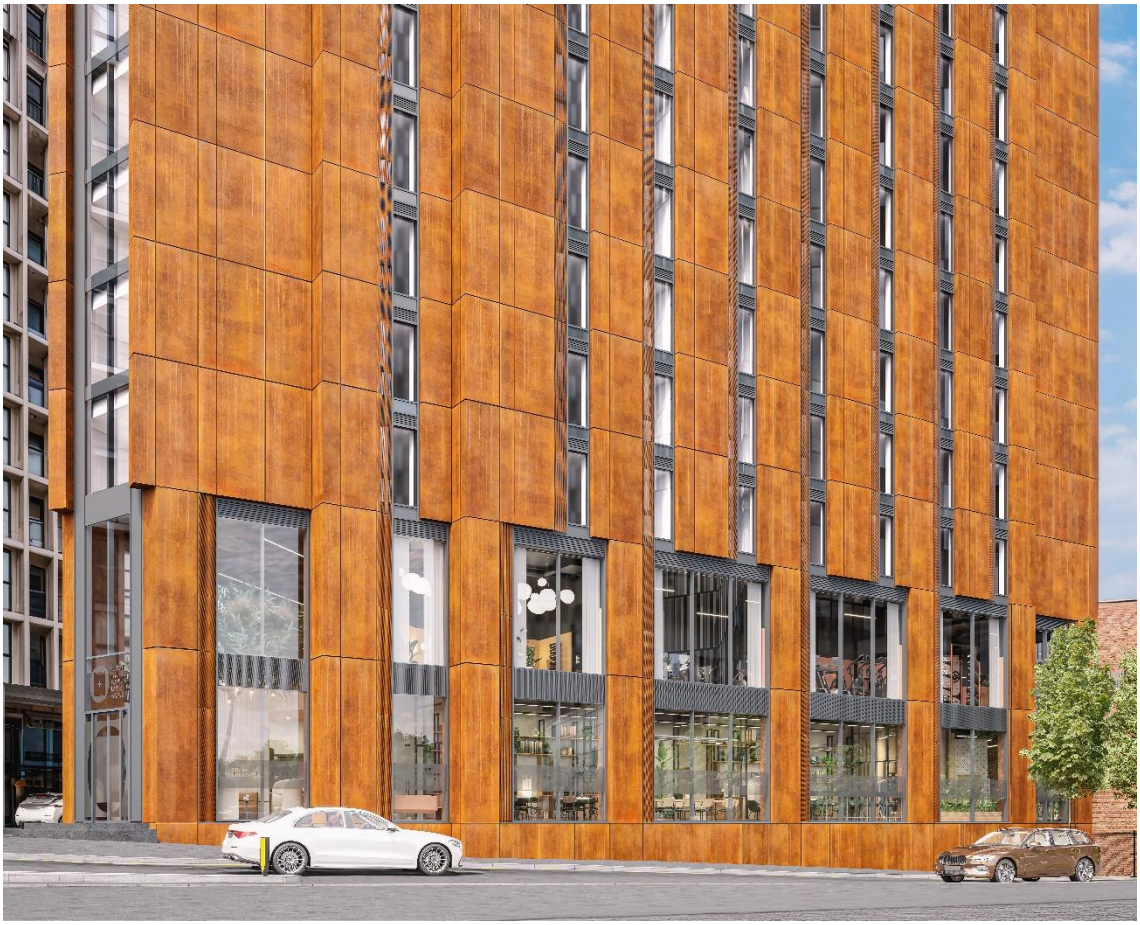
SERVICING AND DELIVERIES STRATEGY
Fusion Manchester – Deansgate South

April 2026 | Rev 2.3



Document Control

Document Item	Detail
Site	Fusion Manchester – Deansgate South
Development Type	Purpose-Built Student Accommodation (PBSA)
Bedrooms	509 Student Bedrooms
Prepared For	Fusion Students
Purpose	Planning Condition Discharge
Revision	Rev 2.3

1. Introduction

This Servicing and Deliveries Strategy (SDS) has been prepared on behalf of Fusion Students in support of the operation of Fusion Manchester, a purpose-built student accommodation development located on Deansgate South within Manchester city centre. The document has been prepared to discharge the planning condition relating to servicing and delivery management arrangements associated with the development and establishes the operational approach that will be adopted throughout occupation of the building.

The strategy has been developed alongside the approved Resident Management Plan, Travel Plan and Waste Management Strategy and should be read in conjunction with those documents. Together, these documents establish the wider operational framework for the development and demonstrate how the building will operate safely, efficiently and with minimal impact on the surrounding highway network, neighbouring occupiers and wider public realm.

Fusion Manchester will operate as a professionally managed residential building with a 24-hour on-site operational presence. Due to the constrained city centre location and the highly active surrounding public realm environment, the servicing and delivery strategy adopts a carefully managed operational approach intended to ensure that all servicing activity remains controlled, proportionate and responsive to real-time conditions.

