Servicing and Management Plan

Kings House, King Street, Wrexham, LL11 1HE

(formerly known as Imperial Buildings, King Street, Wrexham, LL11 1HE)

Under Planning Ref P/2022/0837

Prepared by M1 Investments Ltd

July 2025

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1.0 Introduction

1.1 Aim of the Servicing and Management Plan

This servicing and management plan has been prepared to accompany planning application reference P/2022/0837.

The purpose of this plan is to provide a comprehensive framework for the effective long-term management of the premises. It outlines the operational and maintenance arrangements necessary to ensure the proper functioning of the building following its conversion from office use to residential accommodation. The development comprises the change of use of the first and second floors to create 14 residential units (10 studio apartments and 4 one-bedroom apartments), as proposed in the referenced application.

This plan details the procedures for refuse storage and collection, the maintenance and servicing of all communal areas (including corridors, stairwells and accessways), and the implementation of both routine and reactive repairs. It also sets out roles and responsibilities with respect to tenant conduct, building safety, and the long-term upkeep of the property.

1.2 Location of the Site

The site is located at Kings House, King Street, Wrexham, LL11 1HE (formerly known as 1–3 King Street, Wrexham, LL11 1HE). Please refer to Appendix 1 for the site location plan.

2.0 Management Objectives

The primary objective of this Servicing and Management Plan is to ensure the effective, safe, and sustainable operation of the premises, in a manner that upholds the amenity of residents and complies with all relevant statutory obligations.

2.1 Promote the health, safety, and well-being of residents

The building will be managed to ensure a safe and secure living environment for all occupants. This includes compliance with fire safety legislation, maintenance of safe access and egress routes, and the timely addressing of hazards or risks within communal areas.

2.2 Maintain high standards of cleanliness and hygiene in shared spaces

All communal areas will be cleaned on a bi-weekly basis to ensure a consistently clean and sanitary environment.

2.3 Ensure effective and secure refuse management

Adequate external refuse storage will be provided, and residents will be made aware of the correct disposal procedures. Collection schedules will be coordinated with the local authority.

2.4 Deliver timely and professional maintenance services

The plan commits to both reactive (responsive) and planned (preventative) maintenance programmes. These will address issues reported by residents, ensure the continued operability of essential services, and preserve the condition of the building over time.

2.5 Define and communicate tenant responsibilities

Clear guidelines will be established for tenant conduct relating to use of communal areas, disposal of waste, noise levels, and general behaviour. These responsibilities will be incorporated into tenancy agreements and reinforced through building signage or welcome packs where appropriate.

2.6 Provide clear reporting and response mechanisms

Residents will have access to a dedicated contact method (i.e. email address, and phone numbers) to report maintenance issues, health and safety concerns, or antisocial behaviour. All reports will be logged, and target response times will be monitored to ensure accountability.

2.7 Comply with all statutory and regulatory obligations

Management activities will conform to all applicable requirements under housing, fire safety, health and safety, and environmental regulations. Compliance will be regularly reviewed, and professional services will be engaged where necessary.

2.8 Protect the amenity of neighbouring properties and the wider community

The operation of the building will be managed to minimise noise, disruption, or nuisance to adjoining properties or the public realm. Appropriate controls will be in place to manage deliveries, waste storage, and resident conduct

3.0 Site Overview

The site is located at Kings House, King Street, Wrexham, LL11 1HE (formerly known as 1–3 King Street, Wrexham, LL11 1HE).

The ground floor serves as the access point to the residential units above. It comprises a secure main entrance accessed directly from King Street, leading into an entrance lobby. This lobby accommodates individual letterboxes for each unit and provides access to the main internal staircase, which leads to the upper residential floors. Please refer to Appendix 2 for the ground floor floorplan.

The first floor of the property comprises a landing area at the top of the main staircase, which leads directly into a communal corridor. This corridor provides access to the entrances of Flats 1 to 6. Additionally, the corridor includes access to the secondary fire escape staircase, located opposite the entrances to Flats 4, 5, and 6. This secondary means of escape has been incorporated in accordance with applicable fire safety regulations. Please refer to Appendix 3 for the first-floor floorplan.

The second floor comprises a landing at the top of the main staircase, which opens onto a communal corridor. This corridor provides access to the entrance of Flats 7 to 15. A secondary fire escape staircase is also accessible from this corridor, with the escape door located opposite the entrances to Flats 12, 14, and 15, forming part of the building's overall fire safety strategy. Please refer to Appendix 4 for the second floor floorplan.

