PROPERTY MANAGEMENT STRATEGY REPORT

PROPOSED LRD DEVELOPMENT:
BLACKGLEN ROAD,
SANDYFORD, DUBLIN 18



CLIENT:

ZOLBURY LIMITED

aramark

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INTRODUCTION

Section 1- Introduction

Executive Summary

Aramark Property have been instructed by Zolbury Limited, to provide a report on the property management strategy for their proposed large-scale residential development located at Blackglen Road, Sandyford, Dublin 18.

As with any residential scheme, the main challenge for the developer will be to maintain a secure, peaceful, and attractive environment on a 24/7 basis while each occupier in the development carries out their business.

The intention of this report is to set out the management strategy for the scheme post construction in order to demonstrate how once operational, the mechanics of the property management and public realm maintenance will work in practice and be maintained to the highest standards.



Development Description

The development shall consist of a new residential scheme comprising 192 no. residential units, of 6 no. new apartment buildings, 40 duplexes and 14 houses, to include 33 no. 1-beds, 84 no. 2 -beds, 61 no. 3-beds and 14 no. 4-beds and associated resident amenity facilities and a childcare facility as follows:

• Block A1 (4 storeys) comprising 15 no. apartments (3 no. 1 bed units, 6 no. 2 bed units & 6 no. 3 bed); a crèche facility of approx. 381.9 sq. m with associated outdoor play space of approx. 170 sq.m; and resident amenity facilities of approx. 316 sq. m.

• Block A2 (3-4 storeys) comprising 26 no. apartments (2 no. 1 bed units, 20 no. 2 bed units and 4 no. 3 bed units) and resident amenity facilities of approx. 353.6 sq.m.

• Blocks B1 and B2 (2-5 storeys) comprising 51 no. apartments (15 no. 1 bed units, 29 no. 2 bed units, 7 no. 3 bed units).

• Blocks B3 and B4 (2-4 storeys) comprising 46 no. apartments (13 no. 1 bed units, 23 no. 2 bed units and 10 no. 3 bed units).

• Duplex Units C1 (4 storeys), C2 and C2A (3 storeys) comprising 40 duplexes (6 no. 2 bed units, 20 no. 3 bed units and 14 no. 4 bed units).

• House Units D1 (2 storeys) comprising 14 houses (14 no. 3 bed units).

Total Open space (approx. 10,854 sq. m) is proposed in the form of public open space (approx. 8,686 sq. m), and residential communal open space (approx.2,168 sq. m).

Basement/Podium car park areas are proposed below Blocks B1,B2, B3 and B4. A total of 261 no. car parking spaces (206 no. long-stay spaces, 45 no. visitor space & 10 no. car parking spaces for creche use). In addition there are 42 no. EV charging spaces and 9 no. motorcycle spaces. Additionally, 465 no. bicycle spaces are provided for in the form of 399 no. long stay spaces and 66 no. short stay spaces.

The development will be served via a new vehicular access via Blackglen Road. This will be designed as a priority junction with pedestrian and cycle crossings including a new Toucan crossing located on Blackglen Road, and to tie in with the proposed Blackglen Road Improvement Scheme.

The proposal also provides for Bin Storage areas located at ground level adjacent to the apartment blocks and duplexes and 1 No. ESB substations to supply the development.

The associated site and infrastructural works include provision for water services; foul and surface water drainage and connections; attenuation proposals; permeable paving; all landscaping works; green roofs; boundary treatment; internal roads and footpaths; electrical services; and all associated site development works.

LRD Overview



Schedule of Accommodation

Proposed LRD Block Unit Mix

Apartment Block A1-2

1-Bed	5	2.6%
2-Bed	26	13.5%
3-Bed	10	5.2%

Apartment Block B1-4

1-Bed	28	14.6%
2-Bed	52	27.1%
3-Bed	17	8.5%

Duplex Block C1+2

2-Bed	6	3.1%
3-Bed	20	10.4%
4-Bed	14	7.3%

Houses D1

3-Bed	14	7.3%

Total	**192**	**100%**

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RELEVANT EXPERIANCE

Section 2 - Summary of Relevant Experience

Aramark Property is the largest dedicated property management provider in Ireland, with over 40 years' experience in residential, office, retail, and mixed-use developments. Some of our relevant case studies on major schemes that involve residential management would include:

- Beacon South Quarter
- Fernbank
- OPUS
- Capital Dock

Our role within these developments includes the property management of the common areas, internal demises, and estate areas, as well as management of some individual stakeholder's properties. Each estate has several interested parties and it is Aramark's role to maintain the estate and common areas to a high standard as well as meeting the requirements of the different interested parties.



