

OLD TOWN, NEWBURY
FRAMEWORK SERVICING AND
MANAGEMENT PLAN
FEBRUARY 2025

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1.0 INTRODUCTION

- 1.1 This illustrative *Framework Servicing & Management Plan* is intended to provide an understanding of how a mixed-use development that includes serviced residential accommodation in addition to commercial is managed from a practical point of view. At this stage it is unknown whether the scheme will be occupied by build to rent and/ or private sale. However, either option would benefit from a similar management/operation thus the document would apply to either end users.
- 1.2 Old Town will contain a mix of studio, one-bedroom, two-bedroom, three- bedroom, and four-bedroom houses and apartments together with an array of high-quality amenity spaces, car and cycle parking, and back-of-house support functions. This document provides an overview of how these facilities could be managed by the site operator.
- 1.3 The new pedestrianised streets and courtyards in the development will be fronted by the variety of residential mews houses and townhouses. The courtyards and public realm has been designed to create interesting places where people can come together and enjoy. How these commercial premises can be serviced, and the public realm managed, is also explored in this statement.
- 1.4 This document is not intended to be prescriptive but rather, illustrates a likely management regime based on other *Build to Rent* and major mixed-use developments operating elsewhere in the UK. It builds on Lochailort's experience with its 315-apartment *Thames Quarter* scheme in Reading.
- 1.5 Ultimately though it is for the site operator to monitor and respond to occupier requirements, unforeseen circumstances and other operational matters once the development is occupied. Nonetheless, this *Framework Servicing & Management Plan* gives a flavour of how key operations such as servicing, move-in/ move-out, refuse management, security, the public realm and the mixed commercial space in its various forms might be managed.

2.0 RESIDENTIAL

Concierge

- 2.1 The concierge is the “face” of the residential element, providing regular interaction with occupiers and a welcome point for their visitors. Prominently located at the development’s entrance on Market Street (See Figure 1 below), the concierge will:
- (a) Provide a personal, friendly meet & greet service to all residents and their visitors;
 - (b) Provide access to and keep a log of non-residents, who will be required to sign-in and will be issued with a temporary pass to allow appropriate limited access where necessary;
 - (c) Take internet deliveries for residents and organise the post room for all residents;
 - (d) Maintenance of CCTV security systems;
 - (e) Maintenance of community lighting and streets;
 - (f) Manage and maintain the hard and soft landscaping across the site inclusive of the pots and plants;
 - (g) Manage the car club bookings, cycle parking and car parking;
 - (h) Provide an up-to-date noticeboard of activities and announcements;
 - (i) Keep an up-to-date supply of local information, such as train timetables or events in the *Corn Exchange*;
 - (j) Be the residents’ primary point of contact for questions or comments;
 - (k) Keep a log of residents’ comments/commendations/complaints;
 - (l) Ground source heat pump maintenance;
 - (m) Alert the Building Manager to any element of the building which requires attention;
 - (n) Manage the meeting space including ad-hoc print & copy, wifi access etc;
 - (o) Carry out general facilities management duties.
- 2.2 The Concierge can provide residents with assistance in relation to their apartment, such as:
- (a) Logging and tracking maintenance requests and access (Gates and Bollards etc);
 - (b) Advising on the operation of white goods or the site’s wider facilities; and
 - (c) Dealing with rent questions or lease extensions (if necessary).
- 2.3 Managing bookings for the various onsite residents’ facilities is dealt with by the Concierge; see **Section 5**.



Figure 1: Concierge Office

Security

- 2.4 It is intended that the building be secured by way of an integrated CCTV system, monitor 24 hours a day. The locations of the CCTV are shown in the Servicing and Security Plan in **Appendix 1**. CCTV cameras would be mounted at:
- (d) Main Access Route;
 - (e) The entrance to the flatted development;
 - (f) All courtyards and main car parking areas;
 - (g) Entrance to small pedestrian routes through the site;
 - (h) At the Market Street, Bartholomew Street, Market Place and Cheap Street public entrances into the development; and
 - (i) Close to cycle and bin store entrances.
- 2.5 Residents can access the site using security fobs for the gates throughout the site. Main entrances will be fob operated during the hours of darkness, with guests using an externally-mounted intercom to request access from the security staff or properties during this time. Lockable gates are also provided throughout the site.
- 2.6 The stairs in the flatted development to the south of the site will be subject to key fob access control, preventing access to any floor which the keyholder does not live on or on which no residents' facilities are located.

Other staffing

Site Facilities Manager

- 2.7 The senior member of staff who oversees all aspects of the building's management and maintenance including the following areas:
- (a) Directing, coordinating and planning essential services such as reception, security, maintenance, mail, cleaning, waste disposal and recycling;
 - (b) Organising staffing timetables;
 - (c) Health & Safety accountabilities;
 - (d) Booking of external service companies;
 - (e) Maintenance quality control;
 - (f) Producing a monthly report of activities for the building owners; and
 - (g) Ensuring maximum of 60 people on the communal terraces of Edward House and Pellow House.
- 2.8 Based within the building, the Site Facilities Manager is likely to work a standard working week but be on-call 24 hours a day in case of emergency or any other urgent issue which arise, such as plant failure or fire alarm activation.