To the rear of the building, an internal yard provides access to both the designated refuse storage area and a secure cycle storage room. The bin store area is clearly labelled with a large sign and sized to accommodate general waste and recycling containers in accordance with the local authority’s collection requirements. The bike store is fully enclosed and lockable, providing secure storage for residents’ bicycles and encouraging sustainable modes of transport.

4.0 Waste Management

This section outlines the proposed arrangements for the storage, handling, and collection of refuse and recycling in accordance with the expected requirements of Wrexham County Borough Council.

4.1 Refuse and Recycling Storage

A dedicated refuse storage area is located within the internal yard at the rear of the building. The area is hard-surfaced and clearly marked, ensuring safe and unobstructed access for residents and collection operatives. Clear signage has been installed to prohibit obstruction of this area at all times.

The bin store has been designed to accommodate both communal euro (1100L) bins and standard residential bins for both general waste and mixed recycling. The number and size of bins will be determined in consultation with Wrexham Council's waste services following confirmation of address registration. Once approved, the bins will be requested directly from the council in line with standard residential servicing.

4.2 Collection Arrangements

On designated collection days, the council's waste operatives will access the rear yard via the designated entry point, wheel the bins from the storage area to the collection vehicle, and return them to the bin store post-emptying. No public footpaths or carriageways are obstructed during this process, and the internal yard provides ample turning and manoeuvring space for safe handling of bins. Tenants will be made aware of the collection days (and will be made aware of the online resource where one could check updated bin collection days), to ensure that all refuse is removed from the property on this regular schedule.

4.3 Management and Oversight

Monitoring of the refuse store will be carried out by cleaning contractor to ensure hygiene is maintained and that bins are used correctly. Tenants will be provided with clear instructions on proper waste disposal, including recycling guidance, as part of their induction. Signage within the store will reinforce correct usage and discourage contamination or overfilling. Tenants will also be requested to immediately notify the management team should a bin collection be missed, so that issue can be raised and resolved by the management team promptly.

5.0 Maintenance

The ongoing upkeep of communal areas is essential to ensuring the safety, cleanliness, and amenity of the building for all residents. The following measures will be implemented to manage both routine and reactive maintenance tasks within all shared spaces.

5.1 Scope of Communal Areas

The following areas within the building are designated as communal and fall under the responsibility of the building's management team:

- Ground floor entrance lobby and main staircase
- Communal corridors on the ground, first and second floors
- Internal staircases and landings
- Secondary fire escape routes

5.2 Cleaning Regime

A professional cleaning contractor will carry out routine cleaning of communal areas. The cleaning schedule will include:

- Bi-weekly cleaning of all communal areas and of the bin store area
- Annual cleaning of all windows externally

All cleaning will be monitored through a cleaning log maintained by the management team, with monthly inspections to ensure standards are upheld.

5.3 General Maintenance

A maintenance programme will be in place to ensure the fittings and fixtures within communal areas are kept in good repair. This includes:

- Regular inspections of lighting, flooring, handrails, internal doors, and signage
- Servicing of fire alarm systems, emergency lighting, and door entry systems in line with statutory requirements

Maintenance schedules will be reviewed and adjusted based on use, condition, and seasonal factors.

5.4 Reactive Maintenance and Repairs

Tenants will be provided with clear instructions on how to report maintenance issues within communal areas and within their apartments. A dedicated contact method (email and multiple phone numbers) will be provided for this purpose.

Target response times are as follows:

- Urgent issues: within 24 hours
- Non-urgent repairs: within 2-3 working days (based on contractor availability)

All reported issues will be logged and tracked to resolution by the management team.

5.5 Record Keeping and Compliance

The management team will maintain up-to-date records of all maintenance activities.

These records will be available for inspection upon request by the local authority or relevant agencies and will form part of the site's overall compliance strategy.

6.0 Access and Security

The property will be managed to ensure safe, secure, and controlled access for residents and authorised personnel, while preventing unauthorised entry and maintaining the privacy and amenity of all occupants.

6.1 Main Entrance and Access Control

Access to the residential units is provided via the secure ground floor entrance fronting King Street. The entrance door is fitted with a secure electronic lock system, operable via a key code and openable via a video intercom unit located in each apartment. Residents will be issued with access credentials upon move-in.

A wall-mounted letterbox system is located within the entrance lobby for each flat. The lobby leads directly to the main internal staircase serving the first and second floors.

