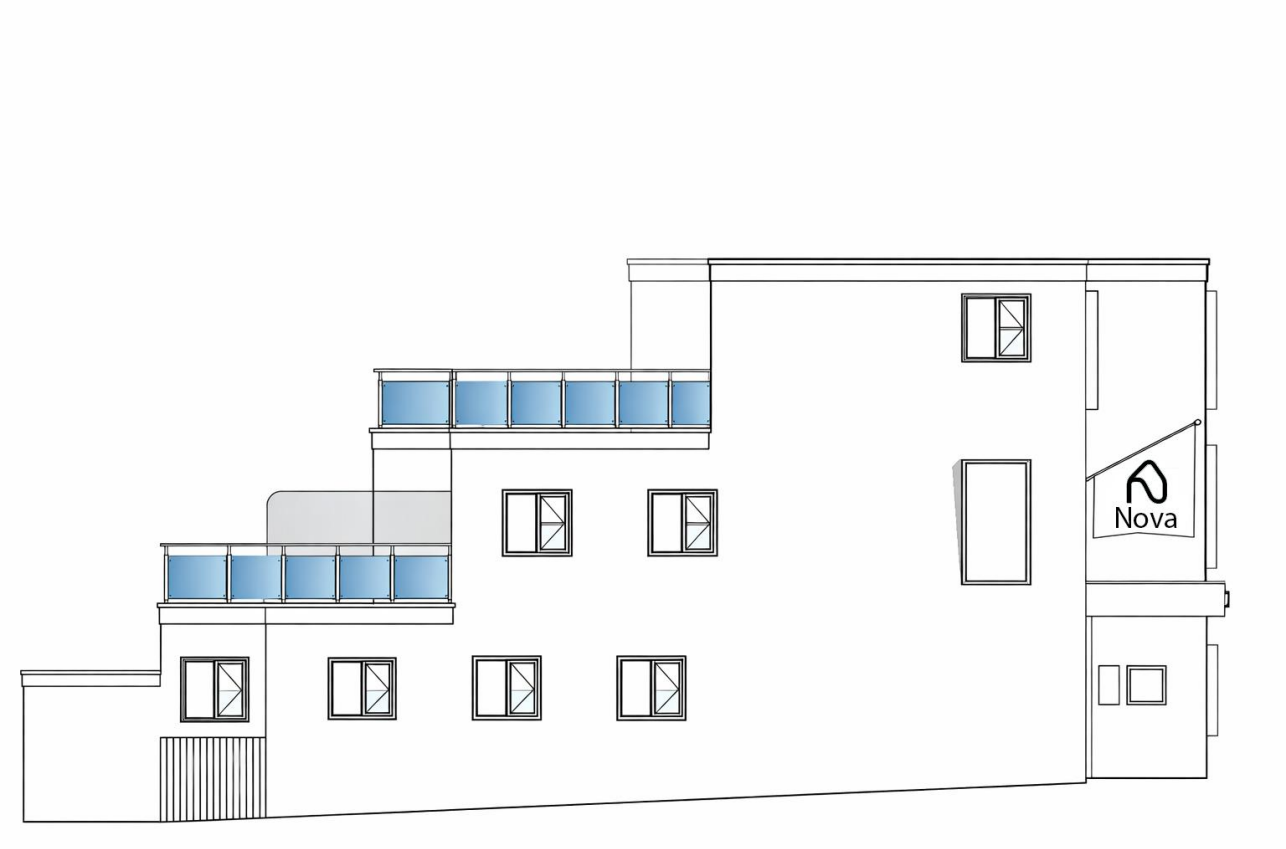
NOVA CO-LIVING

RESIDENTIAL MANAGEMENT STRATEGY

For

8 Albemarle Street,
South Shields,
NE33 1LZ



Date: February 2026

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1. INTRODUCTION

This Residential Management Strategy sets out how Nova Co-Living will operate, manage and oversee its purpose-designed co-living developments in a professional, safe and responsible manner.

Nova Co-Living provides high-quality, professionally managed shared living accommodation aimed at working professionals, graduates and key workers seeking flexible, well-located homes with strong management, high design quality and a sense of community.

The success of each scheme is predicated on:

- Clear operational systems
- Active on-site and remote management
- Responsible resident behaviour
- Ongoing engagement with neighbours and local authorities

This strategy demonstrates how Nova Co-Living will ensure schemes are safe, well-maintained, well-managed and integrated positively into their local context.