Security/Night Guard

- 2.9 The security staff are based at the concierge desk in the main reception whenever the Concierge service is not open. They provide piece of mind to residents and also function as a deterrent to unwanted visitors. Their role will in general terms comprise of the following:
- (a) Receiving a handover briefing from the Building Manager/Concierge at the beginning of each shift;
 - (b) Completing a security sweep of the communal areas, car park and external entrances once every two hours throughout their shift;
 - (c) Monitoring the building's CCTV systems;
 - (d) Providing access to and keeping a log of non-residents;
 - (e) Providing a friendly meet and greet to residents and out-of-hours access to the post/delivery room;
 - (f) Providing the Building Facilities Manager with a report of any activity from the shift; and
 - (g) Ensuring maximum of 60 people on the communal terrace of Edward House and Pellow House.

Premises Assistant

- 2.10 Assisting the Building Facilities Manager with day-to-day tasks including:
- (a) Meet and greet external contractors, sign them in and brief them on the building's;
 - (b) Health and Safety policies;
 - (c) Undertake small general repairs, for example changing light bulbs;
 - (d) Keeping the car park clean and tidy and free of any obstructions;

- (e) Routine monitoring of all M&E equipment status;
- (f) Rotating the bins in the bins stores as often as is required;
- (g) On bin collection day, ensure all bins for emptying are moved to the loading bay for collection;
- (h) Ensuring the recycling bins are not contaminated with general waste;
- (i) Ensuring the automatic watering systems are functional;
- (j) Undertaking routine grass cutting, plant pot watering and landscape maintenance; and
- (k) Ensuring that there are no more than 60 people on the communal terraces of Edward House.

Cleaners

2.11 The site will require full time cleaners which will be managed by the on-site management. Their responsibilities will include:

Internal cleaning

- (a) Daily clean of all communal areas including lobbies of the flatted development, concierge office; and community hub areas;
- (b) Post-booking clean of bookable residents' facilities;
- (c) Twice weekly clean of all residential communal hallways;
- (d) Daily clean of staff room and facilities; and
- (e) Deep-clean of refuse facilities, loading bay and so forth on a programmed basis.

External cleaning

2.12 The streets will be managed and kept clean using a street vacuum cleaner (Managed by the Concierge). Other external cleaning responsibilities will include:

- (f) Residents' communal terraces and gardens;
- (g) Outside seating areas on the ground floor; and
- (h) Any cleaning required as part of the landscape maintenance.

Residents' facilities

2.13 Pellow House includes a Community Hub for the new residents including a Gym, kitchenette and meeting room. The Gym will be for residents to enjoy for communal use. Residents **need not book** use of the following facilities, which will be subject to opening hours defined by the Building Manager accordingly to tenant demand. The Meeting Room and Kitchenette can be hired by booked by residents via the Concierge. These facilities are shown on Figure 2 below.

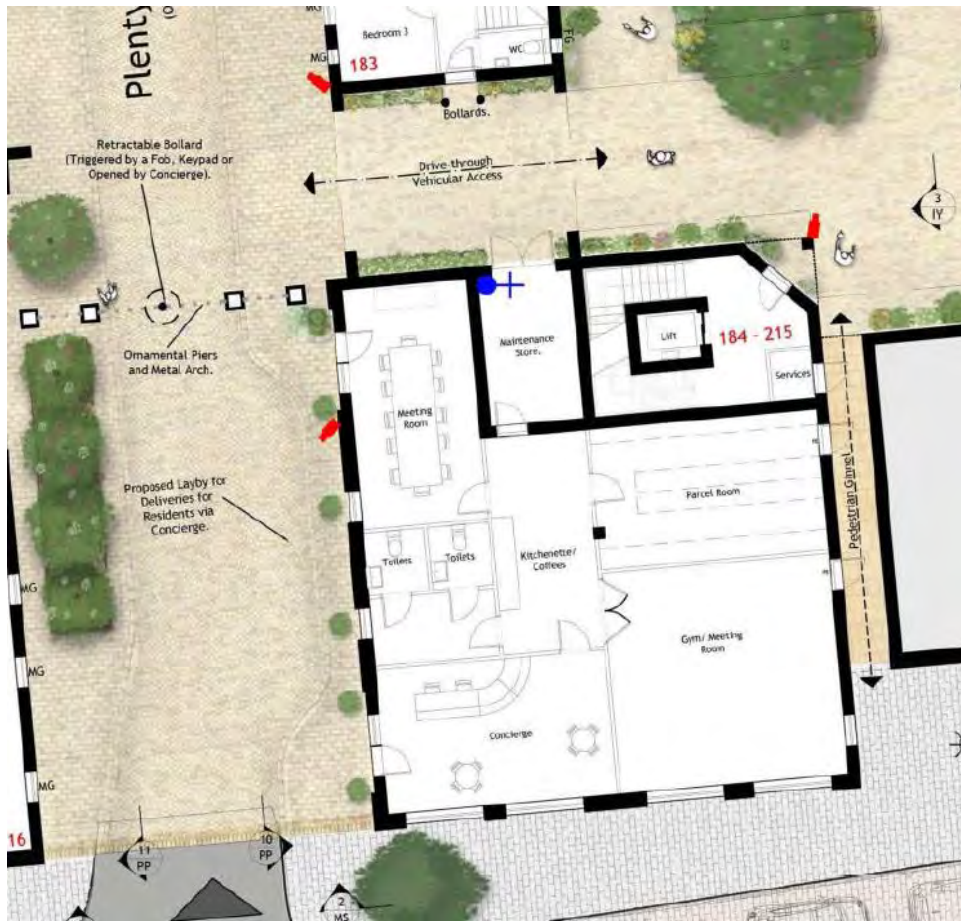


Figure 2: Proposed 'Community Hub'

