Merebridge Construction

Food and Delivery Management Strategy

Project: M1 Developments

Address: 48 Store Street, M1 2WA

Contractor: Merebridge Construction

Prepared for: Manchester City Council

Date: February 2026

1. Purpose of the Strategy

This Food and Delivery Management Strategy has been prepared to manage and regulate food and parcel deliveries within the development, in order to:

- Minimise congestion and unsafe stopping on surrounding highways.
- Reduce disturbance to residents and neighbours.
- Ensure safe, secure, and efficient delivery operations.
- Support sustainable and well-managed residential living.

The strategy applies to all residents, visitors, delivery drivers, and management staff.

2. Designated Delivery Drop-Off Points

2.1 Primary Drop-Off Location

A dedicated delivery drop-off point will be provided within the development, located in the centrally located reception/collection area.

2.2 Accessibility

- The drop-off point will be:
    - Clearly visible from the main entrance.
    - Easily accessible from the public highway.
    - Designed to avoid obstruction of emergency access, pedestrian routes, and vehicle circulation.

2.3 Loading Arrangements

- Where available, designated short-stay loading bays will be used by delivery drivers.
- Waiting or parking in unauthorised areas will be discouraged.

3. Signage and Wayfinding

3.1 External Signage

- Clear signage will be installed at building entrances indicating:
    - “Food and Delivery Drop-Off Point”
    - Directional arrows to the collection area.

3.2 Internal Signage

- Directional signage will be provided in:
    - Entrance halls
    - Corridors
    - Lift lobbies
    - Reception areas

3.3 Digital Information

- Digital wayfinding (resident app, building website, QR codes) may also be used to provide instructions for delivery drivers.

4. Resident and Guest Information

4.1 Resident Induction

All new residents will receive written and digital guidance on:

- The location of the delivery drop-off point.
- Approved delivery procedures.
- Delivery hours.
- Security and access arrangements.

4.2 Ongoing Communication

- Periodic reminders will be issued via:
    - Resident newsletters
    - Noticeboards
    - Digital platforms
    - Management emails

5. Delivery Hours Management

5.1 Standard Delivery Hours

Where practicable, deliveries will be encouraged within the following hours:

- **Weekdays:** 07:00 – 22:00
- **Weekends and Bank Holidays:** 08:00 – 22:00

5.2 Out-of-Hours Deliveries

- Late-night or early-morning deliveries should be discouraged.
- Residents will be advised to select suitable delivery times when ordering.
- The 24hr Concierge will be available to competently deal with any out of hour deliveries

5.3 Noise Management

- Drivers will be encouraged to avoid:
    - Engine idling
    - Horn use
    - Loud conversations
    - Disturbing activities near residential units

6. Secure Delivery Holding Area

6.1 Provision

A secure delivery holding area is provided within the concierge storage area, which may include:

- Lockable storage units
- Refrigerated lockers (where feasible)
- Concierge-managed storage

6.2 Access Control

- Access will be restricted to:
  - Authorised staff
  - Registered residents
  - Verified delivery personnel

6.3 Management Procedures

- Items will be logged where necessary.
- Time limits may apply for storage.
- Uncollected items will be managed in accordance with building policies.

7. Operational Management

7.1 Concierge / Management Role

Where applicable, building management or concierge staff will:

- Monitor delivery activity.
- Assist drivers when required.
- Direct drivers to correct locations.
- Prevent misuse of access points.

7.2 Driver Behaviour

Delivery companies and drivers will be encouraged to:

- Use designated drop-off areas only.
- Follow on-site instructions.
- Comply with parking and highway regulations.
- Respect residents and neighbours.

8. Monitoring and Security

8.1 CCTV and Surveillance

- CCTV will cover key delivery areas including:
  - Entrances
  - Drop-off points
  - Holding areas
- Footage will be retained in accordance with data protection legislation.

8.2 Access Management

8.3 Incident Reporting

- Security incidents or delivery-related concerns will be logged by management.
- Appropriate action will be taken where patterns of misuse are identified.

9. Review and Resident Feedback

9.1 Regular Reviews

The delivery management process will be reviewed:

- Within the first 6 months of occupation.
- Annually thereafter, or as required.

9.2 Feedback Mechanisms

Residents and guests will be encouraged to provide feedback through:

- Online surveys
- Management meetings
- Resident portals
- Suggestion boxes

9.3 Continuous Improvement

Feedback will be used to:

- Adjust procedures.
- Improve signage.
- Enhance security.
- Modify storage capacity.
- Review delivery hours if necessary.

10. Responsibilities

Party	Responsibilities
Building Management	Implement and monitor the strategy, maintain facilities, review performance
Residents/Guests	Follow delivery procedures, select appropriate delivery times
Delivery Drivers	Use designated areas, comply with rules, respect neighbours
Concierge/Security	Oversee operations, support drivers, manage holding area

11. Enforcement

- Persistent non-compliance may result in:
  - Access restrictions
  - Warnings to residents
  - Communication with delivery providers
- Management reserves the right to update procedures to maintain safety and efficiency.

12. Conclusion

This Food and Delivery Management Strategy ensures that deliveries are managed in a safe, secure, and coordinated manner. The approach minimises highway impact, improves resident experience, and supports sustainable long-term operation of the development. The strategy will remain under continuous review and will be updated as necessary to reflect operational experience and stakeholder feedback.