

DELIVERY & SERVICING MANAGEMENT STRATEGY

(Condition 12 – Pre-Occupation)

Site: Renshaw House, Hyde Grove, Manchester

Planning Ref: 140060/FO/2024

1. Purpose of this Strategy

This Delivery and Servicing Management Strategy is submitted to discharge **Condition 12** of the planning permission.

It explains how routine deliveries, servicing and refuse collection will operate once the building is occupied, and how these activities will be managed to ensure that Hyde Grove continues to operate safely and without unnecessary disturbance to neighbouring residents.

This Strategy relates to the **operational phase of the development only**. Demolition and construction deliveries are managed separately under the approved Construction & Demolition Management Plan.

2. Site Access and Servicing Location

All deliveries, servicing and refuse collection associated with the completed development will take place from **Hyde Grove**.

No servicing activity will take place from Plymouth Grove or any other surrounding residential streets.

This reflects the approved access strategy for the development and the conclusions of the supporting transport documentation.

3. Nature and Scale of Servicing Activity

The completed development will operate as a managed purpose-built student accommodation building.

Typical servicing activity is expected to include:

- Postal and courier deliveries (including parcel deliveries)
- Routine maintenance visits (e.g. M&E servicing, inspections)
- Cleaning, linen and consumables deliveries
- Waste and recycling collection

The scale of servicing activity is expected to be modest and spread throughout the week, with no reliance on large or frequent HGV movements.

4. Delivery Management in Practice

Deliveries will be overseen by the building operator or appointed management company.

In practice, this will involve:

- Coordination of deliveries where reasonably practicable to avoid multiple vehicles arriving at the same time
- Clear instructions issued to suppliers regarding:
 - Approved access route (Hyde Grove)
 - Stopping location
 - Behaviour on the public highway
- Drivers instructed not to wait, queue or idle engines on the public highway
- Vehicles stopping only for the minimum time necessary to complete deliveries

Short-stay servicing activity will be typical, with no long-term parking associated with deliveries.

5. Parcel Deliveries and Student Move-In Periods

The building will include on-site management and reception facilities capable of managing parcel deliveries efficiently.

During busier periods (such as the start of academic terms), management will:

- Coordinate deliveries where practicable
- Provide guidance to students on delivery times and behaviour
- Monitor activity to ensure Hyde Grove is not adversely affected

This approach reflects normal management practice for PBSA developments of this nature.

6. Refuse and Recycling Arrangements

Refuse and recycling will be stored internally within designated refuse storage areas.

Collections will:

- Take place from Hyde Grove
- Be undertaken in accordance with Manchester City Council's waste collection requirements
- Not require refuse vehicles to enter the site

Refuse vehicles will stop for short periods only, consistent with normal on-street refuse collection practice.

7. Hours of Servicing Activity

Deliveries and servicing will generally take place during **reasonable daytime hours**.

Late-night or early-morning servicing will be avoided unless unavoidable for essential maintenance or operational reasons.

8. Management Responsibility and Complaints Handling

The building owner and/or appointed management company will be responsible for implementing this Strategy.

Management will:

- Act as the point of contact for delivery-related issues
- Respond promptly to any complaints relating to servicing activity
- Review and adjust procedures if recurring issues are identified

9. Review and Ongoing Management

Delivery and servicing arrangements will be kept under review once the building is occupied.

Minor operational adjustments may be made over time to ensure servicing continues to operate efficiently and with minimal impact on the local area.

10. Compliance Statement

This Delivery and Servicing Management Strategy is submitted in full discharge of **Condition 12** and will be implemented for the lifetime of the development.