2. NOVA EXPERIENCE IN OPERATING AND MANAGING MULTI-LET ACCOMMODATION

Nova Co-Living is a newly established operating brand created to professionalise and apply the founder's existing experience across property development, conversion and long-term management of residential, mixed-use and commercial assets to the proposed development.

The founder has been actively operating and managing multi-let residential property for several years, including studio-based HMOs and mixed-use buildings incorporating both commercial and residential accommodation. This experience includes ownership, refurbishment, letting and day-to-day management, together with hands-on involvement in resolving operational matters directly relevant to the proposed scheme, such as anti-social behaviour, noise complaints, waste management, engagement with licensing requirements and the delivery of fire safety upgrades.

Alongside multi-let residential accommodation, the founder has developed and managed a wider portfolio of houses, flats, commercial premises and public houses. This has provided a broad operational understanding of building management, regulatory compliance and stakeholder engagement, including managing properties through refurbishment and repositioning from vacant or underutilised buildings to upgraded accommodation brought back into active use.

The proposed development will be operated through a vertically integrated approach, with development, ownership and management aligned from the outset. This structure ensures that management considerations are embedded within the design and delivery of the building, rather than introduced retrospectively once occupation has commenced.

Nova has been established in response to the shortcomings commonly associated with traditional HMOs, which often treat management as a cost to be minimised rather than as the core component of the living experience. In contrast, the proposed co-living development is founded on the principle that in shared living, the quality of management is itself the product.

A fundamental purpose of the co-living model is the provision of community, convenience and shared experience alongside private living space. The proposed development is therefore designed and will be operated to enable residents to experience life as part of a wider community, participating fully or as much as they choose. Residents may actively engage by contributing to events and interactions, or participate passively by attending organised activities and using shared communal spaces.

Management will play a central role in facilitating this environment. This includes the oversight and stewardship of communal areas, the coordination of events and activities, and the day-to-day operation of shared amenities. This active management role supports positive social interaction while ensuring appropriate oversight, clear behavioural expectations and consideration for neighbouring occupiers and the wider community.

Design quality underpins the operation of the proposed development. Layouts, materials, durability and resident wellbeing have been carefully considered to support long-term management, reduce conflict and contribute to a positive living environment. The building has been conceived for sustained occupation and professional operation, rather than short-term yield optimisation.

Nova Co-Living is positioned as a growing specialist operator, and the proposed development represents the application of established operational experience through a dedicated co-living platform with clear governance, systems and accountability.

3. THE PROPOSED CO-LIVING OFFER

The proposed development will deliver purpose-designed co-living accommodation comprising private studio accommodation supported by shared internal amenity spaces. The building has been designed to function as a professionally managed co-living environment rather than a traditional HMO.

Residents of the development will occupy self-contained private living spaces while benefiting from access to shared facilities within the building, which includes communal lounges, shared kitchen, co-working areas and laundry facilities. These shared spaces form a fundamental part of the operation of the building and will be actively managed, monitored and maintained.

Rents within the proposed development will be structured on an inclusive basis, providing clarity and simplicity for residents and supporting the effective long-term management of the building and its shared amenities.

4. STAFFING & MANAGEMENT STRUCTURE

The proposed development will be operated under a clear and defined management structure appropriate to its scale and use.

