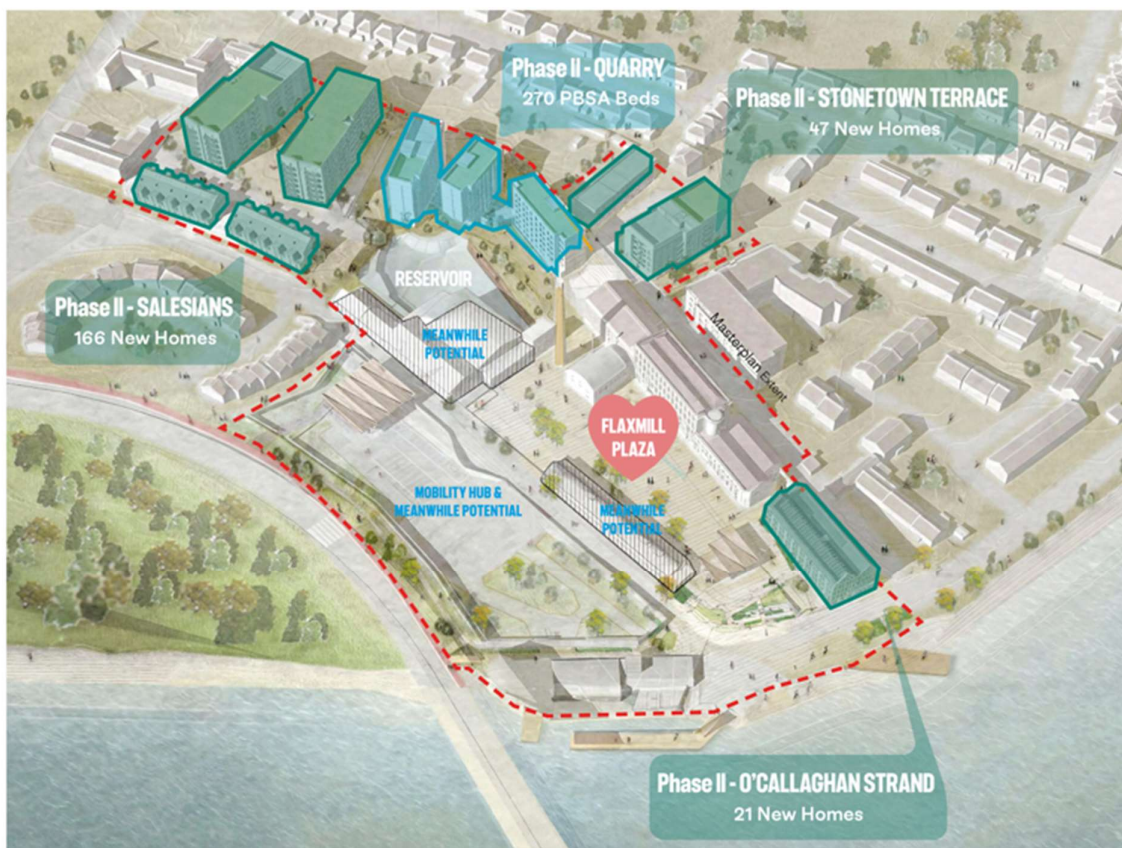


Limerick Twenty Thirty



Operation Management Plan for Cleeves Riverside Quarter, Phase II



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Introduction

This operational management plan has been prepared by M&C Property on behalf of Limerick Twenty Thirty as part of the supporting documents required for a planning application for a proposed development at the Cleeves Riverside Quarter in Limerick City.

Limerick City and County Council, in partnership with Limerick Twenty Thirty DAC, intends to seek the approval of An Coimisiún Pleanála in accordance with Section 175 and 177AE of the Planning and Development Act 2000, as amended, for a mixed-use development that seeks the regeneration and adaptive reuse of a strategic brownfield site, as part of the Limerick City and County Council 'World Class Waterfront revitalisation and transformation project.

The aim of this report is to provide a detailed Operation and management plan for Phase II of this prestigious development. The Plan has been broken this down into four parts.

1. Salesians Site – 166 Homes and one crèche unit
2. Stonetown Terrace – 47 Homes
3. O'Callahan Strand Zone 21 Homes and one commercial unit
4. Quarry – 270 purpose-built student accommodation beds.

An Owners' Management Company (OMC) is a company that owns and manages the common areas of a multi-unit development, like an apartment block or estate, on behalf of its members, who are the individual property owners within that development. While in this operational management plan each of the four numbered parts are treated as independent OMC's, each part and each OMC will have a link and obligations back to the Master Development being the Cleeves Riverside Quarter. These four independent OMC's will have some crossovers with the public realm areas being the flax mill site and the reservoir so there will be appropriate charging mechanisms from these zones back to the four OMC's for any services used. Having a connection to the Master Development will ensure that all parts can be managed and maintained to a singular high standard.

Robust legal and financial arrangements will be provided so that an apartment development is properly managed, with effective and appropriately resourced maintenance and operational regimes.

In this document best practice standards in terms of the preventative maintenance plans required and the associated costs have been used. Further and detailed due consideration will be given to the ultimate lease structure that will be put in place and how the service charges are finally setup in the head leases. This document can be used as a guide only.

Introduction to M&C Property

M&C Property was formed in 2009 by former members of the letting and management department of Sherry FitzGerald in Limerick.

In the early years, M&C Property grew and developed organically predominantly in the Limerick area, initially in the area of property lettings but as the company grew it began to expand into the areas of residential and commercial property management and more recently into the specialised area of Purpose Built Student Accommodation (PBSA) management.

M&C Property soon set their sight on opportunities outside of Limerick and in 2012, opened an office in Galway, and in 2014, expanded further by acquiring Domain Property Management, an established Galway company. In 2015 the expansion continued with the acquisition of AC Property Management in Athlone which provided a strategic geographical base and expansion of operations into the midlands.

Over the course of the next few years, the focus was on bringing the three offices together and building a team that would continue to grow the business. By the end of 2019 the workforce was approximately 35 with a diverse range of property expertise and a good geographical spread of both commercial and residential projects. It was at this time that we were awarded our first significant contract in Dublin, and we established an office in the capital.

The acquisition of Winters Property Management in Galway was completed in January 2022, a company of over 1.5 times the size of M&C Property but which operated with a very similar ethos and provided property services in the same areas. This brought the company to a combined workforce of 85 people.

M&C Property continued our expansion in 2024 with the acquisition of O'Connor Shannon in Dublin, OCS provides expert letting and services to over 1000 let properties in the capital along with specialised Pre 63 and investment advice. M&C now provide letting and management services across the entire county along with being one of the largest property firms outside of Dublin and are the largest independent operator of student accommodation in the country.

M&C currently operate in 13 PBSA sites with a bed count of approx. 4,500, providing accommodation to ATU students in Galway, Castlebar and Sligo; to TUS students in Athlone and Limerick; to UG and UL students; and to Mary I students in Limerick. Senior Management within the Student Accommodation Dept at M&C have a combined 65 years of experience working in this sector, in addition to admin and finance staff who have worked in the sector since the early 00's.

Affiliations

M&C Property are licensed by the Irish **Property Services Regulatory Authority (PSRA)** to provide property services in categories B, C & D (License Number 001231). Our strategy is to provide a full suite of property services to our clients from construction stage to owner occupancy or investment management, including letting & management of the property/portfolio, through to the disposal stage, at all times enhancing the value of the property for our clients. All of our Property Agents, including our student villages Operations Managers, hold individual PSR licences as required by the Property Regulator.

M&C and our team are affiliated with the appropriate professional organisations such as the Society of Chartered Surveyors Ireland (SCSI) and the Royal Institute of Chartered Surveyors (RICS). Our staff are legally knowledgeable on property related matters including the Residential Tenancies Board (RTB), Residential Tenancies Act 2004 & subsequent amendment Acts, and Housing (Standards for Rented Houses) Regulations 2019.

M&C Property is an active member of the Association for Student Residential Accommodation – www.asra.ac.uk. ASRA is the leading representative organisation for student accommodation professionals in Ireland and the UK; M&C are a regular contributor to the 'Ireland Branch' meetings, discussing industry trends, latest developments and industry best practice.

Having managed PBSAs affiliated with ATU Galway and University of Galway since 2001 and 2002 respectively, we have built up close relationships with *Student Services* Departments in both universities which allows us to provide a higher level of supports for our students and equally, the universities know they can turn to us for assistance when required.



Mission Statement

The goal of this report is to provide an effective operational plan for each relevant OMC (owners management company). This document provides that all the parts are always maintained to the highest possible standard, providing a safe and well-maintained environment for all occupiers.

A full preventative maintenance plan will be established from day one in line with best practice to ensure every part is maintained and future proofed to the highest possible standard. Life cycle planning is imperative for the long-term success of an OMC, and this requires the establishment of a sinking fund from day one; this will be operated in line with the Multi-Unit Development Act 2011. It is imperative that any development has a clearly defined and costed life cycle plan which is understood by all stakeholders.

The four operational plans for Phase II of the Cleeves Riverside Quarter are.

1. Salesians Site – 166 Homes and one crèche unit
2. Stonetown Terrace – 47 Homes
3. O’Callahan Strand Zone 21 Homes and one commercial unit
4. Quarry – 270 purpose-built student accommodation beds.

Note: Each OMC will have a link to the Master Development so a uniform standard across the development can be maintained and each OMC can contribute proportionality to the public Realm budget.

Section One

Salesians Zone

Approach

While the operational management plan for each residential OMC will be similar in principle, as all residential OMC's benefit from similar services, each OMC has been reviewed in detail to ensure that they have the relevant and proportional service charges for the makeup of their part. For example, Salesians has three types of residential properties: 1 bed apartments, 2 bed apartments and townhouses, along with a creche unit.

When the draft budget is being prepared, costs will have to be considered based on the services each unit type avails of, i.e. the townhouses should not contribute to common areas cleaning as only the 1 and 2 bedroom apartments benefit from the common area cleaning. Similarly, the fire systems are common to the apartments, but townhouses will have their own systems which do not fall under the control of the OMC, so the townhouses do not contribute to this cost. Other shared costs will have to be apportioned proportionately, such as the caretaker costs. The majority of the caretaker's services will be provided to the apartment blocks so the majority of the costs are relevant to the apartment blocks. The caretaker will only service the bin store areas for the townhouses.

