Residential Management Strategy

48 Store Street, Manchester

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1. Introduction

This document outlines the proposed Residential Management Strategy for the new development at 48 Store Street, Manchester.

The development comprises the erection of a 16-storey building (within the massing of the original consented scheme), providing:

- 73 residential apartments (Use Class C3)
- Associated residents' facilities (residents' lounge and terrace – to be confirmed)
- Two car parking spaces
- Cycle parking facilities
- Landscaping, access, and associated infrastructure

The following sections describe the management approach for key operational elements of the residential scheme.

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2. Refuse Storage and Collection

Residents will be provided with segregated internal waste bins within their kitchens to separate general waste, recyclables, and food waste at source.

Food waste will be stored in a 5-litre kitchen caddy and later transferred by residents to the designated refuse store located on the ground floor.

On scheduled collection days, the reception/estate management team will transfer waste bins from the refuse store to the designated presentation zone for collection. The refuse vehicle will access the site directly from Store Street for removal of all waste.

This strategy has been designed to minimise environmental impact, reduce landfill waste, and ensure compliance with local authority waste management requirements.

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3. Access to the Building and Apartments

The primary residential entrance is located on Store Street and opens into a lobby area with concierge. Controlled access will be provided to the lifts serving all residential floors, ensuring security and resident privacy.

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4. Security

A comprehensive security strategy will be implemented, comprising:

- Access control systems restricting entry to the residential lobby.
- Lift access control, requiring security fobs for activation and restricting residents' access to their respective floors.
- Concierge presence to manage visitor and delivery access.
- Video intercom system linking apartments to the main entrance for controlled visitor access when the concierge is unavailable.

Security personnel will be on duty during daytime hours, with reduced coverage overnight. A comprehensive CCTV system will operate throughout all communal areas, in compliance with the Data Protection Act 1998.

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5. Parking and Cycle Storage

The development provides:

- Two car parking spaces, allocated for specific users (e.g., accessible or operational use).
- A secure ground-floor cycle store accommodating up to 73 bicycles.

Additionally, each apartment will include the option to store a folding bicycle within its private demise.

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6. Temporary Drop-Off Facilities

A short-stay drop-off area will be provided on Store Street, directly adjacent to the residential entrance, enabling convenient pick-up and drop-off for residents, taxis, and deliveries.

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7. Move-In and Move-Out Arrangements

Residents arranging move-in or move-out activities must obtain prior agreement from the estate management team.

Removal vehicles may park temporarily outside the development or use public parking bays along Store Street as available.

All such activities will be coordinated to minimise disruption to other residents and building operations.

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8. Responsibilities for Different Areas

- Residents are responsible for cleaning, maintenance, and repair within their own apartments.
- The estate management team will oversee the maintenance and repair of:
    - Building structure and external façades
    - Communal areas and amenities
    - Mechanical and electrical systems
    - Shared plant and equipment

This division ensures consistent standards across the development and maintains asset value.

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9. Postal and Delivery Management

Individual post boxes will be provided within the residential lobby, accessible under concierge supervision.

The concierge will manage parcel and courier deliveries, including temporary storage of items on behalf of residents.
All loading and delivery activities must be pre-arranged with the management team, and internal movement of goods will use designated lifts and routes as detailed in lease agreements.

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10. Online Shopping Deliveries

Online shopping deliveries will be managed through the concierge service, which will receive and store items temporarily. Residents will collect their parcels from the ground-floor lobby at their convenience.

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11. Cleaning and Maintenance of Common Areas

The estate management team will be responsible for all cleaning and maintenance of internal and external common areas, including:

- Entrance and lift lobbies
- Corridors and circulation spaces
- Shared amenities

External façade and window cleaning will be undertaken using the Building Maintenance Unit (BMU) as part of a scheduled maintenance programme.

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12. Concierge Services

A dedicated concierge service will operate within the residential lobby, providing:

- Resident and visitor assistance
- Parcel and delivery management
- Security and access coordination
- Liaison with the estate management team

This service will enhance resident experience and ensure efficient day-to-day operation of the building.

Conclusion

This management strategy has been developed to ensure the efficient, secure, and sustainable operation of the residential development at 48 Store Street, Manchester. It supports a high standard of living for residents while safeguarding the long-term condition and value of the property.