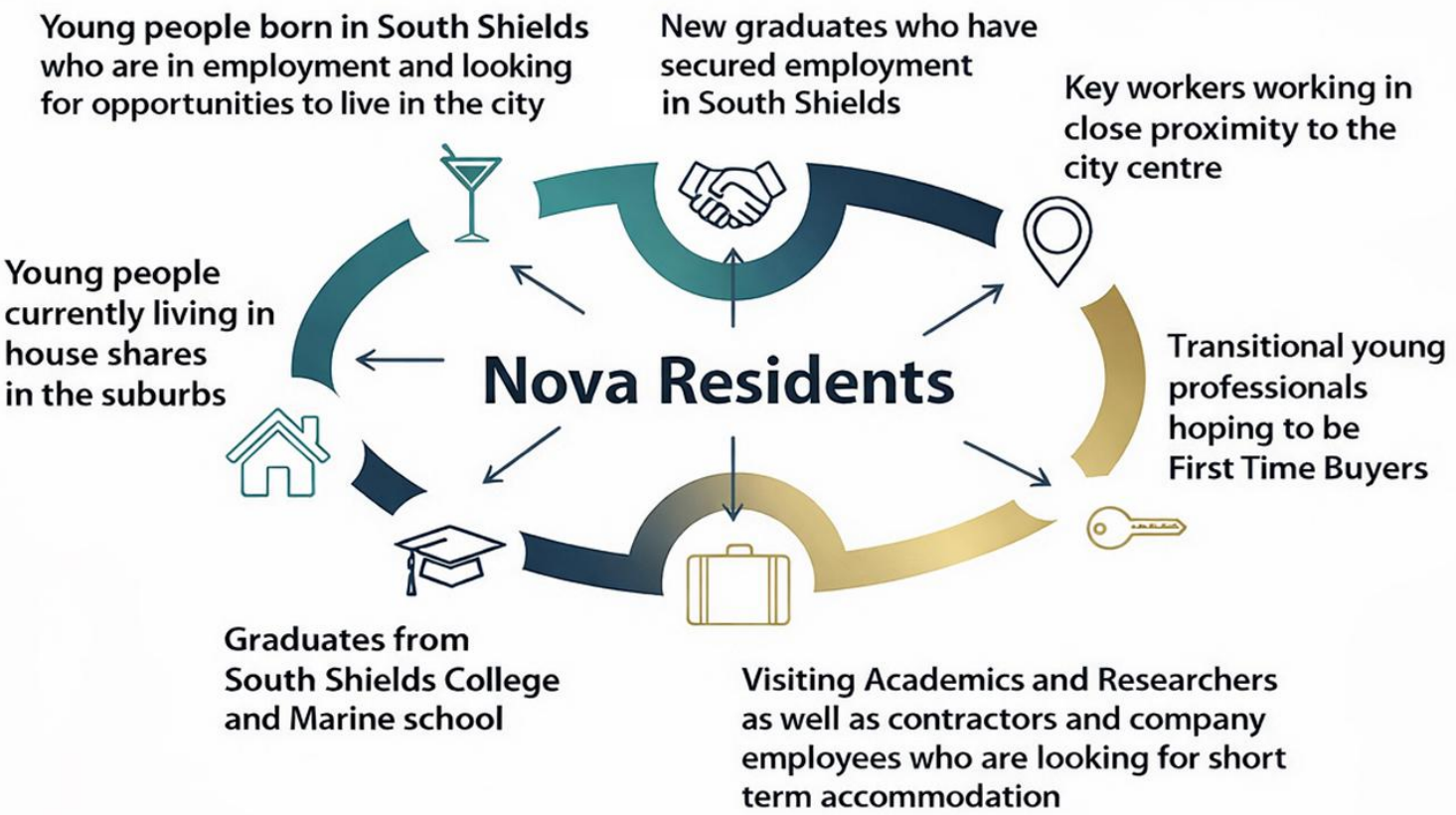
The Manager will hold overall responsibility for the day-to-day management of the building. This includes responsibility for statutory compliance, resident relations, contractor oversight, maintenance coordination and liaison with the local authority and neighbouring occupiers where required.

Management presence will be provided through a combination of scheduled on-site attendance and remote management systems, supported by an out-of-hours emergency contact arrangement. This structure ensures continuity of management, prompt response to issues and clear accountability.

All staff involved in the operation of the building will receive appropriate training in health and safety, fire safety procedures and data protection requirements.

5. THE RESIDENT EXPERIENCE

Nova co-living will help to address the needs of several societal
groups not currently catered for within the limited models of accommodation currently available.
We view shared living as a medium term, non-permanent accommodation option which can be made available to a number of key markets, including, but not limited to:



Management of the proposed development will focus on delivering a clear, well-managed and predictable resident experience from initial enquiry through occupation and departure. The operation of the building is intended to support community, convenience and responsible shared living, while maintaining appropriate oversight and consideration for neighbours.

Shared living within the development is intended to provide residents with the opportunity to participate in a wider community, either actively or passively, while retaining the privacy of their own self-contained accommodation. Management plays a central role in enabling this environment through the stewardship of communal spaces, the coordination of shared activities and the consistent application of house rules.