Service charge budget and scope of works

A detailed budget and scope of works will be prepared for each part. This will state how the service charges are to be apportioned based on what services they avail of. This can be altered up to the point the head lease has been executed.

When preparing an operational plan, the OMC starts with a detailed review of the plans of the site. The required services are considered and a detailed DRAFT budget is prepared. This is the starting point to ensure that all operational needs of the building are met.

Services to be provided

The Team

The on-site residence team in Salesians will include a Caretaker who will attend site every Monday to Friday. A weekend caretaker will carry out a site visit on weekends and bank holidays to ensure the OMC is operating as it should.

A Cleaner will be contracted to the OMC to provide an on-site common area cleaning service.

The appointed property manager will not necessarily be part of the on-site team, but they will be part of the overall team and they will carry out regular visits.

The on-site team will be supported by the property management company who will provide office support, comprising of property administrators to take any calls and deal with customer focused issues, and the accounts team who will invoice and collect service charges and deal with all accounting queries. The property manager will lead the operations team to ensure that all service level agreements from suppliers are met, and that health and safety standards are met and managed.

All team members will have annual key performance targets to ensure customer satisfaction and high standard of building management.

On Site Services

On site services will be provided by the caretaker and cleaners, supported by the property manager. The on-site staff will be responsible for maintaining the area to a high standard at all times. The caretaker's role will be to monitor and report any issues on site as well as maintaining all the common areas including refuse stores to the highest possible standard. The caretaker, when on site, will act as a site liaison for service providers, residents and visitors.

A dedicated number will be displayed for the caretaker on site to allow them to:

- be the point of contact for repairs
- take in deliveries
- assist residents

Out of Hours

A 24-hour security service will be available to all residents. Contact details will be clearly displayed around the complex and occupiers will be provided with these details in their information pack before they move in.

Regular security patrols will be undertaken to monitor the area out of hours. These checks can be monitored by the managing agents to ensure the building is always kept secure.

The managing agents will provide a 24-hour dedicated contact in the event of emergencies. Service level agreements will be in place with suppliers for instances such as fire alarm activations, lift breakdowns, sprinkler activations, pump failures and gate/access issues. Response times and standard operating procedures will be written into each agreement which will be monitored by the managing agent.

Lease/occupier management

The managing agents will be responsible for the management of occupiers. The head lease and the house rules will clearly set out how breaches in house rules or lease obligations will be dealt with.

Any breaches of house rules or lease obligations reported to the agents or noted by the property manager or on-site staff will be addressed in line with the lease obligations. This will be a three-strike process:

1. Advise the relevant party a breach has occurred and provide them with an opportunity to remedy it
2. If the breach has not been remedied then advise the relevant party that further action will be taken including legal action if the breach is not remedied and provide a defined period of time for this.
3. If this has still not resolved the issue then the matter will be handed to the company solicitor to enforce the terms of the lease.

Welcome pack

Each occupier will be provided a welcome pack prepared by the OMC. This will include

- A Fire Management plan
- An Evacuation plan showing escape routes from their unit
- Contact phone numbers including emergency contact details
- House Rules
- General building information, including FAQ's
- Waste management details
- Parking and travel details relevant to the OMC

Security

Security services are tailored for the relevant area, through a combination of access control, CCTV, car park gates and 24-hour on call security.

In Salesians there will be,

- Salesians Primary School Teachers car park – simple electronic access barrier with fobbed access providing control entry to the parking area.
- Salesians Lower Ground Residential Car Park – full height electronic access gates with fobbed access providing control entry to the parking area
- Salesians Lower Ground to Upper Ground Lift Lobby – to have a fob access control system with video intercom between creche, dwellings and entrance
- All communal residential entrances, refuse stores and cycle stores to have a fob access control system with video intercom between dwellings and entrance.
- All refuse stores and cycle stores – to have a fob access control system
- All private residential entrances and plant rooms to have keyed access

Health and Safety

The Health and Safety of the residents is paramount. Management will partner with appropriate professionals to provide Health and Safety advice.

The Fire Alarm system will be monitored by the house team and supported by a remote monitoring centre with an investigation delay programmed in, where permitted, to allow the on-site residence team to minimise false alarms.

The cause and effect logic will balance the need for fire safety whilst avoiding unwanted fire signals. The out of hours response to activations will be provided by the out of hours team

In the welcome pack resident will be provided with relevant information. This pack contains a section on Fire Safety that requires each resident to confirm that they will:

1. make themselves aware of the evacuation point and the evacuation route upon their arrival
2. immediately leave the building to the agreed evacuation point when the fire alarm sounds
3. call the fire brigade and activate a fire alarm call point should they discover a fire
4. not tamper with the smoke detectors or fire safety equipment
5. not cause any obstructions in the shared flat corridors or the communal stairwells and corridors.

The management team are responsible for carrying out and recording a range of routine tests, including the following:

- Weekly Fire Alarm
- Weekly Call point/firefighting equipment inspection
- Monthly Emergency Light visual checks
- Monthly Water temperature checks
- Weekly Fire door inspections
- Routine Health and Safety inspection and audit of the building.

The management company will employ specialist contractors to carry out the following tests:

- Lift inspection
- Annual full system test for fire alarms
- Annual full duration tests for emergency lighting
- Water sampling for Legionella, including an annual tank clean
- CCTV/Security alarm maintenance, and
- Automated gates/door.

A record of all testing will be kept ensuring that there is an audit trail. Records of statutory testing and actions completed by are stored in the building Health and Safety filing system.

External Consultants appropriately qualified in health & safety, fire safety., etc. will be employed to carry out a range of Risk Assessments.

The Management Company will regularly review the guidance to ensure we are following best practice.

Risk Assessments include the following:

- Fire
- Legionella
- Work Place.

Maintenance

In preparing a budget a fully costed preventative maintenance plan has to be considered which will ensure the building is always maintained to the highest standard.

Each OMC will have an effective routine cleaning, landscaping and maintenance schedule to ensure the day-to-day needs of the OMC are met, these services will be provided by contractors who will be appointed after an appropriate competition has taken place.

The operator should have a list of contractors available for any range of general repairs and maintenance in the common areas of the OMC, from small contractors providing handyman services to larger more specialised contractors.

Residents will be able to report issues to the on-site team or to the managing agents where they will be actioned.

Timeline for repairs will be as follows:

- Emergency issues, like no power or water, sewage flooding, within 24 hours of being notified
- Non-emergency issues, within 5 days

All services will be procured on behalf of the OMC in line with best practice and from approved suppliers who have met the OMC's requirements to provide services for them.

Housekeeping

All housekeeping services will be provided on a scheduled basis.

Reception areas:	Daily 7 days
Refuse areas:	Daily 7 days
Corridors:	Weekly
Staircases:	Weekly
Car parks:	Weekly
Windows:	Bi-annually
Gutters and gullies:	Bi-annually
Carpets:	Annually
Water tanks	Annually

Post and Deliveries

Post will be delivered directly by An Post to the dedicated mailbox for the individual unit. Parcel deliveries can be taken in by the caretaker when he is on site and they can be released to the resident who can collect it when they provide relevant identification.

Consideration can be given to a dedicated delivery hub for parcels to the Cleeves site, where delivery drivers can deliver resident parcels to this automated hub and unique codes can be given to residents to collect their parcels.

Modes of Transport and Parking Management

Parking and Bicycle parking

For the Salesians OMC car parking is limited. However, it is possible to adopt a car free approach to this development given its excellent connectivity. For instance:

Cycling

There is a TFI bicycle sharing scheme in numerous location close by.

- The city centre is a 2 -3 minute cycle from the development
- TUS Moylish campus is a 10 minutes cycle from the development
- University Hospital Limerick is a 20 minute cycle from the development
- University of Limerick is a 20 minute cycle from the development
- Crescent Shopping Centre is a 20 minute cycle from the development

Bus routes

The closest bus stop is currently on the Ennis Road which is a 6 minutes' walk away.

Road Network

There is excellent access to a regional road network from the development.

Pedestrian

As a city located development everything is on your doorstep, the city centre is a 6 minute walk, TUS is a 20 minute walk, Thomond Park Stadium is a 20 minute walk.

Residential car hub

As part of the strategy to provide a car free development a dedicated residential car hub will be provided within the Shipyard Mobility Hub of this development. This will provide 10 car sharing spaces for private use of the residents only. These will allow residents access to car for necessary journeys, like shopping trips and the collection of bulky goods.

Creche drop off

A dedicated drop off area has been provided for the creche area. This will allow parents who drive to the facility to drop and collect safely. It is envisaged that the creche facilities will be used by the wider development who will use public transport primarily and will not have a car.

Parking control

Relevant parking controls and enforcement will be required to ensure that the spaces are available for the allocated users and that people don't park illegally. The rules of the car park including any penalties will be clearly displayed within the development.

Bicycle parking and controls

Adequate secure bicycle parking has been provided and it will require necessary controls to be put in place. Residents will require fob access to the bicycle stores and this will be provided by the agents, the areas will be monitored by the on-site and property management teams to ensure these areas are being used effectively. Bicycles can sometimes be left in the store areas and if they are, all residents will be advised old or un-used bicycles will be removed. Once all residents have been informed bicycles will be removed and stored for a period of time before being disposed of or donated to charity.

Visitor parking

Visitor parking has been provided for in the Mobility Hub - there are 26 spaces provided. These will be general short term visitor car parking spaces.

Waste Management and Recycling Plan

Waste management can be expensive if not managed correctly, on this basis residents will have a responsibility to take their waste to the waste management areas, here recycling will be promoted through the provision of clean bright, clearly segregated waste areas for dry recycling, glass recycling, organic waste and waste to go to landfill.

See the guidelines below from the Department of House Planning and Local Government (2022) Sustainable Urban Housing Design Standards,

The Department of Housing Planning and Local Government (2022) Sustainable Urban Housing Design Standards for New Apartments Guidelines for Planning Authorities guidance states:

'The following general design considerations should be taken into account in the provision of refuse storage facilities:

- Sufficient communal storage area to satisfy the three-bin system for the collection of mixed dry recyclables, organic waste and residual waste; and,*
- In larger apartment schemes, consideration should also be given to the provision of separate collection facilities for other recyclables such as glass and plastics.*
- Waste storage areas should not be on the public street and should not be visible to or accessible by the general public. Appropriate visual screening should be provided, particularly in the vicinity of apartment buildings.'*

The Outline Operational Waste Management plan prepared by AtkinsRealis has been reviewed when preparing this report and this will form the basis for the operational plan when the development is occupied.

