

Operational Management Plan

Alpha House, Wythenshawe (November 2025)

Muse Places and Wythenshawe Community Housing Group

Introduction

1. The purpose of this report is to outline the proposed arrangements for the ongoing operational, management and maintenance arrangements for the proposed development at Alpha House, Wythenshawe. It sets out how resident services will be delivered and managed, and how the quality of accommodation and amenity will be sustained throughout the lifetime of the scheme.

Experience

2. Wythenshawe Community Housing Group (WCHG) is a not-for-profit provider of social housing and is registered with the Regulator of Social Housing (RSH) as a social landlord. WCHG is a charitable community benefit society registered under the Co-operative and Community Benefit Societies act 2014. The Group's principal activities are the development and management of affordable housing. The purpose of WCHG is 'To provide good quality homes and services to our tenants and leaseholders and to play a leading role in creating safer, healthier communities.' WCHG manages more than 14,000 properties, providing homes to more than 20,000 people in Wythenshawe, South Manchester and provides local employment to circa 500 colleagues.
3. WCHG plays a leading role in working in Partnership with Manchester City council, statutory partners, the 3rd sector, and voluntary groups with the aim of delivering our purpose to the tenants and communities in which we have homes, seek to build new homes, and deliver services. WCHG is playing a leading role in the regeneration of Wythenshawe by working in partnership with MCC and Muse to provide affordable housing to address the housing shortage in Wythenshawe and Manchester. WCHG has substantial expertise and experience of developing new homes, managing existing homes and involving residents in decision making about services they receive from WCHG and its sub-contractors.
4. WCHG's inhouse dedicated Housing services team will provide all aspects of the Housing management services to residents who will live in these homes, this includes the allocation of the homes, support during the lifetime of the tenancy and also support and enforcement relating to any breaches of tenancy including anti-social behaviour etc as well as responding to any resident complaints. The scheme will have a dedicated Neighbourhood Officer who will be the main contact for residents, and this officer will be at the scheme on a regular basis to support residents, action any requests and respond to any issues at the scheme. WCHG has a range of services that can support residents to live well in these homes and this includes our financial inclusion services, resident involvement and volunteering opportunities, safeguarding and living well services through to a wide range of opportunities for residents to get involved in the wider community. Residents can access services in a range of ways from contacting the WCHG customer hub which can handle all resident requests through to accessing services online via our app, web portal, and website.
5. Alongside this, WCHG has substantial experience and expertise in property and asset management of its homes and this ranges from managing day to day repairs, undertaking health and safety property related compliance obligations, providing communal related services through to major stock investment thereby ensuring WCHG meets all of its property related obligations. The Group has an inhouse property and assets team which oversees our landlord obligations to responding to residents' requests, maintaining our assets, and ensuring the safety of residents living in the scheme. The Group also has a range of sub-contractors that it commissions to deliver specific services which require specialist knowledge and the performance of these contractors are monitored and managed to ensure value for money and customer satisfaction are achieved to the standard expected.

6. The Group is governed through the WCHG board and its sub-committee's which hold the organisation and the Executive team to account and scrutiny to ensure WCHG is meeting all its landlord, statutory and regulatory obligations. The Group is also monitored by the Regulator of Social Housing and other relevant regulators that ensure WCHG is meeting its landlord and regulatory obligations.
7. This Operational Statement has been developed in accordance with Policy DM1 Development Management setting out relevant in relation to proposed residential management including details of maintenance, security, energy management, janitorial services, common parts cleaning, exterior services, and building policies in relation to waste disposal, storage and deliveries.

Proposed Development

8. The proposed description of the development is as follows:

"Erection of residential development (Use Class C3) comprising a part 2, part 6 storey building together with ancillary communal facilities, associated access, car and cycle parking, refuse storage, landscaping, amenity space, signage and other associated works"

9. The proposed development will deliver 125 residential units.

Operational Management

Staffing

10. The scheme will have a dedicated full time Neighbourhood Officer (who will be responsible for a patch of circa 650 properties) who will be the point of contact for residents, and this officer will be on site on a regular basis to liaise with residents and also check the scheme and respond to any housing management related issues. The Group's customer hub which is circa 30 plus staff handles all initial enquiries from residents and will deal with issues at point of contact as part of its first time resolution approach and any queries that can't be dealt with will be directed to the relevant teams at WCHG to respond to. Other teams such as the financial inclusion team, living well team and community safety teams will have staff who can provide support and services that are required by the residents or that need attention. Residents will also be able to self-serve to access services via the Group's portal, app, and website.

Communal Facilities

11. The scheme will have an entrance and post room, refuse collection room, cycle store, scooter store, one parking space for each of the 16 no. M4(3) flats and an internal courtyard garden area for relaxing and meeting neighbours.

Maintenance and Repairs

12. In relation to property related issues, the scheme will be in a period of defects with the building contractor who will respond to any issues and then once this period has ended the WCHG property and assets services will respond to any property related issues and will also manage the property compliance aspects for the scheme. The Group through its 'Wythenshawe Works' services has staff who can respond to any particular repair issues and this team will also manage the property related issues relating to any empty homes that need property related work prior to relet.
13. WCHG will run a comprehensive maintenance service including a responsive service with timed responses, planned and cyclical programmes of maintenance. The Group has a rigorous property health & safety compliance approach, and this will be applied to all relevant compliance obligations relating to residents' properties and any communal areas and services i.e. Lift compliance etc.