Each landing (i.e. on both first and second floors) has a locked door which is openable via key. Only tenants of that particular floor will have access to the relevant floor.

Entry to the building is restricted to residents, management personnel, and emergency services. No public access is permitted beyond the ground floor entrance.

6.2 Secondary Fire Escape

A secondary means of escape is provided to the rear of the building via a designated fire exit staircase. Signage throughout the building clearly indicates escape routes and procedures in the event of an emergency.

6.3 Cycle Store Access

The secure bicycle storage room located within the internal yard is accessible only to residents with allocated access. Entry is controlled via keys issued to tenants upon request, with the door remaining locked at all times. This facility encourages sustainable transport and reduces risk of theft.

6.4 CCTV and Lighting

The external access points and rear yard are covered by a CCTV system to deter antisocial behaviour and unauthorised access. Cameras are positioned to monitor entrance areas and the refuse/cycle storage points and are operated in accordance with GDPR and best practice guidance.

Communal corridors, stairwells, and the yard are equipped with motion-sensor lighting to ensure visibility and safety at all times. Emergency lighting is installed.

6.5 Visitor and Contractor Access

Visitor access is controlled by residents directly. Where necessary, contractors or service personnel attending for maintenance or inspections will be granted temporary access under supervision or by prior arrangement with the management team.

6.6 Security Monitoring and Management

The building's access systems, lighting, and CCTV infrastructure will be maintained by the management team or appointed contractors. Any breaches, faults, or incidents will be logged and responded to promptly.

Security will be reviewed periodically to ensure that arrangements remain proportionate and effective.

7.0 Fire Safety and Emergency Procedures

The safety of occupants is a primary management priority. The property is operated in full compliance with the Regulatory Reform (Fire Safety) Order 2005 and relevant Building Regulations, particularly Approved Document B. A comprehensive fire strategy has been developed in line with the building's residential use and layout, supported by active and passive fire protection systems.

7.1 Means of Escape

Two means of escape are provided from the upper floors:

- The main internal staircase, which leads to the principal entrance and exit at ground floor level
- A secondary fire escape staircase, accessible from both the first and second floor corridors, discharging to the rear of the building

Escape routes are maintained free from obstruction at all times and are supported by emergency lighting and illuminated signage in compliance with BS 5266.

7.2 Fire Detection, Alarm and Suppression Systems

The building is fitted with fire detection and alarm system, designed in accordance with BS 5839-6, covering all communal areas and individual flats. This includes:

- Smoke and heat detection in all flats
- Smoke detection in all common areas
- A centralised control panel monitored by management

In addition, a mist/sprinkler suppression system (iMist) has been installed throughout the residential units, providing enhanced fire suppression protection in accordance with BS 8458. The system is designed, installed, and maintained by an approved contractor, with regular servicing undertaken to ensure continued compliance and operability.

7.3 Automatic Opening Vents (AOVs)

The building includes 12 automatic opening vents (AOVs) strategically installed throughout the communal corridors and stairwells to facilitate smoke ventilation and aid in the safe evacuation of occupants. These systems operate automatically upon fire alarm activation and are maintained in accordance with BS EN 12101. The AOVs are integrated into the building's fire alarm system and are tested regularly by a certified contractor as part of the fire safety maintenance regime.

7.4 Fire Doors and Compartmentation

All flat entrance doors and key communal doors are fire-rated to a minimum of FD30 standard, fitted with self-closing devices, smoke seals, and intumescent strips. The building has been designed to provide effective compartmentation, minimising the spread of fire between floors and units in accordance with Part B of the Building Regulations.

7.5 Firefighting Equipment and Signage

Appropriate firefighting equipment (e.g. extinguishers and a dry riser) is installed within communal areas as determined by the fire risk assessment. All signage relating to fire exits, alarm activation points, and evacuation procedures complies with the Health and Safety (Safety Signs and Signals) Regulations 1996. A dry riser inlet is found on the ground floor lobby, with outlets on each landing thereafter. Appropriate signage has been installed.

7.6 Resident Information and Responsibilities

Tenants are provided with fire safety guidance as part of their tenancy onboarding, including:

- Escape routes and fire exit locations
- Alarm testing times and procedures
- Assembly point information
- Prohibition of storing items in corridors or blocking escape routes

Fire safety notices are displayed throughout the building and updated as necessary.

7.7 Testing, Maintenance, and Review

All records of testing, inspection, and servicing are retained by the management team and available for inspection by the local authority or fire service upon request.

