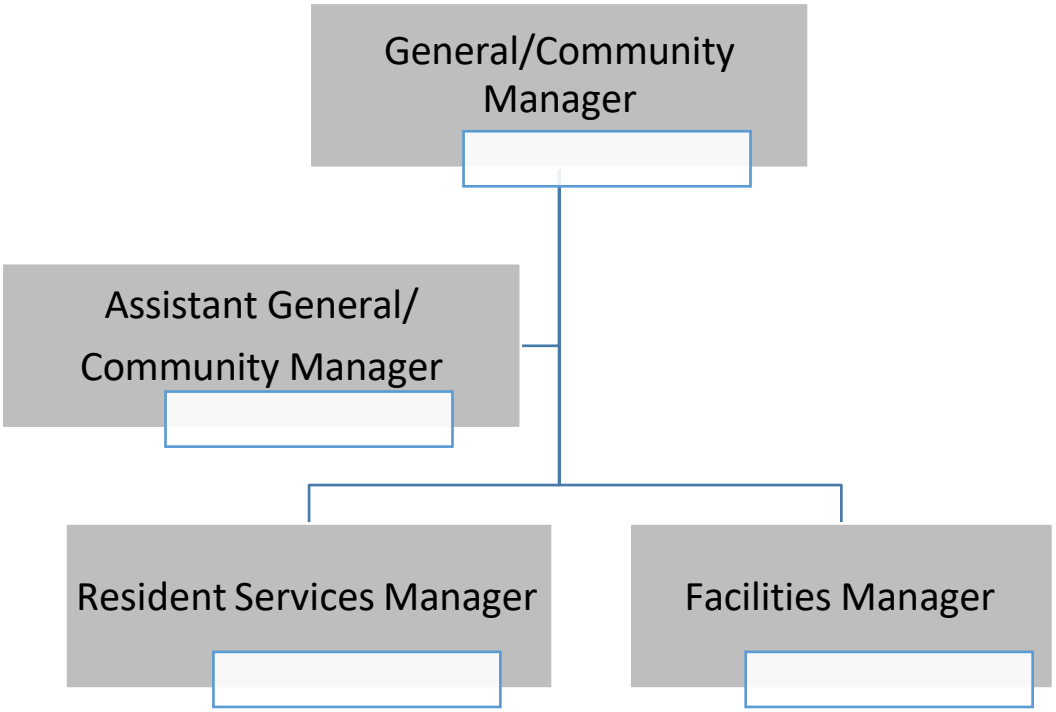
Residents will have access to an online portal with details of appliances, the facility to report maintenance, have copies of fire strategies, energy strategies, waste strategies and tenancy documentation (including EPC for their home, Tenancy Agreement, Deposit Registration Certificate, alongside unique local offers with retailers.

Residents will be encouraged to be mindful if their energy usage within the development, with tips included

in the published resident handbook alongside supporting recommendations from manufacturers as to the most efficient usage of the systems installed within their homes and how the site runs as efficiently as possible in the public areas.

Management Organisational Chart

The below organisational chart details the proposed management team structure at Great Northern redevelopment scheme:-



General/Community Manager

The General/ Community Manager (GM) will be the first point of contact for the client and have overall responsibility for overseeing the ongoing day to day management of resident queries, complaint handling, Health & Safety compliance and onsite reactive and proactive maintenance. They will also manage social media content, marketing for the site. The GM will also report to the client on a weekly, monthly and quarterly basis.

Assistant General/Community Manager

The General/ Community Manager (AGM) will support the General/Community Manager and ensure that management of the site can be carried out over a 7 day period. The RSM will lead the Front of House functions and teams and implement the Lettings strategy for the site. Other responsibilities will include complaint handling, Health & Safety compliance and onsite reactive and proactive maintenance. They will also manage social media content, marketing for the site and deputise for the General Manager when absent.

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The AGM will also assist with client reporting on a weekly, monthly and quarterly basis.

Facilities Manager

The Facilities Manager (FM) is responsible for the Back of house team members (Maintenance, Building Service Assistants and Housekeeping) and supports the GM and AGM is running a safe and compliant site. The FM ensures all contractors working on site have been inducted and are in possession of public liability insurance. Method Statements and permits to work when required. The FM also oversees the waste strategy for the site and that the communal spaces and equipment provided are serviced, maintained and safe to use. Any equipment used by team members, the servicing, health and safety inspections and PAT testing of all portable appliances (where applicable) on site will fall under the remit of the FM. This is to ensure compliance and that the operation performs to budget.

Resident Services Manager

The Resident Services Manager (RSM) will be the first point of contact for all residents and will remain so throughout their tenancy, therefore fostering a constructive long-term relationship. They will have the responsibility for occupancy levels, tenancy administration, management of the on-site administrative (RSA) and front of house team to ensure consistency of service levels. They will be the focus of site wide resident communications and community updates.

Role Contingency Plan - Resident Services Assistant

The Resident Services Assistant (RSA)) will undertake all tenancy administration duties and support the RSM to ensure full occupancy, total process compliance and excellent resident satisfaction levels. The RSA in conjunction with the RSM will also be responsible for organising a suite of events generally centred on technology, sustainability, wellbeing and community. This will encourage residents to utilise the internal amenity spaces and the aim is to target and integrate local businesses into our events allowing opportunities for them to promote their services and products.

They will also promote and facilitate community driven clubs which could include running, cycling, and cooking clubs which will benefit in building a friendly and cohesive community within the development.

Front of House Team Member (Day and Night)

The Front of House Team are at the heart of the community and provide the reassurance of 24 hour cover for residents. They are responsible for key management, visitor/contractor signing in and out, parcel room administration and presenting a professional/ambassadorial presence on site. The night role will involve building walks, bin rotation and security for the site and overnight housekeeping duties. Both sets of Front of House teams will assist with enquiry management and move-in/out administration.

Maintenance Technician

The on-site facilities team should comprise of two full time Maintenance Technicians (MT), who will be based onsite. They will be responsible for undertaking day to day planned maintenance, small maintenance requests by residents' in-line with an agreed 'alterations to dwelling form' and help support larger planned works with the GM. The MTs will conduct weekly/monthly Health & Safety building checks assigned by the GM/AGM.

