

24–26 Fowler Street, South Shields

1. Introduction

Accommodation will be aimed at professionals. This Management Plan has been prepared in support of the operation of block of flats at 24–26 Fowler Street, South Shields. The scheme will provide:

- Property management head office at ground floor level to manage the firms South Shields properties.
- 7 1-Bed Apartments
- 8 Studio Apartments

The purpose of this plan is to demonstrate how the accommodation will be managed in a way that ensures:

- The safety and wellbeing of residents.
- Minimal impact on the surrounding community.
- Compliance with relevant housing, health & safety, and planning requirements.

2. Management Structure

- Overall Management: Day-to-day operation will be overseen by a full-time property manager based at Fowler Street, South Shields. This office will also have administration support and holiday cover for this manager.
- Manager's Responsibilities:
 - Oversight of the Ocean Road building, 1–3 King Street, and the Fowler Street premises.
 - Handling resident queries, welfare concerns, and tenancy matters.
 - Supervision of cleaning and waste management.
 - Management of post and parcel deliveries.
- Contact & Availability:
 - Office hours: Monday to Friday, 9:00am–5:00pm.
 - Out-of-hours: 24-hour emergency helpline with call-out contractors available as required.

3. Security & Safety

- CCTV: High-definition CCTV installed covering entrances, communal areas, and external perimeters. Footage will be recorded and monitored by the management team.
- Access Control: Residents provided with secure key fob or card entry.
- Fire Safety:
 - L1 fire alarm system installed and maintained.
 - Weekly fire alarm testing and annual servicing.
 - Clear evacuation routes displayed in all communal areas.
- Emergency Response: In emergencies, residents contact the 24-hour helpline. Contractors and security staff will attend if required.

4. Welfare & Conduct

- All residents receive a Tenant Handbook on arrival covering:
 - Building rules.
 - Fire safety and security arrangements.
 - Contact details for emergencies and support.
- The property manager will act as first point of contact for welfare issues.
- Residents are expected to sign a code of conduct addressing behaviour, noise, and respect for neighbours.

5. Noise & Neighbour Relations

- Noise Management:
 - Quiet hours policy between 11pm and 7am.
 - Breaches dealt with via tenancy agreements and escalation procedures.
- Neighbour Liaison:
 - Contact details for the property manager will be provided to local residents and the Council to allow direct reporting of issues.
 - Complaints logged and responded to within 48 hours.

6. Maintenance & Repairs

- Routine Inspections: Communal areas inspected weekly by management.
- Repairs System:
 - Residents report maintenance via an online system or directly to the property manager.
 - Issues prioritised by urgency (emergency, urgent, routine).
- Out-of-hours: Emergency repairs dealt with through 24-hour call-out contractors.

7. Refuse & Cleaning

- The property manager is responsible for ensuring refuse is stored in designated bin areas and placed out for collection on the appropriate South Tyneside Council collection days.
- Internal communal areas will be cleaned weekly by contracted cleaners.
- Tenants are responsible for maintaining cleanliness within their own flats and studios.

8. Move-In & Move-Out Procedures

- Check-In:
 - Staggered arrival times to minimise traffic disruption.
 - Induction briefing covering safety, local area, and building rules.
- Check-Out:
 - Inventory checks and deposit deductions (if applicable).
 - Controlled departures to avoid congestion.

9. Monitoring & Review

- This Management Plan will be reviewed annually by the property manager.
- Feedback will be sought from residents, the local community, and the Council where necessary.
- Any updates will be provided to South Tyneside Council upon request.

10. Summary

The management arrangements for 24–26 Fowler Street are designed to ensure the building is safe, secure, and responsibly operated, despite not having 24-hour on-site staff. With a full-time property manager, 24-hour emergency helpline, CCTV, robust safety measures, and clear policies for waste, noise, and neighbour engagement, the accommodation will provide a high standard of living while protecting the amenity of the local community.

The company is investing many millions into South Shields with the aim of rejuvenation of the high street. We believe that providing accommodation in the empty areas, above the shops, will increase foot traffic down the high street and encourage more investment. We will work with South Tyneside and we embrace their vision in the changes for South Shields.