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Centrick Consultancy

One Castlefield
Rental Living Residential Management Strategy



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SECTION 1

Development Overview

Executive Summary

Development Name:	No. 1 Castlefield
Site Address:	Ellesmere Street, Manchester, M15 4LZ
Site Address Ref:	Latitude: 53.469899° N Longitude: -2.265298° W
Applicant:	Kirindolam 8 Limited
Prepared by:	Centrick Consult part of Centrick Property Services Limited
Internal Ref:	CPSJM260521
Date:	May 2026
Version:	V4

This Residential Management Strategy has been prepared to support the pre-planning submission for One Castlefield, Ellesmere Street, Manchester. It sets out how the completed development will be managed in practice, with a focus on safe operation, clear accountability, good resident service and long-term stewardship of the buildings and wider estate.

One Castlefield will provide 592 rental homes across two buildings, including a 46-storey tower and a lower-rise block fronting Ellesmere Street. The scheme will include one, two, three and four-bedroom homes, together with resident amenity spaces, landscaped courtyards, secure cycle storage, limited car parking, servicing areas and dedicated management accommodation. Its location and design support the continued regeneration of the Cornbrook, St George's and Castlefield area and promote sustainable city-centre living.

The development will be operated as a single-ownership Build to Rent community, managed by an appointed professional operator on behalf of the Asset / Building Owner. This structure gives a clear line of responsibility from ownership through to day-to-day site management. The on-site team will provide a visible management presence and will be responsible for resident services, front-of-house, facilities management, cleaning, security, maintenance coordination and contractor control.

The proposed staffing model reflects the scale and complexity of the scheme. It allows for senior site management, resident experience and front-of-house staff, security, facilities management, maintenance and cleaning support. The operating model will provide 24/7 resident assistance, access management, security monitoring and emergency escalation, with staffing levels able to respond to lease-up, peak occupancy, resident events and other periods of higher operational demand.

Executive Summary

Building safety and compliance will be central to the management of One Castlefield. The operator will work with the Accountable Person and Principal Accountable Person to support compliance with the Building Safety Act 2022, fire safety legislation and wider statutory requirements. This will include maintaining building safety information, undertaking fire and general risk assessments, testing life safety systems, inspecting fire doors, managing emergency procedures and keeping residents informed on relevant safety matters.

The resident experience will be managed from first enquiry and move-in through to occupation, ongoing communication and move-out. The strategy provides for structured move-in arrangements, digital resident communication, parcel and delivery management, amenity booking, feedback processes and a clear approach to noise, nuisance and anti-social behaviour. Internal and external amenity spaces will be actively managed so they remain safe, accessible, well-presented and suitable for the needs of residents.

Day-to-day servicing, refuse management, deliveries, cycle storage, parking and public realm maintenance will be coordinated by the on-site team. The arrangements are intended to support efficient building operation while limiting disruption to residents, neighbouring occupiers and surrounding streets. This includes managed waste and recycling facilities, controlled loading and delivery activity, secure cycle provision, limited car parking and regular upkeep of landscaped areas, external amenity spaces and public-facing estate interfaces.

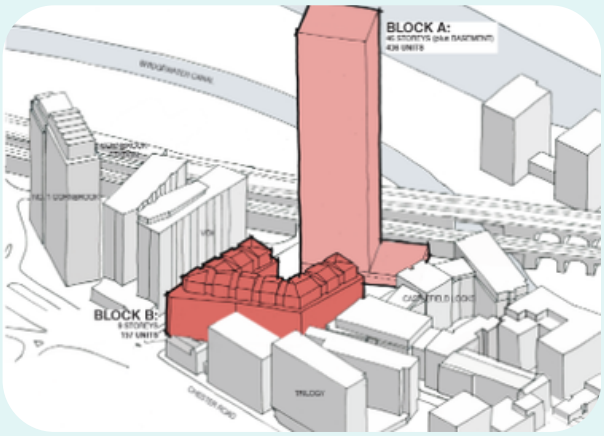
Sustainability will be supported through the operational management of the scheme, including the promotion of sustainable travel, reduced car dependency, recycling, efficient building performance, responsible procurement and ESG reporting where required. The operator will also use resident engagement, performance monitoring and regular review to identify practical improvements over time.

Taken together, the management proposals show that One Castlefieldcan be operated as a safe, secure and well-managed rental living community. The strategy provides a practical framework for governance, compliance, resident service, estate management and continuous review, supporting the long-term quality of the development and its contribution to professionally managed housing in Manchester.

This document is to be read in conjunction with the Design and Access statement by Denton Corker Marshall, dated March 2026

Development Overview

The proposed development comprises a high-quality, two-building residential scheme delivering 592 rental living / build to rent (BTR) homes within the emerging Cornbrook/St George's/Castlefield regeneration area.





The scheme has been carefully designed to respond to its surrounding urban context while establishing a distinctive architectural identity and strong gateway presence on a key approach into Manchester City Centre.

Block A, 436 residential units, is located to the rear of the site, adjacent to the Cornbrook transport interchange and Trentham Street. At 46 storeys in height, the building is designed as a landmark gateway development, prominently addressing views experienced by rail and Metrolink passengers approaching Manchester City Centre. The architectural expression of Block A draws reference from the contemporary façade treatment of the Deansgate Square towers, reflecting Manchester City Council's aspirations for high-quality, enduring tall buildings that contribute positively to the city skyline and create a clear point of architectural distinction within the wider Castlefield context.

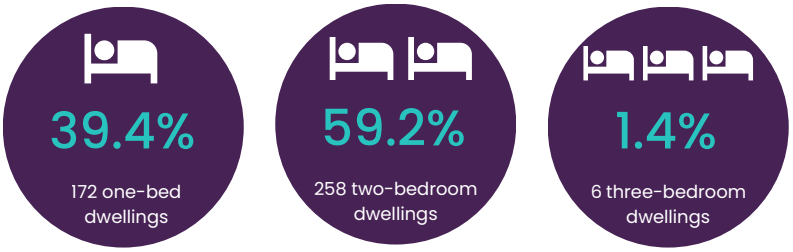
Block B, 156 residential units, is positioned along the Ellesmere Street frontage and is set directly back from the footpath to reinforce and maintain the established streetscape. The building adopts a robust brick architectural language that responds to the prevailing character of the surrounding Castlefield area and neighbouring warehouse-style developments.

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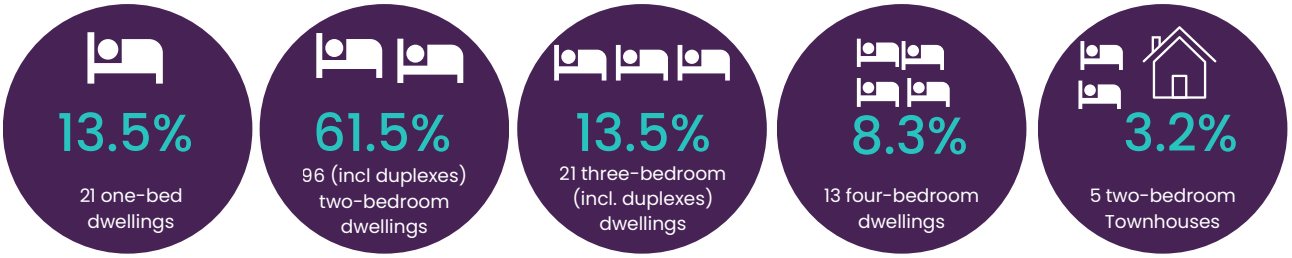
Development Overview

The development delivers a broad and balanced residential offer comprising apartments, duplexes and townhouses suitable for a range of household types and rental tenures. The residential mix includes:

Block A:



Block B:



In addition to the residential accommodation, the scheme incorporates a comprehensive range of resident amenities and supporting infrastructure, including:

- A resident foyer, reception area, 24-hour management hub and associated management back-of-house infrastructure
- Flexible multi-purpose resident amenity spaces
- Landscaped external courtyard gardens
- Secure cycle parking for 332 bicycles, providing a 1 to 1.78 dwelling units cycle parking ratio for residential properties. Cycle stores incorporate two-tier cycle racks, suitably located to maximise numbers and provide the necessary circulation space around.
- Resident car parking comprising 40 spaces (6.8% provision), including accessible and electric vehicle charging bays. 6 EV charge points
- Ancillary plant areas, substations and refuse / recycling storage facilities

The proposals are intended to create a well-connected, sustainable and vibrant residential community that supports ongoing regeneration objectives for the wider Cornbrook and Castlefield area, while promoting sustainable travel patterns through excellent public transport connectivity and limited on-site parking provision.