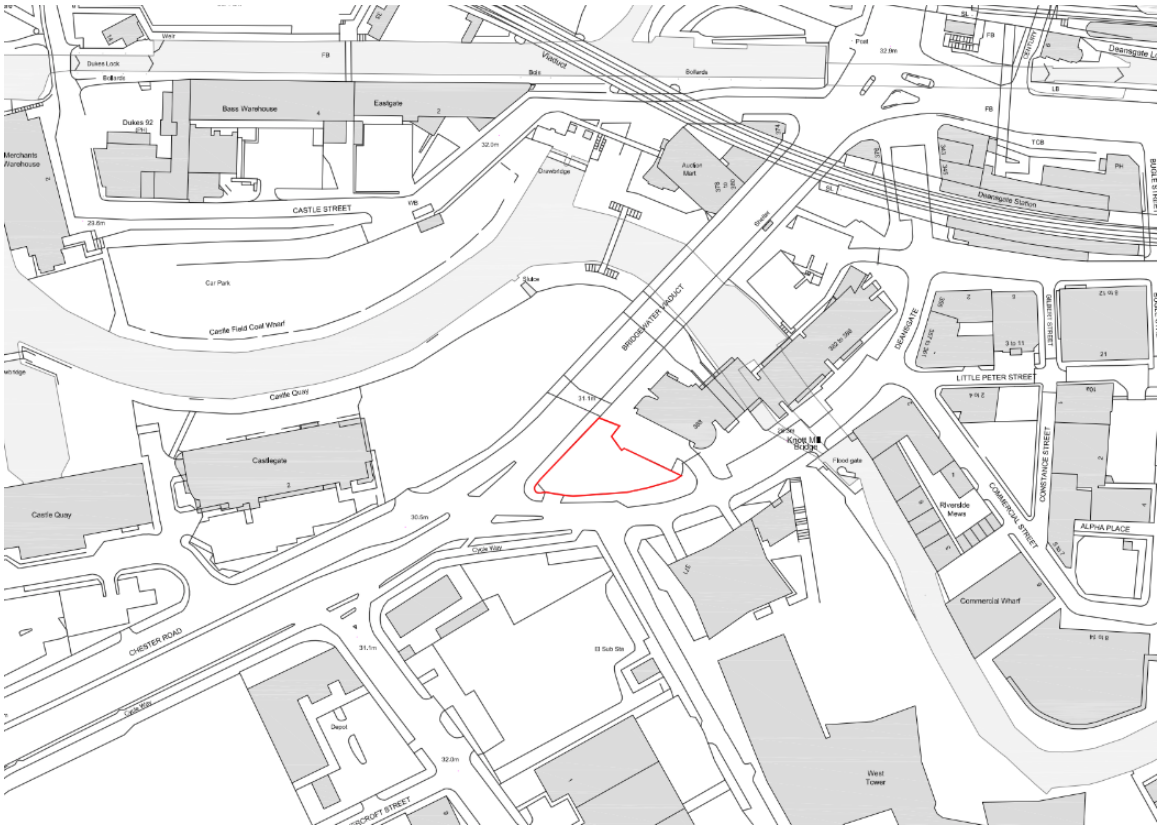


Fig 1: Design & Access Statement site location plan.

2. Development Overview

Fusion Manchester comprises a 30-storey purpose-built student accommodation development providing 509 student bedrooms alongside a range of communal amenity areas, reception facilities, cycle storage, refuse storage and operational support spaces.

The development occupies a highly sustainable city centre location and benefits from excellent connectivity to public transport infrastructure, including Deansgate Railway Station and the Deansgate-Castlefield Metrolink stop. The surrounding area is characterised by a mixture of residential, commercial and servicing activity typical of Manchester city centre and experiences consistently high levels of pedestrian movement throughout the day.

The development operates as a car-free scheme in accordance with the approved Travel Plan strategy and therefore no resident parking is provided on-site. The operational strategy instead prioritises sustainable travel, controlled unloading operations and carefully managed short-stay servicing activity. All servicing and delivery operations associated with the building are actively coordinated and monitored by the on-site Residence team to ensure that operational activity remains proportionate to the nature and scale of the development.