The triplex units will have their own refuse bins. In the apartment complex the onsite team will be instrumental in monitoring and managing the refuse services to ensure bins are not contaminated and to ensure bulky and electrical waste is not dumped in the waste areas.

Information will be provided to occupiers regarding the Civic Amenity Centre operated by Limerick City and County Council which is situated only 2.4 kilometres from the site so residents can dispose of any additional or bulky waste.

Fire Plan

Fire Evacuation Plan for Residents, Contractors and Visitors.

If you discover a fire:

- Raise the alarm by operating the nearest fire alarm call point
- Call the emergency services on 999
- Evacuate to the designated assemble point at *[Location TBC]*
- DO NOT USE THE LIFT
- If you have responsibilities for assisting persons with Personal Emergency Evacuation Plans respond as required following the actions as identified in the Plan.
- Leave the building by the nearest exit following the green and white Emergency Exit signs.
- Do not stop or return to collect personal belongings.
- Close any doors en-route without delaying your escape.
- You must remain at the assembly place until advised otherwise.
- You may return to the building only when authorised to do so by the Responsible Person or attending Fire Officer.

If you hear the Fire Alarm:

If you also have responsibilities for assisting persons with Personal Emergency Evacuation Plans respond as identified in the Plan. If not then;

- Leave the building by the nearest exit following the green and white Emergency Exit signs.
- Go the designated Assembly Point at *[Location TBC]*
- Do not stop or return to collect personal belongings.
- Do not use any firefighting equipment unless you have been trained.
- Do pass any information to the building responsible person at the *[Add location of assembly point.]*
- You must remain at the assembly point.
- Return to the building only when authorised to do so by the Responsible Person or attending Fire Officer.

Approximate service charge range,

Apportionment			Average Sqm of apts	Average Sqft of each apt	Total
Townhouse (20)	€	2,007.62			
Apartments 1 Bed (74)	€	2,084.22	54	581	42994
Apartments 2 Bed (70)	€	3,124.54	81	871	60970
Creche	tbc				103964
Rate per Sq Foot					€ 3.59



Section Two

Stonetown Terrace

Approach

While the operational management plan for each residential OMC will be similar in principle, as all residential OMC benefits from similar services, each OMC has been reviewed in detail to make sure that they have the relevant and proportional service charges for the makeup of their OMC. For example, Stonetown Terrace has two types of residential properties - 9 townhouses and 36 apartments with a mix of studios, 1 beds, 2 beds and 1x 3 bed apartment.

When the draft budget is being prepared, costs will have to be considered based on the services each unit type avails of, i.e. the townhouses should not contribute to common areas cleaning as only the apartments benefit from the common area cleaning. Similarly, the fire systems are common to the apartments, and townhouses will have their own systems which do not fall under the control of the OMC so the townhouses do not contribute to this cost. Other shared costs will have to be apportioned proportionately like the caretaker costs. The majority of the caretaker's services will be provided to the apartment blocks so the majority of the costs is relevant to the apartment blocks. The caretaker will most likely only service the bin store areas for the townhouses. The external communal amenity space costs should be split between all units as this is a shared space for the benefit of all residents.

Service charge budget and scope of works

A detailed budget and scope of works will be prepared for each OMC. This will state how the service charges are to be apportioned based on what services they avail of. This can be altered up to the point the head lease has been executed.

When preparing an operational plan, the OMC starts with a detailed review of the plans of the site. The required services are considered and a detailed DRAFT budget is prepared. This is the starting point to ensure that all operational needs of the building are met.

Services to be provided

The Team

The on residence team at Stonetown Terrace will include a Caretaker who will attend site every day Monday to Friday. A weekend caretaker will carry out a site visit on weekends and bank holidays to ensure the OMC is operating as it should.

A Cleaner will be contracted to the OMC to provide an on-site common area cleaning service.

The appointed property manager will not necessarily be part of the on-site team but they be part of the team and they will carry out regular visits.

The on-site team will be supported by the property management company who will provide the office team comprising of property administrators to take any calls and deal with customer focused issues, and the accounts team who will invoice and collect service charges and deal with all accounting queries. The property manager will lead the operations team to ensure that all service level agreements from suppliers are met and that health and safety standards are met and managed

All team members will have annual key performance targets to ensure customer satisfaction and high standard if building management.

On Site Services

On site services will be provided by the caretaker and cleaners supported by the property manager. The on-site staff will be responsible for maintaining the area to a high standard at all times. The caretaker's role will be to monitor and report any issues on site as well as maintaining all the common areas including refuse stores to the highest possible standard, the caretaker when on site will act as a site liaison for service providers, residents and visitors.

A dedicated number will be displayed for the caretaker on site to allow them to

- be the point of contact for repairs
- take in deliveries
- assist residents

Out of Hours

A 24-hour security service will be available to all residents. Contact details will be clearly displayed around the complex and occupiers will be provided with these details in their information pack before they move in.

Regular security patrols will be undertaken to monitor the area out of hours. These checks can be monitored by the managing agents to ensure the building is always kept secure.

The managing agents will provide a 24-hour dedicated contact in the event of emergencies. Service level agreements will be in place with suppliers for instances such as fire alarm activations, lift breakdowns, sprinkler activations, pump failures and gate/access issues.

Response times and standard operating procedures will be written into each agreement which will be monitored by the managing agent.

Lease/occupier management

The managing agents will be responsible for the management of occupiers. The head lease and the house rules will clearly set out how breaches in house rules or lease obligations will be dealt with.

Any breaches of house rules or lease obligations reported to the agents or noted by the property manager or on-site staff will be addressed in line with the lease obligations. Normally this will be a three-strike process:

1. Advise the relevant party a breach has occurred and provide them with an opportunity to remedy it
2. If the breach has not been remedied then advise the relevant party that further action will be taken including legal action if the breach is not remedied and provide a defined period of time for this.
3. If this has still not resolved the issued then the matter will be handed to the company solicitor to enforce the terms of the lease.

Welcome pack

Each occupier will be provided a welcome pack prepared by the OMC. This will include

- A Fire Management plan
- An Evacuation plan showing escape routes from their unit
- Contact phone numbers including emergency contact details
- House Rules
- General building information, including FAQ's
- Waste management details
- Parking and travel details relevant to the OMC.

Security

Security services are tailored for the relevant OMC, through a combination of access control, CCTV, car park gates and 24-hour on call security

In Stonetown Terrace there will be:

- Simple electronic access barrier with fobbed access providing control entry to the parking area
- All Communal Residential Entrances, Refuse Stores and Cycle Stores - to have a fob access control system with video intercom between dwellings and entrance.
- All Refuse Stores and Cycle Stores - to have a fob access control system

- All Private Residential - Entrances, Plant Rooms to have keyed access.

Health and Safety

The Health and Safety of the residents is paramount. Management will partner with appropriate professionals to provide Health and Safety advice.

The Fire Alarm system will be monitored by the in-house team and supported by a remote monitoring centre with an investigation delay programmed in, where permitted, to allow the on-site residence team to minimise false alarms.

The cause and effect logic will balance the need for fire safety whilst avoiding unwanted fire signals. The out of hours response to activations will be provided by the out of hours team

In the welcome pack, residents will be provided with relevant information. This pack contains a section on Fire Safety that requires each resident to confirm that they will:

1. Make themselves aware of the evacuation point and the evacuation route upon their arrival
2. immediately leave the building to the agreed evacuation point when the fire alarm sounds
3. call the fire brigade and activate a fire alarm call point should they discover a fire
4. not tamper with the smoke detectors or fire safety equipment
5. not cause any obstructions in the shared flat corridors or the communal stairwells and corridors.

The management team are responsible for carrying out and recording a range of routine tests, including the following:

- Weekly Fire Alarm
- Weekly Call point/firefighting equipment inspection
- Monthly Emergency Light visual checks
- Monthly Water temperature checks
- Weekly Fire door inspections
- Routine Health and Safety inspection and audit of the building.

The Management Company will employ specialist contractors to carry out the following tests:

- Lift inspection
- Annual full system test for fire alarms
- Annual full duration tests for emergency lighting
- Water sampling for Legionella, including an annual tank clean
- CCTV/Security alarm maintenance
- Automated gates/door.

A record of all testing will be kept ensuring that there is an audit trail. Records of statutory testing and actions completed by are stored in the building Health and Safety filing system.

External Consultants will be employed to carry out a range of Risk Assessments

The Management Company will regularly review the guidance to ensure we are following best practice.

Risk Assessments include the following:

- Fire
- Legionella
- Work Place.

Maintenance

In preparing a budget a fully costed preventative maintenance plan has to be considered which will ensure the building is always maintained to the highest standard.

Each OMC will have an effective routine cleaning, landscaping and maintenance schedule to ensure the day-to-day needs of the area are met, these services will be provided by contractors who will be appointed after an appropriate competition has taken place.

The operator should have a list of contractors available for any range of general repairs and maintenance in the common areas of the OMC from small contractors providing handyman services to larger more specialised contractors.

Residents will be able to report issues to the on-site team or to the managing agents where they will be actioned

Timeline for repairs will be as follows:

- Emergency issues, like no power or water, sewage flooding, within 24 hours of being notified
- Non-emergency issues, within 5 days

All services will be procured on behalf of the OMC in line with best practice and from approved suppliers who have met the OMC's requirements to provide services for them.

Housekeeping

All housekeeping services will be provided on a scheduled basis,

Reception areas:	Daily 7 days
Refuse areas:	Daily 7 days
Corridors:	Weekly
Staircases:	Weekly
Car parks:	Weekly
Windows:	Bi-annually

Gutters and gullies:	Bi-annually
Carpets:	Annually
Water tanks	Annually

Post and Deliveries

Post will be delivered directly by An Post to the dedicated mail box for the individual unit. Parcel deliveries can be taken in by the caretaker when he is on site and they can be released to the resident when collect it and provide relevant identification.

Consideration can be given to a dedicated delivery hub for parcels to the Cleeves site, where delivery drivers can deliver resident parcels to this automated hub and unique codes can be given to residents to collect their parcels.