Pre-Occupation, Referencing & Induction
Prior to occupation, all prospective residents will undergo a structured referencing process appropriate to professionally managed shared living, including identity verification, employment or income checks, credit referencing and affordability assessments. Where appropriate, guarantors may be required.

Residents will receive tenancy documentation and a resident information pack in advance of move-in, including the tenancy agreement, Code of Conduct, fire safety information and guidance on building operations. Residents will confirm receipt and understanding of their responsibilities as part of the induction process.

Code of Conduct
As part of the induction process, residents will be provided with a clear Code of Conduct

setting out expectations in relation to behaviour, noise, use of communal areas, visitors and respect for neighbouring occupiers. The Code of Conduct will form part of the tenancy agreement and will be reinforced throughout occupation where necessary.

Arrivals, Departures and Induction
Resident arrivals and departures will be managed to minimise disruption to other residents and the surrounding area. New residents will receive an induction explaining how the building operates, including access arrangements, use of shared facilities, fire safety procedures and how to report maintenance or other issues.

Ongoing Occupation
Throughout occupation, management will maintain active oversight of the building, respond to maintenance requests, manage shared spaces and address behavioural issues in a proportionate and structured manner.

Complaints and Feedback
Residents and members of the local community will have access to a clear complaints procedure, enabling issues to be raised and addressed promptly. Complaints will be logged, investigated and responded to within an appropriate timeframe.

Room Turnover and Standards
Following resident departure, accommodation will be inspected, cleaned and any necessary maintenance undertaken prior to re-occupation. This process ensures consistent standards are maintained throughout the lifecycle of the building.

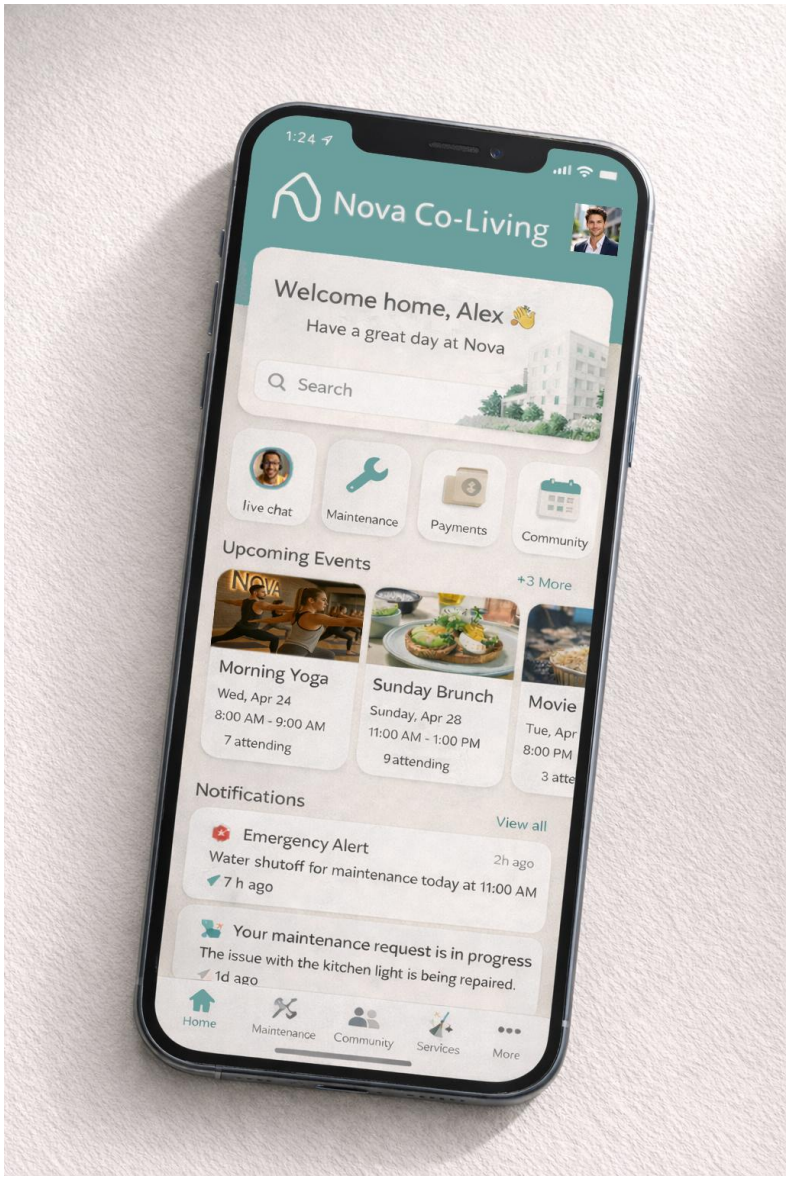
6. DIGITAL RESIDENT PLATFORM (NOVA APP)

The development will be operated under single professional management and supported by a digital resident portal (“Nova App”) which is currently under construction and will be ready and tested prior to the development’s completion, which functions as a management platform to implement the Operational Management Plan.