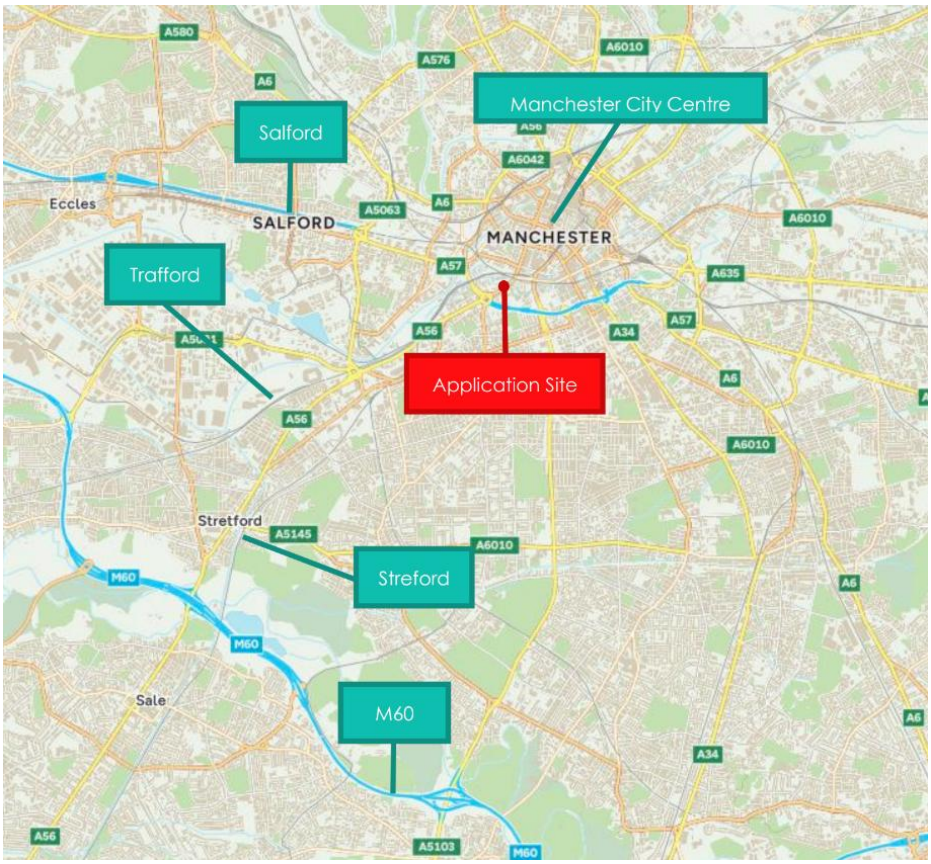


Fig 2: Site Location plan

3. Operational Management Principles



Fusion Manchester will operate under a comprehensive operational management structure supported by a 24-hour on-site staffing presence. The building will be managed by an experienced Residence team responsible for overseeing day-to-day operational activity, resident support, contractor coordination and servicing operations.

The servicing strategy has been developed around a number of core operational principles intended to ensure that servicing and delivery activity remains controlled, safe and proportionate to the surrounding city centre environment. These principles include minimising vehicle dwell times, preventing obstruction of footways and carriageways, prioritising pedestrian safety and coordinating servicing activity to reduce peak-time highway impact.

The building benefits from a range of operational and security measures that support this approach, including CCTV coverage, secure access control systems, dedicated reception and parcel management facilities and active operational oversight throughout the day. During peak operational periods, including student move-in weekends, additional staffing arrangements will be implemented including traffic marshals and porter assistance.

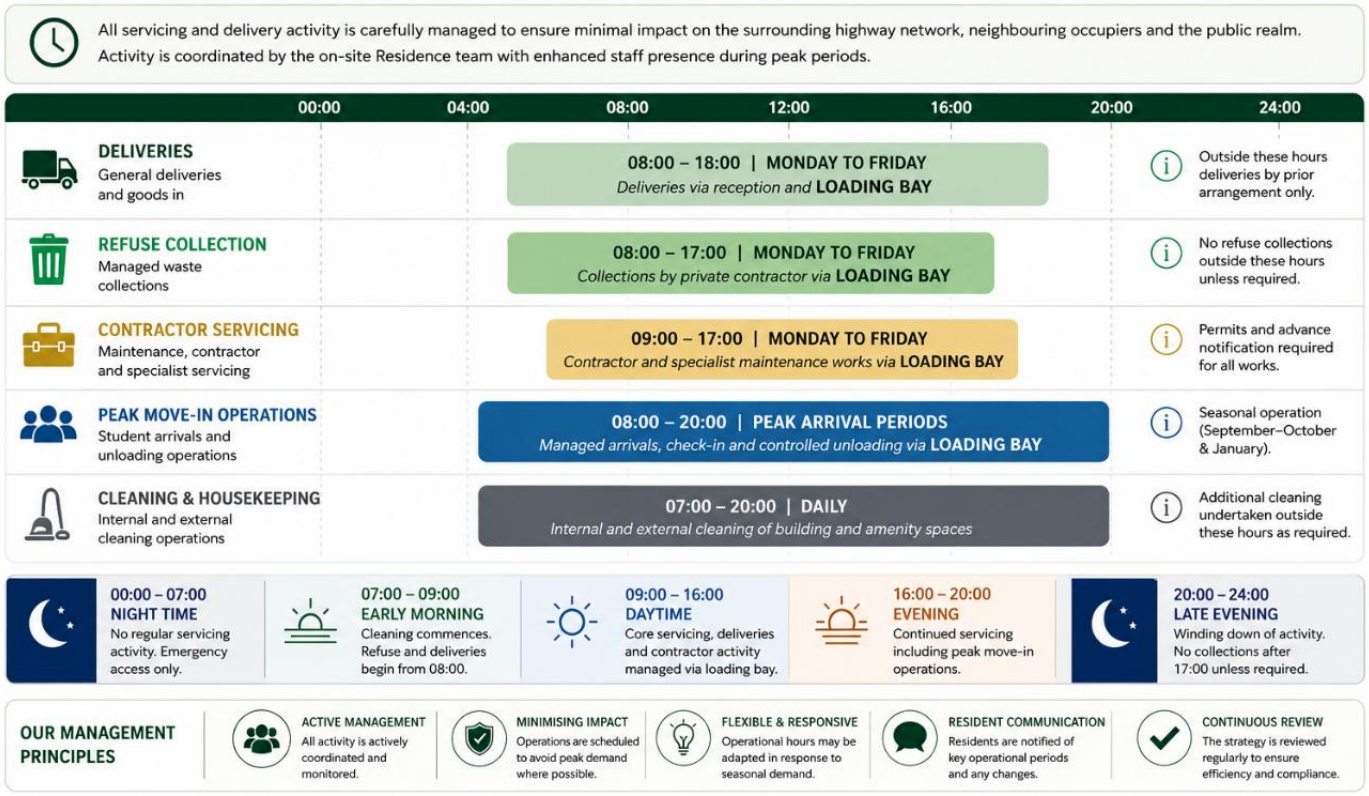
The Residence team will continuously monitor operational conditions throughout peak periods and will retain flexibility to adapt staffing levels, operational sequencing and traffic management arrangements in response to real-time conditions where required.