Modes of Transport and Parking Management

Parking and Bicycle parking

For the Stonetown Terrace OMC car parking is all surface car parking and it is limited. However, it is possible to adopt a car free approach to this development given its excellent connectivity. For instance:

Cycling

There is a TFI bicycle sharing scheme in numerous location close by.

- The city centre is a 2 -3 minute cycle from the development
- TUS Moylish campus is a 10 minutes cycle from the development
- University Hospital Limerick is a 20 minute cycle from the development
- University of Limerick is a 20 minute cycle from the development
- Crescent Shopping Centre is a 20 minute cycle from the development

Bus routes

The closest bus stop is currently on the Ennis Road which is a 6 minutes' walk away.

Road Network

There is excellent access to a regional road network from the development

Pedestrian

As a city located development everything is on your doorstep. The city centre is a 6 minute walk, TUS is a 20 minute walk, Thomond Park Stadium is a 20 minute walk.

Residential car hub

As part of the strategy to provide a car free development a dedicated residential car hub will be provided within the Shipyard Mobility Hub of this development. This will provide 10 car sharing

spaces for private use of the residents only, These will allow residents access to a car for necessary journeys, like shopping trips and the collection of bulky goods.

Parking control

Relevant parking controls and enforcement will be required to ensure that the spaces are available for the allocated users and that people don't park illegally. The rules of the car park including any penalties will be clearly displayed within the development.

Bicycle parking and controls

Adequate secure bicycle parking has been provided and it will require necessary controls to be put in place, residents will require fob access to the bicycle stores and this will be provided by the agents, the areas will be monitored by the on-site and property management teams to ensure these areas are being used effectively. Bicycles can sometimes be left in the store areas and if they are, all residents will be advised old or un-used bicycles will be removed. Once all residents have been informed bicycles will be removed and stored for a period of time before being disposed of or donated to charity.

Visitor parking

Visitor parking has been provided for in the Shipyard Mobility Hub, there are 26 spaces provided. These will be general short term visitor car parking spaces.

Waste Management and Recycling Plan

Waste management can be expensive if not managed correctly. On this basis residents will have a responsibility to take their waste to the waste management area. Here recycling will be promoted through the provision of clean bright, clearly segregated waste areas for dry recycling, glass recycling, organic waste and waste to go to landfill.

See the guidelines below from the Department of House Planning and Local Government (2022) Sustainable Urban Housing Design Standards,

The Department of Housing Planning and Local Government (2022) Sustainable Urban Housing Design Standards for New Apartments Guidelines for Planning Authorities guidance states:

'The following general design considerations should be taken into account in the provision of refuse storage facilities:

- Sufficient communal storage area to satisfy the three-bin system for the collection of mixed dry recyclables, organic waste and residual waste; and,*
- In larger apartment schemes, consideration should also be given to the provision of separate collection facilities for other recyclables such as glass and plastics.*
- Waste storage areas should not be on the public street and should not be visible to or accessible by the general public. Appropriate visual screening should be provided, particularly in the vicinity of apartment buildings.'*

The Outline Operational Waste Management Plan prepared by AtkinsRealis has been reviewed when preparing this report and this will form the basis for the operational plan when the development is occupied.

The townhouse units will have their own refuse bins. In the apartment complex the on-site team will be instrumental in monitoring the and managing the refuse services to ensure bins are not contaminated and to ensure bulky and electrical waste is not dumped in the waste areas.

Information will be provided to occupiers regarding the Civic Amenity Centre operated by Limerick City and County council which is situated only 2.4 kilometres from the site so residents can dispose of any additional or bulky waste.

Fire Plan

Fire Evacuation Plan for Residents, Contractors and Visitors.

If you discover a fire:

- Raise the alarm by operating the nearest fire alarm call point
- Call the emergency services on 999
- Evacuate to the designated assemble point at *[Location TBC]*
- DO NOT USE THE LIFT
- If you have responsibilities for assisting persons with Personal Emergency Evacuation Plans respond as required following the actions as identified in the Plan.
- Leave the building by the nearest exit following the green and white Emergency Exit signs.
- Do not stop or return to collect personal belongings.
- Close any doors en-route without delaying your escape.
- You must remain at the assembly place until advised otherwise.
- You may return to the building only when authorised to do so by the Responsible Person or attending Fire Officer.

If you hear the Fire Alarm:

If you also have responsibilities for assisting persons with Personal Emergency Evacuation Plans respond as identified in the Plan. If not then;

- Leave the building by the nearest exit following the green and white Emergency Exit signs.
- Go the designated Assembly Point at *[Location TBC]*
- Do not stop or return to collect personal belongings.
- Do not use any firefighting equipment unless you have been trained.
- Do pass any information to the building responsible person at the *[Add location of assembly point.]*
- You must remain at the assembly point.
- Return to the building only when authorised to do so by the Responsible Person or attending Fire Officer.

Approximate Service charge per unit

Apportionment		per unit charge	number of units	%of Apartment Block
Townhouse per unit		€ 3,711.71		
Apartments				
Studio (4 units)	€ 19,157.82	€ 4,789.45	4	11.11
1 Bed (10 units)	€ 47,885.92	€ 4,788.59	10	27.77
2 Bed (3 person, 4 units)	€ 19,157.82	€ 4,789.45	4	11.11
2 Bed (4 person, 17 units)	€ 81,425.03	€ 4,789.71	17	47.22
3 bed (1 unit)	€ 4,811.01	€ 4,811.01	1	2.79
			36	100



Section Three

O'Callaghan Zone

Approach

While the operational management plan for each residential OMC will be similar in principle, as all residential OMC benefits from similar services, each OMC has been reviewed in detail to make sure that they have the relevant and proportional service charges for the make-up of their OMC. For example, the O'Callaghan Zone has three types of units and it is a much smaller OMC than the Salesians, Quarry or Stonetown zones. O'Callaghan Zone has 1 large commercial unit fronting on to O'Callaghan Strand, 1 bed room apartments and 2 bedroom apartments.

When the draft budget is being prepared costs will have to be considered based on the services each unit type avails of, i.e. the commercial unit will not avail of the same services as the apartments but it is a large part of the complex so it will contribute to the overall external upkeep of the complex. The commercial unit should not however contribute to the common area cleaning, the lift maintenance or the internal lighting repairs. Given the scale of this part of the site there will not be any full-time on-site presence envisaged. However, this part may benefit from being part of the wider Cleeves Riverside Quarter where the on-site staff from other OMC's may be able to assist and the O'Callaghan zone can contribute accordingly.

Service charge budget and scope of works

A detailed budget and scope of works will be prepared for each OMC. This will state how the service charges are to be apportioned based on what services they avail of. This can be altered up to the point the head lease has been executed.

When preparing an operational plan, the OMC starts with a detailed review of the plans of the site. The required services are considered and a detailed DRAFT budget is prepared. This is the starting point to ensure that all operational needs of the building are met.

Services to be provided

The Team

For this OMC it is envisaged that there will not be a need for full time on-site staff. This OMC will require regular cleaning and maintenance but given the scale and size of the area, this will be adequately covered with regular caretaker visits. Being part of the wider Cleeves Riverside Quarter development, there will be capacity in other zones so this service, as well as ad-hoc on call service, will be serviced by other OMC staff and the O'Callaghan Zone can pay its due proportion to the other OMC. It will be remotely monitor this development from other Cleeves sites, and will ensure the entire development is managed to the same high standard within the Cleeves Riverside Quarter.

The appointed property manager will not be part of the on-site team but they will be part of the team and they will carry out regular visits.

The site team will be supported by the property management company who will provide an office team comprising of property administrators to take any calls and deal with customer focused issues, and the accounts team who will invoice and collect service charges and deal with all accounting queries. The property manager will lead the operations team to ensure that all service level agreements from suppliers are met and that health and safety standards are met and managed

All team members will have annual key performance targets to ensure customer satisfaction and high standard of building management.

On Site Services

On site services as required will be provided by the caretaker and cleaners supported by the property manager, the on-site staff will be responsible for maintaining the area to a high standard at all times, the caretakers role will be to monitor and report any issues on site as well as maintaining all the common areas including refuse stores to the highest possible standard, the caretaker when on site will act as a site liaison for service providers, residents and visitors.

A dedicated site contact number will be displayed for residents to assist them.

Out of Hours

A 24-hour security service will be available to all residents. Contact details will be clearly displayed around the complex and occupiers will be provided with these details in their information pack before they move in.

Regular security patrols will be undertaken to monitor the area out of hours. These checks can be monitored by the managing agents to ensure the building is always kept secure.

The managing agents will provide a 24-hour dedicated contact in the event of emergencies. Service level agreements will be in place with suppliers for instances such as fire alarm activations, lift breakdowns, Sprinkler activations, pump failures and gate/access issues.

Response times and standard operating procedures will be written into each agreement which will be monitored by the managing agent.

Lease/occupier management

The managing agents will be responsible for the management of occupiers. The head lease and the house rules will clearly set out how breaches in house rules or lease obligations will be dealt with.

Any breaches of house rules or lease obligations reported to the agents or noted by the property manager or on-site staff will be addressed in line with the lease obligations. This will be a three-strike process:

1. Advise the relevant party a breach has occurred and provide them with an opportunity to remedy it
2. If the breach has not been remedied then advise the relevant party that further action will be taken including legal action if the breach is not remedied and provide a defined period of time for this.
3. If this has still not resolved the issued then the matter will be handed to the company solicitor to enforce the terms of the lease.

Welcome pack

Each occupier will be provided a welcome pack prepared by the OMC. This will include

- A Fire Management plan
- An Evacuation plan showing escape routes from their unit
- Contact phone numbers including emergency contact details
- House Rules
- General building information, including FAQ's
- Waste management details
- Parking and travel details relevant to the OMC

Security

Security services are tailored for the relevant OMC, through a combination of access control, CCTV, car park gates and 24-hour on call security

In the O'Callaghan Zone there will be,

- Simple electronic access barrier with fobbed access providing control entry to the parking area.
- To have a fob access control system with video intercom between, dwellings and entrance.