2.14 The Communal roof terraces on Edward House and Pellow House (see Figure 3 below) will also not need to be booked, and will be open to all residents subject to seasonal opening hours and consideration of the amenities of those apartments immediately adjoining them. These also include outdoor meeting areas and kitchenettes. However, the concierge will monitor the number of people and only allow a maximum Ensuring maximum of 60 people on the communal terraces.

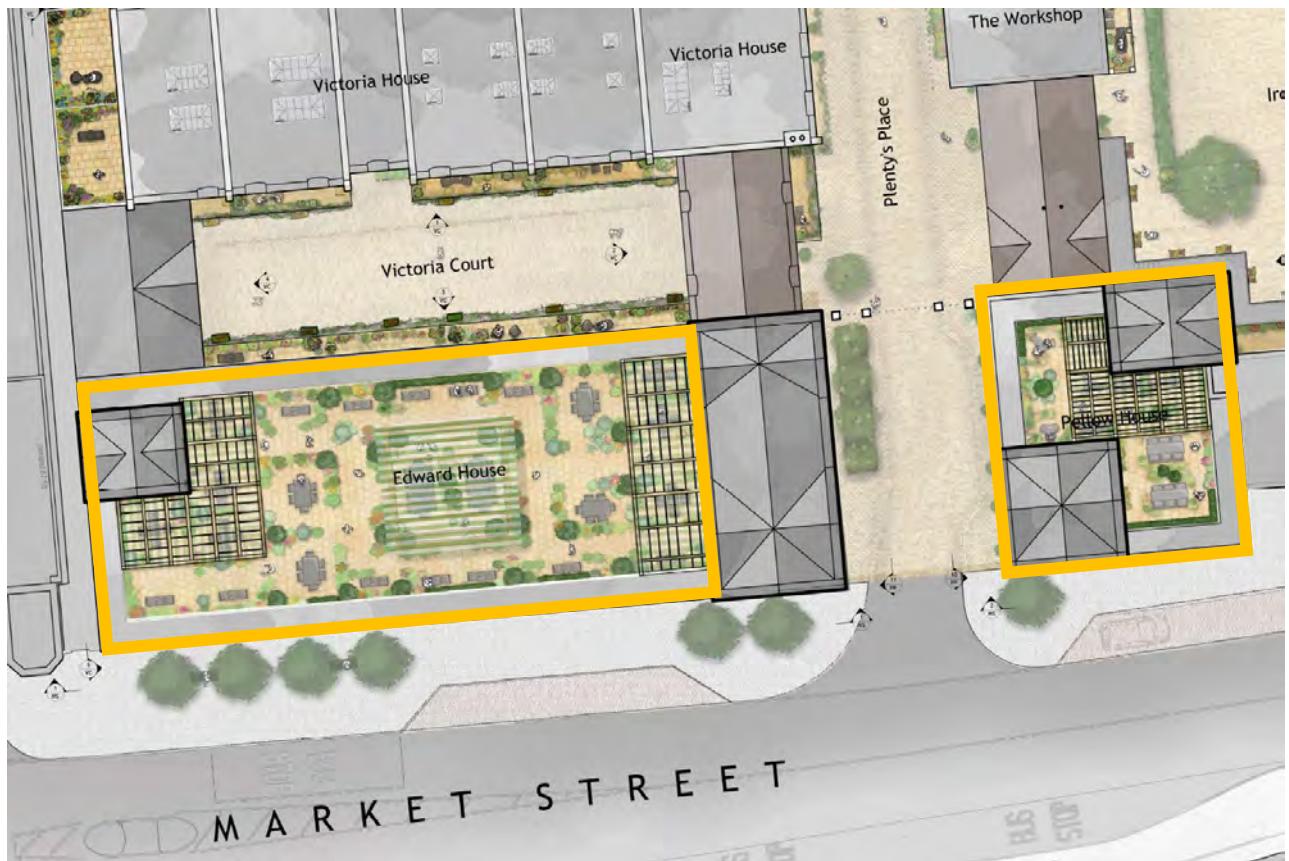
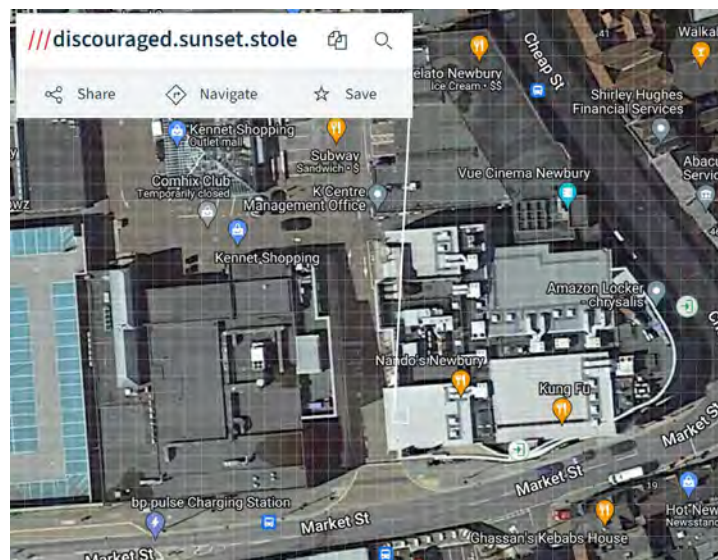