4. Servicing & Delivery Hours

General servicing and delivery activity associated with the development will typically operate within standard daytime operational periods in order to minimise disturbance to residents, neighbouring occupiers and the surrounding city centre environment.

General deliveries associated with building operations, mail handling and parcel activity will generally occur between 08:00 and 18:00. Refuse collection operations will typically take place between 08:00 and 17:00, unless otherwise agreed with the appointed private waste contractor. Planned maintenance and contractor

servicing visits will generally occur between 09:00 and 17:00 Mon to Fri wherever practicable.
Student arrival and departure operations represent the most operationally intensive periods associated with the development and will therefore operate under enhanced management arrangements supported by additional staffing and active traffic coordination. Wherever practicable, servicing activity will be scheduled outside peak city centre traffic periods in order to minimise operational impact on the surrounding highway network.



5. Student Arrival & Departure Strategy

Fusion recognise student arrival periods represent the most operationally intensive phases associated with the development and require a carefully coordinated management approach. Many residents arriving at the building may be unfamiliar with the city centre & may also be living independently for the first time. This strategy has therefore been designed not only to manage vehicle movements safely and efficiently, but also to provide a clear, structured and low-stress arrival experience for residents and their families.

A fully managed and pre-booked arrival system will be implemented during peak student arrival periods. The strategy is based around a controlled and phased unloading process supported by nearby public car parks, active operational oversight and real-time coordination by the Residence team. The objective of the strategy is to prevent vehicle congestion, minimise dwell times adjacent to the building, protect pedestrian movement and maintain safe traffic flow throughout peak operational periods.

All residents are required to complete a mandatory pre-arrival process via the resident portal prior to

occupation. As part of this process, residents are required to book an allocated arrival slot, confirm their intended mode of travel and review detailed operational guidance relating to arrival procedures, local parking arrangements, unloading instructions and expected resident behaviour.

Residents travelling by car are directed initially to designated nearby public car parks, including MCC Deansgate, MCC Bridgewater Hall and RCP Park Avenue. These locations operate as temporary holding areas during peak arrival periods and form a critical component of the wider servicing strategy. Residents are required to first attend the building on foot to complete check-in and collect keys before returning to their vehicle when instructed to do so by the operational team.

Once operational capacity becomes available, vehicles are released in a controlled sequence by traffic marshals and directed towards the designated short-stay unloading area on Deansgate South. The unloading process operates as a carefully managed short-duration activity intended to maintain continuous operational flow and minimise highway impact. Porters are deployed throughout peak periods to assist residents with luggage movement and reduce unloading durations.

Traffic marshals and on-site operational staff actively coordinate vehicle sequencing, unloading durations, pedestrian movement and departure routing throughout the day. Vehicles are not permitted to remain within the unloading area once unloading activity has been completed and are directed away from the site immediately afterwards.

The Residence team actively monitors operational conditions throughout the arrival period and retains flexibility to adjust staffing levels, operational sequencing and operational controls in response to real-time conditions. Potential operational responses may include temporary holding of arrivals within designated public car parks, deployment of additional marshals or temporary adjustments to arrival sequencing.

Residents are required to comply with all operational instructions issued by the Residence team throughout arrival and departure periods. Clear behavioural expectations are communicated in advance through digital onboarding communications, arrival guidance, operational notices and on-site signage. Residents are informed that vehicles must not queue or wait adjacent to the building and that unloading activity must remain short stay in nature.

Fusion Students also recognises that some residents may require additional support during arrival and departure periods. Residents are therefore encouraged to notify the Residence team in advance where accessibility requirements or additional operational support may be required. The operational team will work with residents on an individual basis to coordinate assisted unloading arrangements, flexible arrival timings and additional porter assistance where appropriate.