Building Services Assistant

The Building Service Assistant (BSA) role is to assist the MT in supporting the lease up and building inspections during the defects period after practical completion. The BSA will carry out janitorial duties such as litter picking, stock taking, bin rotations and building hygiene and cleanliness (lifts and communal areas) outside of the housekeeping hours and assist with final apartment checks prior to a resident move-in.

Housekeepers

Three part-time housekeepers are proposed to work on site on a shift basis to cover 7 days a week. The housekeepers will report into the FM and will be responsible for the ongoing cleanliness of the buildings including all communal areas and pre let sparkle cleans. All staffing levels are subject to change.

Staff Training

urbanbubble can provide a robust and effective induction plan for all new employees of the Great Northern Warehouse development once the planning approval and construction phase is complete. This will include spending time at current Build to Rent (BTR) schemes whilst working closely with the mobilisation team to understand the operational needs during the on-boarding process.

Sample Staff Rota- Steady State

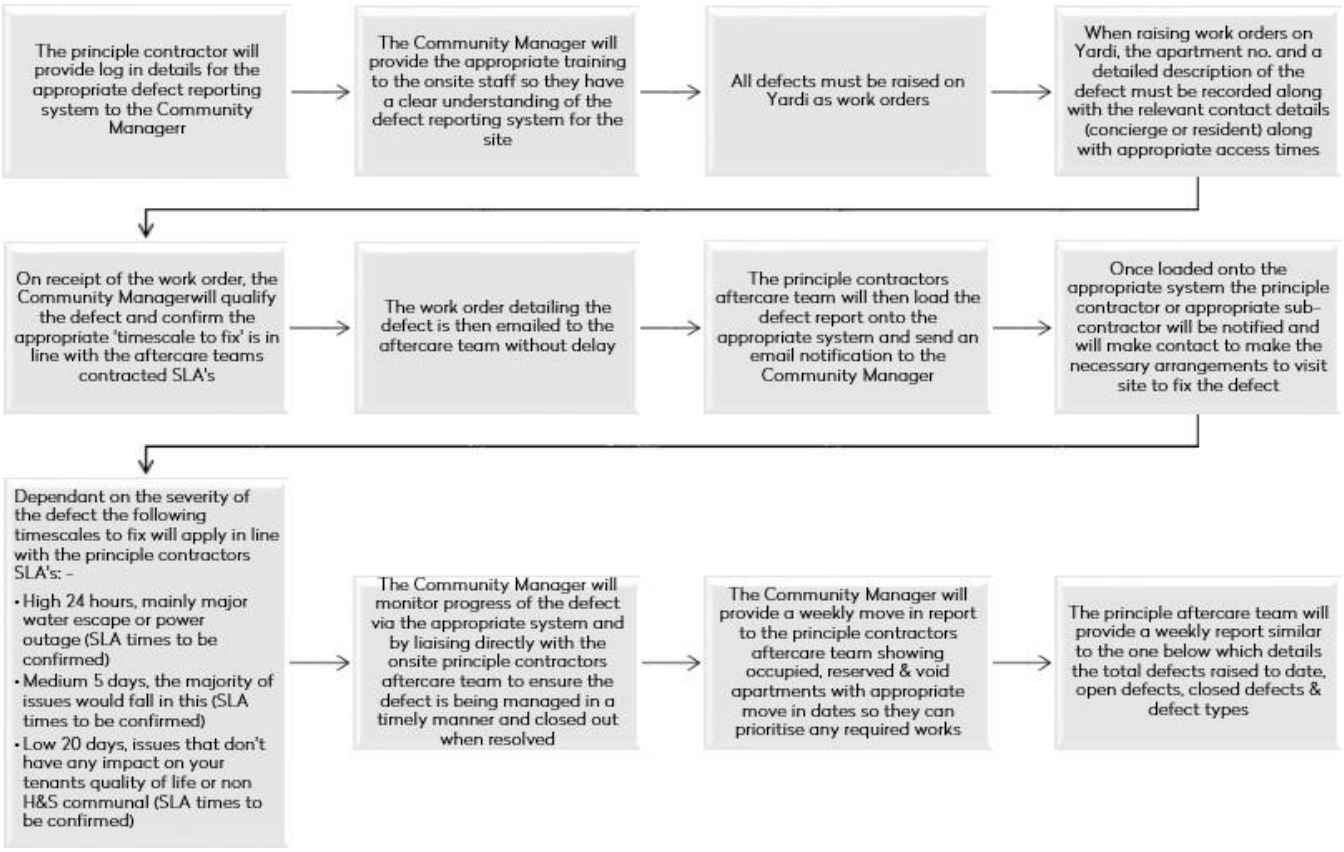
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
General/Community Manager (40hrs a week)	Off	08:30 – 17:00	08:30 – 15:30	07:00 – 17:00	08:30 – 17:00	08:30 – 17:00	Off
Assistant General/Community Manager (40hrs a week)	10:30 - 19:00	10:30 - 19:00	10:30 - 19:00	10:30 - 19:00	Off	Off	10:00-19:00
Resident Services Manager (40 hrs per week	07:00 – 15:30	07:00-15:30	OFF	OFF	07:00-15:30	07:00-15:30	09:00-17:00
Resident Services Manager (40 hrs per week	08:30-17:00	08:30-17:00	08:30-17:00	08:30-17:00	08:30-17:00	OFF	OFF
Resident Services Manager (40 hrs per week	10:30-19:00	10:30-19:00	OFF	OFF	10:30-19:00	10:30-19:00	10:30-19:00
Resident Services Assistant (40 hours per week)	OFF	08:30-17:00	08:30-17:00	08:30-17:00	08:30-17:00	09:00-17:30	OFF
Facilities Manager (40hours)	08:00-16:30	08:00-16:30	08:00-16:30	08:00-16:30	08:00-16:30	OFF	OFF