Figure 3: Proposed Communal Rooftops

Deliveries

- 2.15 Deliveries will only be accepted at the dedicated concierge loading bay within the entrance to the site off Market Street (adjacent to Pellow House) as shown in Figure 4 below.
- 2.16 Deliveries made by courier, online grocery delivery, online meal delivery, the Royal Mail and so forth will all be directed to this delivery bay. A bespoke postcode will be requested from the Royal Mail for this specific address, and the Concierge will widely publicise its *what3words* co-ordinates:



2.17 The Concierge's office will accept and store the parcels and deliveries in the parcels room. The concierge will also put post in post rooms in Edward House directly opposite Pellow House (Figure 5 below). The dedicated concierge delivery bay is immediate adjacent to the Concierge's office, making deliveries straightforward to accept, process and securely store whilst the resident is notified that they have a delivery to collect.

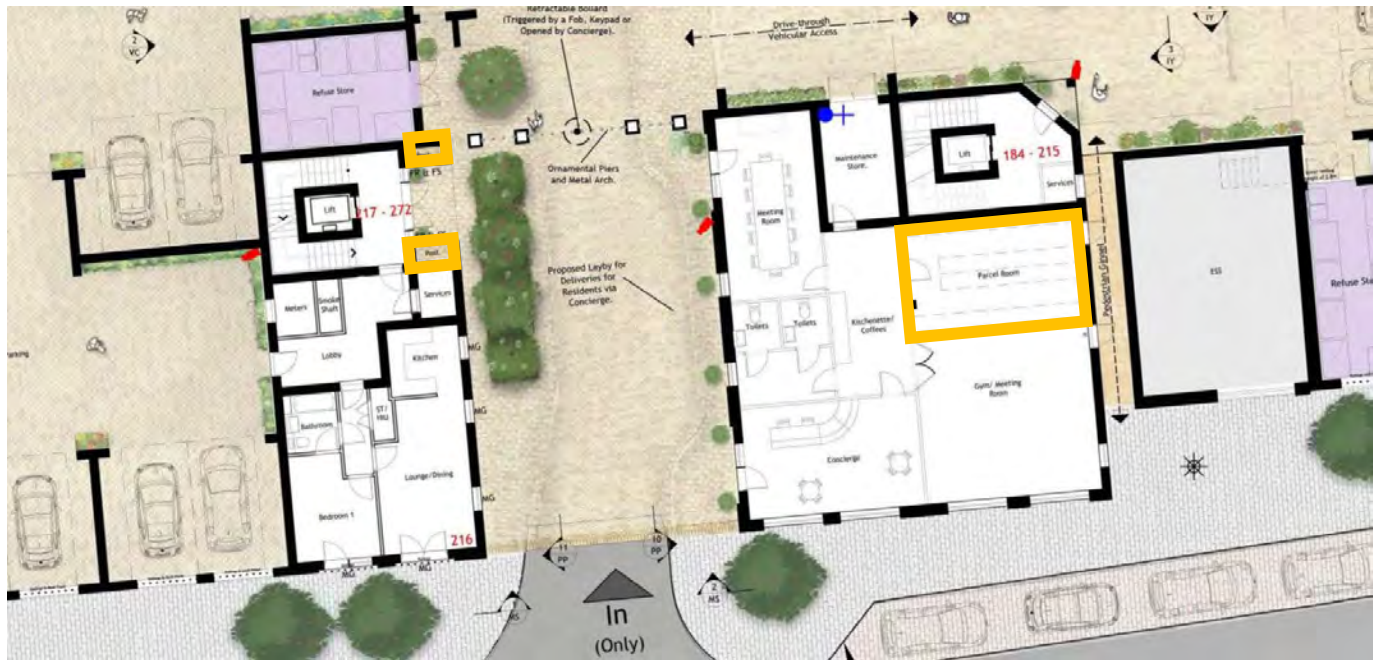
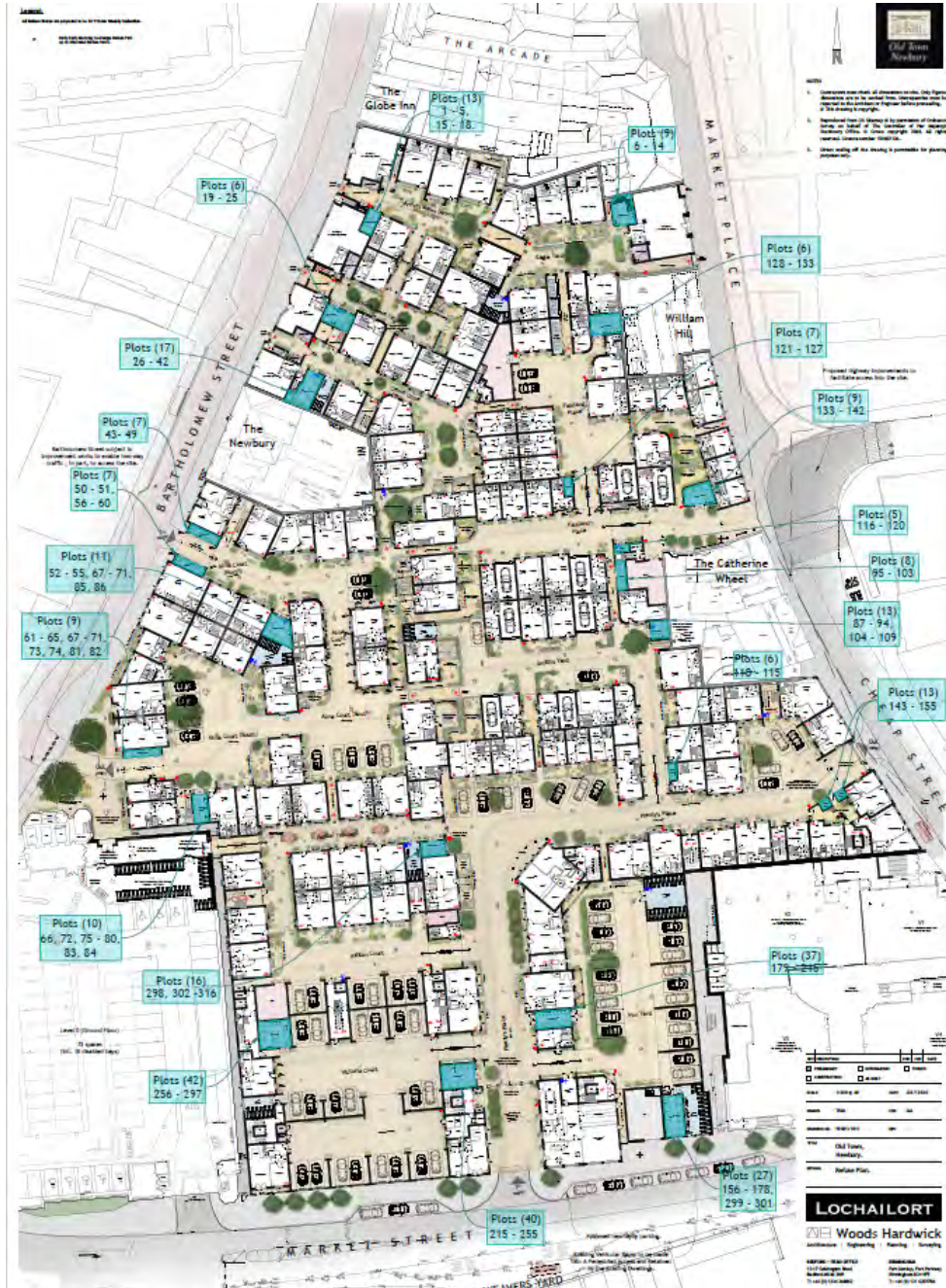