The move-out process operates under a similarly managed and coordinated approach. Although departure activity is generally more dispersed than the concentrated September arrival period, the team will continue to monitor operational conditions and implement additional staffing or operational measures where required.

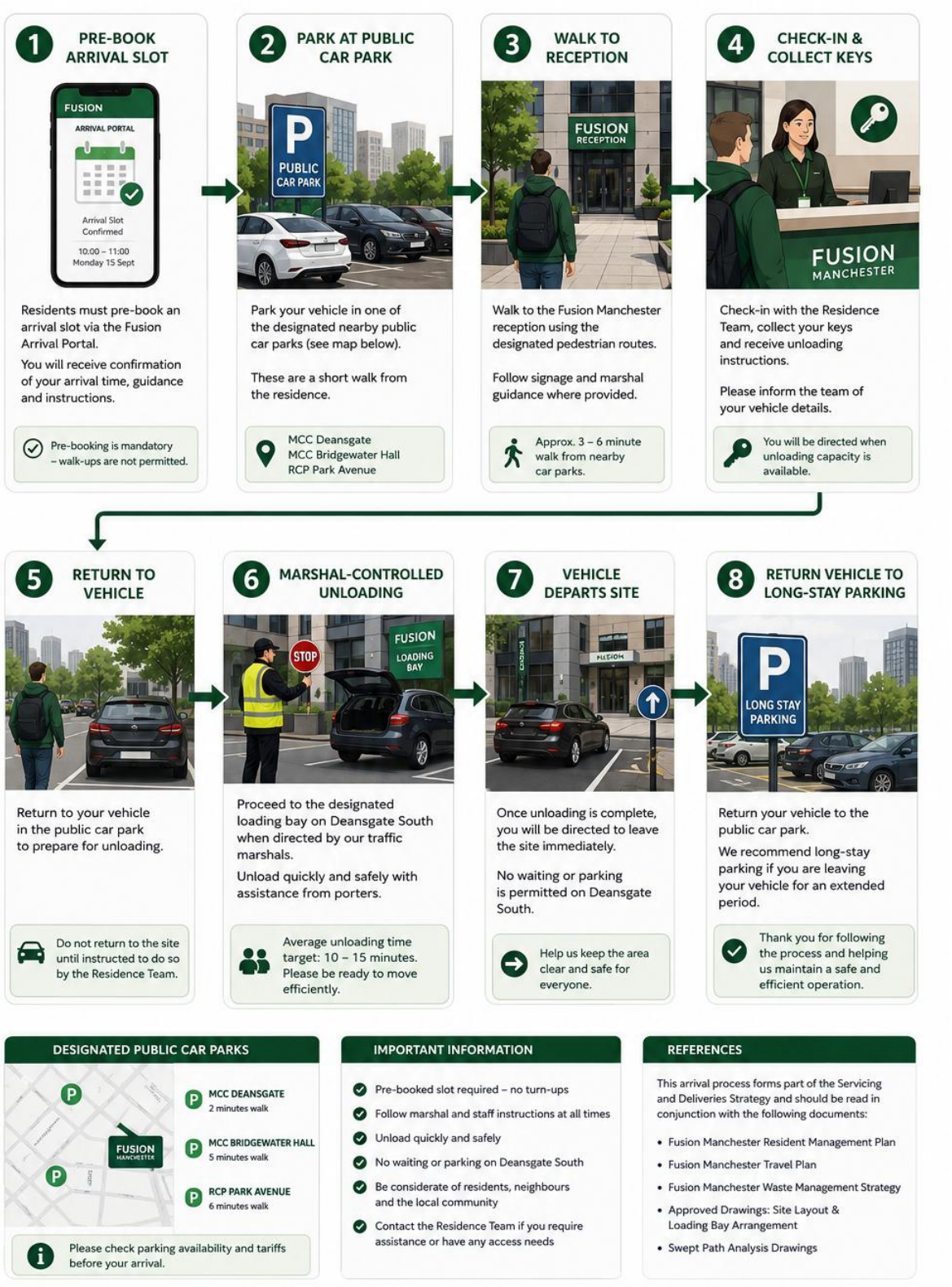


Fig 3: Highlighting resident comms and process for arrivals

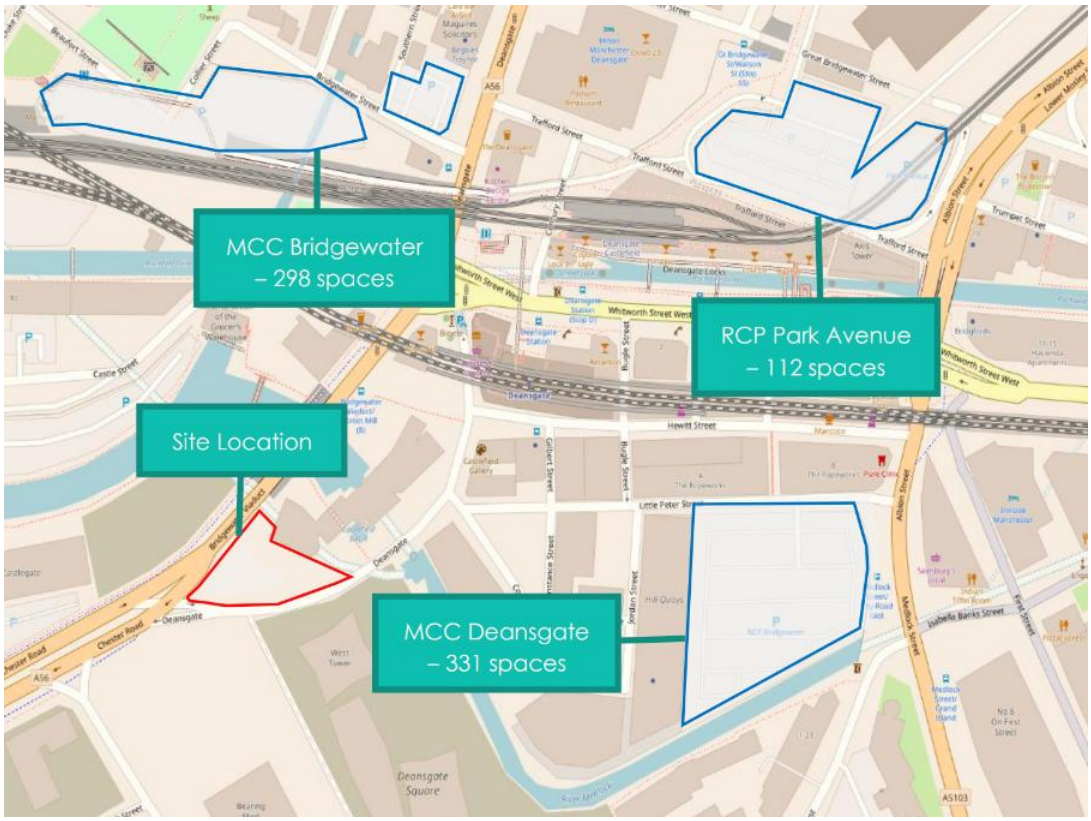


Fig 4: Highlighting local car parks within the vicinity