BEACON SOUTH QUARTER



FERNBANK



OPUS



CAPITAL DOCK

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APPOINTMENT OF PROPERTY MANAGING AGENT

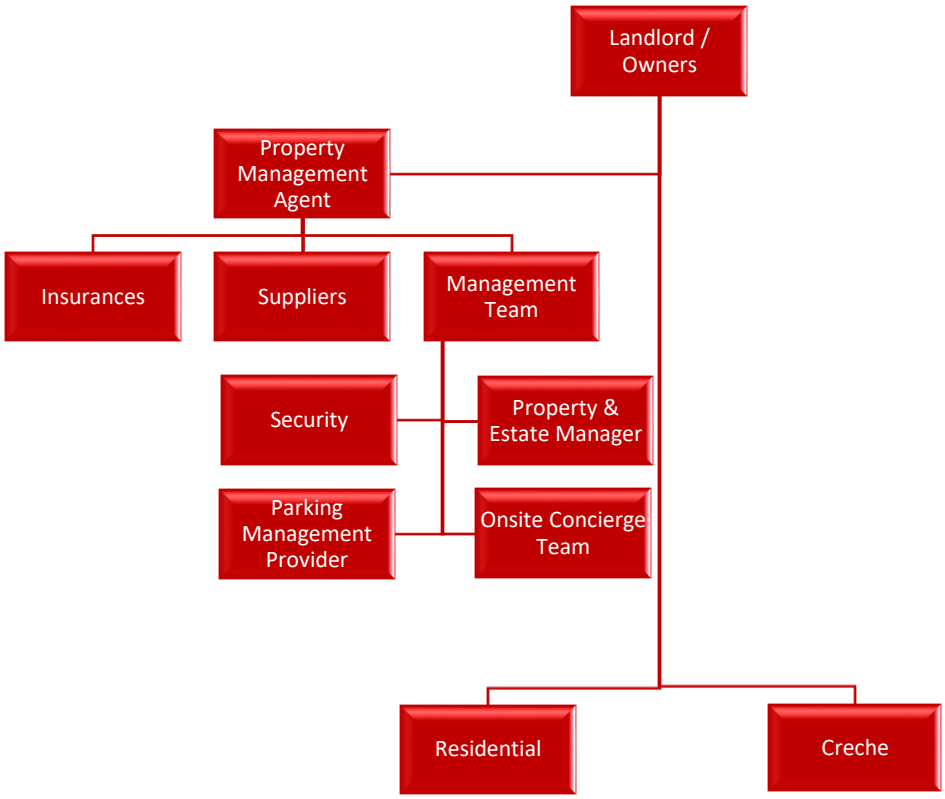
Section 3 - Appointment of Property Managing Agent & Associated Responsibilities

The timing of the appointment of an experienced property management agent by the applicant and subsequent engagement between the agent and the developer would be recommended to take place at least nine months in advance of completion. Our experience shows that the successful outcome on completion can be aided when a property management agent is in place to consult and advise on the operational management strategy.

The Landlord / Owner's Management Company will appoint a managing agent to manage the development on behalf of the members to ensure that the scheme is well managed, and the development is maintained to an extremely high level in line with the planning application for this scheme.

The property agents will have overall responsibility for setting the service charge budget for the development. In order to effectively manage the development an annual budget would be billed to the Landlord / Owner's on an annual basis to ensure enough funds are received to enable effective management of the scheme.

Proposed Structure – Hierarchy of Title



Proposed Management Company Structure

It is the developer's intention that the development will be run by a management company which will in turn appoint a property management agent to manage the common area and estate of the development.

The purpose of this management company will be to establish a controlling entity that will assume ownership over the development post construction phase. This will ensure the estate common areas, public realm and shared areas of the development are retained as the legal responsibility of this Management Company.

The constitution of the management company is drafted by legal counsel and the shareholding will be calculated by the apportionment of the buildings and tenants that occupy the scheme. The management company will retain control of all shared areas and external public realm. Each owner / tenant will be legally contracted to contribute to the service charge regime through leasing and sale arrangements established.