Figure 4: Locations of Parcel room and post areas

Refuse

2.18 The scheme has been designed with several refuse stores across the site, conveniently located near the new homes. These are shown below and in Appendix 2.



2.19 The refuse rooms have been purposely sited and dimensioned to foster the separation of general waste from recycling. Separate general waste and recycling bins will be provided in each kitchen.

2.20 A Premises Assistant will carefully manage the refuse across the site ensure the smooth running of the waste strategy. Residents will either place their bin bags outside their properties for the Premises Assistant to collect and place in one of the bin stores, or residents can place them directly in one of the bin stores.

2.21 On refuse/recycling collection days the bins requiring emptying will be prepared for collection. Clear routes are provided from the bin stores.

2.22 A private refuse company will be responsible for collecting the waste. The collection company will carry the bins from the stores either to the two vehicle routes which allow the refuse or box vehicle or directly from Bartholomew Street or Market Place.

2.23 Tracking of the refuse vehicles can be found in the Transport Statement.

Car Club Scheme

2.24 Details of the applicant's commitment to providing a Car Club can be found in the *Transport Statement* and *Framework Travel Plan* submitted with the application. A three-vehicle Car Club is proposed.

2.25 In the event a dedicated car club is set up for residents only (rather than an extension to the general public car club already operating elsewhere in Newbury) then the bespoke on-site service will be managed by the Concierge. The Concierge would be responsible for car club key control, vehicle check-in/check-out and so forth.

2.26 All car club bays, wherever they are ultimately sited, will have electric vehicle charging points fitted.

2.27 The inclusion of electric scooter hire, with dedicated storage lockers, is being investigated.

Building/Site maintenance

2.28 As part of the maintenance regime, all external windows will periodically be cleaned. This task will be undertaken by external contractors and is likely to be using a combination of scissor lift and the abseil method, as commonly used for buildings such as this.

2.29 Windows at street and first floor level, including the entrance halls, will be cleaned with the use of a flexi pole from street level.

2.30 Maintenance of the public realm areas related to the development will be the responsibility of the Concierge, who would manage a specialist landscape maintenance contractor who will also tend to the planting across the site.

