

SERVICE MANAGEMENT PLAN FOR 58 HOPE STREET, WREXHAM

The Service and Management plan aims to provide an overview of the management procedures along with details of the operations at 58 Hope Street, Wrexham. It will be reviewed on a regular basis to ensure it responds to changes needed. 58 Hope Street is a grade two listed four storey building. It will have a ground floor retail unit with three two bedroom flats above. The retail unit will be entirely separate from the flats with separate entrances. The plan aims to ensure that the building is safe, prevent deterioration leading to decay of the fabric of the building or damage to the interior of individual flats, ensure that the most appropriate materials and techniques are used to give longevity to repairs and ensure appropriate skilled workmen carry out repairs as it is a historic building, allow works to be carried out in a timely manner rather than leading to infrequent but high cost repairs due to excessive deterioration, ensure the property maintains a high standard providing a safe and enjoyable place to work and live for occupiers.

OPERATIONAL PROCEDURES

Service standards will be monitored through an inspection regime with the aim to ensure that not only are issues identified promptly, rectification measures can be put in place immediately to maintain the level of service provided to contract-holders and building users.

CLEANING COMMUNAL AREAS

Areas will be cleaned throughout, ensuring that the environment remains of a suitably high quality. Staff will be responsible for looking after the premises and surrounding area. Any maintenance issues identified by cleaning staff will be logged and dealt with by the appropriate workperson.

FIRE SAFETY COMMUNAL AREAS

Fire alarm and lighting will be tested and recorded. Fire escape routes will be controlled and will be kept clear of items that cause risk of evacuation and fire hazard. Contract-holders will be made aware under their standard contract that the communal area must be 'sterile' and no items must be left in the area, any items causing obstruction we are entitled to remove. Fire risk assessments will be undertaken.

WASTE MANAGEMENT

Contract-holders will be actively encouraged to recycle and reduce waste by working with and offering local charities (many located within the town centre) any unwanted items.

REFUSE COLLECTION/STORAGE

Bin and recycle containers will be stored in a fire proof unit located on the ground floor.

Wrexham County Borough Council encourages residents to recycle and contract users will be given information on what items to put in bins and recycling containers. The local authority also provide a service 'for bin reminders', residents can 'sign up for bin reminders and receive a weekly email the day before each collection - so you never have to remember what bin goes out when'.

Contract-holders will put their bin and/or recycle container ready on the day of collection and return them to the storage facility once emptied on the same day. The local authority provide a weekly service.

All staff will check and ensure bins are being emptied to stop fire risk and any pest infestations.

SECURITY

The main entrance will be kept locked and security lighting will be installed in the entrance arcade.

There will be a 24/7/352 contact number and e-mail address to deal with any issues.

BUILDING EXTERIOR

Maintenance will be undertaken on removing vegetation from brickwork, repairing and repainting windows, ensuring sash windows are kept in good working order. Guttering and windows cleaned on a regular basis.

TERMS AND CONDITIONS OF OCCUPATION

From 15 July 2022, The Renting Homes (Wales) Act 2016 will come into effect, it means tenants and licensees are called 'contract-holders' under the Act. Contract-holders will have an 'occupation contract' (which replaces tenancy and licence arrangements).

There are four types of terms that can feature in occupation contracts:

Key matters: The names of the parties and address of the property. These must be inserted in every contract.

Fundamental terms: Cover the most important aspects of the contract, including the possession procedures and the landlord's obligations regarding repair.

Supplementary terms: Deal with the more practical, day to day matters applying to the occupation contract.

Additional terms: Addresses any other specifically agreed matters, which must be fair, as required by the Consumer Rights Act 2015.

It will be written in the contract that contract-holders must keep common parts clear and free of rubbish and belongings. Not cause obstruction to any access way serving the building or the accommodation or neighbouring properties. Contract-holders will not cause any nuisance, disruption, annoyance or persistent disturbance to others and not make a noise in the common parts or outside the building if it is likely to annoy others. Contract-holders will also be responsible for their visitors behaviour.

The ethos to provide a safe environment for occupiers extends to the local community and we want to employ a good neighbour policy seeking consultation rather than confrontation.