Maintenance Technician (40hrs a week)	10:30 - 19:00	10:30 - 19:00	Off	10:30 - 19:00	10:30 - 19:00	10:30 - 19:00	Off
Maintenance Technician (40hrs a week)	07:00-15:30	07:00-15:30	07:00-15:30	07:00-15:30	07:00-15:30	OFF	OFF
Housekeeper (20hrs a week)	7:00-11:00	7:00-11:00	7:00- 11:00	Off	7:00-11:00	7:00-11:00	Off
Housekeeper (20hrs a week)	10:30-14:30	10:30-14:30	10:30-14:30	10:30-14:30	10:30-14:30	Off	Off
Housekeeper (20hrs a week)	16:00-20:00	OFF	16:00-20:00	OFF	16:0-20:00	16:00-20:00	16:00-20:00
Building Services Assistant 20 hours per week	OFF	OFF	14:00-18:00	14:00-18:00	14:00-18:00	10:30-14:30	10:30-14:30

Maintenance Management

PPM – Planned Preventative Maintenance will be system managed through Yardi Voyager and work orders will be generated throughout the year. The GM and the Mobilisation Team will work closely together to manage the onsite PPM during the initial defect/stabilisation period. Following stabilisation stage, the PPM schedule will be solely managed by the GM.

Reactive Maintenance - Management of reactive maintenance will be controlled through Yardi Voyager/ Yardi Maintenance App. The MT will have access to Yardi and be able to view any issues that have been logged by the resident through Rent Café. Updates to the resident shall then be generated via email or text to inform them of how the issue will be dealt with.



Defect Management – The above organogram provides a clear and descriptive process for managing defects whilst the site is within their defect period: -

Internal Daily Checks – These checks shall be carried out by the FM and the MT and all corridors and communal spaces shall be visually inspected on a daily basis. The fire alarm and all mechanical and electrical sources shall also be visually inspected during this period, with the fire alarm testing being carried out on a weekly basis by the MT on an agreed day and time to run in line with the use of the building and create as little disturbance as possible to the residents.

Internal Flushing - Internal flushing in each void apartment during the leasing up stage of the development (first 6 months) shall be carried out by the MT and BSA. The schedule shall be created by the GM to make sure all properties are covered and tested to statutory requirements prior to letting and during void periods.

PAT Testing

Landlords are required to have all fixed appliances and all portable appliances within the apartments and communal areas to be PAT Tested every 12 month i.e. oven, fridge/freezer, dishwasher, toaster, microwave etc. This will be built into the PPM schedule and carried out during mid-term inspections, change of tenancies, or annually on a specified date by an EICR Certified competent contractor, the certificates are valid for 5 years.

Risk Assessments – Fire Risk Assessments, Water Hygiene Risk Assessments & General H&S Risk Assessments will be carried out yearly by Jacobs. The GM and FM will ensure that all identified actions from these audits will be remedied within the allotted timescales and will also carry out their own internal risks assessments every 3 months in order to identify and rectify any additional risks on an ad-hoc basis.

Maintenance in line with OPEX

All OPEX costs including staffing are subject to change as the development is not yet through planning. Costs are indicative and subject to change as technology and statutory requirements for servicing may change during construction and mobilisation stages.

Window Cleaning, Drains & Guttering

The development is not yet complete in the design and is subject to planning approval. The site is intended to have BMU equipment on the roof of the residential buildings which will mean that the equipment will need to be served bi-annually, a ManSafe Certificate issued and records presented as part of the annual independent Health and Safety Risk Assessment for the development. A specialist contractor will be required to carry out this operation. Communal areas and balustrades can be cleaned from the inside and extendable poles and an MEWP method can be applied. Drains and gutters shall also be checked on a 6 monthly basis and ad-hoc works can be carried out if required as part of the reactive maintenance budget.

Removal of Large Items

Large item collections can be arranged through Manchester City Council to include fridge freezers & sofas etc. Alternatively large items of furniture and electrical items can be donated and collected free of charge by The British Heart Foundation. .

Carpet Cleaning

A commercial carpet cleaner should be purchased as part of the initial set up phase for the onsite housekeeping team to maintain periodic deep cleans and spot cleans of the communal area carpets. An external provision will be made for one off jobs that require additional resources and schedules and compliance will be monitored by the FM.

Foyer and Tile Cleaning

This will fall under the demise of the onsite housekeeping team with the relevant machinery and cleaning materials. This will be maintained by the BSA in the absence of the housekeepers. All schedules and compliance will be monitored by the FM.

Jet Washing

This will fall under the demise of the onsite MT and BSA with the relevant machinery and cleaning materials. An external provision will be made for one off jobs that require additional resources and all programmes/schedules will be designed and monitored by the FM.

Lift Maintenance

The budget provides for a semi-comprehensive servicing package based on 2 x lifts per block (8 total). Cost comparisons will be carried out with all major lift maintainers and the contract provides for a minimum of 4 service visits per annum. The maintenance contract also allows for expedited 4 hour call to fix, as well as a 1 hour response in the event of lift entrapment.

Lift Telephone

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, budgeted costs are forecasted for the per annum line rental of all lines.

Fire Equipment, Alarm and System Maintenance

Costs allow for the servicing of the fire alarm panels in each building by a qualified contractor every 6 months. Additional periodic testing of the call points and sounders will be carried out by the MT and an annual fire risk assessment will be carried out by a qualified and independent assessor.

Fire, Health and Safety Risk Assessments

Procurement of a qualified independent assessor to carry out annual fire, general H&S and water hygiene risk assessments will be required for the site to include a cost for the provision of the Track Record H&S compliance platform for uploading and the digital storage of all statutory compliance documentation.

CCTV

The budget cost has been forecasted based on the equipment expected on site. This covers the comprehensive ongoing service, maintenance of the onsite system, monitoring out of hours & IP controlled camera equipment by an approved engineer.

Door Entry Maintenance

The budget cost has been forecasted based on the equipment expected on site. This covers the comprehensive ongoing service and maintenance of the onsite system by an approved engineer.