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SECTION 2

Scope and Objectives

Scope and Objectives

This Residential Management Strategy ("RMS") has been prepared to support the operational management for the proposed Build-to-Rent ("BTR") development and to demonstrate the operational management principles that will govern the completed scheme at No. 1 Castlefield.

The document establishes the framework through which the appointed professional operator will manage the development safely, efficiently and responsibly throughout occupation. It is intended to support planning policy objectives, promote long-term stewardship of the asset and where appropriate align with the requirements and operational intent of the Building Safety Act regime and Gateway submission requirements.

The operational management of One Castlefield will deliver a professionally managed, single-ownership Build to Rent (BTR) scheme providing high-quality rental accommodation, long-term tenancies and a customer-focused resident experience.

The management approach will promote resident wellbeing, inclusivity, accessibility and community cohesion, while ensuring safe, compliant and efficient operation of the 592 residential homes and associated development in accordance with all statutory obligations and best practice.

The appointed operator will maintain effective stewardship of the buildings, amenity spaces and associated public realm through robust management systems covering building safety, fire safety, health and safety compliance, access control, servicing, planned and preventative maintenance and emergency response. All communal areas and shared amenities will be maintained to a high standard, creating a secure, well-managed residential environment with clear accountability, governance and transparent operational procedures for residents, stakeholders and statutory authorities.

Operational management will also support sustainable and transit-oriented living by encouraging active travel, managing waste, recycling and servicing efficiently and minimising disruption to neighbouring properties and the surrounding public realm.

Continuous monitoring and review of operational performance and management procedures will ensure consistent service delivery and long-term operational resilience.

National planning policy alignment

This Residential Management Strategy supports a high-quality, professionally managed Build to Rent community aligned with the National Planning Policy Framework. Through single ownership, on-site management, resident-focused service and long-term asset stewardship, One Castlefield will help meet local rental housing needs while supporting Manchester's regeneration, housing and placemaking objectives.

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SECTION 3

Management and Governance

Management Approach

The proposed development will be operated as a professionally managed, single ownership Build to Rent (BTR) community under the stewardship of an experienced operator partner. Unlike much of the existing private rented sector, which has evolved from apartment buildings originally designed for owner occupation or small-scale private investment and is often characterised by fragmented management arrangements, One Castlefieldwill benefit from a fully integrated operational model in which residential lettings, estate management and building operations are coordinated through a single management structure. This approach will ensure clear accountability, efficient decision-making and consistent service delivery across the development.

The BTR model is specifically designed to support long-term rental living and responds to evolving expectations around convenience, flexibility, service quality and resident wellbeing. A dedicated on-site management team, supported by the operator's infrastructure will oversee both leasing and day-to-day operations, providing a seamless resident experience from initial enquiry and move-in through to tenancy management and ongoing community engagement. This integrated approach is intended to foster high levels of resident satisfaction, encourage long-term tenancy retention, minimise vacancy periods and support the creation of a stable and inclusive residential community.

The scheme will adopt hospitality-led operating principles, recognising residential living as a service-led experience rather than solely the provision of accommodation. The operational strategy will prioritise responsive management, resident wellbeing, operational efficiency and community creation, whilst supporting the long-term stewardship, safety and sustainability of a high-density residential neighbourhood in accordance with Manchester City Council's aspirations for professionally managed rental housing.

Operational responsibilities will include:

- Residential lettings and tenancy management
- Resident services, communications and wellbeing initiatives
- Estate and public realm management
- Building operations, maintenance and lifecycle management
- Health, safety and statutory compliance
- Fire and building safety management
- Security, front of house (concierge style) and access control
- Prevention and management of anti-social behaviour
- Management of shared amenity spaces
- Waste, servicing and environmental management
- Contractor and supplier oversight
- Support for travel management initiatives
- Community engagement and resident participation
- Delivery of ESG and sustainability objectives
- Long-term asset stewardship and placemaking

Management Approach

The scale of the development enables the provision of dedicated on-site staffing and operational facilities to support the day-to-day running of the scheme. These are expected to include front-of-house services, resident and leasing facilities, building management suite, staff welfare accommodation, servicing areas and integrated waste management facilities.

Apartments are anticipated to be offered on flexible tenancy agreements to reflect differing resident needs and patterns of urban living. Homes may be provided furnished or furnished-flexible, helping to reduce barriers to occupation and support resident mobility. Additional lifestyle and convenience services may also be available on a flexible, pay-as-you-use basis through digital resident platforms, further enhancing the resident experience.

Overall, the operational strategy is intended to deliver a professionally managed, service-oriented and sustainable rental community that supports long-term residential stability, encourages community cohesion and contributes positively to the wider regeneration objectives of the Cornbrook and Castlefield area.

Governance Framework

The development will operate under a clearly defined governance structure comprising:

- **Asset / Building Owner** – responsible for the long-term ownership, investment strategy and stewardship of the asset.
- **Professional Operator** – appointed by the owner to manage the development, oversee operational performance, maintain statutory compliance and deliver the resident experience.
- **Dedicated On-Site Management Team** – responsible for day-to-day management, resident services, building operations, facilities management, security, maintenance and contractor coordination

This governance framework will establish clear lines of responsibility, accountability and reporting across all operational functions. The appointed operator will maintain transparent management procedures, escalation protocols and performance monitoring systems to ensure the effective day-to-day operation of the scheme.

Governance Framework

The management approach will align with relevant legislation, regulatory requirements and recognised best practice guidance, including but not limited to:

- Manchester Residential Quality Guidance
- The Building Safety Act and Building units Safety Regulator (BSR) requirements
- Relevant fire safety legislation and guidance
- Health and Safety legislation
- Equality, accessibility and resident wellbeing best practice principles

Operational performance will be continuously monitored through regular reporting and review mechanisms covering:

- Resident satisfaction and service quality metrics
- Operational and maintenance key performance indicators (KPIs)
- Compliance monitoring and audit procedures
- Building safety performance
- Environmental and sustainability objectives
- Community engagement outcomes

This monitoring framework will support a culture of continuous improvement and ensure the development remains responsive to resident needs and evolving operational best practice over the long term.

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SECTION 4

Building Safety, Fire Safety and Compliance

Building Safety, Fire Safety and Compliance

The Operator will work in conjunction with the Accountable Person and Principal Accountable Person to ensure compliance with the Building Safety Act 2022 and all associated regulatory requirements.

A proactive building safety regime will be implemented across the development, including:

- Maintenance of the "golden thread" of building information
- Ongoing management of fire and structural safety risks
- Mandatory occurrence reporting procedures
- Resident engagement on building safety matters
- Maintenance and review of safety case documentation
- Coordination with the Building Safety Regulator and emergency services where required
- Regular testing, inspection and review of emergency procedures and life safety systems

Understanding residents communication needs and demographics is essential to delivering an effective and inclusive resident engagement strategy. Particular consideration will be given to identifying vulnerable residents or those who may require additional support, with this information gathered sensitively at the point of move-in to help tailor communication methods, engagement approaches, and ongoing support arrangements.

The strategy will also leverage digital screens within communal areas and a dedicated resident app to provide clear, accessible, and continuous messaging on fire prevention, resident responsibilities, and key safety information, helping to ensure all residents remain informed and engaged throughout their occupation of the building.

The operator will implement a proactive fire door management strategy that includes routine inspection, maintenance and record keeping for all flat entrance doors and communal fire doors. Inspections are undertaken at least every three months for communal doors and annually for apartment and townhouse entrance doors in accordance with the applicable fire safety legislation and guidance.

The development will operate a safety-led management approach supported by trained onsite staff, robust compliance systems and clearly defined emergency response procedures.

Compliance Management

The Operator will maintain statutory compliance across all operational activities, including:

- Fire safety management
- Building safety case requirements
- Health & Safety at Work Act compliance
- Water hygiene management
- Lift inspections and servicing (LOLER)
- Emergency lighting testing
- Asbestos management (where applicable)
- Contractor control procedures
- Risk assessments and compliance audits

The building will operate with:

- 24/7 emergency escalation procedures
- Incident reporting systems
- Fire evacuation procedures
- Resident emergency communication protocols

Fire and General Risk Assessments

Prior to handover, independent third-party fire risk assessments will be completed for each building and reviewed annually thereafter to maintain compliance. The Facilities Management team will maintain inspection and testing records, undertaken at frequencies determined by the relevant risk assessments, with records stored both locally and electronically.