2.31 White goods within each apartment are likely to be maintained as part of the monthly lease charge, subject to the operator's lease conditions and operating policies.

Organising periodic maintenance of M&E equipment

2.32 The Building Manager will hold the principal responsibility for monitoring the mechanical and electrical control units within the development, including preparing and implementing a detailed plan of routine and periodic maintenance for each piece of equipment. Key elements of the maintenance regime are likely to include:

- (a) Lifts
- (b) Pumps
- (c) Fire detection systems
- (d) CCTV system
- (e) Door entry systems
- (f) Lighting controls
- (g) Electricity control panels for the whole building

(h) Meter rooms

(i) Sustainable heat & water system

3.0 COMMERCIAL

Ground floor commercial units: deliveries

- 3.1 The ground floor commercial units have been specifically sized and designed for maximum flexibility and to specifically appeal to local, independent and artisan occupiers. The *Retail Demand Statement* submitted with the application explains the ethos in more detail, but suffice for the purposes of this *Framework Servicing & Management Plan* the ground floor commercial units are not intended to be occupied by the type of multiple retailers, chain stores or national retailers that had once characterised the *Kennet Centre*.
- 3.2 It is useful to consider what potential occupiers fall within the new Use Class E:
- (a) Shops
 - (b) Cafes
 - (c) Restaurants
 - (d) Offices
 - (e) Financial & professional services
 - (f) Health centres & GP surgeries
 - (g) Indoor sports
 - (h) Creches, nurseries and day centres
 - (i) Craft workshops
- 3.3 Given the small size of the ground floor commercial units, and the nature of their intended local independent traders, deliveries by large heavy goods vehicles will be very much the isolated occasional exception rather than the norm. Instead, these occupiers are expected to accept deliveries in much smaller vehicles, likely to be a panel van or small van.



- 3.4 Consequently, the delivery strategy for the ground floor commercial units does not allow for the type of land-hungry service yard as is currently provided on the rooftop of the *Kennet Centre* but rather, a more subtle and appropriate mix of servicing arrangements.

- 3.5 Given that the scale of commercial activity on the site will reduce significantly following the redevelopment of the site it is proposed that the existing servicing area accessed from Market Street is removed.
- 3.6 Commercial deliveries and servicing of the Vue Cinema and retail units in the southeast corner of the site would instead be undertaken within a new loading/delivery bay which would be provided to the east of the proposed Market Street access. This would provide a convenient location for delivery vehicles to park. It is proposed that the layby measures 34m long. This would provide sufficient space for the different land uses on site to receive deliveries at the same time. The use of the loading area would be controlled by a TRO in a similar manner to other loading bays within the town centre, with times restricted as appropriate.

Ground floor commercial units: refuse

- 3.7 The small size of the ground floor commercial units, both individually and cumulatively, means that only a limited quantum of refuse is expected to be produced. Consequently, a small refuse store is provided for each commercial unit as shown below and in Appendix 3.



Figure 5: Proposed Commercial Unit Refuse stores

- 3.8 The Commercial Premises Manager will ensure the smooth running of the waste strategy, rotating the 500-litre Eurobins within the refuse rooms so that the bins do not overflow and always have adequate capacity, particularly at peak times. The refuse arrangements for the Vue block remain as existing and will be managed by the Commercial Premises Manager.
- 3.9 On refuse/recycling collection days the Eurobins requiring emptying will be prepared for collection from the Market Street service layby.

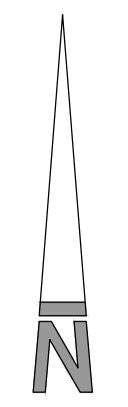
Commercial Premises Manager

- 3.10 The commercial elements of the development (other than the headquarters office building) will be managed by dedicated onsite staff.
- 3.11 The Commercial Premises Manager will be responsible for:
- (a) Interviewing prospective occupiers of the ground floor commercial units;
 - (b) Premises management of the ground floor commercial units;
 - (c) Public realm security – including securing the link to the multi-storey car park when it closes each evening;
 - (d) Public realm cleaning
 - (e) Management and maintenance of the public realm landscaping and lighting
- 3.12 The Commercial Premises Manager will also work closely with the residential Concierge.

4.0 SUMMARY

- 4.1 *Build to Rent* developments are owned, operated and managed on an institutionally-funded basis. It is in the operator's interest for their schemes to be well-managed, not only to safeguard their retained capital investment but also to ensure that the environment is maintained to the highest standard in order to encourage residents' stable, long-term tenancies.
- 4.2 Accordingly, for its management and maintenance the *Build to Rent* element can be expected to employ:
- 4.3 Separately, the ground floor commercial uses will be proactively managed and curated by the Commercial Premises Manager to ensure a diverse, vibrant and interesting mix of commercial businesses. Old Town will be a key new destination for shopping and leisure, to work and to live.

