Outline Operational Management Strategy

Plot H, Sister – Charles Street, Manchester, M1 3BB



January 2026

PLOT H, CHARLES STREET, MANCHESTER

OUTLINE OPERATIONAL MANAGEMENT STRATEGY

PURPOSE OF THE DOCUMENT

This Operational Management Strategy has been prepared to outline how the management of Plot H, Charles Street, Manchester, a proposed 1041-bed purpose-built student accommodation (PBSA) development with commercial retail units at ground floor, will be resourced, operated, and managed on an ongoing basis.

The strategy sets out the principles for managing the student residential accommodation, shared amenities, retail units, and associated public realm to ensure a safe, secure, and well-managed environment for residents, visitors, staff, general public and the local community.

BUILDING MANAGEMENT PLAN

A comprehensive Building Management Plan will be developed in alignment with the phased occupation of the building and its operational requirements. The BMP will be issued in digital format and made accessible to residents via a dedicated building management platform or app.

Objectives of the BMP:

- To support the safe, secure, and efficient operation of the building in compliance with statutory health and safety requirements
- To provide a professionally managed living environment appropriate for large-scale student accommodation
- To promote resident wellbeing, safety, and positive behaviour
- To ensure effective integration of the ground-floor retail uses with the residential accommodation above
- To provide clear guidance to residents, retail occupiers, staff, and visitors

Ongoing Development

The BMP will be a live document and will evolve alongside the operational needs of the building. It will be reviewed periodically, with additional procedures and detail introduced as the building approaches completion and full occupation. Updates will be communicated digitally to residents and occupiers.

ACCESS & SECURITY

The Building Management team will operate from the management suite which is strategically located off the entrance lobby and supported by a main reception desk. The site will operate a **24/7 managed security and access regime**, appropriate for a high-density student residential building.

Security measures will include a combination of:

- Manned reception and/or concierge services
- Digital access control systems (key fob, mobile credentials, or equivalent)
- CCTV coverage of internal and external areas
- Intercom and monitored access points

Out-of-hours protocols will be established to manage resident and visitor access, with clear separation between residential and retail access routes where required.
Security measures will align with the Crime Impact Statement submitted as part of the planning application.

STUDENT MOVE IN AND MOVE OUT

The Building Management team, in collaboration with neighbours and, if necessary, the Manchester City Council, will carefully co-ordinate the movement of residents in and out of the building at the start and end of the academic year.

Control measures will include the following:

- Pre-arrival information includes maps, time slots, and parking guidance.
- Students select 20-minute arrival slots via the app, managed by the on-site team.
- Drop off and unloading is located on Charles Street and to be managed under agreed arrangements with Manchester City Council Highways department.
- Trained marshals will assist with traffic management
- End-of-year departures are staggered due to exam schedules and renewals, minimising congestion.

VISITOR MANAGEMENT

Visitor management procedures will be confirmed prior to occupation and will be controlled through the building's digital management platform.
Anticipated measures include:

- Visitor pre-registration by residents
- Time-limited access permissions
- Visitor sign-in procedures where required

Visitor management will prioritise resident safety, building security, and fire safety compliance. Emergency and evacuation information will be provided to visitors as part of the registration process.

HEALTH, WELLBEING & WELFARE FACILITIES

The building will include a range of shared welfare and amenity facilities designed to support student wellbeing, including:

- Accessible welfare facilities within shared areas
- Fully accessible routes and facilities for disabled residents
- Secure cycle storage, with associated lockers and shower facilities

Additional communal amenities include study spaces, social areas, and meeting spaces, designed to support academic and social interaction. These facilities will be managed in line with the building's operational policies and resident code of conduct.

DELIVERIES & COURIERS

A deliveries and courier management strategy will be implemented to manage high volumes of student parcel deliveries. This is expected to include:

- Designated delivery areas
- Secure parcel storage and management systems
- Notification procedures via the building app
- Defined delivery hours where necessary

Measures will be put in place to avoid congestion and impact on the public realm.

CAR PARKING

No resident or public parking will be provided as part of the development.
A limited number of **accessible parking spaces** will be provided in close proximity to the building in accordance with statutory requirements. Further details are contained within the Design and Access Statement and Transport Assessment.
No EV charging infrastructure is currently proposed as part of the scheme.