Cleaning

14. The scheme will be cleaned and maintained by WCHG through its range of inhouse and contracted services and this ranges from the maintenance of communal areas, cleaning of external windows through to maintenance of communal areas including lifts, the carparking area and the bin store areas etc. Residents, as part of their tenancy are responsible for cleaning and maintaining their apartments and these will be checked as part of the starter tenancy process for the new tenants. Any issues that relate to identified hazards through resident neglect will be dealt with by the relevant WCHG teams and services. Residents will pay a service charge for services provided that relate to the maintenance of communal areas and WCHG will seek to ensure customer satisfaction with these services is maintained and value for money can be demonstrated.

Internal Cleaning of communal areas

15. The scheme will be maintained by the Group's inhouse cleaning team who will visit the scheme and undertake the cleaning programme via a cleaning schedule which will be communicated to residents. Any issues relating to ad hoc or urgent cleaning will be responded to and where cleaning is necessary due to tenant damage or neglect then the Group will recharge those residents responsible and where necessary enforcement action will be considered.
16. External Cleaning and Maintenance will be subject to a weekly/monthly servicing schedule which will be shared with residents; and residents will be asked to provide satisfaction in relation to these services.

Response to Incidents

17. The scheme will be fitted with CCTV cameras, which will comply with relevant legislation, and this will be used to ensure residents safety and will enable WCHG to respond to any issues identified in the scheme or communal areas etc. Any breaches of tenancy or other related incidents will be initially dealt with by the Neighbourhood Officer but depending on the issue the Group's community safety or living well teams will be involved and will work with statutory partners and Greater Manchester Police where relevant to either provide support to manage issues or to take the relevant enforcement.
18. Incidents that relate to a criminal matter will be dealt with by Greater Manchester Police and the Group will provide any necessary assistance where relevant to deal with issues. The Group is open and available to residents and is delivering services from 9am to 6pm Monday to Friday and the Group has an out of hours call handling service that is available to residents outside of these core hours. Residents can contact and then depending on the nature of the incident, the on call WCHG duty manager, the group will assess and triage the issue or incident and will respond as necessary at the time or depending on the issue , on the next working day that the Group is open and delivering services.

Site Wide Management

Security

19. The scheme will operate a fob-controlled access to the entrance point allowing residents to access the main communal entry point and any other necessary communal areas such as the carpark and bin stores etc. These fobs will be programmed and distributed by WCHG at the point of signup for the new residents and the Group will monitor access and usage of the fob-based system. The scheme will have CCTV cameras fitted, which will comply with relevant legislation, and this will be used to ensure residents safety and will enable WCHG to respond to any issues identified in the scheme or communal areas etc, these cameras will only monitor certain communal areas/points and not inside residents' homes. WCHG colleagues will have access to the scheme via officer programmed fobs which will allow entry to the communal areas only. The CCTV costs forms part of the Service charge that residents will need to pay for.

Communal Security Management

20. The scheme will operate a fob-controlled access to the entrance point allowing residents to access the main communal entry point and any other necessary communal areas such as the carpark and bin stores etc. These fobs will be programmed and distributed by WCHG at the point of signup for the new residents and the Group will monitor access and usage of the fob-based system. The scheme will have CCTV cameras fitted, which will comply with relevant legislation, and this will be used to ensure residents safety and will enable WCHG to respond to any issues identified in the scheme or communal areas etc, these cameras will only monitor certain communal areas/points and not inside residents' homes. WCHG colleagues will have access to the scheme via officer programmed fobs which will allow entry to the communal areas only.

Apartment Security Management

21. The apartments have secured by design front doors which also comply fully with all Building safety requirements. Residents only have keys to their apartments, and these are given to the residents at the tenancy signup stage.

Post/Deliveries

22. The scheme has a designated post room fitted with apartment post boxes which is where the post delivery service will deliver letters, this area is fob only access and will ensure this area and individual mail is secure for residents. Residents will need to ensure they take responsibility for collection of items from this area, but the Neighbourhood officer will also check this area on a regular basis to ensure compliance.

Refuse

23. The scheme has a communal bin store area that residents will deposit their rubbish including recycling material at, on waste collection days the bins will be moved by WCHG colleagues to the bin collection point at the highway for collection by the Local authorities waste collection contractor/service, once empty the bins will be returned by WCHG colleagues to the Bin store area. The Bin store areas will be fob controlled and will have CCTV to monitor usage etc.

Car Parking

24. The Car parking at the scheme is limited to the residents of the 16 M4(3) apartments and there is one parking space for each of these residents.

Cycle Parking

25. The scheme has an internal secure bicycle store for sixty-six bicycles, for residents of the apartments, this will be fob controlled access.

Fire and Emergency Procedures

26. The scheme will comply with full building safety requirements with a full compliance check being undertaken during the build and at handover stage to WCHG. WCHG has a full inhouse compliance team that ensures all compliance obligations are maintained and tested on a regular basis. Prior to handover and resident mobilisation details of fire and emergency procedures will be provided and explained to all residents living in the scheme and this will be updated annually with residents.

Resident Welcome Pack

27. Residents will receive scheme information at application stage which explains the type of accommodation, the eligibility criteria and details relating to the general scheme. At tenancy signup stage residents will receive a copy of their tenancy agreement once signed plus a full welcome pack providing more details of the scheme, WCHG's

landlord obligations and the residents obligations. The welcome pack will also include details of local amenities and community assets as well as opportunities to get involved with the Group and local voluntary organisations.

Summary and Conclusions

28. The scheme will provide much needed homes for residents attracted to later living thereby potentially freeing up much needed family homes in Wythenshawe.
29. The scheme will have a sense of community through the use of the podium communal area, where events will be held with residents to bring the community together.
30. The scheme will have a dedicated Neighbourhood officer who will provide support to the residents at the 'move in' mobilisation period and then during the lifetime of resident's tenancies. The residents will benefit from the full range of services provided by WCHG that will enable them to live well and for the building to be managed effectively.