Water Pump & Hygiene Maintenance

A budget cost has been forecasted based on the equipment expected on site. This covers the ongoing service & maintenance of the onsite water pumps in all buildings & communal areas by a qualified engineer and water tank chlorination. In addition to this, periodic water hygiene checks will be carried out by the MT.

TV/Satellite Ariel and Communication

Each apartment shall be provided with the facility for digital multi-feed satellite TV with multi-media outlets provided in the living room and the master bedroom. The main telephone outlet will be provided within the living area of each apartment with secondary outlets installed within the master bedroom. All homes shall be capable of supporting Sky Q.

Each apartment will also be provided with a minimum of one BT telephone outlet point in the living room and one telephone extension outlet to all bedrooms.

Car Park access

The residential parking is connected to public and retail parking using an existing multi-storey car park. The means of access and maintenance will form part of the revised plans and are subject to planning and acceptance of use.

Lights & Electrical

Budget cost has been forecasted based on statutory inspection, testing & certification of all emergency lighting by a qualified engineer every 12 months using the 3 hour drop test method. In addition to this, periodic flick testing will be carried out and recorded by the MT to highlight any required remedial works on a fix on fail approach as part of the reactive maintenance program.

Lightning Conductors

The budget cost has been forecasted based on the equipment expected on site. They are forecasted based on 1 earth rod point per building and are based on extensive experience in managing similar schemes in line with statutory requirements using current market rates for testing.

Pest Control

Costs are subject to a survey once all buildings are complete due to close proximity to retail and other residential developments. A service schedule with periodic visits relative to the requirements of the site will be implemented.

Man Safe Certification

Required for the use of BMU cradle to carry out building checks, window cleaning, guttering and external façade inspections on the development.

Grounds and External Upkeep

The residents' courtyard/private gardens and other external communal areas will be a mix of hard and soft landscaping and the forecasted budget is based on onsite staff maintaining the majority of the external areas.

Passive Air Vent System

Costs have been forecasted in the budget for yearly servicing of the air vent/air con system as well as replacement filters on a reactive basis due to these being able to be cleaned by tenants/site staff.

Electrical, Heating, PAT Testing Fire Detection Systems

12 monthly PAT testing of all fixed appliances in each apartment i.e. oven, fridge/freezer, dishwasher etc. to be carried out by the MT, this includes all fixed and portable appliances in the management & communal areas. This will be built into the PPM schedule and carried out during mid-term inspections, change of tenancies, or annually on a specified date.

Elec Certs (NIEIC) valid for five (5) years and will be undertaken by a competent third party contractor.

Energy Performance Certificates (EPC) valid for ten (10 years) and will be undertaken by a competent third party contractor

Sprinklers & Dry Risers

Provision for the annual servicing, testing & certifying of the onsite sprinkler & dry riser system by a qualified engineer working to British Standards. Installer costs also usually include a 10 year warranty on parts for as long as there is a valid service agreement in place.

Reactive (Residential)

The general maintenance of the apartments are expected to be relatively low in costs given that the buildings are newly constructed with the benefit of the initial 12 month defects period (tbc). A number of end of tenancy costs i.e. painting & cleaning are also recoverable from the tenants at the end of their tenure. The forecasted budget starts off relatively low and increases in line with the age of the building.

Reactive (Communal)

The forecast cost relates to reactive repairs required for the ongoing maintenance of the internal & external communal areas including the amenity areas, refuse areas and car park. Operational expenditure in this area will be closely managed to ensure that the property is well maintained. The in-house MT will undertake non-specialist maintenance with approved external contractors carrying out more specialist maintenance/works i.e. electrical. The reactive cost forecasted reflects that the site is a new build with an initial 12 month defects period (tbc).

Maintenance priorities can be categorised as shown below

Priority	Category	Target Timescale	Example events
Priority 1	Emergency – Risk to life or property	Within 4 Hours	• Uncontainable water leaks • Loss of electric/ power • Boiler or hot water cylinder failure • Loss of hot water (if there are elderly people or children in the home) • Loss of water
Priority 2	Urgent	24-48 Hours (may be longer outside of standard working hours)	• Broken fixtures – i.e. panel heaters • Taps showers in main bathroom not working • Loss of hot water (if there are no elderly people or children in the home) • Ventilation system not working • POV windows/sliding doors faulty
Priority 3	Normal	Within 5 Working Days	• low water pressure
Priority 4	Any other issue	Timescales assessed/ communicated on a case-by-case basis	• Plaster shrinkage cracks

Yardi

For our Build to Rent (BtR) developments we have selected Yardi and Rent Café to streamline quality control processes, client reporting and analysis of performance. Yardi is the leading multifamily management system across the United States and has now established itself as the leading platform for Build to Rent (BtR) across the UK with extensive asset management and reporting capabilities.

Through Yardi's Customer Portal (Rent Café), we are able to manage the entire lease lifecycle. Residents can make rental payments, review statements and make maintenance requests (internal to their apartment or communal) which allows for easier, more intuitive fault reporting, better communication and resolution tracking all on a customer friendly, focused platform. Rent Café also allows residents instant access to third party services such as dry cleaning and housekeeping, exclusive discounts from local businesses as well as the ability to communicate with other residents within the community via a bulletin board.

Car Parking

Great Northern Warehouse provides extensive car parking spaces and not all are for residential purposes. This provides extra income and will be allocated on a first come, first served basis.

Amenities

Building 1 will be the main building for residents and visitors as this houses the staff office. There will be a reception desk within the entrance and the GM, AGM, FM, RSM and RSA will most likely be working from the management office or the communal working space. From this main entrance, residents and visitors access to other buildings will be possible via access across the external communal gardens.