- All Communal Residential Entrances, Refuse Stores and Cycle Stores - to have a fob access control system with video intercom between dwellings and entrance.
- All Refuse Stores and Cycle Stores - to have a fob access control system
- All Private Residential - Entrances, Plant Rooms to have keyed access

Health and Safety

The Health and Safety of the residents is paramount. Management will partner with appropriate professionals to provide Health and Safety advice.

The Fire Alarm system will be monitored by the house team and supported by a remote monitoring centre with an investigation delay programmed in, where permitted, to allow the on-site residence team to minimise false alarms.

The cause and effect logic will balance the need for fire safety whilst avoiding unwanted fire signals. The out of hours response to activations will be provided by the out of hours team

In the welcome pack resident will be provided with relevant information. This pack contains a section on Fire Safety that requires each resident to confirm that they will:

1. make themselves aware of the evacuation point and the evacuation route upon their arrival
2. immediately leave the building to the agreed evacuation point when the fire alarm sounds
3. call the fire brigade and activate a fire alarm call point should they discover a fire
4. not tamper with the smoke detectors or fire safety equipment
5. not cause any obstructions in the shared flat corridors or the communal stairwells and corridors.

The management team are responsible for carrying out and recording a range of routine tests, including the following:

- Weekly Fire Alarm
- Weekly Call point/firefighting equipment inspection
- Monthly Emergency Light visual checks
- Monthly Water temperature checks
- Weekly Fire door inspections
- Routine Health and Safety inspection and audit of the building.

The management company will employ specialist contractors to carry out the following tests:

- Lift inspection
- Annual full system test for fire alarms
- Annual full duration tests for emergency lighting
- Water sampling for Legionella, including an annual tank clean

- CCTV/Security alarm maintenance, and
- Automated gates/door.

A record of all testing will be kept ensuring that there is an audit trail. Records of statutory testing and actions completed by are stored in the building Health and Safety filing system.

External Consultants will be employed to carry out a range of Risk Assessments.

The Management Company will regularly review the guidance to ensure we are following best practice.

Risk Assessments include the following:

- Fire
- Legionella
- Work Place.

Maintenance

In preparing a budget a fully costed preventative maintenance plan has to be considered which will ensure the building is always maintained to the highest standard.

Each OMC will have an effective routine cleaning, landscaping and maintenance schedule to ensure the day-to-day needs of the area are met. These services will be provided by contractors who will be appointed after an appropriate competition has taken place.

The operator should have a list of contractors available for any range of general repairs and maintenance in the common areas of the OMC, from small contractors providing handyman services to larger more specialised contractors.

Residents will be able to report issues to the on-site team or to the managing agents where they will be actioned.

Timeline for repairs will be as follows:

- Emergency issues, like no power or water, sewage flooding, within 24 hours of being notified
- Non-emergency issues, within 5 days

All services will be procured on behalf of the OMC in line with best practice and from approved suppliers who have met the OMC's requirements to provide services for them.

Housekeeping

All housekeeping services will be provided on a scheduled basis.

Reception areas:	Daily 7 days
Refuse areas:	Daily 7 days
Corridors:	Weekly

Staircases:	Weekly
Car parks:	Weekly
Windows:	Bi-annually
Gutters and gullies:	Bi-annually
Carpets:	Annually
Water tanks	Annually

Post and Deliveries

Post will be delivered directly by An Post to the dedicated mail box for the individual unit. Parcel deliveries can be taken in by the caretaker when he is on site and they can be released to the resident who can collect it when they provide relevant identification.

Consideration can be given to a dedicated delivery hub for parcels to the Cleeves site, where delivery drivers can deliver resident parcels to this automated hub and unique codes can be given to residents to collect their parcels.

Modes of Transport and Parking Management

Parking and Bicycle parking

For the O’Callaghan Zone there will only be 5 car parking spaces and 38 bicycle spaces. However it is possible to adopt a car free approach to this development given its excellent connectivity. For instance;

Cycling

There is a TFI bicycle sharing scheme in numerous location close by.

- The city centre is a 2 -3 minute cycle from the development
- TUS Moylish campus is a 10 minutes cycle from the development
- University Hospital Limerick is a 20 minute cycle from the development
- University of Limerick is a 20 minute cycle from the development
- Crescent Shopping Centre is a 20 minute cycle from the development

Bus routes:

The closest bus stop is currently on the Ennis Road which is a 6 minutes’ walk away

Road Network

There is excellent access to a regional road network from the development.

Pedestrian

As a city located development everything is on your doorstep. The city centre is a 6 minute walk, TUS is a 20 minute walk, Thomond Park Stadium is a 20 minute walk.

Residential car hub

As part of the strategy to provide a car free development a dedicated residential car hub will be provided within the Shipyard Mobility Hub of this development. This will provide 10 car sharing spaces for private use of the residents only, These will allow residents access to a car for necessary journeys, like shopping trips and the collection of bulky goods.

Parking control

Relevant parking controls and enforcement will be required to ensure that the spaces are available for the allocated users and that people don't park illegally. The rules of the car park including any penalties will be clearly displayed within the development.

Bicycle parking and controls

Adequate secure bicycle parking has been provided and it will require necessary controls to be put in place. Residents will require fob access to the bicycle stores and this will be provided by the agents. The areas will be monitored by the on-site and property management teams to ensure these areas are being used effectively. Bicycles can sometimes be left in the store areas and if they are, all residents will be advised that old or un-used bicycles will be removed. Once all residents have been informed, bicycles will be removed and stored for a period of time before being disposed of or donated to charity.

Visitor parking

Visitor parking has been provided for in the Shipyard Mobility Hub, there are 26 spaces provided. These will be general short term visitor car parking spaces.

Waste Management and Recycling Plan

Waste management can be expensive if not managed correctly, on this basis residents will have a responsibility to take their waste to the waste management areas. Here recycling will be promoted through the provision of clean bright, clearly segregated waste areas for dry recycling, glass recycling, organic waste and waste to go to landfill.

See the guidelines below from the Department of House Planning and Local Government (2022) Sustainable Urban Housing Design Standards,

The Department of Housing Planning and Local Government (2022) Sustainable Urban Housing Design Standards for New Apartments Guidelines for Planning Authorities guidance states:

'The following general design considerations should be taken into account in the provision of refuse storage facilities:

- Sufficient communal storage area to satisfy the three-bin system for the collection of mixed dry recyclables, organic waste and residual waste; and,*
- In larger apartment schemes, consideration should also be given to the provision of separate collection facilities for other recyclables such as glass and plastics.*
- Waste storage areas should not be on the public street and should not be visible to or accessible by the general public. Appropriate visual screening should be provided, particularly in the vicinity of apartment buildings.'*

The Outline Operational Waste Management plan prepared by AtkinsRealis has been reviewed when preparing this report and this will form the basis for the operational plan when the development is occupied.

In the apartment complex the onsite team will be instrumental in monitoring the and managing the refuse services to ensure bins are not contaminated and to ensure bulky and electrical waste is not dumped in the waste areas.

Information will be provided to occupiers regarding the Civic amenity centre operated by Limerick City and County council which is situated only 2.4 kilometres from the site so residents can dispose of any additional or bulky waste.

Fire Plan

Fire Evacuation Plan for Residents, Contractors and Visitors.

If you discover a fire:

- Raise the alarm by operating the nearest fire alarm call point
- Call the emergency services on 999
- Evacuate to the designated assemble point at *[Location TBC]*
- DO NOT USE THE LIFT
- If you have responsibilities for assisting persons with Personal Emergency Evacuation Plans respond as required following the actions as identified in the Plan.
- Leave the building by the nearest exit following the green and white Emergency Exit signs.
- Do not stop or return to collect personal belongings.
- Close any doors en-route without delaying your escape.
- You must remain at the assembly place until advised otherwise.
- You may return to the building only when authorised to do so by the Responsible Person or attending Fire Officer.

If you hear the Fire Alarm:

If you also have responsibilities for assisting persons with Personal Emergency Evacuation Plans respond as identified in the Plan. If not then;

- Leave the building by the nearest exit following the green and white Emergency Exit signs.
- Go the designated Assembly Point at *[Location TBC]*
- Do not stop or return to collect personal belongings.
- Do not use any firefighting equipment unless you have been trained.
- Do pass any information to the building responsible person at the *[Add location of assembly point.]*
- You must remain at the assembly point.
- Return to the building only when authorised to do so by the Responsible Person or attending Fire Officer.

Approximate Service Charge per unit

Apportionment				
Estimated charge per unit			SQM	SQFT
1 Bed units	€	2,807.48	495	5328
2 Bed units	€	4,440.92	1044	11237
Commercial unit	€	14,241.58	279	3003
			1818	19568
Rate per sqm/sqft			€ 51.05	€ 4.74



Section Four

Quarry Zone

Methodology and Approach

It is anticipated that the PBSA site will operate under a single entity owner, or potentially on a shareholding basis, but never as a Multi-Unit Development with multiple owners of the various apartments. Therefore, the creation of an Owners Management Company, as will be required in the other residential sections of the overall development, is not deemed essential.

However, as with each of the other residential parts, the owner of the PBSA part in the Quarry Zone will be linked or legally bound to the Master Development of Cleaves Riverside Quarter so a uniform standard across the development can be maintained and each OMC/part can contribute proportionality to the Public Realm budget.

A specialist Student Accommodation management company will be appointed to operate the PBSA, engaging with the students on a day to day basis, and working in tandem with local 3rd level education institutions.

Core Management Principals

The goal of any PBSA operator should be to provide a home away from home for students, in a safe and comfortable environment which is conducive to study but also allows students to enjoy the social aspects of being in 3rd Level Education. The internal communal spaces that will enable social interaction outside of their residential cluster. The operator will also ensure that the buildings and facilities are maintained to a high standard, for the benefit of the residents and the property owners.

PBSA staff should provide the necessary guidance and support to students who, for some, will be living away from home for the first time, or it may their first time in the country. They will also ensure that all student residents are respectful of the rules in place for the PBSA, of their fellow residents, and all neighbouring residents in the vicinity.

In Cleaves Riverside Quarter, particular focus will be paid to the surrounding community to ensure that activities onsite are such that they will not interfere with, nor disturb in any way local residents.



Staffing, Security and 24/7 Cover

Staffing

The management team for this residence will be expertly chosen, based on the needs of:

1. The students
2. Building maintenance
3. Operational processes to ensure obligations of both tenant and landlord are met, not least of all codes of conduct and house rules.