Legal Entity

The Management Company will be formed as a separate legal entity for the sole purpose of management of the shared common areas. The entity will be formed prior to the sale of any of the blocks or units within the development so as the structure and legal entity is set out prior to any sale. In order to effectively maintain the development, the Management Company will then be responsible for appointing an independent property management agent to manage the operational, financial and legal aspects associated with the estate common area management.



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AMENITY CONSIDERATIONS & MANAGEMENT

Section 4 - Amenity Considerations & Management

Considerations

The development has been designed with quality of amenity space as a central consideration for both residents and the wider community.

Residential amenities consist of a residents' lounge including parcel management services, Concierge facilities, co-working hub and separately, a bike workshop area, providing a total resident amenity area of 353sqm.

Childcare facility provisions are also provided to accommodate different ages groups which will cater for residents of the proposed development and families in the wider community, consisting of a proposed facility providing capacity for 43 child places.



Management of Resident Community and Amenities

Management Offices

The development will have a designated management office / concierge suite within the development. This area will focus on management of the residential and the overarching management of the scheme, with an emphasis on security, surveillance of vehicular & pedestrian access, parcel and delivery management, car parking, events management and community and stakeholder engagement.

The management and residents support services area will serve as a meeting place for residents, additional security, and a central hub where key estate and resident management services will be offered. For the management team, it will provide a single space or base from which these elements can be pooled and managed efficiently.

Residential Concierge Team

The development may have a Residential Concierge Team onsite. The service hours are envisaged to be from 08.00 to 20.00 Monday to Friday, Saturday - Sunday 09.00 to 14.00.

Contact details of the key Residential Concierge Team will be shared on move-in, which include a centralised mobile phone number. It is intended that residents will also be able to communicate with the Management Team via a dedicated building website/portal. This will encourage communication on events, maintenance alerts and other notifications.

The Residential Concierge Team will be primarily responsible for the following: -

- Resident communication.
- Management of the move-in and move-out process.
- Management of contractors and other requirements of efficient building operation.
- Co-ordination of post/parcel deliveries.
- Co-ordination of resident events and engagement.
- Ensuring that the appropriate standards for resident behavior are upheld, creating a secure and friendly environment.

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SUMMARY OF SERVICE CHARGE BUDGET

Section 5 – Summary of Service Charge Budget

The operational service charge budget will cover all aspects of the estate and common area management. Please see a brief overview of the services we would anticipate would be covered:

Management Costs

- This aspect of the budget would cover any direct management of the development. This includes the managing agent's costs, any on site staffing costs, the company audit fee and any other consultancy works that may be required.

Utilities

- Any costs incurred for water usage (from any water feature or watering of the landscaping), electricity (public lighting) and gas (if any).

Soft Services

Security

- This element of the budget will allow for any Security Guarding or patrol requirements that may be required outside of the onsite staff teams working hours. It will also make a provision for the maintenance and repair to any security systems including CCTV and access control systems.

Cleaning

- The cleaning of the external and internal common areas will be covered under this section. It is vitally important that the common areas are kept as clean as possible, and any vandalism or graffiti is addressed as quickly as possible.
- A maintenance schedule will be put in place and will ensure common areas are checked and cleaned daily.
- Any common furniture, water features, sculptures and litter bins will form part of the cleaning and maintenance protocols which will be defined by the onsite team.
- Window cleaning and external façade cleaning to be carried out 2 – 4 times per annum using boom lift / cherry picker / abseiling or reach and wash systems where appropriate.
- Any common areas with furniture will form part of the cleaning and maintenance protocols.

Waste Management

- Bin stores will be regularly inspected to ensure the area is clean, secure and free from hazards. The residents will take all waste and recycling to this location for disposal.
- Facilities and guidance to residents will be provided to ensure high levels of recycling/brown bin recycling and to encourage a reduction of waste. Residents will be required to segregate waste within their own units. This will be closely monitored by the onsite resident's management team.
- Signage will be posted on or above the bins to show which wastes can be put in each receptacle. Residents will be informed by the management company where they are required to deposit their waste and fobs/keys for access will be provided to their dedicated storage areas.
- Collection's frequency and designated collection points to be communicated to residents upon move in.
- Please refer to the Operational Waste Management Plan for further details.