Great Northern redevelopment scheme offers a range of amenities across three buildings:

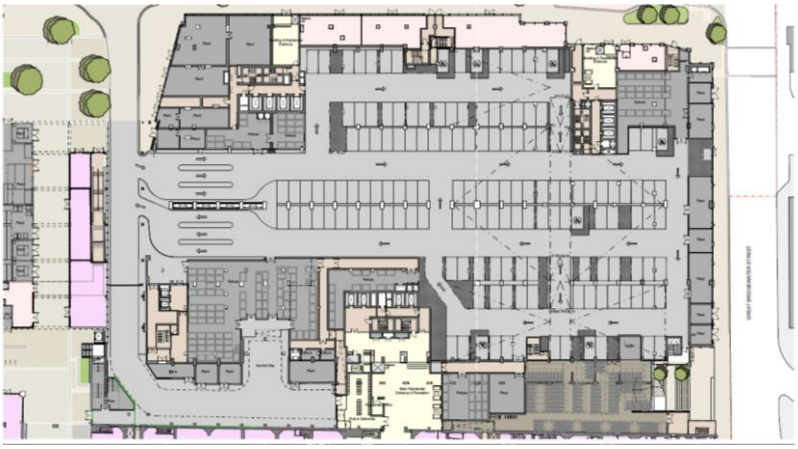
Building 1 offers a large entrance with reception desk. There are plans for a resident lounge and terrace on the upper floors.

Building 2 has a resident lounge and work space on one of the upper floors. There is a terrace adjacent to this space.

Building 3 hosts the residents' gym and further amenity space. A smaller terrace is available on the roof of this building which is not as high as the residential blocks.

There is bicycle storage available adjacent to the main reception area in Building 1 and we will be looking into the option of residents being able to hire a bike. Bikes will not be permitted to be taken in the lifts or stored in apartments.

The planned location for the bike store is shown on the diagram below.



Landscaping

Landscaping within the demark area will be maintained by the MT,BSA and Housekeepers who shall have access to all relevant equipment/materials to ensure the gardens are at the highest standards. A management plan for the hard and soft landscaping scheme will be developed in conjunction with the landscape architect.

Leasing Up

To enable use of every opportunity to secure reservations during the initial letting up phase, the Resident Services and the Front of House team members will share responsibility to assist with enquiries and viewing bookings. Viewings will be carried out by the onsite team and take the prospects through to the reservation stage. Our approach is to have 3x model apartments on site where all marketing and off plan activity will take place. The model apartments will showcase all relevant information for the customer including floor plans, external views from all levels of the building, pricing, availability, estimated running costs, details of furnishings and specification along with any other necessary information such as local transport links.

Our Build to Rent (BtR) operational platform includes a host of detailed procedures from Customer Referencing, Lettings and Property Management to ensure that the correct process is followed in order to protect our clients and customers best interests.

Customer referencing is outsourced to a third party and includes the following;

- Right to Rents checks
- 6 months historical credit checks
- Details of any historical CCJ's
- Employment References
- Previous accommodation references
- Personal reference

A UK based guarantor is required should the customer be a student or applying from overseas with no previous UK credit profile.

We would expect long term tenancies to be offered to residents, up to 3 years (5 years with a deed), with a 2 month break clause after a 4 month minimum tenure in line with the standard urbanbubble homes for rent offering. Any further rental increases will be noted in the tenancy agreement so the resident has full visibility of their future financial position should they wish to renew.

Residents will have to pay bills (water, electricity, council tax, TV licence) in addition to the monthly rent. However, high speed broadband will be included free of charge as part of their rent.

Regular Customer Satisfaction Surveys will be implemented at various stages through the tenancy to ensure exceptional service levels are being met and to highlight any areas for improvement that we can work upon.

Move-in Management

A strategy/system shall be created by the on-site team to manage move-ins. With reviewing the staff rota most move-ins will be scheduled for Tuesday - Thursday as there will be coverage by either the RSM or RSA between 7am and 7pm all day. Saying this, it will not prevent the team from booking a move in over the weekend as the GM/AGM/RSM/RSA will be covering the Saturday Shift in rotation and rostered Sundays to fit all future resident needs. Prior to any move in, quality control will be achieved through a move-in checklist to tick and sign off prior to the individuals moving in. Including: -

- Compliance (Additional documents to be collected for Move Ins)
- Pre-let Maintenance sign off: Facilities Manager and Maintenance Technician
- Cleaning/sparkle clean sign off: Resident Services Manager and Housekeeper
- Compilation of Inventories/schedules of plight to be carried out prior to move in: Inventory Hive

- Management walk round sign off: Assistant General Manager/Facilities Manager

Residents requiring the use of a lift to assist with their move-in will be granted vehicle access to an allotted delivery area (it is assumed that all homes will be furnished) and where applicable, pre-arranged isolation of an existing lift within the relevant building will take place and protective curtains will be placed on the inside of the lift to protect from damage.

Post & Parcel Management

In an age where online ordering is becoming the norm for most, it is essential that the provision for parcel management is adequately provided. Parcel delivery is only going to increase as technology enhances and we will endeavour to ensure we provide our residents with a seamless hassle free service given that the site is manned 24/7.

At Great Northern Warehouse post & parcels are planned to be managed in one of two ways, depending on the size of the parcel:

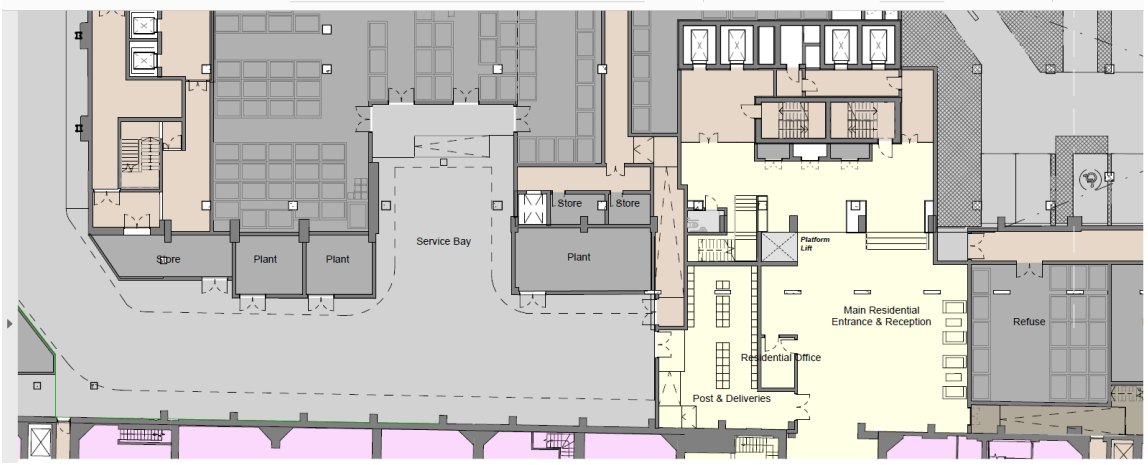
For small items, which fit within a letterbox, the item will be deposited directly by the courier into the post-box located on the ground floor of each building.