Comprehensive general risk assessments will also be undertaken across all communal areas, amenity spaces, car parks and landscaped areas, with regular reviews carried out by the onsite Facilities Management team.

Following completion of the risk assessments, the Operator will maintain a building risk register and Major Incident Management Plan, reviewed annually.

Life Safety Systems and Fire Prevention

Fire prevention equipment will be provided within communal areas in accordance with the Fire Risk Assessment.

All life safety systems, including fire alarms, smoke ventilation systems, emergency lighting and sprinklers (where applicable), will be maintained under planned servicing contracts in accordance with manufacturer recommendations and relevant legislation. Servicing will be undertaken by appropriately qualified contractors.

The development will be operated in accordance with relevant fire safety principles and guidance for residential buildings.

Operational fire safety measures will include:

- Fire risk assessments
- Building evacuation procedures
- Staff training and regular drills
- Resident safety information and engagement
- Fire alarm monitoring and emergency coordination
- Program of Fire Door inspections and surveys, plus associated remedials

Out-of-Hours and Emergency Response

A formal out-of-hours operational and emergency response procedure will operate continuously across the development to ensure resident safety, building security and operational resilience at all times.

Given the scale of the scheme, including the 46-storey tower element, the development will maintain:

- 24/7 staffed front-of-house with concierge-style services
- Security monitoring and access control
- Emergency incident coordination
- Monitoring of building management systems
- On-call maintenance and contractor response arrangements
- Lift entrapment procedures
- Senior management escalation processes
- Emergency resident communications

Out-of-Hours and Emergency Response

Detailed emergency response procedures will be maintained for foreseeable incidents, including:

- Fire alarm activations and evacuations
- Power outages
- Flooding or water ingress
- Lift failures
- Security incidents and anti-social behaviour
- Medical emergencies
- Mechanical and electrical system failures

Emergency procedures will be supported through staff training, incident reporting procedures, contractor call-out arrangements and coordination with emergency services.

Vacant Apartment Management

Where apartments are vacant, the Operator will implement a void management procedure, including regular water system flushing to mitigate bacteria build-up and maintain water hygiene compliance.

Legislative and Regulatory Compliance

Operations will be managed in accordance with all relevant legislation and guidance, including:

- Building Safety Act 2022
- Fire Safety Act 2021
- Regulatory Reform (Fire Safety) Order 2005
- Health and Safety at Work etc. Act 1974
- Occupiers' Liability Acts 1957 and 1984
- Control of Asbestos Regulations 2012 (where applicable)
- RIDDOR 2013
- Electricity at Work Regulations 1989
- LOLER 1998
- PUWER 1998
- Relevant British Standards and high-rise residential fire safety guidance

The Operator will also work in accordance with:

- Building Safety Regulator guidance
- National Fire Chiefs Council guidance
- RICS Residential Management standards
- Relevant Manchester City Council requirements and emergency planning procedures

Operational Policies and Resident Management

A suite of site-specific operational policies and procedures will support the safe and effective management of the development, including:

- Health and Safety Management Policy
- Fire Safety Management Plan
- Emergency Preparedness and Business Continuity Procedures
- Resident Engagement Strategy
- Anti-Social Behaviour Policy
- Accessibility and Equality Policy
- Safeguarding and Lone Working Procedures
- Waste Management Procedures
- Contractor Control and Permit-to-Work Systems
- Data Protection Procedures
- Resident Handbook and Occupier Guidance

Operational Policies and Resident Management

This integrated management framework will support the safe, resilient and professional long-term operation of the development in accordance with recognised best practice for large-scale residential rental schemes.

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SECTION 5

Staffing and Operational Coverage

Staffing and Operational Coverage

The scheme will be operated by an experienced partner operator on behalf of the building owner, with day-to-day management delivered through a dedicated onsite team supported by regional operational oversight and centralised support functions.

The operational approach has been developed specifically for One Castlefield with alignment to industry led management approaches for large-scale Build to Rent developments in Manchester, already adopting a hospitality-led management model focused on resident service, building performance and long-term asset stewardship.

The strategy is intended to ensure:

- Continuous resident support and security
- Efficient building operations and maintenance management
- Strong governance and statutory compliance
- A high-quality resident experience
- Long-term protection of the asset
- Active management of amenity and public realm spaces

Given the scale, typology and prominence of the development, the management structure will comprise a range of onsite operational roles covering front-of-house services, maintenance, facilities management, cleaning, security, and resident engagement functions.

The team will be supported by the operator's wider corporate infrastructure, including compliance, technology, procurement, reporting, and specialist operational support services.

The operational strategy prioritises:

- 24/7 staffing and resident support
- A secure and professionally managed environment
- Proactive maintenance and compliance procedures
- Efficient and responsive service delivery
- A hospitality-driven resident experience aligned with UK Build to Rent best practice.

Indicative Staffing Summary

Role	Indicative FTE
General Manager	1
Assistant Manager	1
Resident Experience Services (FOH, Lettings, Concierge style management)	4 to 5
Security Operatives / Night Resident Experience	4
Maintenance Manager (Facilities Management)	1
Maintenance Technicians (Facilities Management)	3
Cleaning Supervisor	1
Cleaning Operatives	4
Total Operational Staff	Approx. 19-20 FTE

Staffing levels may flex during:

- Early lease-up phases and on-boarding
- Stabilised operation
- Peak occupancy periods
- Event programming
- Seasonal operational demands

Site Based Management by Role

Position:	
General Manager	The General Manager ("GM") will hold overall responsibility for the operational performance of the asset and act as the primary representative along with the appointed operator's leadership team working with the owner

Key Responsibilities:

- Full operational leadership of the scheme
- Budget management and service charge oversight
- Resident satisfaction and retention strategy
- Staffing leadership and performance management
- Health & safety compliance
- Contractor management
- ESG implementation and reporting
- Coordination with ownership representatives
- Crisis and incident management
- Delivery of leasing and occupancy targets

Governance:
The GM will maintain regular reporting covering:

- Occupancy
- Arrears
- Resident feedback
- Building performance
- Compliance status
- Financial performance
- Staffing and operational KPIs (Key performance indicators)

Position:	
Assistant General Manager	The Assistant Manager will support the General Manager in daily operational delivery and deputise in their absence

Key Responsibilities:

- Day-to-day operational supervision
- Resident relations management
- Staff rota coordination
- Contractor coordination
- Move-in and move-out oversight
- Resident event coordination
- Amenity management
- Compliance administration
- Front-of-house quality control

Front of House / Resident Experience Operations

A 24/7 hospitality-led front-of-house model will operate continuously to provide resident support, security presence, visitor management, and operational oversight.

The building will maintain a continuously staffed reception and resident experience service suite located on ground floor level, off Ellesmere Street within block B.

A shift-based rota system will provide continuous staffing coverage 24/7.

Typical Coverage

- Day shifts: 2 resident experience staff
- Evening shifts: 2 resident experience staff
- Overnight shifts: 1 security operative minimum with skillset to accommodate and fulfil resident experience duties

Objectives

- Provide a secure and welcoming environment
- Deliver high-quality resident experience
- Manage visitor access
- Monitor building activity
- Coordinate emergency response
- Support parcel and delivery management

Front of House Team Structure:

Position:	
Resident Engagement Operatives	
Key Responsibilities: • Resident assistance and enquiries • Visitor registration and access control • Parcel handling and storage management • Amenity bookings • CCTV monitoring • Key management • Incident reporting • Out-of-hours support • Coordination with emergency services where required • Monitoring of contractor access	**Skilled and trained in:** • Customer service • Emergency procedures • Fire safety awareness • Conflict management • Safeguarding • Data protection

Security Operations

Security will be integrated into the front-of-house operation, supplemented by outsourced security personnel where operationally required.