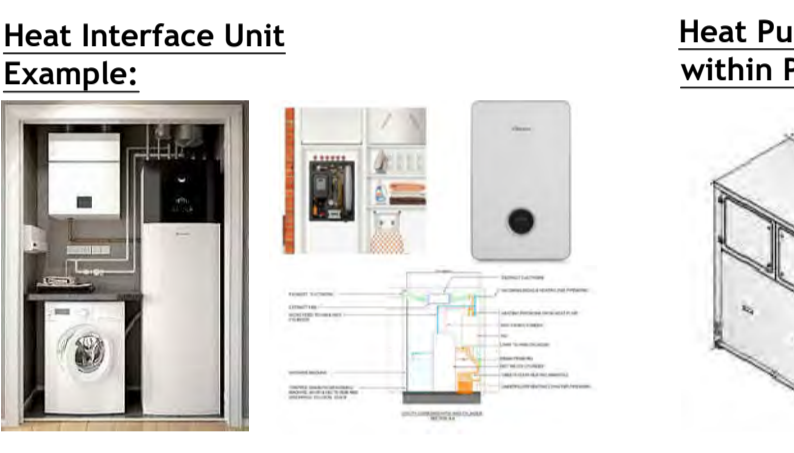
Appendix 1: Servicing and Security Plan



NOTES

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- Legend:**
- Air Con Units
 - Pressure Pad
 - Key Pad
 - CCTV Cameras
 - Access to Service Existing Adjacent Properties
 - Escape Route For Existing Adjacent Properties
 - Access to Service Furthest Plots in Pedestrian Courtyards
 - Leisure Block Fire Escape Route
 - Maintenance Strip
 - Cycle Maintenance Stand
 - Retractable Bollards
 - Courtyard Water Hose Stand
 - Hose Length from Courtyard Water Hose Stand to Furthest Plot in Each Courtyard
 - Refuse Tracking
 - 7.5T Box Van Tracking
 - 4.6T Light Van
 - Denotes lockable gates
 - Electric Street Vacuum
 - Store for Ground Source Heat Pump (GSHP)
 - Deep Boreholes
 - Indicative Subsurface Spacing for Boreholes
 - Denotes Single/Dual EV Charging Points



Level 0 (Ground Floor)
73 spaces
(inc. 18 disabled bays)

Proposed Layby for Deliveries for Residents via Concierge.

D	Serviceing Distances added	TNN	AT	13.12.2024
C	Camera position in front of plot 162 moved and additional GSHP/MSI images added	TNN	AT	16.08.2024
B	Additional Water Points Added	TNN	AT	06.08.2024
A	Additional Information added	JS	AT	02.08.2024

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<input type="checkbox"/>	CONSTRUCTION	<input type="checkbox"/>	AS BUILT		

SCALE: 1:250 @ A0 DATE: JULY 2024

DRAWN: TNM CHK: JAL

DRAWING NO.: 19401/1036 REV: D

TITLE: Old Town, Newbury.

DETAILS: Servicing and Security Plan.

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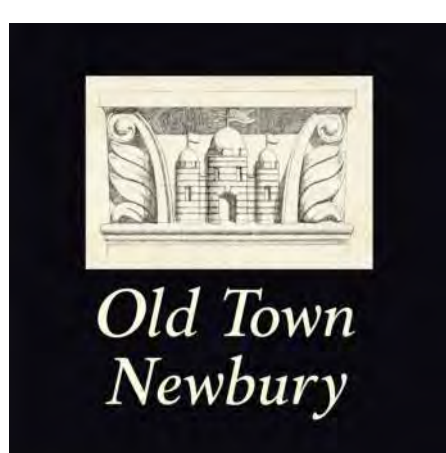
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Appendix 2: Refuse Plan