For medium to large items, couriers will be able to deposit parcels within the digital parcel room which is planned to be located within the Main Reception on the ground floor of Building 1.

1. Parcel couriers/service providers deliver directly to the parcel room using the touch screen installed by the room door. Only property staff, residents, and carriers can access the locked room
2. Once a parcel/order is delivered, residents are notified instantly via SMS/email that they have a parcel waiting for them in the parcel room, along with a unique, one-time code to access the room and retrieve their item.
3. Residents enter their unique code at the parcel room's touch screen and pick up their item. The system captures a signature and video images showing proof of pickup. The onsite team will need to carry out regular inspections of the parcel room during the day to ensure parcels are placed in the correct locations.

As part of the move in process, residents will be informed of the parcel procedure and the option of opting in or out of the service.

It is recommended that the parcel storage room be situation in Building 1 close to the main entrance for residents and visitors to enable easy access for couriers using the proposed plant space shown on the left of the entrance on the plans:



Sizes for parcel rooms are provided below and are based on resident numbers:

Functionality	Parcel Rooms
Automated notifications	✓
Electronic log	✓
Returns available	✓
Works for all parcel sizes	✓
No concierge involvement	✓
Works for all couriers	✓
Data reporting	✓
Secured	✓

Room Requirements

Residents	Avg/unit/ month	Avg Parcels/ Mth	Peak Parcels / Mth	Peak Day	Avg Parcel Face M	Face Parcel Shelving required M	Levels of shelves	Shelving Floor Space M2	Access/ Walkway M2	Room Req M2
100	6	600	900	90	0.3	16.2	5	1.9	1.9	3.9
200	6	1200	1800	180	0.3	32.4	5	3.9	3.1	7.0
300	6	1800	2700	270	0.3	48.6	5	5.8	8.7	14.6
400	6	2400	3600	360	0.3	64.8	5	7.8	11.7	19.4
500	6	3000	4500	450	0.3	81	5	9.7	14.6	24.3
600	6	3600	5400	540	0.3	97.2	5	11.7	17.5	29.2
700	6	4200	6300	630	0.3	113.4	5	13.6	20.4	34.0

Give the size of the development, it is recommended that the room be a minimum of 175 square metres and be installed close

Waste Management

The waste management for Great Northern Warehouse will be carried out by Manchester City Council. The allocation of bins for general waste, food waste & recyclable is free of charge with fortnightly collections for the recyclable bins and weekly collections for general and food waste. The relevant PPE shall be provided to the MT/BSA in order to move the bins to the collection point including high visibility jacket and steel toe cap boots.

The current schedule shows the following bins for the development broken down by building according to architectural plans: -

	Building 1 and 2	Building 3
1100 ltr bins	10	8
140 ltr bins	10	8
360 ltr bins	36	30
660 ltr bins	13	10
240 ltr bins	3	0

Commercial waste and resident waste will be separate.

Security Strategy

The staffing proposal does allow for out of hours staffing cover from 7pm-7am. In order to ensure security for the residents we will be sourcing a key holding service alongside a guard response in the event of emergencies.

In addition to this it is imperative that when sourcing a third party contractor for CCTV that they also provide monitoring during out of hours and the ability to raise any alarms to the GM. All issues shall be escalated from the point of contact if he/she is not able to assist there and then. A decision shall be made by the individual on whether the escalation can wait until the morning or whether there is an immediate response required. All escalations shall go through the GM unless the severity determines otherwise.

The fire alarm shall be checked daily for faults and the sounders shall be checked weekly. Residents shall be made aware of the evacuation procedure when they move in and where all evacuation points are with fire assembly points identified.

Access to entrance doors of the buildings and communal areas will be restricted by fob access, and fobs will only be provided to residents who are noted on the tenancy agreement. Fobs shall be managed by the onsite team and spares shall be located in the back office in a locked cabinet. It is intended that access to the cycle store will be applied on request from residents who wish to store their bicycles there. Access will not be granted as standard for security reasons.

Lost fobs will be deactivated and replacements will be charged for. All staff members shall have access to a fob which will allow them free access around the building including the plant rooms in order to address faults/emergencies that may arise.

Estate Service Charge

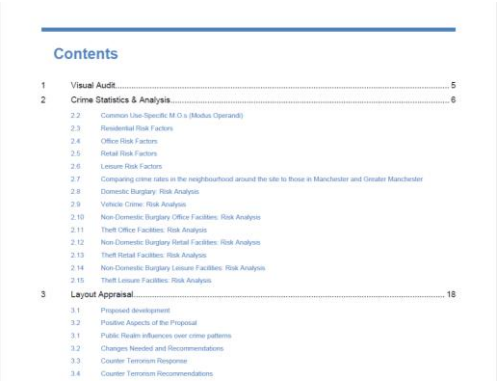
As GNW Developments Ltd. will own and manage this development, an Estate charge provision has not been accounted for in the high level pre-planning operational budget

Other Safety Security Measures

Greater Manchester Police-Crime Impact Station

A detailed crime impact analysis has been issued and the recommendations indicated on pages 18-23 of the document will be incorporated into the detailed design of the development and incorporated into the overall management strategy and residential strategy where appropriate