Position:	
Security Personnel – Security Operatives	
Key Responsibilities: • Overnight patrols • Incident response • Public realm monitoring • Tower and amenity inspections • Emergency evacuation support • Anti-social behaviour management • Coordination with local police where necessary	**Core Measures:** • 24/7 staffed lobby • CCTV monitoring • Controlled access systems • Fob-controlled resident access • Visitor management systems • Public realm surveillance • Regular internal and external patrols • Conflict management • Anti-social behaviour mitigation management • Additional security resource may be deployed: • During lease-up periods • For major resident events • During peak evening activity • In response to elevated operational risks

Facilities Management (FM), Maintenance & Engineering Operations

The operational strategy adopts a proactive planned preventative maintenance ("PPM") approach to preserve asset quality and minimise service disruption. The maintenance and FM team will support:

- Residential areas
- Amenity spaces
- Public realm areas
- Mechanical and electrical systems
- Waste management facilities
- Building safety and fire safety testing regimes

A structured cleaning operation will maintain residential common areas, amenity spaces, and public realm interfaces to institutional BTR standards and in accordance with planning regulations.

The operator will appoint specialist contractors for:

- Lift maintenance
- Fire systems
- HVAC systems
- Water hygiene
- Electrical systems
- Window and facade cleaning
- Pest control
- Landscaping
- Security systems
- Asset specific M&E

A digital platform part of the operator's tech infrastructure such a Fixflo, Zutec, Dwellant or equivalent will be used to manage:

- PPM schedules
- Reactive maintenance tickets
- Compliance certification
- Contractor performance
- Asset records

Facilities Management (FM), Maintenance & Engineering Operations

Position:
Maintenance Manager / Lead Technician
Key Responsibilities: • Oversight of all building systems • Contractor management • Compliance inspections • Planned maintenance delivery • Defect resolution • Asset lifecycle management • Plant room supervision • Coordination of statutory testing
Position:
Maintenance Technicians / Operatives
Key Responsibilities: • Reactive repairs • Routine inspections • Minor apartment maintenance works • Common area maintenance • Plant and equipment monitoring • Lighting replacement • Basic plumbing and electrical works • Support during emergencies • Waste management to include bin store rotation and getting bins to collection point(s)

Facilities Management (FM), Maintenance & Engineering Operations

Position:
Lead Cleaning Supervisor and FM Cleaning Operatives

Key Responsibilities:

Lead:

- Cleaning quality inspections
- Staff coordination
- Consumable management
- Waste management oversight
- Deep cleaning schedules

Operatives:

- Lobby cleaning
- Lift and corridor cleaning
- Amenity cleaning
- Bin store management
- Washroom cleaning
- External litter picking
- Public realm upkeep support
- Turnaround cleaning for vacant units

Cleaning schedules will include:

- Daily touchpoint sanitisation
- Routine deep cleaning
- Waste stream segregation and supporting FM team with bin rotations and getting bins to collection point(s)
- Recycling management

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SECTION 6

Access, Security and Visitors Management

Access, Security and Visitors Management

At One Castlefield, Manchester, the Operator will implement a comprehensive security and access management strategy designed to provide a safe and secure residential environment for residents, visitors and staff. The development will operate a controlled access system incorporating fob and mobile-enabled entry to residential buildings, apartment entrance doors and amenity spaces, reducing reliance on traditional key lock systems and enabling secure, digitally managed access throughout the scheme. Secure lift controls will restrict access to residential floors to authorised residents and approved visitors only.

Visitor management will be overseen through the front of house team, with digital visitor check-in procedures and controlled resident authorisation processes in place to manage access throughout the development. The scheme has been designed to support natural surveillance principles, with clearly defined and controlled entry points, active frontages and monitored circulation areas to enhance resident safety and reduce opportunities for unauthorised access.

Due to the scale and footprint of the development, comprehensive internal and external CCTV coverage will be provided across all principal entrances, residential cores, amenity areas, parking facilities, servicing zones and cycle storage areas. Encrypted CCTV feeds will be monitored from the front of house facility within Block B in accordance with the Data Protection Act 2018, SIA licensing requirements and Public Space Surveillance guidance.

A Data Protection Impact Assessment (DPIA) will be undertaken on a case-by-case basis for each processing activity that may present a high risk to individuals' rights and freedoms, including but not limited to CCTV surveillance, building access control systems, and the storage and management of resident data.

Each DPIA should assess the specific risks associated with the intended processing activity and identify appropriate mitigation measures to ensure compliance with data protection legislation and best practice.
Consideration will be given to the use of CCTV systems, given the potential impact on privacy and the continuous processing of personal data within communal areas.

In addition, the operator will be registered with the Information Commissioner's Office (ICO) where required, as personal data relating to residents, visitors, and building users will be processed and retained, including through the operation of CCTV systems.

Access, Security and Visitors Management

In addition, the Operator will implement a digital patrol monitoring system to support the on-site security regime, with varying internal and external patrol routes undertaken a minimum of four times per night at intervals of no greater than three hours. This approach will provide an active and visible security presence across the development while supporting incident response, resident reassurance and ongoing operational management.

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SECTION 7

Deliveries and Parcel Management

Deliveries and Parcel Management

A centralised parcel and delivery management system will operate from Block B, incorporating front of house managed parcel handling together with a secure digital parcel storage and locker facility accessible to residents 24/7. Residents will be able to collect parcels directly from the digital parcel management suite or arrange delivery to their apartment via the site based resident services team.

Postal boxes will be located within the secure entrance lobbies of each residential block, accessible only to residents and authorised postal operatives. Where required, controlled access fobs will be issued to Royal Mail providing access to foyer areas only, with no access permitted to residential floors. All postal and parcel management areas will be monitored by CCTV and supported by digital access control systems.

Dedicated service access points and temporary delivery bays located on Trentham Street and Ellesmere Street will facilitate safe and efficient delivery and collection activity. A dedicated goods lift connecting the basement and ground floor levels will support operational servicing and larger deliveries, with scheduled delivery arrangements and management procedures implemented during peak demand periods.

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SECTION 8

Resident Move-In and Move-Out Management

Resident Move-In and Move-Out Management

The Operator will implement a managed move-in and move-out process at One Castlefield, designed to minimise disruption to residents, neighbouring occupiers and the surrounding highway network. Residents will be required to pre-book move-in and move-out slots with the on-site management team, enabling arrivals and departures to be coordinated throughout the day and reducing peak-time congestion.

The majority of apartments will be offered on a furnished basis, reducing the frequency and scale of large delivery vehicles associated with resident occupation. All resident moves and larger deliveries will utilise designated loading and unloading areas located on Trentham Street and via the new access road from Ellesmere Street, together with the dedicated goods/service lift connecting the basement and residential floors within Block A. Loading and unloading activity via private vehicles may also be facilitated from the car parking bays where appropriate.

The on-site management team will oversee loading bay usage and delivery coordination, with larger deliveries required to be scheduled in advance. Recurring servicing requirements, including waste collection and commercial deliveries, will be managed through allocated servicing periods to minimise conflict with resident activity. Heavy Goods Vehicles will not be permitted within the development and will instead utilise designated public highway loading facilities where necessary.

To support resident onboarding and tenancy management, all incoming residents will receive a digital welcome and induction pack, including operational guidance, building information and resident management procedures.

The Operator will also undertake apartment condition inspections and deposit management processes during move-in and move-out periods to support effective building and tenancy management.

SECTION 9

Refuse and Recycling Management

Refuse and Recycling Management

The Operator will implement a comprehensive refuse and recycling management strategy for One Castlefield, covering both residential blocks. The strategy will support efficient waste collection, maximise recycling rates and minimise impacts on residents, neighbouring occupiers and the surrounding public realm. It has been developed in accordance with Manchester City Council's Waste Storage and Collection Guidance for New Developments (GD04) and will be actively managed by the on-site operational team.

Each block will include a dedicated ground-floor refuse and recycling store designed to accommodate segregated waste streams, including general waste, co-mingled recycling, pulpable recycling and food waste. Residents will deposit waste directly within the designated stores, supported by clear signage, resident guidance and ongoing education to reduce contamination and encourage recycling. Refuse storage areas will be ventilated and designed to allow safe, efficient access for collection operatives.

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SECTION 10

Block Waste Strategy

Block A Waste Strategy

For Block A, the refuse storage requirement has been calculated at approximately 206m² in accordance with GD04 guidance. A total refuse storage area of 137m² is proposed, representing approximately 66% of the GD04 guidance requirement.