Health and Safety

- The Management Team post-handover will design a health and safety strategy and Occupiers' Handbook that will ensure the development has the utmost health and safety standards. This will be provided to the residents and also staff/contractors that will be managing and working in the development.
- The Handbook will contain protocols for the times of operation, weather events and planned shutdowns of the water amongst other things.
- The amenity areas will be the focal point of the development and will have a specific health and safety focus. The Management Team will work with the insurance surveyors to ensure that a policy is suitable for an area with use of this nature. There will be an individual set of risk assessments and method statements relating to any outdoor areas.
- This document will also govern the protocols for contractors visiting site to carry out works.
- A comprehensive General Risk Assessment to be completed by an appointed surveyor prior to occupation of the building.

Hard Services

- An allowance will be made for any maintenance required on plant and equipment. This includes the servicing and management of any pumps, lifts, gates, and any other items of plant located within the external and internal common areas.
- There will be a budget for general repairs which will cover basic works such as lighting repairs and any rectification to areas of the common areas that may become damaged or dilapidated.

Open Spaces & Landscaping

- Based on the landscape plans received, the communal areas will be of the forefront of management's maintenance priorities.
- Given the scale of the proposed public/communal space it will be essential for an appropriate maintenance schedule to be devised and implemented by the managing agents, with a focus on the planting scheme as envisaged by the landscape architects.
- A schedule of maintenance will be implemented for cleaning of hard surfaces and garden features throughout the landscaped areas and open spaces.
- The landscape maintenance schedule will include annual contracts that specify weekly visits by the external contractors and this service will be closely managed and tailored to suit the scheme specifics to ensure a high standard is upheld.
- A policy document will be developed around this process and issued to all residents of the overall estate.

Green Roof Management

In addition to the landscaping, the proposed development contains area of green roofs suitably planted. These areas will need to be maintained and it is proposed that maintenance will take place on a quarterly basis. Where internal access to the roof is not possible, a suitable mobile platform will be used for access to the roof, subject to availability of hard standing areas designed for this purpose.

The OMC may also be responsible for a fall arrest system on the roof, designed to provide protection while working at height, and certified bi-annually.

Building Management System (BMS)

- The Building Management System will be maintained in accordance with manufacturer guidelines.

Access Control

- Provision for all electronic access control systems including access control devices that control barriers to bicycle storerooms and block entrance doors will be made.
- Apartment access: Residents will be provided with keys/fobs/app enabled access control depending on the system installed. The property management team would be granted the ability to access the apartment for purposes of inspection, emergencies and maintenance works in line with management policies and leases. Visitors will be required to request access through electronic intercom/access system installed at the block entrance doors and gates.

CCTV

- Location: CCTV will be in operation in key circulation areas as part of the overall security strategy.
- Monitoring: All CCTV systems shall be configured such that they form one site wide system that can be remotely monitored from the management office.
- Maintenance: Provision will be in place for camera maintenance and routine checks in accordance with manufacturer guidelines.
- GDPR compliance will be paramount.

Water Management

- Cold Water Storage & Feed: The cold-water storage and feed will be maintained in accordance with manufacturer guidelines.
- Risk Assessment: An independent and comprehensive Legionella Risk Assessment and Water Testing will be completed. Both are to be completed by an approved surveyor prior to occupation.
- Tanks: The water tanks will be maintained in accordance with manufacturer guidelines.
- Pumps: The pumps will be maintained in accordance with manufacturer guidelines.

Fire

- Evacuation:

1. Excavation Strategy / Resident Guide: A step by step guide of what to do in the event of a fire will be provided to the Residents within the Residents Guide.

2. Signage: Appropriate exit signage will be in place throughout the property.
3. Notices: Notices will be displayed in high traffic areas advising of the fire action policy.

- Prevention Equipment: The Management Team will ensure Fire Protection Equipment is provided.
- A Risk Assessment will be instructed to be carried out by an independent consultant and a comprehensive Fire Risk Assessment will be completed prior to occupation of the building.
- Alarm: The fire alarm panel will be maintained and serviced in accordance with manufacturer guidelines. Each unit will have its own fire alarm system.
- Dry and wet risers: Dry and wet risers will be maintained in accordance with manufacturer guidelines.
- Sprinklers: The sprinklers will be maintained by a suitably qualified professional and serviced in accordance with manufacturer guidelines. The Property Manager will ensure appropriate contracts are in place with a contractor for maintenance of the risers.