Contents

1 Visual Audit 5
2 Crime Statistics & Analysis 6
2.2 Common Use-Specific M.O.s (Modus Operandi)
2.3 Residential Risk Factors
2.4 Office Risk Factors
2.5 Retail Risk Factors
2.6 Leisure Risk Factors
2.7 Comparing crime rates in the neighbourhood around the site to those in Manchester and Greater Manchester
2.8 Domestic Burglary: Risk Analysis
2.9 Vehicle Crime: Risk Analysis
2.10 Non-Domestic Burglary Office Facilities: Risk Analysis
2.11 Theft Office Facilities: Risk Analysis
2.12 Non-Domestic Burglary Retail Facilities: Risk Analysis
2.13 Theft Retail Facilities: Risk Analysis
2.14 Non-Domestic Burglary Leisure Facilities: Risk Analysis
2.15 Theft Leisure Facilities: Risk Analysis
3 Layout Appraisal 18
3.1 Proposed development
3.2 Positive Aspects of the Proposal
3.1 Public Realm influences over crime patterns
3.2 Changes Needed and Recommendations
3.3 Counter Terrorism Response
3.4 Counter Terrorism Recommendations

Fire Strategy

A detailed fire management strategy for Great Northern Warehouse is being prepared and will form the

Flood Strategy

A detailed flood strategy for Great Northern Warehouse has been provided as part of the planning submission and will form the basis of the site specific flood management strategy- to follow

APPENDIX

Sample Mobilisation Task Plan

Great Northern Warehouse on-boarding plan should follow urbanbubble's template document as per the below 10 milestones. It is the responsibility of the Mobilisation Manager to manage and ensure completion of the activities with input from key stakeholders where required. Regular reporting to the operations team and client will take place monthly throughout the on-boarding plan to ensure on schedule with construction timelines

		l	Create Investor Marketing Strategy & Release Plan	PC - 12 Months
		m	Create Investor Marketing Strategy Content & Implement	PC - 10 Months
		n	Agree Investor Key Document Material	PC - 9 Months
		o	Create Investor Key Document Material	PC - 9 Months
		p	Completion Statement Collection - MOB MAN TO DO (LM & MM) FILE AWAY	PC + 1 Month
3	Lettings & Management	a	Produce Lettings Strategy	PC - 6 Months
		b	Review & Sign off Strategy with Client	PC - 6 Months
		c	Produce Rental Market Research for Building Location	PC - 6 Months
		d	Review Rental Market Research with Client	PC - 6 Months
		e	Confirm location and live date for lettings suite (If required)	PC - 3 Months
		f	Agree design & specification of internal fit out	PC - 3 Months
		g	Fit out suite	PC - 3 Months
		h	Connect phone / data and source office facilities	PC - 1 Month
		i	Produce wayfinding signage to suite	PC - 1 Month
		j	Lettings and Management Suite Ready Date	PC - 1 Month
		k	Property Portal account creation (Rightmove / Zoopla)	PC - 6 Months
		l	Let Alliance account Creation (If required)	PC - 6 Months
		m	TDS Account Creation (if required)	PC - 6 Months
		n	Inventory Recording System Creation (If required)	PC - 6 Months
		o	Snagging account creation (if required)	PC - 6 Months
		p	Create Reactive maintenance Account (if required)	PC - 6 Months
		q	Utilities Management Account Creation	PC - 6 Months
		r	Produce Estimated Rental Valuation (ERV)	PC - 12 Months
4	Recruitment - Lettings & Management Team	a	Agree Lettings Team Structure & Recruitment Budget	PC - 12 Months
		b	Produce Job Descriptions / Contracts / Targets	PC - 12 Months
		c	Advertise and Recruit Staff	PC - 9 Months
		d	Select / Appoint Staff	PC - 9 Months
		e	Staff Company & Building Induction	PC - 3 Months

		l	Lreme nwesrnr ivlarKe.1nguategy &Kelease Plan	n., - "" 1vlonu1s
		m	Create !Investor Marketing Strategy Content & Implement	PC - 10 Months
		n	Agree Investor Key Document Matenial	PC- 9 Months
		0	Create !Investor Key Document Material	PC-9 Months
		p	Comp'letion Stat,ement Collection - MOB MAN TO DO (IM & MM) FILE AWAY	PC+ 1 Month
3	!lettings & **Management**	**a**	Produce Lettings Strategy	PC- 6 Months
		b	Review & Sign off Strategy with Client	PC- 6 Months
		c	Produce Rental Marlket Research for Building Location	PC- 6 Months
		d	Review Rental Market Research with Client	PC- 6 Months
		e	Confirm location and live date for lettings suite (If required)	PC- 3 Months
		f	Agree des,ign & specification of internal fit out	PC- 3 Months
		g	Fit out suite	PC- 3 Months
		h	Connect phone/ data and source office facilities	PC-1 Month
		i	Produce wayfinding signage to suite	PC-1 Month
		j	Lettings and Management Suite Ready Date	PC-1 Month
		k	Property Portal account creation (Rightmove / Zoopla)	PC- 6 Months
		l	Let Alliance account Creation (If required)	PC- 6 Months
		m	TDS Account Creation (if required)	PC- 6 Months
		n	Inventory Recording Sys,tem Creation (If required)	PC- 6 Months
		0	Snagging account creation (if required)	PC- 6 Months
		p	Create !Reactive maintenance Account (if required}	PC- 6 Months
		q	Utilities Management Account Creation	PC- 6 Months
		r	Produce Estimated Rental Valuation (ERV)	PC - 12 Months
4	**Recruitment - !lettings** & **Management Team**	**a**	Agree lettings Team Structure & Recruitment Budget	PC - 12 Months
		b	Produce Job Descriptions/ Contracts/ Targe,ts	PC - 12 Months
		c	Advertise and Recruit Staff	PC-9 Months
		d	Select/ Appoint Staff	PC-9 Months
		e	Staff Company & Building Induction	PC- 3 Months
		f	StaffTr,aining	PC- 3 Months
5	**Recruitment - Operations Team**	a	Agree Operations T,eam Structure & Recruitment Budget	PC- 9 Months
		b	Produce Job Descriptions/ Ccntracts / Targets	PC- 9 Months
		c	Advertise and Recruit Staff	PC- 3 Months
		d	Select/ Appoint Staff	PC- 3 Months
		e	Staff Company & Building Induction	PC-1 Months
		f	Staff Training	PC-1 Months
6	**systems and Process !Integration**	**a**	Agree User systems for PM andettings team	I"C-12 Months
		b	Load property information on to systems	I"C - 12 Months
		c	Assess IT Infrastructure/Lioense Requirements	I"C-12 Months
		d	Build Client Specification into System for Reporting	I"C - 12 Months
		e	Adapt Processes, Training Guides and Material to make sit specific	I"C - 12 Months
		f	T,est Proce,sses, Training Guides and ensure Robust	PC- 9 Months
		g	Staff System testing and training	PC-3 Month
7	**Banking& Finance**	a	Set Up Banking - Service Charge and Rent Collection Accounts	PC- 6 Months
		b	Setup agent HMRCTax Exemption details (If not utilising existing account}	I"C - 12 Months
		c	Review tlhe title structure and lease to determine managed entities	I"C - 12 Months
		d	Has the development been elected for VAT?	PC- 9 Months
		e	Has the Management Company bene registered for VAT?	PC- 9 Months
		f	Agree and Load roperty / Unit Data onto Qube	PC- 2 Months
		g	Agree and Load Servi,ce Charge Information to Qube	PC- 2 Months
		h	**_\l.e.rjfv_cootact_ao r:Lo r::oce.rl uie...for__senlice_clba oo.e_m one..v_navme.oUr::om_ciHe,n+**	r: - 6_MootJh_"-