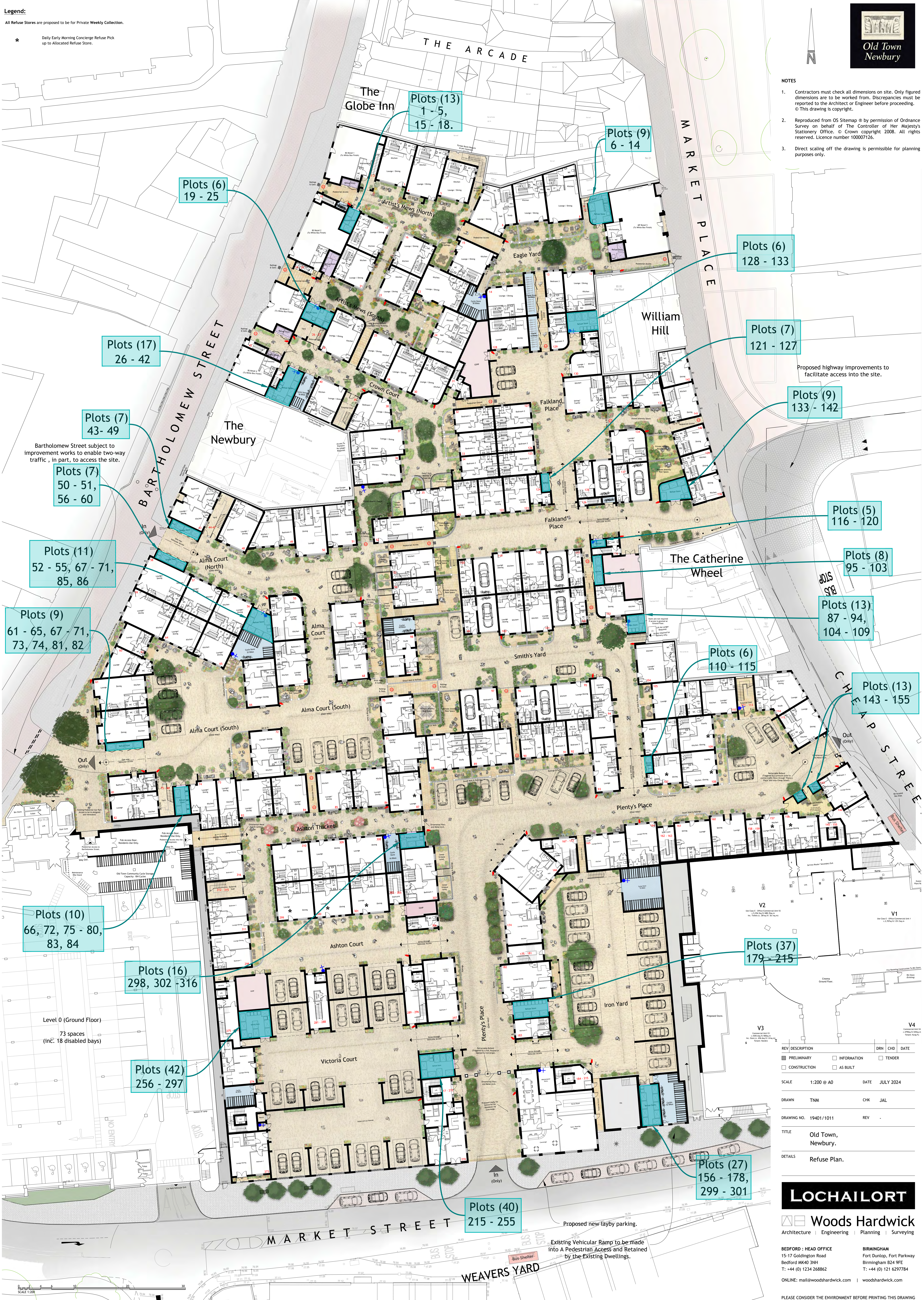
Legend:

All Refuse Stores are proposed to be for Private Weekly Collection.
 * Daily Early Morning Concierge Refuse Pick up to Allocated Refuse Store.



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- Plots (13) 1 - 5, 15 - 18.
- Plots (9) 6 - 14
- Plots (6) 19 - 25
- Plots (6) 128 - 133
- Plots (7) 121 - 127
- Plots (9) 133 - 142
- Plots (17) 26 - 42
- Plots (7) 43 - 49
- Plots (7) 50 - 51, 56 - 60
- Plots (5) 116 - 120
- Plots (11) 52 - 55, 67 - 71, 85, 86
- Plots (8) 95 - 103
- Plots (9) 61 - 65, 67 - 71, 73, 74, 81, 82
- Plots (13) 87 - 94, 104 - 109
- Plots (6) 110 - 115
- Plots (13) 143 - 155
- Plots (10) 66, 72, 75 - 80, 83, 84
- Plots (37) 179 - 215
- Plots (16) 298, 302 - 316
- Plots (42) 256 - 297
- Plots (27) 156 - 178, 299 - 301
- Plots (40) 215 - 255

Bartholomew Street subject to improvement works to enable two-way traffic, in part, to access the site.

Proposed highway improvements to facilitate access into the site.

Proposed new layby parking.
 Existing Vehicular Ramp to be made into a Pedestrian Access and Retained by the Existing Dwellings.

Level 0 (Ground Floor)
 73 spaces (inc. 18 disabled bays)

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□	CONSTRUCTION	□	AS BUILT		

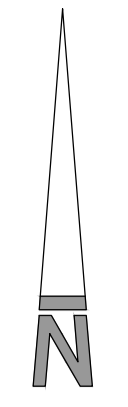
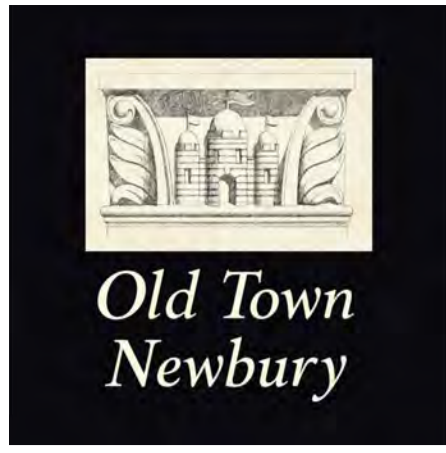
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 DRAWING NO.: 19401/1011 REV:
 TITLE: Old Town, Newbury.
 DETAILS: Refuse Plan.

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Appendix 3: Commercial Refuse Plan



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□	CONSTRUCTION	□	AS BUILT		

SCALE 1:200 @ A0 DATE JULY 2024

DRAWN TNM CHK JAL

DRAWING NO. 19401/1038 REV

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DETAILS Commercial Refuse Plan.

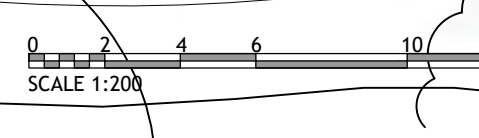


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Existing Vehicular Ramp to be made into a Pedestrian Access and Retained by the Existing Dwellings.

Proposed new layby parking.