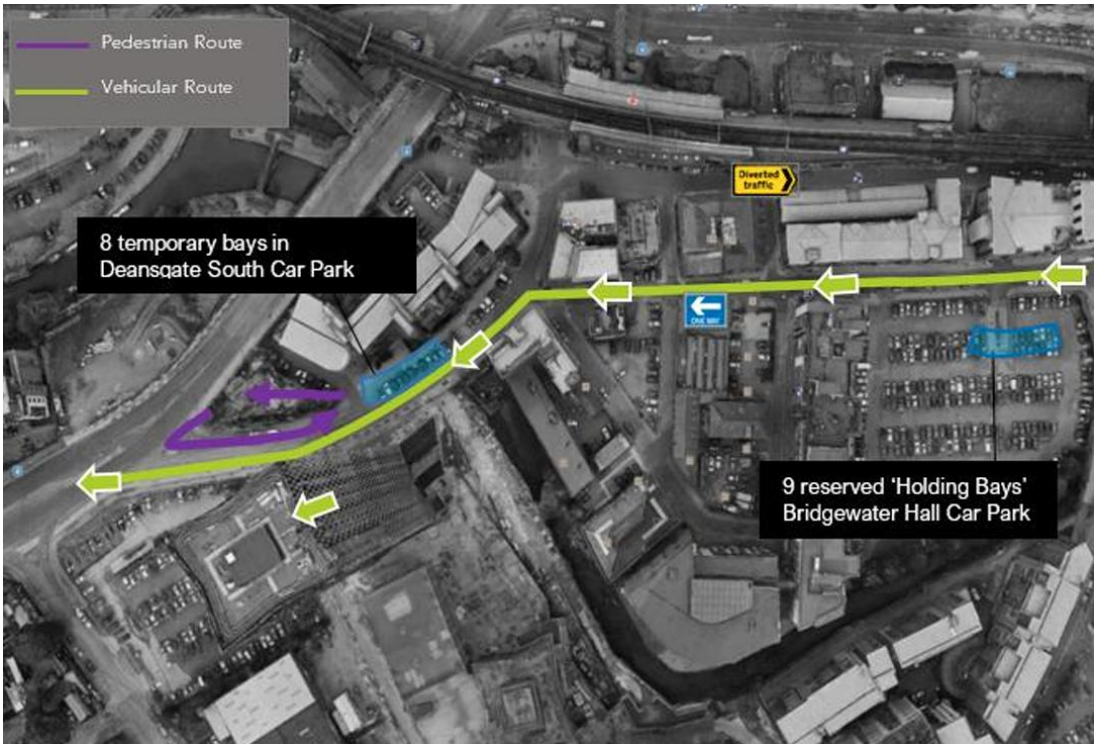


Fig 5: Highlighting Pedestrian route between local car park & Fusion Manchester

6. Taxi Pick-Up & Drop-Off Management

Taxi and private hire vehicle activity associated with the development is expected to be reflective of typical city centre residential activity and significantly lower than would ordinarily be associated with a conventional residential development due to the highly sustainable location of the site and excellent access to public transport infrastructure.