8.0 Tenant Responsibilities

To ensure the smooth and safe operation of the building, all residents are required to adhere to clearly defined responsibilities regarding conduct, safety, cleanliness, and the use of communal areas. These responsibilities are communicated to tenants at the start of their tenancy and reinforced through signage, written guidance, and tenancy agreements.

8.1 Conduct in Communal Areas

Tenants must respect all shared spaces and behave in a manner that does not cause nuisance, disturbance, or risk to other occupants. Specifically:

- No items may be left in communal corridors, stairwells, or entranceways
- Smoking is strictly prohibited in all communal areas
- Noise should be kept to a reasonable level
- Residents must not tamper with, block, or misuse any fire doors, signage, or fire safety equipment

Any breach of these conditions may result in written warnings, charges for rectification, or further tenancy enforcement action.

8.2 Refuse Disposal

Tenants are responsible for disposing of their waste in the appropriate bins within the designated refuse store. Waste must be bagged and placed into the correct containers for general waste and recycling.

The following are not permitted:

- Leaving waste in corridors, outside flat doors, or within the stairwells
- Dumping bulky items without prior arrangement
- Contaminating recycling bins with general waste

Repeat misuse may incur charges for additional cleaning or waste removal.

8.3 Security

Tenants are responsible for ensuring the building remains secure at all times:

- Main entrance doors must not be propped open

- Lost keys must be reported immediately
- Access should not be granted to unknown individuals or visitors not associated with the tenant

Residents are reminded not to share access codes or keys with non-residents.

8.4 Reporting Issues

Tenants must promptly report any faults, hazards, or maintenance concerns to the management team using the designated reporting system (e.g. contact email).

A timely response depends on early notification from residents.

8.5 Fire Safety

Tenants are expected to comply fully with the building's fire safety procedures, including:

- Familiarity with escape routes and fire exits
- Participation in evacuation procedures during alarm activation
- Not interfering with smoke alarms, mist heads, or detectors in their flats
- Keeping all escape routes clear and unobstructed

Failure to comply with fire safety instructions may be treated as a serious breach of the tenancy agreement.

8.6 Cycle Store Use

Tenants may use the secure cycle store subject to availability. Bicycles must not be stored within corridors, stairwells, or inside individual flats.

9.0 Problem Management and Dispute Resolution

Effective management of tenant-related issues is essential to maintaining the safety, functionality, and amenity of the premises. A structured approach will be adopted for handling problems, complaints, and disputes arising during occupation.

9.1 Reporting of Issues

Tenants will be provided with clear instructions on how to report concerns, including:

- Maintenance faults in communal areas or within flats
- Health and safety risks
- Antisocial behaviour (ASB) or disturbances caused by other residents
- Noise complaints or nuisance
- Refuse management concerns

Reports can be submitted via a designated email address or phone managed by the property management team. For urgent matters, a telephone contact will be provided.

9.2 Response Times and Escalation

All reported issues will be acknowledged promptly.

If a matter cannot be resolved immediately, the resident will be kept informed of progress and the anticipated timeframe for resolution.

9.3 Antisocial Behaviour and Noise Management

To protect the peaceful enjoyment of the premises by all residents, the following process will apply in the event of noise complaints or antisocial conduct:

- First incident: verbal or written warning issued to the offending resident
- Second incident: formal written notice
- Persistent or serious breaches: further tenancy enforcement action, including potential termination of tenancy in accordance with legal procedures

Where necessary, incidents may also be reported to local authorities or relevant external agencies.

9.4 Damage, Vandalism and Tenant Misuse

If damage to communal areas, fire safety equipment, or shared facilities is identified and attributed to a specific tenant or visitor, the cost of repair or replacement may be recharged to the tenant in line with the tenancy agreement. CCTV footage (where available) may be reviewed in such cases. Repeated misuse of facilities or failure to comply with tenancy conditions may result in tenancy action.

10.0 Monitoring and Review

To ensure that the management practices outlined in this plan remain effective, relevant, and compliant with statutory requirements, a structured review and monitoring process will be undertaken by the management team.

10.1 Ongoing Monitoring

The building will be subject to ongoing monitoring by the appointed management personnel to ensure:

- Compliance with cleaning, maintenance, and servicing schedules
- Proper use and upkeep of communal areas, waste facilities, and secure access systems
- Functionality and legal compliance of fire safety measures (e.g. alarms, mist systems, AOVs)
- Resident behaviour and adherence to tenancy conditions
- Security, lighting, and CCTV coverage (where applicable)

Any issues identified during routine monitoring will be logged and addressed promptly.