CYCLE STORAGE

Cycle stores for the student accommodation are provided internally and for all areas externally. Internal stores are controlled by a door access system with fobs allocated to authorised users. E-bikes and scooters are not permitted per tenancy terms. Visitor cycle parking is also available externally and the Bee Network cycle hire in available nearby on the corner of Charles Street and Princess Street.

EMERGENCY MANAGEMENT

Emergency management procedures will be defined prior to occupation and communicated to residents, staff, and retail occupiers. These will include:

- Key emergency contacts
- Incident reporting procedures
- Integration with the building's digital incident management platform

An overarching Incident Management Plan will be maintained and updated as operational responsibilities are finalised.

FIRE SAFETY & EVACUATION

A comprehensive Fire Strategy and Fire Evacuation Plan will be produced by the Landlord and incorporated into the resident handbook.
All residents and retail occupiers will be required to comply with fire safety protocols and ensure visitors are informed of relevant procedures.

Evacuation Procedures

In the event of an emergency:

- Staff will assist with the safe and orderly evacuation of residents and visitors
- Fire Action Notices will be displayed throughout the building
- Designated Fire Wardens will manage evacuation of common areas

Evacuees will assemble at the designated Assembly Point and must not re-enter the building until authorised.

BOMB THREAT & SECURITY ALERTS

Security procedures may include bag or package searches where necessary.
Unattended items must be reported immediately to building management or security staff. In the event of a bomb threat, residents and occupiers will follow instructions issued by building management and the Police.

MEDICAL EMERGENCIES

Retail occupiers will be responsible for compliance with the Health & Safety (First Aid) Regulations 1981 within their demised premises.
In serious incidents, emergency services should be contacted immediately. Building management or security staff will assist with access and coordination.

NO SMOKING POLICY

The building will operate a strict **NO SMOKING** policy throughout:

- All internal areas
- Common parts
- Areas adjacent to entrances

This policy will apply to residents, visitors, staff, and retail customers.

Resident Conduct and Responsibilities

The Building Management Team will implement a Code of Conduct for the resident of the student accommodation which will be reference in the tenancy agreements. All resident will required to:

- Be respectful and considerate to staff and neighbours.
- Avoid any anti-social behaviour causing nuisance or disturbance.
- Comply with licence terms; serious breaches can lead to eviction.
- Refrain from smoking anywhere on site.

Community Liaison, Local Amenity & Complaints

The Building Manager will act as the single point of contact within the local community and will ensure the following:

- Prior to opening engage with the local community groups to establish contact
- Provide contact numbers for management and emergency support
- A representative is available at all times for resident or neighbour concerns.
- Operate a complaints procedure that resolves issues swiftly and courteously.

CLEANING & REFUSE COLLECTION

Cleaning

Building Management will be responsible for cleaning all common areas, including reception, lifts, corridors, stairwells, shared amenities, and the public realm.
Retail occupiers will be responsible for cleaning within their demised units.

Refuse & Recycling

A dedicated refuse and recycling storage area will be provided at lower ground floor level, accessed via service entrances to minimise public realm impact.
Waste collection arrangements will comply with the approved Waste Management Strategy. All occupiers must comply with statutory waste management duties.

SERVICING & DELIVERIES

All servicing, waste collection, and deliveries will utilise the designated servicing arrangements. Detailed booking and access procedures will be confirmed prior to occupation and agreed with Manchester City Council where required.

MAINTENANCE & CONTRACTOR MANAGEMENT

A digital system will be provided for reporting maintenance issues relating to landlord-managed areas. All contractors will be subject to formal vetting, insurance requirements, and site conduct protocols, applicable for any works on site.

HEALTH & SAFETY

Building Management will retain responsibility for health and safety within all common areas, supported by routine inspections and compliance audits.
Residents and retail occupiers must comply with all statutory health and safety obligations and lease requirements.

COMMERCIAL RETAIL OPERATIONAL STRATEGY (GROUND FLOOR)

Operating Hours

Retail operating hours will be agreed with occupiers and secured via lease and planning condition discharge, as required.
All retail operations will comply with relevant legislation and Local Authority requirements.

Queue, Dispersal & Noise Management

Retail occupiers will be responsible for managing queues, dispersal, and noise to ensure minimal impact on residents and the surrounding area. Amplified external music will not be permitted.

External Seating

Any external seating will require Building Management approval and will be managed to ensure safety, cleanliness, and appropriate hours of use.