To facilitate this reduced storage footprint and optimise operational efficiency at ground floor level, the Operator will implement an enhanced collection regime comprising two collections every two weeks, including one additional collection beyond the standard servicing arrangement.

The refuse provision for Block A will comprise:

24.5 x 1100L general waste bins
8 x 1100L pulpable recycling bins
8 x 1100L co-mingled recycling bins
11 x 240L food waste bins

The increased collection frequency will ensure waste capacity is appropriately managed while reducing the spatial impact of refuse storage within the development.

Block B Waste Strategy

For Block B, the refuse storage requirement has been calculated at approximately 74m² in accordance with GD04 guidance. A total refuse storage area of 84m² is proposed, providing full compliance with the required refuse storage provision.

The refuse provision for Block B will comprise:

17 x 1100L general waste bins
8.5 x 1100L pulpable recycling bins
9 x 1100L co-mingled recycling bins
8 x 240L food waste bins

Operational Management

The Operator's on-site management team will actively manage all refuse and recycling operations across the development. This will include bin rotation, cleaning and maintenance of refuse stores, monitoring contamination levels, coordinating collections and moving bins to and from designated collection points in accordance with the approved waste management strategy. Block A bin store is located in the basement; there is a dedicated service lift to support the safe transportation of the waste containers from this location to the service collection point on the upper level. This rotation and transportation will be undertaken by the site-based facilities management team. Residential waste collections will primarily be undertaken by Manchester City Council, supplemented by private waste collection contractors where required to support operational efficiency and increased collection frequencies.

Refuse stores within both blocks have been positioned to provide efficient access to nearby loading and servicing areas on the public highway, enabling safe collection operations while minimising disruption to residents and surrounding streets. Access to refuse storage areas and collection operations will be controlled and managed by the on-site team and any appointed private waste management contractor.

Waste-performance monitoring and contingency management

Waste and recycling performance will be monitored through a proportionate set of operational measures, including missed-collection incidents, bin-store capacity, contamination levels, overflow events, cleanliness, pest-control issues and the effectiveness of bin-rotation arrangements. During lease-up and other periods of increased demand, the Operator will review collection frequency and storage capacity to ensure that refuse does not adversely affect residential amenity, fire safety, servicing operations or the surrounding public realm. Where performance falls below the required standard, the Operator will implement corrective measures, which may include additional resident communication, increased cleaning, revised bin layouts, additional collections or engagement with Manchester City Council and relevant private waste contractors.

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SECTION 11

Cycle Storage and Car Park Management

Cycle Storage and Car Park Management

One Castlefield has been designed with a strong sustainable transport focus, prioritising cycling, walking and public transport accessibility while limiting private vehicle use within the development. The scheme will provide a total of 332 secure on-site cycle spaces across Blocks A and B, supplemented by adjacent public cycle hire facilities associated with the proposed mobility hub on Dinton Street. Cycle storage areas will be accessed via secure fob and digital entry systems and will incorporate two-tier cycle racks designed to maximise capacity while maintaining appropriate circulation and accessibility standards. Block A will provide 176 secure cycle spaces serving 436 apartments (40% provision), with access provided via the northern service walkway, while Block B will provide 156 cycle spaces (provision for all apartments). The Operator will actively manage all cycle storage facilities, including access control, monitoring abandoned bicycles, maintaining storage areas and ensuring safe resident access.

Vehicular access to the development will be provided from Ellesmere Street via a secure gated access road positioned along the eastern boundary of the site. The development will provide a limited car parking with 40 spaces (6.8% provision), including accessible bays and dedicated 6 EV charging spaces, reflecting the highly sustainable city centre location and Build to Rent operational model. Parking spaces will be managed independently from apartment tenancies through a separate permit and lease arrangement, with spaces allocated on a first-come-first-served basis. Accessible bays will be reserved for Blue Badge holders residing within the development, while EV bays will be restricted to electric vehicles only.

The Operator will manage the car park through a controlled permit system incorporating digital or remote access controls, vehicle registration monitoring, daily security patrols and routine maintenance of all access and servicing systems. Contractors and maintenance operatives will be required to check in via the front of house team and will be directed to designated servicing and loading areas accessed from Ellesmere Street. Should operational requirements necessitate additional parking management controls, the Operator may appoint an accredited parking management provider to oversee enforcement and misuse prevention measures.

To further support sustainable travel choices, the Operator will also explore partnerships with local off-site parking providers and electric car club operators to provide residents with access to additional parking and shared mobility services where required.

Active and sustainable travel monitoring

The development's sustainable travel infrastructure will be supported by an active operational-management approach. The Operator will monitor utilisation of cycle parking, accessible parking and electric-vehicle charging facilities; maintain secure and accessible cycle storage; remove abandoned cycles through an appropriately notified process; and communicate local public-transport, walking, cycling, car-club and cycle-hire options to residents. The Operator will periodically review resident travel behaviour and feedback, particularly during lease-up and early stabilisation, to identify whether changes to operational procedures, information or facilities would improve the effectiveness of the sustainable-transport strategy.

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SECTION 12

Servicing, Loading and Public Realm Management

Servicing, Loading and Public Realm Management



The Operator will actively manage the public realm, external amenity areas, servicing routes and estate interfaces at One Castlefieldto ensure they remain safe, accessible, attractive and operationally efficient for residents, visitors and the surrounding community. The external spaces have been designed to support arrival, movement, informal social use, quieter retreat, family activity and the practical day-to-day operation of the development.

The landscape and public realm strategy brings together amenity, access, servicing, refuse management, security and maintenance within a coordinated estate management framework. The external areas will be maintained in accordance with the approved Landscape Management Plan and wider estate procedures, with a focus on robust materials, clear routes, layered planting, good lighting, natural surveillance and practical long-term maintenance.

Day-to-day management will include regular inspections, litter removal, graffiti removal, surface cleaning, lighting checks, minor repairs, drainage upkeep, maintenance of street furniture, landscaping care and the movement of bins to designated collection points. Specialist contractors will be appointed where required for landscaping, tree management, façade maintenance, statutory servicing and other technical maintenance activities.

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Servicing, Loading and Public Realm Management

Servicing and operational activity, including refuse collection, deliveries, contractor access and maintenance visits, will be coordinated by the on-site management team to minimise disruption to residents, neighbouring occupiers, pedestrian routes and the Ellesmere Street and Trentham Street frontages. Heavy Goods Vehicles will not be permitted within the development and will instead use designated loading facilities on the public highway where required.

Contractors will be directed to approved servicing and parking locations and managed through appropriate access control and operational procedures.
The external areas are arranged as a series of related character spaces, each responding to its role, activity level, edge condition, privacy requirement and maintenance need. These include parking, access and service areas; planted street frontages; active frontage and circulation spaces; an enclosed courtyard; and an open sun courtyard. Together, these spaces will support the resident experience while ensuring the practical operational needs of the building are properly accommodated.

Parking, access and service areas will accommodate vehicle movement, servicing, refuse collection, operational access and everyday resident movement without allowing these functions to dominate the character of the scheme. Clear routing, durable finishes, defined pedestrian thresholds, planting, street trees and boundary treatments will help these areas remain legible, safe and visually softened while maintaining visibility and natural surveillance.

Planted street frontages will provide a buffer between the public realm and ground floor homes, supporting privacy, defensible space and a softer residential edge. Trees, shrubs, ornamental grasses and groundcover planting will provide seasonal interest, ecological value and opportunities to support biodiversity, pollinators, urban cooling and surface water management where appropriate. Regular pruning, replacement planting and litter removal will ensure these areas remain attractive, safe and effective.

Active frontage and circulation spaces will form part of the everyday resident journey, supporting clear movement and informal moments of pause. High-quality hard landscaping, seating and lighting will help these spaces feel purposeful and well used, with management focused on keeping routes clear, maintaining surfaces and ensuring seating and lighting remain clean, safe and fit for purpose.
The enclosed courtyard will provide a quieter, sheltered amenity space for residents to sit, read, meet informally or spend time outdoors. Layered planting, shade-tolerant species, pergolas and integrated seating will help define the space while allowing practical access for inspection, cleaning and maintenance.

Servicing, Loading and Public Realm Management

The open sun courtyard will provide a more active communal space, organised around lawn, informal play routes and generous seating for family use, casual recreation and resident interaction. Its sunnier aspect will allow for a brighter planting palette, with seating positioned to support passive supervision and social use while keeping routes clear and accessible.