Taxi activity associated with the development is anticipated to operate primarily as transient short-duration stopping activity, with no requirement for long-term waiting or dedicated standing provision adjacent to the site. No dedicated taxi rank is therefore proposed as part of the development and residents and visitors using taxis or private hire vehicles will instead utilise existing lawful stopping opportunities within the surrounding highway network.

The Residence team will actively discourage prolonged waiting, vehicle idling, informal parking and obstruction of footways or cycle routes associated with taxi activity. During peak operational periods, traffic marshals and on-site staff may also assist in coordinating safe pick-up and drop-off activity where necessary in order to maintain safe pedestrian movement and minimise disruption to surrounding highway activity.

Operational conditions will continue to be monitored throughout peak periods and the Residence team retains flexibility to intervene where necessary to discourage inappropriate stopping behaviour or obstruction of surrounding pedestrian routes.

7. Food & Online Deliveries

The development is expected to generate a typical level of food and online deliveries associated with purpose-built student accommodation within Manchester city centre. All deliveries are directed to the main reception area where they are managed and monitored by the on-site Residence team.

Dedicated parcel storage facilities are provided within the building to support the secure and efficient handling of deliveries, with residents notified electronically when parcels are available for collection.

Food deliveries are managed through the reception area and residents are encouraged to collect deliveries directly from reception level in order to minimise unnecessary circulation within the building and maintain operational control. Delivery riders are not permitted unrestricted access throughout the building and all deliveries operate under controlled access arrangements managed by the Residence team.

This operational approach supports building security, reduces unnecessary movement within communal areas and ensures that delivery activity remains short stay in nature. The Residence team actively monitors delivery activity throughout the year, particularly during peak academic periods when parcel volumes may increase significantly.

8. Refuse Collection & Waste Servicing

Waste collection activity associated with the development will operate under a fully managed private waste collection arrangement coordinated by the on-site Residence team. A dedicated refuse store is located at lower ground floor level and is accessed via a direct ramped route connected to Deansgate South.

The refuse management strategy has been specifically designed for a high-density city centre environment and is based around high-frequency collections, controlled bin presentation and active operational oversight. General refuse and recycling collections will occur a minimum of four times per week in accordance with the approved Waste Management Strategy.

The Residence team will take responsibility for coordinating day-to-day refuse operations, including bin movement, waste segregation, refuse area cleanliness and liaison with the appointed private waste contractor. Residents will not be responsible for presenting communal bins to the public highway.

Containers will only be moved to the designated on-street loading area immediately prior to scheduled collection periods and returned promptly afterwards. The route between the refuse store and collection location has been designed to provide direct step-free access and safe movement of wheeled containers whilst minimising manual handling requirements.

The Residence team will also actively monitor refuse areas to ensure that waste streams remain appropriately segregated, hygiene standards are maintained and any misuse of facilities is addressed promptly.