10.2 Performance Review and Continuous Improvement

Management performance will be reviewed through:

- Resident feedback
- Response times to reported issues
- Maintenance records and service contractor performance
- Review of complaints, incidents, or breaches

Findings from these reviews may inform procedural changes, contractor reassignment, or tenant engagement strategies to improve the standard of management across the property.

11.0 Contact Details

All tenants will be provided with the following contact information (which is accurate to the at the time of writing of July 2025; should this change, all tenants will immediately be notified).

Primary point of contact for all queries;

Email: info@m1investments.co.uk

Phone: +44 7899 230819

Secondary point of contact:

Email: ivan@m1investments.co.uk

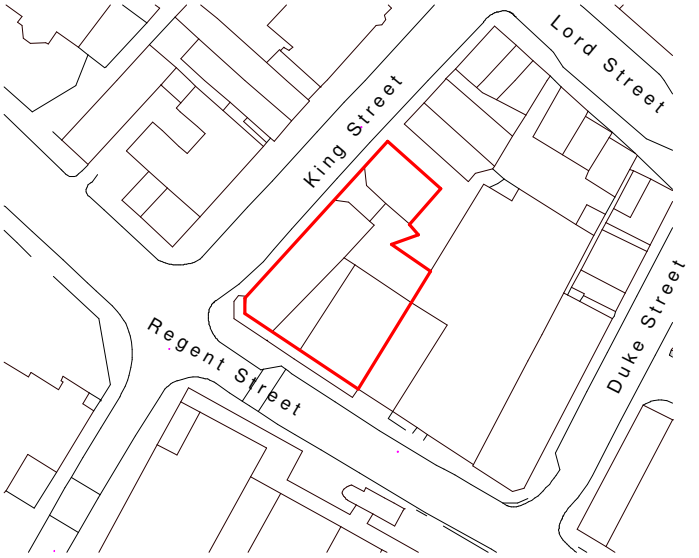
Phone: +44 7552 789514

Secondary point of contact;

Email: mikhail@m1investments.co.uk

Phone: +44 7848 884888

North



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0m 50m 100m

Rev	Date	Drawn	Description

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- All drawings to be read in conjunction with all other consultants drawings and specs.

Client
M1 Investments Ltd.

Project
Imperial Buildings
Kings Street, Wrexham, LL11 1HF

Title
Site Location Plan

Scale	Size	Drawn	Chk'd	Date
1 : 1250	A4	AC	KL	27/05/22

Status: PLANNING ISSUE

Job No.	Drawing No	Rev.
2217	AL50	



Rev	Date	Drawn	Description
A	08/08/24	AC	Amended for Building Regulation Issue

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Client
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Project
Imperial Buildings
Kings Street, Wrexham, LL11 1HF

Title
Ground Floor as proposed

Scale	Size	Drawn	Ch'k'd	Date
1 : 100	A2	AC	KL	31/03/22

Status
BUILDING REGULATIONS

Job No.	Drawing No	Rev.
2217	AL58	A



first floor 'as proposed'

North

0m 5m 10m

Rev	Date	Drawn	Description
E	14/07/25	AC	Revision cloud/notes removed for clarity
D	05/11/24	AC	Revision cloud/notes added
C	23/10/24	AC	Amended for Building Regulations Reissue
B	18/09/24	AC	Additional fire doors added and landing added to first floor staircase
A	08/08/24	AC	Amended for Building Regulation Issue

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- All drawings to be read in conjunction with all other consultants drawings and specs.

Client: M1 Investments Ltd.