The long-term quality of the external spaces will be supported by a defined estate management regime, including planned maintenance, regular inspections, prompt repairs, seasonal planting care, litter removal, surface cleaning and lighting checks. Responsibilities will be clearly defined across amenity spaces, operational areas and planted frontages, with routes kept accessible, lighting maintained and planting managed to avoid obstructing sightlines or creating hidden areas.

This coordinated approach will ensure all public-facing and resident amenity areas are maintained to a consistently high standard, reflecting the quality, branding and long-term management objectives of One Castlefield. With robust materials, clear routes, layered planting and proactive management, the external spaces will contribute positively to the resident experience, the wider public realm and the long-term success of the development.

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SECTION 13

Management of Shared Internal and External Amenity Spaces

Management of Shared Internal and External Amenity Spaces

The scheme will operate as a professionally managed and curated community, with a strong emphasis on resident wellbeing, engagement, customer service and long-term resident retention. The operational approach will focus on creating a safe, inclusive and highly responsive living environment that promotes a sense of community and encourages positive resident interaction.

Landscape, green infrastructure and biodiversity

Landscaped courtyards, planting, trees and other green-infrastructure elements will be maintained as integral components of the residential environment. The Operator will appoint appropriately qualified contractors to undertake planned seasonal maintenance, irrigation and establishment works where required, litter removal, safety inspections and remedial works. Landscape-management activities will seek to protect the quality, accessibility and visual amenity of external spaces while supporting biodiversity, climate resilience and resident wellbeing. The Asset Building Owner and Operator will keep opportunities for proportionate enhancement under review, including improvements identified through resident feedback, landscape inspections and the wider estate-management process.

Resident Services

The on-site operational and management team will coordinate and oversee a range of resident-focused services, including:

- Resident onboarding and move-in support
- Digital resident communication platforms and resident apps
- Resident feedback and satisfaction programmes
- Community events and social programming
- Amenity booking and access systems
- Local community and business partnerships
- Parcel management and resident support services

- Day-to-day resident liaison and issue resolution
- Amenity Spaces

The development will provide a range of shared amenity spaces designed to support modern living, flexible working, health and wellbeing and community interaction. Amenity provision may include:

- Co-working lounges
- Resident lounges and communal social spaces
- Gym and wellness facilities
- Private entertainment and flexible space rooms
- Tower – Podium garden and landscaped communal areas between the two core buildings , laundry room.
- Family-friendly amenities and facilities
- Pet-friendly amenities and facilities

Operational Management of Shared Amenities

All communal and amenity areas will be professionally managed and maintained by the on-site operational team to ensure they remain safe, accessible, functional and well-presented for residents and visitors. Management measures will include:

- Digital booking and access management systems
- Regular cleaning, inspection and maintenance regimes
- Health and safety management and compliance monitoring
- Security and access control arrangements
- Resident guidance and house rules for shared spaces
- Monitoring of amenity usage and resident feedback
- Programming of events and activities within communal areas
- Coordination of external contractors and service providers
- Management of noise, anti-social behaviour and resident wellbeing considerations

The management approach will ensure that communal facilities remain high-quality, actively used and positively contribute to the overall resident experience and long-term success of the Build to Rent community.

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SECTION 14

Noise, Nuisance and Anti-Social Behaviour

Noise, Nuisance and Anti-Social Behaviour

The Operator will implement a proactive resident and estate management strategy at One Castlefield to support responsible occupation within this high-density Build to Rent development and minimise disturbance to residents, neighbouring occupiers and surrounding properties. The development will operate a 24-hour on-site management and concierge service, supported by regular estate and security patrols across the buildings and external areas.
All residents and commercial occupiers will be subject to tenancy agreements, lease obligations and estate rules requiring occupants not to cause nuisance, disturbance or anti-social behaviour. Noise complaints and resident concerns will be managed through a combination of on-site concierge reporting, digital resident communication platforms and formal escalation procedures where required.

Resident amenity spaces will be managed through secure access controls and monitored operational hours, typically restricted during late evening and overnight periods, to minimise noise impacts on surrounding residential accommodation. The Operator will apply a staged enforcement approach incorporating warnings, resident engagement and, where necessary, formal tenancy enforcement measures.

The management approach has been developed to reflect the scale and mixed household composition of the development, including families, couples and sharers, while ensuring the long-term effective management of communal areas, amenity spaces and the wider estate environment.

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SECTION 15

Cleaning, Maintenance and Repairs

Cleaning, Maintenance and Repairs

The Operator will implement a comprehensive cleaning, maintenance and repair strategy for One Castlefield to ensure the long-term quality, safety and appearance of the development. A planned preventative maintenance (PPM) programme will be implemented across the building fabric, MEP systems, life safety systems and communal facilities, supported by regular inspections and specialist servicing contracts.

Day-to-day cleaning of communal areas, refuse stores, entrances, amenity spaces and external public realm areas will be undertaken by the on-site Facilities Management team, supported by dedicated cleaning storage facilities and compliant COSHH procedures. Residents will also have access to a digital reporting platform for reactive maintenance issues, with defined response times managed by the on-site team and specialist contractors where required.

Specialist contractors will be appointed to undertake façade and window cleaning in accordance with approved access and maintenance strategies, including high-level cleaning operations where necessary. The Operator will ensure all cleaning and maintenance activities are undertaken in accordance with relevant health and safety requirements, risk assessments and operational management procedures.

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SECTION 16

Equality, Accessibility and Residents Well-being

Equality, Accessibility and Residents Well-being

The Operator will adopt an inclusive and resident-focused management approach that promotes equality, wellbeing and community integration across all aspects of the development's operation. The scheme will be managed to ensure residents, visitors and staff can access and enjoy the building safely, comfortably and without discrimination, supporting a welcoming and diverse residential community.

The Operator will support the effective occupation and long-term management of accessible and adaptable homes delivered in accordance with approved planning requirements and Building Regulations. An approved schedule of accessible and wheelchair-user homes, where applicable, will be maintained alongside relevant information on installed features, equipment, access arrangements and maintenance responsibilities. The management team will provide residents with clear information on accessibility features, maintain accessible routes and communal facilities, and consider reasonable adjustment requests in line with applicable equality legislation. Any future adaptations will be managed through an appropriate assessment, approval and maintenance process.

This version keeps the first paragraph focused on the overall approach and resident experience, while the second paragraph deals with the practical delivery and management of accessibility requirements.

Accessibility and Inclusive Design

The development has been designed in accordance with relevant accessibility standards, including Part M4(2) accessible dwelling requirements, and will incorporate inclusive operational practices to support residents with differing needs and abilities.

Key accessibility features will include:

- Step-free access throughout principal entrances and communal areas
- Lift access to all floors and resident amenity spaces
- Accessible parking provision

- Accessible resident facilities and routes throughout the development
- Clearly signed and well-lit circulation areas
- Secure and accessible access control systems

The Operator will maintain all accessibility features and ensure communal spaces remain unobstructed, safe and accessible at all times.
Reasonable adjustments will be considered where appropriate to support residents with specific accessibility or mobility requirements.

The management model will promote an inclusive residential environment in which residents of different ages, household types and abilities can access homes, services, amenity spaces and community activity fairly and safely. Amenity booking procedures, resident communications, signage, digital platforms and building-management processes will be designed to be clear and accessible. The on-site team will use resident feedback, complaints data and observed operational trends to identify barriers to participation or access, and will implement proportionate improvements through the Strategy's continuous-improvement process.

Equality and Resident Inclusion

The Operator will manage the development in accordance with the principles of equality, diversity and inclusion and will operate in compliance with the Equality Act 2010.

Operational procedures and resident policies will promote:

- Equal access to housing and resident services
- Fair and transparent resident engagement procedures
- Inclusive communication methods and accessible information where required
- A safe and respectful living environment free from discrimination or harassment
- Staff training in equality, diversity and safeguarding principles

The management team will encourage positive community interaction and foster an inclusive environment that supports residents from a wide range of backgrounds, ages and lifestyles.

Resident Wellbeing and Community Management

Resident wellbeing will form a core part of the operational strategy, with the Operator promoting a safe, healthy and socially connected living environment.