A **Residence Manager** will oversee the day to day operations on the ground and, along with their **Full/Part-Time Admin Staff**, will be central to coordination of activities and communication with students, parents, the universities and local community (as required), along with Facilities Management & security personnel.

The Residence Manager will be knowledgeable both in the operation of PBSAs and will have a strong Facilities Management knowledge, to allow oversight on all aspects of the PBSA. This will include marketing the PBSA and maintaining strong Health & Safety standards. The Admin team onsite will assist in the day to day operations and engagement with students. An onsite **Caretaker** will ensure all common areas are maintained to a high standard, and will assist the Residence Manager with the facilities management requirements. An offsite **Finance Team** will maintain proper financial records and reporting systems, and an offsite Operations Manager will provide support and guidance to the Residence Manager.

The nature of the construction will require support from a **strong team of specialised sub-contractors** to efficiently maintain the mechanical and electrical systems, safety systems, communal facilities and exterior site management such as landscaping.

Onsite Office Hours

Onsite Office Hours will be set to meet students' requirements onsite. This is typically based around standard office hours with the option to extend later into the evenings and to open on weekends as required. The latter will depend on the student resident demographic, with the vast majority of Irish students going home on weekends, but with international students staying onsite.

Office staff will move throughout the site during office hours which will provide a discreet, but effective monitoring role of the complex. It is important that they are seen outside of the office to reassure students that the residence is monitored at all times of the day, not just by security patrols at night, and it also allows staff to ensure that high cleaning standards are being maintained on a daily basis.

Resident Assistants (RAs)

In addition to support for students from the team, further support can be obtained by engaging student residents in a Resident Assistant role. They provide mentoring and support to students during the initial weeks and indeed throughout the year, and assist with social events that are organised internally; they are often the 'eyes and ears on the ground' for management. RAs are

selected through an interview process from the student body in the village and they act as liaisons between students and Village management.

Security

A security team will provide night-time and weekend cover, to work opposite office hours. An agreement will be reached with a security service provider to ensure the appropriate level of cover is provided when regular staff are not on-site, which will be a combination of static-onsite personnel and security patrol vans that can carry out a foot patrol or respond to a call-out, as required. A Service Level Agreement will be put in place, which covers not only operational and professional requirements but also behavioural responsibilities in relation to dealing with students. The appointed security company will have experience working in student accommodation so that they understand the complexities involved and they can train their staff accordingly, to support the SLA in place.

Student accommodation management software allows for students to provide an I.D. photo for their profile, which staff and security can use to identify students coming and going from the building when the need arises.

CCTV

In addition to the physical presence of security personnel onsite, security to the residence will be supported by a CCTV system which, in the first instance, acts as a deterrent against anti-social behaviour, but can also be called on if required to investigate incidents if they arise. It will cover, at a minimum, all entrances, lobby and office area, lifts and external areas.

Access Control

The residence will be fitted with a specialised access control system to enhance the security of the PBSA. Each student will only be able to access their residential block and the communal facilities on the ground floor level; they will not be able to access any other residential block on site.

Whilst non-residents will be able to access the site and lobby of the building during daytime hours, the outer pedestrian and vehicular gates will be closed at night, and accessible by fob only. The main pedestrian entrance, which will be on the southern side of the East block, and a vehicular & bicycle gate, which is located on the northern side of the East block, will be the only points of access. During these times, guests will only have access if in the company of a resident, and this will be controlled by security using a pre-approved guest sign-in list for after hours.

Out of Hours

Students will be provided with a number they can call outside office hours if they require assistance – this will be manned by the security company's call centre. The student may not be able to locate the onsite guard if they are on patrol, for example, or they may not wish to leave

their room. The call can be sent to the guard onsite, to an RA (for straightforward issues) or can be escalated to a manager if the matter is serious enough. The security company can also send a patrol van to site if required. The nature of the call will determine how it is handled and escalated.



Modes of Transport and Parking Management

Given the city centre location, management will put a strong emphasis on walking, cycling and use of public transport as the primary modes of transport

Walking

Given the proposed future development of student facilities and college lecture spaces on the Flaxmill, Infiltration Gallery and North Circular Road plots, this PBSA is ideally located for any TUS students who will attend these buildings. However, the accommodation can just as easily be used by 3rd level students attending the University of Limerick, Mary Immaculate Collage or Limerick School of Art & Design.

The most direct routes for walking are:

- TUS (Moylish) – 2.6km
- Mary I – 1.6km
- LSAD – 2.1km
- UL – 5.6km

Residents will easy access to various travel services to and from Limerick, with approximate distances as follows:

- 1.2km from Limerick (Colbert) Train Station and Bus Eireann Station
- 1.1km from Arthur's Quay for access to bus services to Cork and Dublin Airport

Cycling

Management will emphasise cycling as an efficient way for students to move around the city and to get to and from the various 3rd level institutions. Secure bicycle storage will be provided at either side of the main lobby entrances. It is estimated that there will be secure storage for a total of 62 no. bicycles, plus a further 4 no. cargo bike parking, which will be secured and accessible by fob access only.

Bus Service

The Bus Éireann 302 service currently runs from the City Centre to Caherdavin, approximately every 20 minutes on weekdays and every 30 minutes on Sundays. This service stops at the TUS Moylish Campus; the closest departing stop is on Henry St., approx. 900m away, and the return stop is Sarsfield Bridge, approx. 600m away.

The Bus Éireann 304 service currently runs from Raheen to Castletroy, passing through the City Centre, with up to 6 no. services per hour on weekdays and slightly less on weekends, with the closest stop approx. 1km away on William Street. This same route runs close by Mary I, heading in the opposite direction to UL. The 304A, which also serves Castletroy, stops on Clare Street, where LSAD is located.

Car and Parking Management

Car parking onsite will be extremely limited, with a total of 8 no. spaces available, which includes 2 no. spaces designated for disabled use and EV charging. There will also be a set-down area for collection/drop-offs by taxis or parents/friends.

Students will be discouraged from bringing cars with them during term time and will be advised that there is no parking on site.

It is envisaged in Phase III of the development there will be 26 visitor spaces for the overall development. There are also plans to facilitate a residential car club, for occasional use of a car.

During Move-in/Move-out, many students will arrive/depart by car with their belongings. An effective schedule of check-in time slots, spread out over as many days as required, will limit the number of cars that will arrive to site at any one time and allow for efficient use of the limited spaces. A similar process can be provided at move-out, though the move-out process occurs over a much longer period, with students finishing exams on different days, some choosing to leave straight away, some choosing to send belongings home but staying around with just their basic belongings until the final day of their lease, and plenty of other choices in between.

Deliveries

It is proposed that deliveries will take place at dedicated delivery laybys on North Circular Road to ensure minimal impact on the internal public realm.

Please refer to the Traffic and Transport Assessment for further elaboration on all of the above.



Onsite Facilities and Services

Reception Desk

Located on the ground floor of the Central block, this will be the focal point for liaising with students, providing them with information on their surrounds within the building and the locality, assisting them with maintenance issues or with difficulties they may be having within their apartment (with flatmates for example) or offering guidance on where they might need to go on campus with academic issues.

It can be difficult initially for students, especially for those living away for the first time, so it is important that they feel they can call by Reception for a kind word or friendly advice. The reception area also provides a meeting room for private discussions, when required.

Post and Deliveries

Post-boxes for each apartment will be in the lobby, accessible to postal services during normal office hours. For parcel deliveries, they will be taken in at the reception desk, the student notified by email, and held safely until such time as they come to collect it. Security staff can make parcels available outside of office hours, as some students may have busy lecture schedules and are not around during office hours.

Common Area Open Spaces

The PBSA features a number of open areas with seating, for use as general 'hang-out' areas for the students. It is important to create areas where the student can socialise outside of their own bedroom and apartment, to lounge around, to chat and mingle, or simply be among people and not feel alone, even if not interacting with them. On the ground floor of the Central block, in the vicinity of the main reception area will be plenty of seating for this purpose, and space for a pool table, ping-pong table, etc. There will also be a number of outdoor seating areas – on the ground floor to the south of the Central block, and on the first floor of the Central block, where 2 no. roof terraces can be found.



Recreation Room

Located on the ground floor of the East block, this room can be used for a number of purposes, but primarily for entertainment and socialising.

Management can organise events for residents to help people to get to know each other, such as quiz nights where teams are randomly assigned, one-off dance classes, or movie nights, to name but a few. Management can also organise classes based around health & wellness, such as a yoga class or circuit training. It can also facilitate group meetings, such as the initial induction meeting that management wish to hold with the residents.

It is common practice in PBSAs to allow students to book a common room for a birthday party or celebration of some kind, which goes a long way in preventing unauthorised parties in apartments. Students are generally more respectful of the space and security staff rarely have to intervene to remind students to settle down.

Study Room

While bedrooms will be fitted with a study desk to allow each student to study in private, there is a designated study room on the ground floor of the West block to facilitate group studying. Students often find it easier to focus when surrounded by other studying students, than when sitting in a room on their own.

Multi-Purpose Amenity Room

On the first floor of the Central block is an amenity room that can be used in a similar manner as the recreation room, but on a smaller scale or will be used as a second study room if needed, particularly around exam time.

Laundry

There will be 2 no. self-service laundry rooms, each located on the ground floor of the East and West blocks.



Within Each Apartment

Each bedroom will have a comfortable bed, ample storage areas and a study desk and chair, and all will have their own private bathroom.

The shared kitchen/living area of each apartment will feature a hob & oven, fridge freezer, dish washer, microwave, kettle, toaster, all cooking ware & utensils, and all dining crockery & cutlery. The dining table will be of an appropriate size and with the correct number of chairs to seat all residents within that cluster. In the lounge area, again there will be seating for all within the cluster size, and a TV.

All residents will have access to high speed wi-fi, not only within their bedroom and apartment shared area, but also in the communal areas throughout the buildings.

Move-In Process

Check-In

Academic term licence agreements are based around the academic calendars of the various 3rd level institutions and, generally speaking, students can begin moving into their accommodation at least one week prior to their first day due on campus. On-campus orientation for 1st Years and International students is ordinarily spread across Week 1, with undergrads from 2nd year and up starting the following week. Post-grads and Masters students' start times can vary.