The app:
1. manages resident/visitor communications and controlled access arrangements.
2. operates booking and capacity controls for shared facilities to ensure resident priority access and prevent overcrowding.
3. schedules move-in/move-out activity and larger deliveries to minimise disturbance and avoid congestion.
4. provides a structured reporting route for repairs and building issues with response-time tracking.
5. supports waste management through clear instructions and timed reminders; and

6. provides a clear route for reporting and resolving issues, including escalation to on-site staff and out-of-hours support.

The Nova App will supplement, and not replace, physical management, inspections and statutory responsibilities. Alternative communication routes, including telephone and email contact, will be maintained at all times.



7. SECURITY, ACCESS & ANTI-SOCIAL BEHAVIOUR

7.1 Access & Security

Access to the proposed development will be controlled through secure key-fob or digital access systems. CCTV will be provided in common areas where appropriate and lawful, supporting resident safety and building security.

Visitor access will be managed in accordance with the house rules, with residents responsible for the behaviour of their guests.

7.2 Anti-Social Behaviour

Anti-Social Behaviour
Tenants are clearly informed at the outset of their tenancy that anti-social behaviour (ASB) will not be tolerated under any circumstances. This applies to the actions of tenants themselves as well as those of their guests or visitors to the property.

ASB is defined to include, but is not limited to:
1. Excessive or persistent noise,
2. Verbal abuse or intimidation of other residents,
3. Harassment, including discriminatory or threatening behaviour,
4. Criminal activity or domestic abuse,
5. Damage to property (communal or private),
6. Improper disposal of waste or fly-tipping, and
7. Any conduct causing nuisance, alarm, or distress to neighbours or members of the community.

Reporting and Investigation
All complaints of ASB are taken seriously and handled promptly, confidentially, and with appropriate sensitivity. Residents are encouraged to submit complaints in writing, including any supporting evidence such as photographs, recordings, or witness statements.
The landlord is responsible for investigating all reported incidents and liaising with relevant parties, including local authorities or support agencies where appropriate.

ASB Response Procedure

Stage 1 – Informal Intervention
An initial verbal discussion is held with the tenant(s) concerned to address the issue, reiterate the terms of the tenancy agreement, and encourage a change in behaviour. This is followed by a written summary of the conversation and confirmation of the tenant's responsibilities.

Stage 2 – Formal Written Warning
If the behaviour continues or the initial incident is deemed sufficiently serious, a formal written warning is issued. This outlines the nature of the complaint, references the relevant clauses of the tenancy agreement, and advises that further breaches may result in legal action to end the tenancy.

Stage 3 – Legal Action
Persistent or severe ASB will result in the service of a Notice Seeking Possession (e.g. under Section 8 of the Housing Act 1988). This may lead to possession proceedings, either through court action or mutual agreement for the tenant to vacate the property.
Additional Measures
Mediation services may be offered to resolve disputes where appropriate.
Tenants are advised to contact local police immediately in cases where personal safety is at risk or criminal activity is suspected.
All communications and actions taken are documented and, where required, made available to landlords and relevant third parties such as the local authority, police, or housing enforcement teams.

8. FACILITIES, CLEANING & MAINTENANCE

Management of the proposed development will include regular inspection, cleaning and maintenance of all communal areas and building systems.

8.1 Inspections

Communal areas will be inspected on a regular basis, with frequent checks aligned with fire alarm testing regimes to ensure ongoing compliance and oversight of escape routes, fire safety equipment and shared facilities.

Private accommodation will be inspected periodically, with appropriate notice provided, to monitor standards, identify unreported maintenance issues and ensure compliance with tenancy conditions.

Inspections and actions will be logged and monitored.