Measures to support resident wellbeing will include:

- Active management of communal amenity spaces and landscaped areas
- Community events and resident engagement initiatives
- Provision of safe, secure and well-maintained communal environments
- Resident communication platforms and feedback channels
- Supportive onsite management and concierge presence
- Measures to minimise anti-social behaviour and promote resident safety

The development's amenity spaces and green infrastructure will be managed to encourage social interaction, recreation and opportunities for resident wellbeing.

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SECTION 17

Sustainable Operations

Sustainable Operations

One Castlefieldand associated community will be operated in accordance with a long-term sustainable management strategy designed to support environmental performance, resident wellbeing and the owner's wider ESG objectives. The operator will adopt an active operational approach to sustainability, recognising the scale of the development, its city centre location, and its role as a professionally managed residential community.

The operational strategy will seek to minimise environmental impacts, encourage sustainable resident behaviours and support efficient building performance throughout the lifecycle of the development. Sustainability objectives will be integrated into the day-to-day management of the building, procurement practices, resident engagement initiatives and operational reporting procedures.

The operator will manage the scheme in accordance with relevant legislation, planning policy and recognised industry best practice relating to environmental management, building performance, health and safety, and sustainable operations.

The Operator will manage the development with regard to the current and anticipated effects of climate change over the lifetime of the scheme. This will include maintaining effective drainage and landscaped areas; monitoring weather-related operational risks; providing residents with proportionate seasonal information on overheating, cold weather and severe-weather preparedness; and maintaining incident-response procedures for extreme weather events. The management team will work with the Asset Building Owner, design team and specialist contractors to identify operational improvements that support resilience, protect resident wellbeing and maintain the safe operation of the buildings and public realm.

Climate resilience and operational preparedness

The Operator will manage the development with regard to the current and anticipated effects of climate change over the lifetime of the scheme. This will include maintaining effective drainage and landscaped areas; monitoring weather-related operational risks; providing residents with proportionate seasonal information on overheating, cold weather and severe-weather preparedness; and maintaining incident-response procedures for extreme weather events. The management team will work with the Asset Building Owner, design team and specialist contractors to identify operational improvements that support resilience, protect resident wellbeing and maintain the safe operation of the buildings and public realm.

Sustainable Travel and Reduced Car Dependency

The development's highly accessible location within Manchester supports a reduced reliance on private vehicle use and encourages sustainable travel behaviours consistent with national and local planning policy objectives.

The operator will support sustainable travel patterns and associated travel plan through the management and promotion of:

- Limited resident car parking provision
- Secure cycle storage facilities
- Active travel infrastructure
- Pedestrian connectivity
- Public transport accessibility
- Resident travel information and guidance

The operator will actively encourage residents to utilise walking, cycling and public transport options through resident communications, welcome information packs, and digital resident platforms.

Cycle storage facilities will be securely managed and monitored as part of the building's operational strategy to ensure accessibility, safety, and appropriate maintenance standards.

Where applicable, the operator may also support:

- Electric vehicle charging infrastructure
- Car club initiatives
- Delivery and servicing management measures
- Sustainable travel partnerships and incentives

The operational approach will align with:

- National Planning Policy Framework ("NPPF")
- Greater Manchester Transport Strategy 2040
- Manchester City Council sustainability and transport policies
- The Climate Change Act 2008
- Relevant active travel guidance and standards

Waste Reduction and Recycling Management

The operator will implement a comprehensive waste management strategy focused on reducing waste generation, increasing recycling rates and supporting responsible waste disposal practices across the development.

Operational measures will include:

- Clearly identified waste and recycling facilities
- Resident guidance on waste segregation
- Regular monitoring of waste storage areas
- Coordination with waste collection providers
- Ongoing cleaning and management of bin stores
- Monitoring of contamination levels within recycling streams
- Promotion of waste reduction initiatives and resident awareness campaigns

The operator will seek to reduce operational waste associated with building management activities through:

- Sustainable procurement practices
- Reduction in single-use materials where practicable
- Digital communication systems to reduce paper use
- Responsible contractor waste management procedures

Waste management operations will be undertaken in accordance with:

- Environmental Protection Act 1990
- Waste (England and Wales) Regulations 2011
- Duty of Care requirements relating to waste handling and disposal
- Relevant local authority waste management requirements

The operator will monitor waste performance and recycling rates to support continuous improvement and ESG reporting objectives.

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SECTION 18

Energy Efficiency and Building Performance

Energy Efficiency and Building Performance

The development will incorporate energy-efficient systems and building technologies integrated into the building design and operational management strategy.

The operator will work proactively with the owner and specialist contractors to ensure building systems operate efficiently and in accordance with design intent. Operational management procedures will support:

- Efficient use of mechanical and electrical systems
- Monitoring of communal energy consumption
- Optimisation of heating, cooling, ventilation, and lighting systems
- Planned preventative maintenance of energy-related plant and equipment
- Resident awareness regarding energy efficiency measures
- Smart building integration where available

Where building systems permit, the operator will utilise building management systems ("BMS") and smart monitoring technologies to identify operational inefficiencies, manage energy demand, and support performance optimisation.

The operational approach will support compliance with:

- Building Regulations Part L (Conservation of Fuel and Power)
- Minimum Energy Efficiency Standards ("MEES") where applicable
- Energy Performance of Buildings Regulations
- The Environment Act 2021
- The UK Government's net zero carbon objectives and associated guidance

Energy performance and continual improvement

The Operator will support the efficient operation of the buildings through effective commissioning, planned maintenance, performance monitoring and resident engagement. Subject to the availability of metering and building-management data, the Operator will review relevant communal energy and water-consumption information, identify abnormal consumption or avoidable waste, and escalate material issues to the Asset Building Owner and relevant maintenance providers. Residents will receive practical information at move-in and through ongoing communications on the efficient use of heating, ventilation, hot water, appliances and building controls. Opportunities for future energy-efficiency, low-carbon heat, renewable-energy or other building-performance improvements will be kept under review as part of lifecycle planning and asset-management decision-making.

Overheating risk management

The Operator will maintain an operational approach to managing overheating risk, recognising the potential importance of solar gain, high-rise living and changing summer temperatures. At handover, the management team will be provided with relevant operational information relating to ventilation, shading, façade operation and resident controls. Residents will be given clear guidance on the safe and efficient use of windows, ventilation systems and any available shading measures. Reports of persistent overheating, ventilation failure or associated wellbeing concerns will be logged, investigated and escalated through the maintenance and resident-support procedures, with trends reviewed as part of the regular operational-performance review.

Water Consumption Monitoring

The operator will monitor water consumption across communal building operations and support measures to reduce unnecessary water usage where reasonably practicable.

This may include:

- Monitoring communal water usage data
- Leak detection and rapid maintenance response procedures
- Planned maintenance of water systems
- Resident awareness initiatives relating to water efficiency
- Review of operational water consumption trends

Water systems and associated maintenance procedures will be managed in accordance with:

- Water Supply (Water Fittings) Regulations 1999
- Control of Substances Hazardous to Health Regulations 2002 (“COSHH”) where applicable
- Health and Safety Executive guidance relating to water hygiene and legionella management

ESG Management and Reporting

The operator will support the owner's Environmental, Social and Governance ("ESG") objectives through active management, monitoring, and reporting processes.

Operational ESG measures may include:

- Energy monitoring and efficiency management
- Waste reduction and recycling initiatives
- Sustainable procurement practices
- Resident sustainability engagement programmes
- Water consumption monitoring
- Community engagement initiatives
- Wellbeing and resident support programmes
- Smart building technologies and data-led operational management

The operator will maintain appropriate operational records and performance data to support annual ESG reporting where required by the owner or funding stakeholders.

Annual ESG reporting may include:

- Energy consumption performance
- Water usage data
- Waste diversion and recycling rates
- Resident wellbeing initiatives
- Community engagement metrics
- Sustainable procurement outcomes
- Carbon performance data where applicable
- Building operational efficiency measures

The operator will periodically review sustainability performance as part of the wider operational management review process and identify opportunities for ongoing improvement in line with evolving best practice and regulatory requirements.

Resident Engagement and Sustainability Awareness

Resident engagement will form an important component of the sustainability strategy. The operator will encourage environmentally responsible behaviours through:

- Resident welcome information
- Digital communication platforms and visual aids (such as digital notice boards)
- Sustainability guidance and awareness campaigns
- Recycling information and signage
- Community initiatives and events where appropriate

The operator will seek to foster a culture of sustainability within the development, supporting both resident wellbeing and the long-term environmental performance of the scheme.

