
Inhabit

Management Strategy

10 – 12 Whitworth Street West, Manchester



30 June 2016

This is a Work in Progress document and may change as the design develops and work progresses.

Inhabit

The Development & Management Company

- Inhabit was founded in 2013 to provide a quality, service driven, PRS residential product throughout major UK cities. Inhabit is a long term holder of its assets and wholly responsible for the development as well as the future management of 10-12 Whitworth Street West.
- The founders of Inhabit have spent a number of years working and living in the United States where PRS (or multifamily as it is known in the US) dominates the residential tenure type in all major cities. Inhabit has recognized the opportunity to provide a comparable product in the UK market, improving the standard of private renters living through quality in-house management, superior amenities not normally offered by private landlords, and high standards of maintenance.
- Having raised the capital required to create and deliver a UK wide PRS platform, Inhabit has spent the past two years identifying and purchasing prime city center residential land sites. Inhabit currently has PRS sites in Bristol, Birmingham, Leeds, Liverpool, Aberdeen, Glasgow and, of course, Manchester providing a pipeline of circa 3,300 PRS units.

Inhabit

The Product & Management

- The Inhabit product has been designed to target a young professional market particularly between the ages of 25 - 45
Rents will be driven by the following:
 - Quality finishes throughout communal areas and apartments
 - Well thought through and managed amenity services within the building
 - The location of the property within central Manchester.
- The 10-12 Whitworth Street West development will have a dedicated management team on site 24 hours a day 7 days a week to ensure the tenants of the building receive constant security and service. Maintenance and lifecycle costing of the building is essential to ensure maximum performance and therefore all fixtures and fittings will be carefully chosen and will be easily replaceable when needed.
- The management of the building will be supported by software such as 'YARDI Voyager Residential' which will be personalized to the brand and the building. This software will help reception and tenants get the most out of the building with a simple booking system and information portal. The system will act as an interface where reception can post important times and dates of events to tenants.
- The lettings strategy of the building will be controlled in-house with a dedicated team employed by Inhabit. The management team will also work with external lettings agents with incentives for providing referrals. Inhabit will be targeting long-term lettings for the building (albeit minimum 6 month AST's will be available) to help create a community environment and attract the right tenant type for the building.

Core Services Provided by Site Management Staff

- The building management resource will deliver the majority of “soft maintenance services” to the development under the supervision and the overall direction of Inhabit.
- 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 (see the Storage & Refuse Disposal report prepared by 5plus and submitted for discharge of planning condition 13)
 - iii. Non-specialist hard and soft landscape maintenance.
 - iv. Litter patrols.
 - v. Concierge.
 - vi. Control of site deliveries and other site access arrangements.
 - vii. Security

Careful consideration has been given to the on-site staffing regime which 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 management strategy assumes that all external residential windows will be cleaned by the management company, in addition to the glazed surfaces to the communal areas and reception areas (both internal and external).

ii. M&E Plant and Equipment

O&M manuals will be prepared by the development team and provided to the in-house management personnel and a familiarisation exercise conducted with the key management personnel.

Inhabit will enter 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, and Gate Controls

d. Water Booster Pumps/ Sprinklers

e. Ventilation/Extraction Plant

f. Window Cleaning Cradle

e. Refuse Chute

Prior to the expiry of warranty periods the performance of the specialist service sub-contractors will be reviewed by the management company 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 to the highest standard and to the best value for our tenants. Where necessary, individuals within the team will be appointed and specialise in handling specific matters (e.g. administration of insurance claims). Our team will undertake the interim and post completion inspection of repairs, prior to sign-off with the contractor.

The longer term objective with the building is to foster sustainability. The long term care of our stock is managed through planned and preventative maintenance schedules drafted for the development, which ensure that the objectives are met

regarding maintenance and repair. Within this process we will ensure the requirements of The Construction Design & Management Regulations will be adhered to.



Typical 2 Bedroom Layout

Building Amenity & Management

The amenities proposed for the building include:

Reception & Concierge Service

This service will provide a welcoming entrance to the residents and residents' guests to the building as well as creating a focal information point for any queries within the building. All residents will have a direct telephone line to reception from their apartment to help in any building related queries such as use of amenities etc. Furthermore, reception will provide security to the building by monitoring who comes in and out.

Security & Access

Security within the building is of paramount importance to Inhabit which will be reflected in the operation of the building to make tenants feel at ease during their occupation - from the main entrance to their apartment. The building will be accessed using a fob or key which will also be needed to access the lifts, as well as on inner doors in the lobby which are intended to provide the second line of security to avoid tailgating. Security cameras will be placed at all entrance doors to the building as well as amenity spaces to guard against theft. Security cameras and lighting will also be provided at strategic external positions to safeguard occupants.

Gym Facilities

The gym areas will be located directly above reception on either side of the first floor, facing on to the entrance of the building. Access to the gym will be through the use of an electronic swipe card or fob provided to all tenants. The facilities will include cardio machines such as treadmills and bicycles as well as weights. The building will have a tie up with local personal trainers who can provide their services to tenants, including group circuit classes as well as personal training services upon request.

Bike storage

The building has 160 bike spaces on the ground and first floor of the building which can be accessed from a separate entrance off Cameron Street.

Meeting Facilities

The communal meeting areas on the ground floor of the building are designed to provide break out space for tenants to meet friends or colleagues. These will be booked through reception for specific times or on a first come first served basis. The areas will include a social lounge, a quiet lounge, a waiting area and an area for the management staff to meet potential tenants. Inhabit is currently considering if there will be facilities for coffee and tea in the reception area.

Mail Deliveries

An area will be set aside at ground floor level for the delivery and storage of mail and parcels.

Each tenant of the building will have their own post locker at ground floor which will be accessed by a key. Any larger deliveries can be signed for by reception.

Refuse/Bins

A refuse chute will be constructed for use by tenants on all floor levels. Rubbish will be transported to the refuse room at ground floor level where it will be sorted into bins or compacted. Please refer to the 5plus Storage & Refuse Disposal report submitted for the discharge of planning condition 13.

Cleaners Cupboards

A cleaner's cupboard will be provided on levels 1 to 35 adjacent to the refuse chute so that management can ensure that the common areas are kept lean and tidy at all times.

Roof Top Community Spaces

The 35th floor of the building will be available to all tenants and guests between 8am -11pm Monday - Sunday. The floor contains an external City Winter Garden and various internal spaces including a Morning Terrace & Garden, a Quiet Lounge, a Party/Community Room with kitchen and store and a communal WC. The primary function of the roof is for social events to help create a community feel to the building. This space can be booked by tenants for private use through reception.



Roof terrace – 35th floor