8.2 Repairs & Maintenance

Maintenance issues will be categorised and responded to appropriately, with emergency issues attended to as soon as practicable and routine issues managed through planned maintenance. Approved contractors will be used and records retained. Residents will have access to clear reporting routes for maintenance issues, including out-of-hours contact arrangements for emergencies. Issues affecting health, safety or building security will be prioritised and responded to as soon as reasonably practicable. Adequate provision will be maintained to ensure timely maintenance and repair responses

8.3 Cleaning

Communal areas of the building will be cleaned on a regular scheduled basis by a professional cleaning contractor to maintain high standards of cleanliness and hygiene.

In addition, residents will have the option to subscribe to a regular in-room cleaning service, offered on a fortnightly basis as standard, with the ability to request additional cleaning visits where required. This service supports consistent accommodation standards, reduces the risk of maintenance issues going unreported and contributes to the overall condition and management of the building.

Cleaning contractors will be instructed to report any maintenance, safety or operational concerns identified during their visits, enabling proactive management intervention where necessary.

9. WASTE & ENVIRONMENTAL MANAGEMENT

The proposed development will include adequate refuse and recycling provision appropriate to occupancy.

Clear guidance and signage will be provided to residents, and waste storage areas will be monitored to prevent misuse or overflow. Management will respond promptly to any waste-related issues to ensure the building and its surroundings remain clean and well-maintained.

10. FIRE SAFETY MANAGEMENT

Fire safety within the proposed development is a core operational priority and will be managed through a structured and documented approach aligned with current legislation and best practice.

A suitable and sufficient Fire Risk Assessment (FRA) will be prepared by a competent professional prior to occupation and will be reviewed periodically, including following any material change to the building, its occupation or use.

A named Responsible Person will oversee day-to-day fire safety management for the building. Clear responsibility will be maintained for the inspection, testing and maintenance of all fire safety systems and measures.

A Fire and Emergency File will be maintained for the development and will include, as applicable:

- the fire strategy and evacuation approach for the building;
- information relating to escape routes, protected corridors and muster arrangements;
- records of inspection, testing and maintenance of fire detection, alarm systems and emergency lighting;
- information on passive fire protection measures within common areas (including fire doors and compartmentation) and how these are monitored;
- details of any active fire safety systems provided; and
- information relevant to emergency services access.

Fire detection and alarm systems, emergency lighting and associated safety measures will be inspected, tested and maintained in accordance with statutory requirements and manufacturer guidance. All testing, defects and remedial actions will be recorded in a fire logbook.

Residents will receive clear fire safety and evacuation information as part of the induction process, supported by appropriate signage within the building. Management and relevant staff will receive training in fire safety procedures appropriate to their role.

Fire safety arrangements will be kept under review to ensure the ongoing safety of residents and compliance with regulatory requirements.

11. NEIGHBOUR LIAISON & COMMUNITY RELATIONS

Management of the proposed development will recognise the importance of maintaining positive relationships with neighbouring occupiers and the wider community.

A named management contact will be available for neighbours. Complaints will be acknowledged promptly, investigated proportionately and addressed where appropriate. Ongoing review of noise, waste and behavioural impacts will be undertaken to ensure issues are identified and resolved at an early stage.

Records of complaints and outcomes will be retained.

12. LICENSING & REGULATORY COMPLIANCE

The proposed development will be operated in compliance with all applicable housing, licensing and regulatory requirements.

Where the property is licensable, the appropriate licence will be applied for and maintained, and all licence conditions complied with. Management will cooperate fully with inspections by the local authority, fire authority and other statutory bodies.

13. HEALTH & SAFETY MANAGEMENT (NON-FIRE)

In addition to fire safety, management of the proposed development will include proactive general health and safety measures.

This will include regular inspection of common areas, contractor control procedures, incident recording and appropriate first-aid arrangements proportionate to the scale of the building.

14. DATA PROTECTION & CCTV GOVERNANCE

Personal data and CCTV systems associated with the proposed development will be managed in accordance with applicable data protection legislation.

CCTV will be operated for safety and security purposes, with access restricted to authorised personnel. Footage will be retained for a limited period unless required for the investigation of an incident.

15. CONCLUSION

This Residential Management Strategy demonstrates how the proposed development will be professionally managed, ensuring it remains safe, well-maintained and a positive addition to its local area.