Compliance and Best Practice

The sustainable operations strategy will be implemented in accordance with relevant legislation, guidance, and industry standards applicable to professionally managed residential buildings in the UK, including:

- Climate Change Act 2008
- Environment Act 2021
- Environmental Protection Act 1990
- Waste (England and Wales) Regulations 2011
- Building Regulations and associated Approved Documents
- Energy Performance of Buildings Regulations
- Health and Safety at Work etc. Act 1974
- UK Green Building Council guidance where applicable
- RICS professional standards and ESG guidance
- Manchester City Council sustainability and environmental policies

This approach will ensure the development is managed in a sustainable, responsible, and operationally efficient manner, supporting both the long-term performance of the asset and the wider environmental objectives of Manchester City Council and the Build to Rent sector

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SECTION 19

Residents' Communication, Complaints and Continuous Improvement

Residents Communication, Complaints and Continuous Improvement

The operator will adopt a resident-focused management approach designed to support effective communication, responsive service delivery, transparency, and continuous operational improvement throughout the lifetime of the development.

The operational model will align with recognised Build to Rent best practice, relevant legislative and regulatory requirements governing residential management, consumer protection, building safety, and data management.

Resident Communication and Engagement

The operator will implement a comprehensive resident communication strategy supported by both onsite management functions and digital management systems, such as resident engagement app / or portal. Communication channels will be designed to ensure residents can easily access building information, report issues, engage with management and participate in the wider residential community.

A dedicated digital resident platform and mobile application will be provided to support day-to-day resident interaction with the building management team. The platform will enable residents to:

- Communicate directly with onsite management and associated teams
- Submit and track maintenance requests
- Receive building updates and operational notices
- Book amenity spaces and facilities
- Access resident handbooks and safety information
- Receive emergency notifications where required
- Provide resident feedback and service ratings

Resident Communication and Engagement

The operator will supplement digital communication with regular resident engagement initiatives, including:

- Resident newsletters and building updates
- Community and wellbeing events
- Resident surveys and feedback exercises
- Direct engagement with onsite management staff
- Meetings or forums where appropriate for operational consultation

Resident feedback will be actively monitored and reviewed to identify trends, operational improvements, and opportunities to enhance the resident experience and building performance.

The communication strategy will be managed in accordance with:

- The Data Protection Act 2018
- UK General Data Protection Regulation ("UK GDPR")
- Consumer Rights Act 2015
- Relevant guidance issued by the Information Commissioner's Office ("ICO")

The operator will maintain secure systems for handling resident data, communication records, and operational reporting.

Complaints Management Procedure

The operator will operate a formal complaints handling procedure to ensure all complaints are managed fairly, consistently, transparently and within defined response timescales.

Residents will be able to submit complaints through:

- The digital resident platform
- Email correspondence
- Telephone contact
- Written submission
- Direct communication with the onsite management team

The complaints procedure will include a clear escalation pathway to ensure unresolved matters can be reviewed by senior operational management where necessary.

The complaints process will typically include:

1. Acknowledgement of complaint receipt
2. Investigation by the relevant operational team
3. Formal written response within defined timescales
4. Escalation to senior management if unresolved
5. Final review and resolution outcome
6. Monitoring of recurring issues and service improvements

Complaints and resident feedback will be logged and monitored through the operator's management systems to support service improvement and operational accountability.

The operator will seek to align complaints handling procedures with recognised sector standards and professional guidance, including:

- The Property Ombudsman Code of Practice
- TPI (The Property Institute) Consumer Charter principles where applicable
- RICS Professional Standards and Service Charge Residential Management Code
- Consumer protection legislation and best practice guidance

Where required, residents will be informed of access to independent government approved redress mechanisms such as The Property Ombudsman and The Property Redress Scheme in accordance with applicable regulatory obligations.

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SECTION 20

Continuous Improvement and Operational Review

Continuous Improvement and Operational Review

The operator will adopt a continuous improvement framework to ensure the operational management strategy remains responsive to resident needs, building performance and evolving best practice within the rental living sector.

Operational performance will be measured against established key performance indicators ("KPIs"), including:

- Resident satisfaction levels
- Maintenance response and completion times
- Building compliance performance
- Cleaning and environmental quality standards
- Security response performance
- Resident retention and occupancy levels
- Amenity utilisation and service delivery effectiveness

Performance data will be reviewed regularly by onsite management and senior operational leadership teams. Findings will inform operational adjustments, staffing reviews, contractor management, and resident service enhancements.
The operator will undertake an annual review of the operational management strategy to assess:

- Staffing structures and operational coverage
- Resident demographics and occupancy trends
- Building systems and maintenance performance
- Resident feedback and complaints trends
- Health, safety, and compliance performance
- Community engagement outcomes
- ESG and sustainability objectives

Where appropriate, operational procedures and service delivery models will be updated to reflect:

- Changing resident expectations
- Operational performance data
- Technological advancements
- Legislative or regulatory updates
- Evolving Build to Rent best practice
- Local community considerations

This approach is intended to ensure the scheme continues to operate as a professionally managed, safe, responsive, and sustainable residential community over the long term.

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SECTION 21

Monitoring and Review

Monitoring and Review

The operator will implement a structured monitoring and review framework to ensure One Castlefield is managed to a consistently high standard and remains responsive to resident needs, building performance and the wider community. Performance will be assessed through regular reporting, resident feedback and operational data, enabling the operator and asset owner to identify emerging issues, track service quality and support continuous improvement.
Key performance indicators ("KPIs") will be established across core operational functions, including:

- Resident satisfaction levels and feedback trends
- Response times to resident enquiries and maintenance requests
- Reactive and planned maintenance performance
- Resolution times for reported issues
- Cleaning and environmental quality standards
- Health, safety, and compliance performance
- Occupancy and resident retention levels
- Amenity usage and operational efficiency
- Security and incident response performance

Resident satisfaction will be monitored through surveys, digital communication platforms, feedback collection and direct liaison with the onsite team. Feedback will be reviewed regularly and used to inform service improvements, operational adjustments and community initiatives.

Maintenance performance will be tracked through the operator's digital facilities management system, covering reactive repairs, planned preventative maintenance, contractor performance and compliance obligations. Service level targets will be set for response and resolution times to help maintain a safe, efficient and well-managed building.

Regular operational reporting will be provided to the asset owner, covering qualitative and quantitative performance measures such as:

- Resident satisfaction metrics
- Occupancy and leasing performance
- Maintenance and compliance reporting
- Health and safety matters
- Security and incident reporting
- Staffing and operational matters
- ESG and sustainability performance
- Financial and service charge performance
- Risk management and operational issues

The operator will also undertake a formal annual review of the operational management strategy to confirm whether the operating model, staffing levels and resident services remain appropriate for the building's occupancy profile, operational demands and resident demographics.

This review will consider operational effectiveness, staffing and resource allocation, resident demographics, amenity usage, community engagement outcomes, compliance performance, building systems and lifecycle requirements. Where appropriate, procedures, staffing arrangements and service delivery models will be refined to reflect operational data, resident feedback, technological developments, regulatory updates and emerging Build to Rent best practice. This approach will ensure One Castlefield continues to operate as a professionally managed, safe, responsive and sustainable residential community over the long term.

Performance reporting

The Operator will maintain a proportionate performance-monitoring framework to support safe, effective and sustainable long-term management. Reporting will include, where applicable, resident satisfaction, complaints and response times; repairs and planned-maintenance performance; building-safety and statutory-compliance status; waste and recycling performance; amenity utilisation; security and anti-social-behaviour trends; accessibility and inclusion matters; and energy, water, landscape and sustainable-travel indicators. Performance will be reviewed regularly by the Operator and Asset Building Owner, with material issues escalated through the governance structure and appropriate improvement actions recorded, allocated and monitored to completion.

This Strategy will be implemented alongside the approved planning permission, planning conditions, Section 106 agreement, approved travel, landscape, drainage, energy and waste-management documents, Building Regulations requirements and all applicable statutory duties. Where a conflict arises, the relevant statutory requirement, planning obligation or approved document will take precedence. The Strategy will be reviewed and updated where necessary to reflect final detailed design, handover information, operational experience, changes in legislation and evolving best practice

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