

November 2025

DOVECOTE HOUSE

PROPERTY MANAGEMENT PLAN

Introduction

The vision for Dovecote House is for a high quality and exemplar scheme in the heart of the City, demonstrating an affordable and sustainable, brownfield urban regeneration site in Manchester. The scheme has been designed to create a step- change in the quality of Affordable housing in the area.

To ensure Dovecote House remains as envisaged and delivered, an effective management regime needs to be in place. This document sets out the plan for how this will be managed in the long term. This development will be managed by Great Places internal management company, Plumlife Management.

Plumlife are an awardwinning company with an unrivalled reputation in the housing industry and over 20 years' experience in selling, letting and managing properties and estate areas for a wide-ranging client base and across multiple tenures managing a current portfolio of more than 8000 properties.

Our comprehensive property and facilities management service for residential and mixed- use developments and estates is backed up by our established infrastructure and underpinned by our corporate objectives of financial strength and customer satisfaction. We operate within Great Places Housing Group as a separate commercial brand and identify and benefit from the support and specialist expertise that being part of a larger housing organisation brings, including support such as finance, repairs and asset management, and communications/PR.

We have a track record of delivery on complex and high profile developments across the North and understand the importance of robust portfolio management in protecting the popularity and reputation of a development, and creating a sense of place.

1.Drainage Management Strategy

Management and maintenance plan for the lifetime of the development in the operation of the sustainable drainage scheme throughout its lifetime in line with the drainage strategy produced By KODA Drainage Verification report, ref Project No. 240075 version 1. 40075-KODA-XX-00-RP-C-001.

The management company will ensure delivery of this report by following the guidance stated. Aware that the recommendations of operations and frequencies are typical only at this stage and will be more frequent initially to ensure that there are no unforeseen issues with the operation and then will be adjusted to suit the site requirements on a more annual basis.

All drainage items included within this document are private and not offered for adoption.

Information regarding components involved in the drainage system are indicated on Clancy Consulting Ltd Drainage General Arrangement drawing 220019-CLA-XX-00-DR-D-500 (in Schedule 1).

Those parties who will be engaged in delivering maintenance of drainage items stated below.

Name	Company		
David Rowell	DRL		
Dave Docherty	North West Drains		

The maintenance of the drainage network will be the responsibility of Great Places Housing Association with services managed through Plumlife Management, the on-site facilities management team. A copy of the final construction drainage layout has been provided in the final Operations and Maintenance Manual. This maintenance strategy will be adopted to ensure the drainage network is cleaned regularly and the routine maintenance and cleansing regime will be documented.

The following specific requirements will form part of the Management Plan

- The drainage system is inspected as a minimum twice a year, with the system also being inspected after any major storm event.
- Significant sediment deposition is likely in areas used for storage, so a post clean-up operation will be undertaken including the removal of litter, vegetation, sewerage debris and larger objects.
- Long-term management practices will include monthly sweeping of external paved areas. The sweeping program will remove sand and contaminants directly from paved surfaces before they become mobilised during storm events and transported to the drainage system.
- During the winter months, drainage features such as gullies and channels will be cleared of ice, snow, debris or litter.
- Sediment/material removal will be undertaken in consultation with the environmental

regulator to confirm appropriate protocols; especially where run-off is taken from potentially contaminated areas such as the filter drains and the upstream/downstream chambers.

- Should any oil or fuel spillages occur, these will be cleaned up locally to prevent contaminants being washed into the surface water system by rainfall.
- All manholes must only be accessed after a risk assessment, and the implementation of a safe system of work, which identifies the specific risk to confined space.

Maintenance Regime

This management strategy confirms following the Maintenance regime set out for Manholes and Inspection Chambers, Catchpits, Linear Drains, Gullies, Pipework, Attenuation Storage and Vortex Flow Controls.

