



HOTEL CHOCOLAT MANCHESTER CROSS STREET SHOPFRONT MAINTENANCE PLAN (FEB 2026)

As part of the delivery of the Hotel Chocolat Manchester Cross Street Flagship store we commit to a detailed and comprehensive programme of maintenance to ensure the shopfront is delivered to and maintained to a high standard.

This maintenance plan will be tailored around the specification detailed out in the plan created and submitted as part of the planning application process.

Our Commitment

An as-built record will be created as part of the shopfront delivery where, all aspects of the design will be photographed, material finishes confirmed & suppliers documented. This will ensure we have a reference point of the required level of quality, finish and materials should any maintenance of any type be carried out.

Post competition an annual inspection survey will be carried out by a certified contractor appointed by the Hotel Chocolat Facilities Management team to conduct a Condition Assessment and provide a report that will be issued to the FM team. This report will be reviewed against the as-built record, and a plan of action will be created if any remedial works are required.

Alongside the annual inspection survey, the store will be supported by the current reactive call-out protocol should any damage occur such as vandalism, graffiti, excessive bird fouling, weathering or water ingress.

- This protocol is activated/logged by the store once damage is noticed/discovered via an online portal – Access Maintain (Pro-net)
- Specific to Manchester Cross Street we will provide a dedicated option to log an issue with shopfront. This option will contain the as-built record documentation so anyone in the FM team or an appointed contractor will have all the info to hand and not have to request this
- Post that log being created, a contractor will attend within 24 hours to review the request for support
- If there is minor damage and the repair will be less than £500 the work will be carried out there and then
- For works over £500, the contractor will call the FM team where the works can be approved over the phone (no return visit is required)
- If the damage is of a level where the works cannot be actioned on the day, then a formal quote will be presented to the FM Team. These works will be approved and actioned within no more than 5 days from the log being created

At Hotel Chocolat we are committed to maintain the required look, feel and presentation of this iconic store within our property profile. Manchester Cross Street is a key part of our brand position & presentation and intend to keep it that way.

Hotel Chocolat Property Team

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