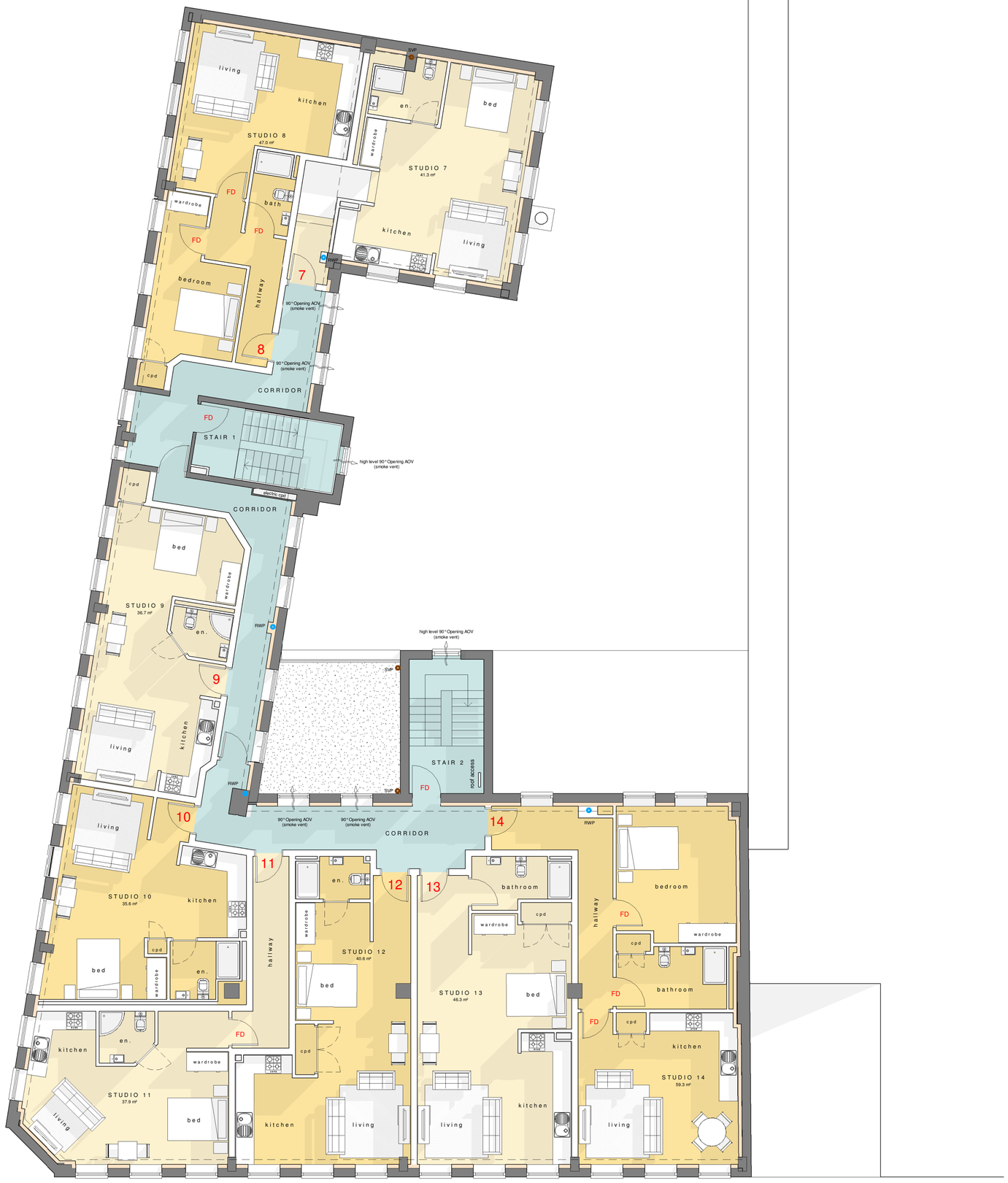
Project: Imperial Buildings
Kings Street, Wrexham, LL11 1HF

Scale: 1 : 100 | Size: A2 | Drawn: KL | Chk'd: KL | Date: 29/04/22

Status: BUILDING REGULATIONS

Title: first floor 'as proposed'

Job No.: 2217 | Drawing No: AL59 | Rev.: E



second floor 'as proposed'

North

0m 5m 10m

Rev	Date	Drawn	Description
F	14/07/25	AC	Revision cloud/notes removed for clarity
E	11/11/24	AC	2F W51 window added
D	05/11/24	AC	Revision cloud/notes added
C	23/10/24	AC	Amended for Building Regulations Reissue
B	18/09/24	AC	Additional fire doors added and landing added to first floor staircase
A	08/08/24	AC	Amended for Building Regulation Issue

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- All drawings to be read in conjunction with all other consultants drawings and specs.

Client: M1 Investments Ltd.

Project: Imperial Buildings
Kings Street, Wrexham, LL11 1HF

Scale: 1 : 100 | Size: A2 | Drawn: KL | Chk'd: KL | Date: 29/04/22

Status: BUILDING REGULATIONS

Title: second floor 'as proposed'

Job No.: 2217 | Drawing No: AL60 | Rev.: F