		d	Produce Marketing Strategy and Draft Budget	PC - 11 Months
		e	Agree Lettings and Management Suite Specification	PC - 6 Months
		f	Confirm marketing website requirements	PC - 5 Months
		g	Agree website specification and timescales for release	PC - 5 Months
		h	Shortlist, Interview and Appoint Website Developer	PC - 4 Months
		i	Meet Web Developer and Input into page build	PC - 4 Months
		j	Draft & Review Website Content	PC - 4 Months
		k	Agree Onward management of Website	PC - 4 Months
		l	Launch Website	PC - 2 Months
		m	Agree Specification and costs for digital Marketing Collateral	PC - 10 Months
		n	Produce Digital Marketing Collateral	PC - 8 Months
		o	Produce Social Media Strategy & Sign off	PC - 4 Months
		p	Review & Agree Social Media Budget	PC - 6 Months
		q	Interview, Shortlist and Appoint Social Media Agency (If Applicable)	PC - 9 Months
		r	Agree Social Media Release Strategy with Agency	PC - 7 Months
		s	Agree Onward management of social platforms	PC - 2 Months
		t	Review and Select Email Marketing Platform	PC - 9 Months
		u	Issue Pre-Completion Release & Register Interest Campaign Emails	PC - 6 Months
		v	Produce Enquiry Management Collateral	PC - 3 Months
		w	Issue Pre-Completion Press Release for Launch of Development	PC - 2 Months
		x	Produce staff uniform specification	PC - 6 Months
		y	Produce Staff Standards Document	PC - 6 Months
		z	Produce Staff Collateral	PC - 6 Months
		aa	Produce Viewing Collateral	PC - 3 Months
		ab	Produce Move in Collateral (Gift Box / Home user Guide / House Rules)	PC - 3 Months
9	**Building Mobilisation**	a	Attendance to monthly DTM's with Client Project Manager	PC - 12 Months
		b	Setup of Quarterly Mobilisation meetings with Client PM team	PC - 12 Months
		c	Receipt of Mobilisation Key Docs from Client PM team (Plans / Plot vs Postal / Fire Strategy / Waste Strategy / Access Control Strategy / Maintenance & Cleaning Strategy / elevation drawings / CGI's / Sales Brochure / Sales Specification)	PC - 12 Months
		g	Staff Welfare Space Review	PC - 12 Months
		h	Operational Guide Creation	PC - 3 Months
		i	Operational Guide Review with Client	PC - 2 Months
		j	Service Charge Budget Creation - Quarterly Review until PC	PC - 12 Months
		k	Snagging & Defect Management Process Definition	PC - 6 Months
		l	Legal Structure Review (Lease / Title Structure Review)	PC - 12 Months
		m	Connectivity Specification Review and Feedback	PC - 12 Months
		n	Utilities Specification Review and Feedback	PC - 12 Months
		o	Furniture Specification Procurement	PC - 6 Months
		p	Blinds Specification Procurement	PC - 6 Months
10	**Building Readiness for Customers**	a	Agree Completion and Handover Date with Client PM Team	PC - 3 Months
		b	Organise EPC for units (required for letting)	PC - 3 Months
		c	Agree Insurance for Property at partial/full occupation	PC - 1 Month
		d	Plot Numbers vs Postal Address - Royal Mail Registration	PC - 6 Months
		e	Property Wayfinding Signage	PC - 2 Months
		f	Waste Management Implementation	PC - 3 Months
		g	Planned Maintenance Contract Setup	PC - 1 Month
		h	Risk Assessment Creation	PC - 1 Month
		i	Receive Building, CDM, O&M and M&E Training and Handover	PC - 1 Month
		j	Building / Apartment M&E Training	PC + 1 Weeks
		k	Complete Snag Report - apartments	PC + 1 Weeks
		l	Complete Snag Report - communal	PC + 1 Weeks
		m	Agree rectification and plan timescales / final clean with client	PC - 2 Weeks
		n	Review and manage snag rectification	PC + 2 Weeks
		o	Apartment Furnishing Install	PC + 3 Weeks
		p	Sparkle Clean, and Final Checks (Signed Units Only)	PC + 4 Weeks
		q	Tenant Test - complete overnight stays and feedback	PC + 3 Weeks
		r	Organise Access Control & Keys	PC - 2 Weeks
		s	Customer Welcome Packs and Gifts	PC - 3 Months
		t	Customer Move Ins	PC + 1 Month

The final task to verify is the customer welcome procedure.