This somewhat staggered approach is beneficial when preparing for the residence move-in process. Mandatory check-in time-slots for collecting a key and moving in, typically 30 minute windows, spread out across each day, including weekends, during the first few weeks allows for much greater control over the move-in process and works efficiently and effectively for both student and management. It is useful when working with limited car parking spaces.

Prior to move-in all students (and their guarantor/parent) are emailed an information booklet about the residence which details everything they need to know, from what to bring with them & collecting their key, to how their keycard and their shower works, to where they can leave their bicycle or what bus to get to campus; and everything in between! Naturally there will always be questions at check-in, especially from 1st years, their parents and international students, but pre-arming them with the information booklet will address many of them in advance. For 2nd years and older students, they just want to collect their key and get on with the academic year!

To facilitate as speedy a check-in process as possibly, additional staff members or RAs will show students to their rooms and to provide any on-the-spot information if requested.

Orientation

Each evening over the first two weeks after check-in slots have finished for the day, reception will remain open for Q&A sessions and encourage the new residents to come speak to staff and ask any as-of-yet unanswered questions they may have. A **compulsory** induction session will be held for students, which is a brief but essential introduction to the management team, provides the opportunity to highlight some of the most important items in their info pack that many will not have taken the time to read and, most importantly, the house rules and key points of their licence agreement, what is expected of them as residents for the year and the consequences of breaching the house rules or licence agreement. By making it compulsory, no student can say they "didn't know" about rules breaches.

House Rules

House Rules will be provided to all residents, which they will be expected to adhere to, as they will form part of the licence agreement. They include rules around noise levels and anti-social behaviour, when it is permitted to bring guests on-site, how they must treat not only their own apartment/room but also the common areas, to name but a few.

During Term-Time

Social events

Social Events are organised throughout the academic year to encourage social interaction amongst the students; the majority are limited to residents only but some will allow a resident to bring a friend as for some students it is the only way to encourage them to participate, if they can bring a friend for support.

Examples of such events are mentioned previously under 'Onsite Facilities & Services'.

Property Inspections

Property Inspections are carried out during each semester, primarily to ensure the students are looking after their room/apartment, but it will sometimes give management an indication if some students are struggling to settle in or interact with others. Students are given a minimum of 24 hours' notice of inspection and are invited to be present if they wish. If for any reason the room does not pass an inspection the student will be given the opportunity to rectify and arrange for a re-inspection.

Pastoral Care

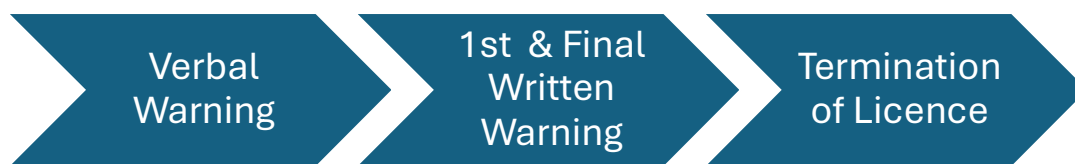
Pastoral care has become an essential part of service provision in PBSAs, with mental health and well-being issues in particular becoming more and more prevalent in this age demographic. PBSA staff should have attended basic training workshops which will give them a better understanding of and give them more confidence in dealing with students who may be struggling with their mental health. However, it is important to recognise that this is not the area of expertise of the accommodation provider; it is through the university health services that the full support for the student will come from, so the developing a relationship with the 3rd level institutions is beneficial to students and staff.

Some of the social events focus on mindfulness, health and wellbeing, with all students encouraged to attend.

As mentioned in the previous paragraph, staff members will be observant during room inspections for any indications of unusual behaviours that may be concerning.

Anti-Social Behaviour and the Disciplinary Process

This is outlined in the student information pack issued to all students prior to arrival and explained in person during the mandatory induction evening at the start of term. The process is based around a 3-strike rule:



Verbal Warning: The majority of first offences will see a student being issued with a Verbal Warning – the student will attend a meeting with management to address the incident and if found to be responsible for a breach of licence agreement/house rules, this warning is issued, and the matter is considered closed.

1st and Final Written Warning: This is issued to a student if it is their second offence. Students are again required to attend a meeting with management, and it is explained to them that one more offence will lead to their licence agreement being terminated without refund and their licence agreement guarantor (typically a parent) will also receive a copy of the written warning. The latter is usually sufficient to curtail negative behaviour. They are also advised it may affect any application they may submit for accommodation for the following year.

Termination of Licence agreement: A student will be issued with 28 days' notice of termination for repeatedly breaches of their licence agreement, which includes House Rules. In more serious cases, 7 days' notice can be given.

If a first offence is quite serious it may go straight to a 1st and Final Written Warning, or in extreme cases of Anti-Social behaviour, a first offence may result in Licence agreement Termination.

Students are also reminded that serious offences may require Garda involvement, and they are also reminded that the University Code of Conduct applies to student residences, so it may affect their education.

Communication and Information

There are numerous options in Student Accommodation management software that supports both the management team and the students. From the moment a student's place is confirmed to them, they are given access to an online Student Portal which is connected to the management software.

Functions include:

- Financial Management – the student can view their fees and when they fall due before and during their licence agreement, and they can view a 'Deposit Return Statement' after departure which will breakdown any charges if applicable
- Payment portal – they can pay rent and any other fees online, and print current/historical receipts
- Book a check-in time slot
- Inventory Check List - they complete this within the first week of moving in, and they can refer back to it when moving out to ensure there is nothing missing on departure

- Licence Agreement – they can view it prior to move in, sign it digitally and refer back to it at any stage during their tenancy. Their licence guarantor (usually a parent) can also access it online and sign it digitally
- RTB Registration – they can provide the information management needs to register them with the RTB, and they can access their Tenancy Registration number once complete
- Maintenance Logging – they can log a maintenance issue relating to their room/apartment and track progress or request updates
- Request meetings with management
- Notice Board – Management can post information on the notice board; new information posted will appear as a notification any time the student logs in to their portal, and they can refer back to older notices at any stage during the year.
- Emergency contact numbers are easily accessible so that students always know where to go to find them.

Much of the above information is available through the website of each student village, but the Student Portal gives a more tailored and personalised suite of information for each student.

Social media channels such as Instagram to share information with students, and Facebook which is targeted more at parents.



Summer Season Operations

Whilst student accommodation during the academic year will be the core business of the residence, there will be a focus on short-term bookings during the summer. Examples of the typical business types includes:

- Weekend or week-long self-catering holiday makers who may come to Limerick for a specific event or may use this as a base to explore the city or the wider county.
- Summer schools teaching English to international students – students come to Limerick most typically for two weeks for younger students, but up to eight weeks for older students
- Sports groups competing in competitions locally
- Students staying on in Limerick for the summer having secured summer employment
- Students staying on in Limerick for the summer to complete post-grad studies



Staffing

The nature of summer business results in a much busier site day to day, given the different requirements, so the hiring additional staff on summer-long contracts in the roles of office admin/reception, housekeeping supervisory & inspection roles, and guest service roles will be required. The reception office opening hours are extended daily to suit business needs, with longest open hours on weekends, being the busiest with departures and arrivals.

Security staff are given slightly amended roles and responsibilities, a stronger customer service role is expected from them, assisting guests with any queries they may have, but also require even stricter noise control procedures at night.

Transport, Vehicular Access and Parking

Use of public transport will be strongly encouraged during the summer season, with the site being so close to the city centre. Partnering with a bike-hire company to facilitate our summer guests is a positive initiative, with ample bicycle storage onsite.

While there may be a tendency towards usage of cars from Self-Catering Holiday guests, they will be informed that parking is not provided and they will need to make use of existing public parking. However, there will be a strong focus on retaining students throughout the summer who may be completing their master's or PhD studies or indeed may be staying on in Limerick for summer work. The accommodation is ideally suited for summer school accommodation, namely English Language Schools, coming to Limerick for short programs to learn English. Therefore, a high percentage of the summer residents will not have cars.

Tourism in Limerick

There are several initiatives in place to boost Limerick Tourism, now and into the future.

- Limerick is included in Fáilte Ireland's 'Ireland's Hidden Heartlands and Wild Atlantic Way Regional Tourism Development Strategy 2023 – 2027' with the aim of developing Limerick as a Wild Atlantic Way Gateway City
- It is also part of the Destination Towns scheme which provides funding to boost the attractiveness and tourism appeal of various towns nationwide
- Developing festivals and events is seen as a key driver for tourism growth, hence the increase in summer events in particular
- There has been €10m investment in the Limerick Greenway
- King John's Castle Masterplan is ongoing, to transform the castle into a world-class visitor attraction
- Development of Ballyhoura into an international standard Mountain Biking Centre

With initiatives such as these, Limerick should see tourism numbers rise steadily in the coming years.

Community Relations Plan

The management team will be committed to continuously working a community relations plan to ensure the PBSA not only fits in harmoniously with the surrounding residential developments and the public plaza, but actively works to contribute in a positive manner to the local community.

Approach

Information Packs for Students

As mentioned previously the student information pack provided to them prior to arrival, and discussed with them during induction, will highlight the importance of avoiding unacceptable noise levels or becoming involved in anti-social behaviour of any kind. It will also promote the supporting of/participating in local volunteer groups that benefit the local community.

Students Union Information Sessions

Also mentioned previously was information evenings to be held in the common rooms – members of the Students Union and from Clubs & Societies from the various 3rd level campuses will be invited to the PBSA to speak to the residents about various societies or volunteering opportunities.

Community Garda

A member of An Garda Síochána will be invited to speak to residents on the induction evening to help get the message across to the students about their civic and social responsibilities, and how misbehaviour can impact their education and future prospects. The Garda will also be able to speak on local community groups that students can volunteer with.

Cleeves Riverside Quarter Management

The PBSA management team will liaise with the managing agent for the other residential parts and the public spaces, to determine ways that the student residents may be able to contribute to the Cleeves Riverside Quarter as a whole.

Benefits

Students

- It will develop their sense of personal responsibility to the surrounding community.
- It will develop their sense of civic duties by assisting those around them.
- It will be good for personal development, getting involved in activities that they may not have previously considered.
- It is good for their mental health to be involved in something that provides a temporary distraction from college work.
- Volunteer work is a positive addition to a CV.