Sinking Fund & Long-Term Management of OMC Assets

Stakeholders will be required to contribute to a Sinking Fund, contained within a separate bank account and set up to provide for funding for the long term management and upkeep of the OMC assets. MUD Act legislation suggests that an annual contribution of €200 per unit is made to the Sinking Fund. Aramark Property strongly recommend that a Building Lifecycle Report is commissioned at an early stage, in order to ensure that the OMC is adequately funded in future years to maintain, refurbish or replace assets (as non-reoccurring expenditure), as and when required. Examples would include the maintenance of common area internal and external finishes, common area lighting, replacement and investment of landscaping and external furniture etc.

By establishing an adequate Sinking Fund, future funding of capital projects can be adequately provided for, ensuring the long term upkeep of the development common areas in general and communal assets.

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PARKING & MOBILITY MANAGEMENT

Section 6 – Parking & Mobility Management

Schedule of Car & Bicycle Parking

Car Parking Provisions	**269 spaces**
Bicycle Parking Spaces	**465 spaces (secure and visitor spaces)**

Car Parking Management Strategy

Basement/Podium car park areas are proposed below Blocks B1,B2, B3 and B4. A total of 261 no. car parking spaces (206 no. long-stay spaces, 45 no. visitor space & 10 no. car parking spaces for creche use). In addition there are 42 no. EV charging spaces and 9 no. motorcycle spaces. Additionally, 465 no. bicycle spaces are provided for in the form of 399 no. long stay spaces and 66 no. short stay spaces.

The managing agent will ensure an active parking management strategy is regularly enforced in the development via the on-site estate management team. Car parking spaces will be allocated in accordance with Management Company policies and leasing structure for perspective owners within the development. Given the design and layout of the development, the use of vehicles within the development is secondary to pedestrian and bicycle needs, and the use of vehicular parking within the podium and basement areas will be promoted.

The recommendation to combat abuse of parking facilities and abandonment of cars is generally to implement a clamping regime. A clamping regime can be tailored to suit the management structure and would start off by engaging in a contract with a preferred supplier.

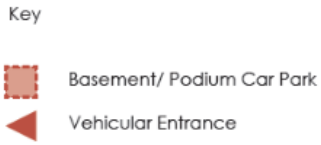
Owners will only be able to utilise their allocated car parking space and the onsite management team will provide a permit to the resident who will display it on the window of the vehicle. No

additional car parking will be provided by the proposed development. If no car parking spaces are available, the future owner will be informed of this prior to occupation of a residential unit.

Bicycle Parking Management Strategy

Bicycle storage is also provided for a total of 465 spaces.

A secure facility will assist in preventing theft or abandoned bikes becoming common and taking up spaces, however in the event of significant abandoned bicycles managing agents typically manage bicycle parking by coordinating the removal of abandoned has elapsed and following extensive notification to residents and ta removal.



Each storage system will be carefully chosen and set out through consultation between the design team members to ensure the best system is used in the best and most practical locations.

Mobility Management Strategy

The onsite management team will perform the function of a mobility manager while creating a mobility management plan for the site.

The primary duties of the Mobility Manager are:

- To develop and oversee the implementation of the initiatives outlined in the plan
- To actively manage the residential, and visitor car & bicycle parking
- To manage public transport discount fare schemes, cycle promotion schemes and events
- To provide “travel advice and information” to owners / residents.



Section 7 – Conclusion & Contact Details

Based on the information provided, Aramark Property have considered the schemes proposals. From our experience to date of similar schemes we manage, we have set out an overview of how we believe the overarching management of the scheme can be successfully managed in best practice for the benefit of the owners of this scheme, the future occupiers and the wider community.

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Aramark Key Service Lines



Document Control Sheet

Client:	**ZOLBURY LIMITED**
Project Title:	BLACKGLEN ROAD, SANDYFORD, DUBLIN 18
Document Title:	PROPERTY MANAGEMENT STRATEGY REPORT

Rev.	Status	Author	Reviewed By	Issue Date
AP 01.	DRAFT	Nick Hampson	David Concannon	15/05/2024
AP 02.	FINAL	Nick Hampson	David Concannon	07/06/2024
AP 03	FINAL	Nick Hampson		19/12/2024


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