Management and Maintenance Statement

A. Ownership and Management

The proposed development will be owned and managed by Jigsaw Homes North Ltd, a Registered Provider and part of the Jigsaw Homes Group. Across its subsidiaries, the Jigsaw Homes Group owns and manages over 39,000 affordable homes across the North West and East Midlands.

Jigsaw Homes North is one of Manchester City Council's preferred Registered Provider partners and has successfully delivered a number of residential schemes across the authority area.

Jigsaw Homes North will retain long-term ownership of the properties and will therefore be responsible for their management, repairs and maintenance throughout the lifetime of the development. The organisation will manage rental income, tenancy matters, and the letting of the properties at first and subsequent occupancies, in accordance with local lettings policies.

B. Management Responsibilities

Jigsaw Homes North will be responsible for the ongoing day-to-day management of the development, including:

- Tenancy and lease management
- Rent collection and housing management functions
- Resident liaison and customer services
- Management and regulation of resident car parking
- Ensuring compliance with relevant housing standards and policies

This approach will ensure the development is well managed, safe, and maintained to a high standard for the benefit of residents and the wider area.

C. Resident Car Parking Management

Jigsaw Homes North will manage and regulate all resident car parking within the development. Parking arrangements will be operated in accordance with the approved site layout and any relevant planning conditions.

Where applicable, measures may include defined parking allocations, permit systems, enforcement arrangements, and clear signage to ensure parking is used appropriately by residents and authorised visitors only. These measures will help prevent misuse, maintain safe circulation routes, and ensure the parking provision functions effectively over the lifetime of the development.

D. Repairs and Defects Liability

Any items identified as defects within the first 12 months of occupation will be rectified by the building contractor during the defects liability period.

Following the expiry of this 12-month period, responsibility for all repairs and ongoing maintenance will transfer fully to Jigsaw Homes North, who will address repair issues in line with their established responsive and planned maintenance procedures.

E. Maintenance Strategy: Gardens and Communal Landscaped Areas

The maintenance of all shared garden areas and communal landscaped spaces will be the responsibility of the contractor during the 12-month defects period. Upon completion of this period, responsibility will transfer to Jigsaw Homes North.

The required service outputs will be delivered through a structured landscape maintenance regime comprising 19 visits per annum, as follows:

- 14 visits, evenly spaced between April and October
- 5 visits, evenly spaced between November and March

This regime will ensure that communal areas are maintained to an appropriate standard throughout the year.

F. Property Repairs (Post-Defects Period)

After the defects liability period, Jigsaw Homes North will be responsible for all property repairs and ongoing maintenance. Works will be undertaken in accordance with the organisation's maintenance policies to ensure the dwellings remain safe, secure and fit for purpose over their lifetime.