



WEST HENDON REGENERATION - BARRATT METROPOLITAN LLP

MANAGEMENT STRATEGY (Document WH4.8)

The following report endeavours to explain the basic principle as to how Barratt Residential Asset Management, would tackle the management of the above development.

This report deals with the intended ongoing maintenance once the development has been completely built. During the build process the appointed estate management will arrange appropriate interim measures to ensure the appropriate services are provided to the residents and the facilities required are made available. This will be assessed on a phase by phase basis, in particular the amount of staff and site presence required as the development grows. This Statement however does apply to all phases, and both the detailed and outline part of the planning application.

Estate Maintenance

Barratt Residential Asset Management believes that to manage a scheme of this size effectively, it will require a permanent site based management team. This would mean the appointment of a Development Manager (DM) specific for the West Hendon regeneration. The role of the DM would be the first point of contact for all issues arising on site from lessees, tenants, RSL, staff, visitors and developers. The DM (in conjunction with the senior management of Barratt Residential Asset Management) would be overall responsible for the provision of all services, the supervision of all contractors on site, enforcing the lease covenants, staff rotas, ensuring minor repairs are dealt with, ensuring that plant and facilities on site are maintained appropriately; and needs to be flexible enough to deal with any issues relating to the site, no matter where the source is. The DM would also be responsible for setting the service charge budget and helping to prepare the accounts at the development's financial year end. They would raise small works orders and sign off the invoices once the works are completed.

In addition, this scheme would eventually have a 24 hour 'front of house' concierge presence. The concierge will deal with all day to day issues raised by the occupants and visitors to the site. They would for example take delivery of parcels and dry cleaning on behalf of the residents. There will be CCTV monitors in this reception area and although the primary role of the concierge would not be monitoring these screens, during quiet periods this would form one of their tasks. It is important to emphasise that the concierge would not be security, but they will pay attention to security on this development during their daily routine.

This development is a fairly open design and indeed has access ways open to the public running through it. In addition there are to be some commercial units on the ground floor



BARRATT HOMES

built around you

for some of the buildings. This will require at least one (possibly 2) full time yardmen on site whose role will mainly comprise, sweeping the access ways and litter picking to keep the public areas to a high level of appearance. Also these yardmen will be responsible for the inspection and clearing of the underground car park areas.

The refuse strategy will be a large part of the estate management. This will require at least one (and again possibly 2) full time site staff where their primary role would be a rotating of the refuse bins in the localised bin stores of each block to ensure there is always capacity available for the residents to use. They will also be required to move the refuse to the main bin store from the holding stores to the agreed collection point for the weekly collection from the local authority contractors. This will require a vehicle of some description that can tow the wheeled euro bins from the refuse store to the collection point and vice versa. The vehicle will be required to move the euro bins up and down slopes and therefore needs to be fit for purpose. They will also liaise with the local authority on the schedules for bin collection to ensure that the bins are not left in the collection areas for any great length of time. As with other developments a relationship will be developed to make the process as efficient as possible.

There will possibly be a residents only gymnasium which will be cleaned on a daily basis by one of the site staff. The equipment will be managed and regularly safety checked by a third party operator.

Specified sub-contractors will be appointed to maintain the semi-private and non-adopted communal landscaped areas in accordance with the approved landscape design and ongoing management plan.

Block Maintenance

Each block will either have direct employed cleaners appointed or contract cleaners to ensure that the overall appearance of the internal communal areas is kept to a high standard. We would envisage that each entrance lobby and each lift is cleaned daily with the rest of the corridors and staircases being cleaned on a weekly basis.

To assist with all repairs of a minor nature, the development would have a dedicated handyman to carry out these small works. Larger repairs would require the use of specially appointed contractors who would be sourced by the Development Manager. There will be an element of routine maintenance such as fire alarm testing etc., which would be the responsibility of the handyman under the supervision of the DM.

There would be an element of localised landscaping around some of the blocks. This would probably be arranged via use of a contract gardener under the supervision of the DM.



BARRATT
HOMES

built around you

The window cleaning regime for all windows will be arranged via a sub-contractor. They would utilise the built in man-safe system to ensure they are cleaned safely.



BARRATT
HOMES

built around you

Additional Points

- 1) We see no difference in the level of service being provided to the differing tenure of occupier, be they privately owned, affordable rent or shared ownership.
- 2) The development will require an appropriately serviced special management suite to be able to accommodate up to 15 staff members at any one time to allow for rest space, storage, kitchen facilities, shower facilities and also a manager's office. This is in addition to any space required in the 'front of house' reception area referred to earlier.
- 3) Local labour will be employed whenever possible, advertising locally before wider area advertising is employed. Provision of on-going skills development for local employees. Local services will also be promoted for the dry cleaning provision, convenience stores, mini cabs and professional services.
- 4) A management strategy will be developed and implemented to enable the future provision of additional accessible parking bays to accommodate individuals who do not reside within wheelchair housing units, but have the requirement for an accessible bay. Parking bays are grouped and designed at street level to enable this future provision.