

RETAIL MANAGEMENT STRATEGY

NQ Building, Ancoats

Applicant: Lowry Investments (NW) Limited

Revision B – January 2026

Introduction

The purpose of this report is to outline the proposed arrangements for the ongoing management and maintenance of the commercial premises subject to this change-of-use application. It sets out how operational services will be delivered, how tenant and customer needs will be supported, and how the quality, safety, and functionality of the commercial environment will be sustained throughout the lifespan of the development.

This report is prepared by Lowry Investments (NW) Ltd in support of a change of use application for the external elevational changes and change of use, of three ground floor units, from Office space to Use Class E and Suis Generis (public house/ wine bar/ drinking establishment and drinking establishment with food provision).

Retail Units

There are 3 retail units proposed within the NQ building development.



Site Plan

Hours of Operation

The operating times for the retail units will differ, but will typically be:

- Monday to Saturday: 8-00am to 23-00 hours.
- Sunday and Bank Holidays: 8-00am to 22-00 hours.

Retail Strategy

The retail strategy for the NQ building is to secure high-quality commercial occupiers that contribute positively to the Ancoats and New Islington areas. We, Lowry Investments (NW) Ltd, intend to prioritise Manchester-based independent operators, with a particular emphasis on local food and beverage (F&B) businesses that reflect the area's established commercial character. This approach

aims to support the local economy, deliver a varied commercial frontage, and ensure that the units complement the wider mix of uses in the area.

Queue Management

Due to the type of retail tenants the development is anticipated to attract, we do not foresee queues outside the premises. If on rare occasions a queue management system is required, the following policy will be adhered to;

- Appropriate signage which displays conditions of entry. This will be clearly and legibly displayed.
- Appropriate numbers of staff on hand to steward the queue.
- Rope and post will be used to control the queue and ensure it is not blocking emergency exits or blue routes.

Dispersal

The occupiers of the retail units are not presently known; however, it is anticipated that dispersal from the units shall be via steady flow of smaller groups through the evening. Where larger groups shall be existing the units in the evening, the tenants will be required to provide staffing to encourage orderly dispersal away from the area to ensure nuisance is minimised.

Smoking Policy

There will be a strict no smoking policy in all areas of the retail units. Staff will not be allowed to smoke within the locality of the building.

Music Policy

There will be no external amplified music with the development. A music policy will be developed to ensure all internal music is played at an appropriate volume given the context and setting of the scheme and the surrounding neighbourhood.

Outside Seating Policy

None of the units currently include any outdoor seating provision. However, where an incoming commercial operator proposes external seating, the landlord and management company will work with the occupier to submit an appropriate outside seating strategy to the Local Planning Authority. Any seating or associated outdoor equipment shall be required to be in line with tenant fit-out guidelines.

Licensing

The occupiers of the retail units are not presently known; however, should any occupier require licencing for operation, then they shall be required to apply for and obtain consent from the relevant granting authority before operation within the units.

Branding and Signage

Any branding or signage shall be required to be in line with a Tenant Fit-out guide. The tenant would be responsible for any planning relating to branding and signage. Any future applications for signage will be required to adhere with the signage strategy set out within the Design and Access Statement submitted in support of this application.

Public Safety

The building management team will conduct frequent safety checks of the public areas to the building to seek to provide that all areas are clear and safe for use. The team will also conduct period inspections as required.

All occupiers will be required to provide a health and safety plan which provides amongst other items;

- Procedures for maintenance of an accident logbook and reporting procedures for any serious accidents,
- Emergency procedures for 99 calls and access,
- A commitment to the training of employees in evacuation protocols, and
- A register of appointed and qualified first aiders and the location of a suitable and well stocked first aid kit.

All occupiers will be required to maintain all areas within their occupation in a clean and tidy manner and shall be obliged to ensure that shared areas (water common facilities) are likewise left in a suitable standard following use. The extremities of the building shall be inspected by the building managers and concerns elevated to occupiers as appropriate.