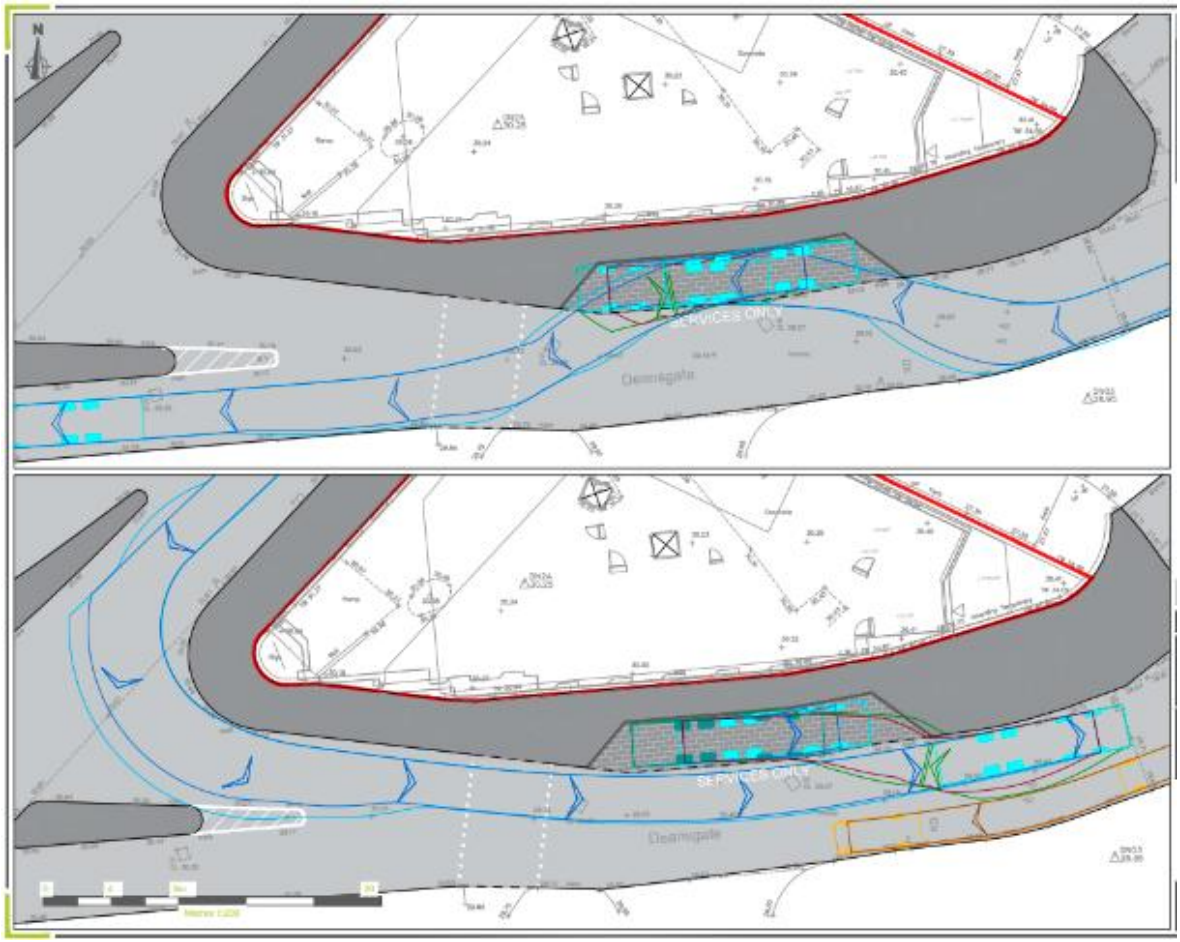


Fig 6: Swept Path Analysis

9. General Servicing & Maintenance Access

General servicing and maintenance activity associated with the development will be coordinated through the Residence team and undertaken by approved specialist contractors. Contractor access arrangements will be carefully managed in order to minimise disruption to residents, neighbouring occupiers and the surrounding highway network.

Where practicable, servicing activity will be scheduled outside peak traffic periods and coordinated in advance to ensure that operational activity remains proportionate and efficiently managed. Contractors attending the site will operate under controlled access arrangements and will be expected to comply with site operational procedures, health and safety requirements and vehicle management instructions.

The Residence team will actively coordinate contractor attendance and servicing requirements throughout the operational life of the building to minimise operational overlap and reduce unnecessary servicing activity within the surrounding highway network.

10. Pedestrian Safety & Public Realm Management

The operational strategy places significant emphasis on pedestrian safety and the protection of the surrounding public realm. The development is located within a highly active city centre environment characterised by significant pedestrian movement and close proximity to public transport infrastructure.

All servicing and operational activity associated with the building has therefore been designed around a pedestrian-first operational philosophy. Operational controls implemented throughout peak periods will include traffic marshal supervision, temporary directional signage, controlled unloading durations and active monitoring of pedestrian routes.

The Residence team will ensure that footways remain unobstructed, vehicle movements are coordinated safely and servicing activity does not adversely impact surrounding public realm areas. Particular consideration has been given to the relationship between servicing activity and the wider pedestrian environment surrounding the site.

11. Monitoring & Review

The Residence team will monitor operational performance associated with servicing and delivery activity throughout occupation of the building. Operational procedures will be reviewed periodically, particularly during the initial operational phase and peak student arrival periods.

The review process will consider operational performance, resident feedback, highway conditions, servicing demand and any feedback received from Manchester City Council or other stakeholders. Where necessary, operational arrangements may be refined in response to changing conditions or operational learning.

This proactive review process ensures that the operational strategy remains responsive, effective and proportionate throughout the operational life of the development.

12. Summary

This Servicing and Deliveries Strategy demonstrates that servicing, delivery and operational activity associated with Fusion Manchester can be accommodated safely and efficiently without resulting in unacceptable impact on the surrounding highway network, neighbouring occupiers or wider public realm.

The strategy adopts a highly managed operational approach supported by pre-booked student arrival systems, controlled unloading procedures, active operational management, sustainable travel principles and coordinated servicing arrangements. The development benefits from a comprehensive operational management structure and a servicing strategy specifically designed to respond to the constraints and operational characteristics of the surrounding city centre environment.

The strategy will be implemented prior to first occupation of the development and retained thereafter in accordance with the approved planning condition.

This Servicing and Deliveries Strategy should be read in conjunction with the wider operational, transport and management documentation prepared in support of the development. Together, these documents establish the integrated operational framework for Fusion Manchester and provide further detail relating to resident management, sustainable travel, refuse operations, building management and public realm considerations associated with the occupation and operation of the building. Relevant supporting documents include the approved Resident Management Plan, Waste Management Strategy, Travel Plan, Design & Access Statement, General Arrangement Drawings, Refuse Collection Strategy Drawings, Swept Path Analysis Drawings and associated highway and public realm plans.