2. Servicing and Maintenance Arrangements

Plumlife Management, the property management team, shall provide a number of key services including coordinating the servicing and maintenance regime within the building

- Communicate with the landlord, Great Places of any issues that may extend beyond the properties boundaries and may impact on other landowners within the vicinity of Dovecote House.
- Communicate with all occupants in relation to services as provided and any access requirements in order to deliver services successfully. This will include using various communication tools such as campaigns by email / text, website and portal facility, by post and noticeboards within the communal entrance areas.
- Coordinate any requirements to access other property owners land in order to deliver an appropriate maintenance regime around the exterior of the building, this would include any boundary changes/improvements, this may also extend to window cleaning and exterior wall access for repairs or maintenance.
- Annual reviews of servicing and maintenance strategy will be conducted by Plumlife and any changes will be communicated to the Landlord within a reasonable timeframe to allow these changes to be communicated to adjacent landowners who may be impacted by the changes.
- 28 days' notice will be provided in writing to allow adjacent landowners to make any adjustments they may need.

3. Management Services

Plumlife Management, the property management team, shall provide a number of key services to the property for the benefit of its shareholders, including but not limited to:

- Rent and Service Charge Administration and Recovery – calculate and collect service charge from occupants to pay for estate services if applicable and arrears collection. Arrange contractual works and services and authorise payments. Provide year-end expenditure and transparent accounting

- Waste Management – the collection of waste on the site will be regularly managed and reviewed.
- Groundskeeping – maintenance, repair and renewal of all non-adopted areas.
- Landscaping Maintenance – including arboricultural services, upkeeping of green areas.
- Emergency / Reactive Repairs – provide emergency and reactive repairs services for any non-planned works that require urgent attention.
- Property Inspection and Maintenance – Carry out necessary inspections of the estate on behalf of the Landlord. Produce report of recommendations and undertake necessary repair and maintenance to ensure compliance.
- Manage Resident Relations – act as a point of contact for occupiers to report and resolve issues. Coordinate communication with residents including periodic newsletters and organise and host residents' meetings as required
- Insurance Cover and Compliance – procure and maintain necessary insurances e.g. buildings, public liability, infrastructure and employers liability insurance.
- Statutory Compliance – comply with all statutory requirements e.g. emergency plans, health and safety legislation, privacy etc.
- Security – maintenance of CCTV and any other security installations covering the common parts of the estate. Secure storage of footage. Provide secure fob access to main entrance areas with all resident details recorded in order to monitor access.
- Procurement of Services – tendering for major works and planned maintenance contracts, both short and long term. Implementing robust and competitive procurement processes in securing supplier services. Undertaking contract negotiations, performance reviews and renewal of contracts. Supervision of contractors onsite, monitoring of works and defects management to deliver quality control. Preparation and implementation of long term maintenance plans.
- Upgrading of major assets such as estate roads, plant equipment such as lifts, fire safety and detection equipment etc.

4. Parking Management Strategy

This scheme has no parking in place on the site and local car parking facilities must be used, residents will be informed of the following information at the point of moving into their property

Up to 3,532 parking spaces are available within 750-metres (around 10-minutes walking time) of the site at several locations including:

- Manchester Central Parking, Ducie Street, providing 30-spaces approximately 78- metres (around 1-minute walking time) from the site;
- Piccadilly Parking, providing 42-spaces approximately 110-metres (around 1- minute walking time) from the site;
- Citi Park 1 Port Street, providing 150-spaces, including electric vehicle charging, approximately 400-metres (around 5-minutes walking time) from the site;
- Citi Park, 75 Dale Street, providing 285-spaces approximately 400-metres (around 5-minutes walking

time) from the site;

- NCP Store Street, providing 29-spaces approximately 500-metres (around 6- minutes walking time) from the site;
- RCP Parking Ltd, Baird Street, providing 100-spaces approximately 500-metres (around 6-minutes walking time) from the site;
- Piccadilly Station, providing 711-spaces approximately 500-metres (around 6- minutes walking time) from the site;
- NCP Store Street, providing 406-spaces NCP Store Street approximately 500- metres (around 6-minutes walking time) from the site;
- RCP Parking Ltd, Gateway House, Store Street, providing 140-spaces RCP Parking Ltd, Gateway House, Store Street.