Community

- Reduction in anti-social behaviour when students feel that they are part of the community
- Greater progress in local ventures such as clean-up activities when there are more volunteers on hand to assist
- Acceptance of the PBSA as a positive part of the local community

Local 3rd Level Education Institutions

- Improved relations with the local community
- Improved profile of the university

Site Management

Housekeeping

A daily cleaning schedule will be implemented to maintain the quality and appearance of all common areas, including communal corridors, stairs & lifts, along with all common rooms and laundry rooms. Students will be responsible for keeping their bedrooms and apartment internal shared spaces clean.

External Cleaning

In addition to keeping the external areas tidy and free from litter on a daily basis, a schedule of periodic cleaning throughout the year will be required, such as window cleaning and power washing.

Landscaping

A landscaping maintenance contractor will be engaged to maintain the grounds as per the original design and vision, which will enhance the site as it matures in the coming years.

Building Management Systems

An ongoing Planned Preventative Maintenance program will be implemented to allow for efficient upkeep of all mechanical, electrical and health & safety services to the residence. These include but are not limited to:

- Fire safety systems
- Lift maintenance
- Heating systems and hot water (communal air source heat pumps)
- PV panels
- Mechanical Ventilation Heat Recovery (MVHR) systems
- CCTV and Access Control
- Lighting

Vacant Apartment Management

Whilst full occupancy can be expected from September to May each year, there will be vacant periods for apartments during the summer months. Water and electricity will be turned off in any vacant apartment that may be vacant for a period, and will be included in a regular inspection schedule. However summer bookings will be assigned such that no one apartment will remain vacant for any prolonged period.

Waste and Recycling Management Plan

Waste generated at the PBSA will be managed in line with the Operational Waste Management Plan prepared for Cleevs Riverside Quarter by Atkins Réalis.

Bin stores will be provided at the Eastern block, accessible only by electronic fob (which will be programmed into the fob each student uses to access their accommodation). There are 3 no. bin stores in total – residents will be advised which bin store they are to use and their fob will only permit them access to that store. This will ensure all stores and all bins are used to maximum capacity, while will minimise the amount of site visits by a refuse truck.

1100 litre bins will be provided for clean & dry recycling and residual waste, with smaller bins (240l) provided for organic waste. Each of the bins will be clearly labelled and colour coded to ensure that cross contamination of materials does not occur. The quantities of bins are calculated to facilitate a once-per-week collection.

Multiple bins will be provided in each apartment kitchen, one each to match the three types of waste to be disposed, for ease of waste segregation for the students. The students will be provided with information on what goes into each bin in their information pack prior to check-in, this will be explained verbally to them during the mandatory induction evening, and there will be occasional ‘reminder’ emails issued to them throughout the academic year, to encourage as much recycling as possible.

Students will also be advised that the closest ‘Bring Bank’ is located outside Ard Scoil Ris, Lower Shelbourne Road, which is located ca. 200m northwest of the proposed development. Materials accepted include wood, clean cardboard, newsprint, magazines, plastic bottles, glass, drink cans, textiles, beverage cartons.



Fire Management Plan

A Fire Safety Management System will be created to ensure the operator of the PBSA can take all preventative measures possible to minimise the risk of fire or health & safety issues. Not only the employees of the operator, but also contractors and residents themselves must all play their part in the creation of a safe and healthy environment for all.

Fire Safety Arrangements

The operator of the PBSA will ensure the appropriate arrangements are in place to facilitate:

- Maintenance, inspection and routine testing of fire alarms
- Routine inspection and annual testing of emergency lighting systems
- Routine inspection and annual testing of portable fire extinguishers and Fire Blankets
- On-going Risk Assessment – identifying the precautions necessary to eliminate, reduce or manage the risk, with an annual report complied
- Annual premises Fire Safety Inspection
- Maintaining clear fire safety signage for escape routes and final exits
- Ensuring there are prominently located fire action notices (e.g. by fire alarm manual break glass points) to inform people of the action to be taken in the event of fire
- Organising and carrying out fire evacuation drills so that residents are educated in the correct manner of evacuating a building in the event of an emergency
- Arranging education and training of staff in fire safety arrangements, evacuation procedures and drills, carried by a 3rd party specialist in this field
- Appointing a Fire Warden from amongst their staff number, who will be appropriately trained by a 3rd party specialist in this field

A Fire Maintenance contract will be entered with a suitably qualified 3rd party contractor to ensure that maintenance on fire systems and equipment is carried out in compliance with the Regulatory Reform (Fire Safety) Order 2005 and Approved Codes of Practice and other associated legislation. This will include:

- Fire detection and warning system
- Emergency lighting
- Firefighting facilities
- Emergency routes and exits
- Fire safety signs and notices

The operator will ensure there is an appropriate monitoring process in place to:

- Ensure the appointed contractors are fulfilling their preventative maintenance visits
- Ensure appropriate records are being maintained by 3rd party contractors
- Ensure appropriate records are being maintained by in-house staff regarding routine equipment inspections, fire drills carried out, training carried out, information distributed, etc.

Fire Emergency Plan

Training and Training Provision

The operator will determine the following:

- “Nominated Persons” will be trained in the use of fire equipment.
- “Nominated Persons” will be trained in the use of the fire panel.
- “Nominated Persons” identified as trained for Fire Marshal duties.
- “Nominated Persons” will in the event of an evacuation register visitors at the assembly point(s).
- “Nominated Persons” will receive instruction and training for fire evacuation.
- “Nominated Persons” will ensure visitors, contractors etc. have sufficient information on procedures/action to take in the event of an emergency evacuation.

Information Distribution

Residents, visitors, contractors etc., will receive a copy of the ‘Fire Evacuation Plan for Residents, Contractors and Visitors’ on arrival, so they are aware of the actions to take in the event of a Fire Alarm or in the event of discovering a fire.

What People / Team Should Do If They Discover a Fire:

- Raise the alarm by operating the nearest fire alarm call point
- Call the emergency services on 999
- Evacuate to the designated assemble point (Location TBC)
- DO NOT USE THE LIFT
- Tackle the fire only if trained and where appropriate.
- If you have responsibilities for assisting persons with Personal Emergency Evacuation Plans respond as required following the actions as identified in the Plan.
- Leave the building by the nearest exit.
- Do not stop or return to collect personal belongings.
- Ensure visitors are escorted from the building to the assembly point.
- Close any doors en-route without delaying your escape.
- You must congregate and remain at the assembly place.
- Return to the building only when authorised to do so by the Responsible Person or attending Fire Officer.

What Residents, Visitors etc. Should Do If They Hear the Fire Alarm:

- If you also have responsibilities for assisting persons with Personal Emergency Evacuation Plans respond as identified in the Plan. If not then;
- Leave the building by the nearest exit.
- Go the designated Assembly Point at (Location TBC)
- Do not stop or return to collect personal belongings.
- Do not use any firefighting equipment unless you have been trained.
- Do pass any information to the building responsible person at the (Add location of assembly point)
- You must remain at the assembly point.
- Return to the building only when authorised to do so by the Responsible Person or attending Fire Officer.

What The Team/Residential Assistants Should Do If They Hear the Fire Alarm:

- Interrogate the Alarm Panel to see where the activation has occurred.

- Make their way steadily to the activation area to investigate using safe methods as trained e.g. checking heat of the door with back of their hand

If a false activation has occurred:

- Reset the Fire Alarm
- Advise evacuees that it is safe to return to the building
- Record the activation in the Logbook

If a fire is discovered:

- Raise the alarm by operating the nearest Fire Alarm Call Point
- Call the Emergency Services on 999
- Evacuate to the designated Assemble Point at (Location TBC)
- DO NOT USE THE LIFT
- Trained personnel are to tackle the fire only where appropriate.
- If you have responsibilities for assisting persons with Personal Emergency Evacuation Plans respond as required following the actions as identified in the Plan.
- Leave the building by the nearest exit.
- Do not stop or return to collect personal belongings.
- Ensure visitors are escorted from the building to the Assembly Point at (Location TBC)
- Close any doors en-route without delaying your escape.
- You must remain at the Assembly Point.
- Return to the building only when authorised to do so by the Responsible Person or the attending Fire Officer.

Contacting the Emergency Services

The Emergency Services will be called by the residence team, Residential Assistant or/and the person who discovered the fire. And where any of the following events occur:

The Fire Alarm will send a signal to the Automatic Monitoring Centre in the event of:

- The alarm activating for more than xx minutes without being reset (duration tbc)
- Immediately/if a second detector is activated before xx minutes passes (duration tbc)
- When a manual call point is activated
- When sound alarms is pressed on the fire panel
- If a heat detector is activated

Emergency Services Liaison Procedures

- The Team/Security/Residential Assistant will liaise with the Emergency Services on arrival
- The Team/Security/Residential Assistant will approach the Emergency Services to make themselves known to them

Specific Information for the Emergency Services:

The Team/Security/R.A. will give the emergency services specific information such as:

- Type of emergency
- Location of the fire / incident
- Missing persons
- Flammable material stores
- Location of high risk areas
- Any unusual activities such as building works or temporary structures

Location of information:

A plan of the Building which highlights specific risks can be found by the Fire Panel.

Escape Routes:

Details to be clarified at a stage.

Assembly Points:

Details to be clarified at a stage. Information should include:

- Location of assembly point(s)
- How assembly point is recognised
- Detail of any locations of safe refuges on residence

Personal Emergency Evacuation Plans (PEEP) for Disabled People

Management procedures will be in place which takes account of the various scenarios that may arise. Systems of evacuation that may be implemented include:

- Progressive Horizontal Evacuation – for use in buildings with a phased alarm system
- Evacuation by Lift – only possible where lifts have a secondary power supply/battery backup and a structurally protected lobby shaft
- Evacuation by Stairs - involves the use of equipment such as special evacuation chairs
- Use of Refuges. BS5588: Part 8 defines refuges as: 'Relatively safe waiting areas for short periods. They are not areas where disabled people should be left alone indefinitely until rescued by the fire brigade or until the fire is extinguished'.
- A refuge is an area that is separated from the fire by a fire-resisting construction and has access via a safe route to a final fire exit and be clearly marked up with appropriate signage. It provides a temporary space for people to wait for others who will then help them evacuate.
- Identify the method of ensuring that persons with any disability (permanent or temporary) are evacuated or taken to a designated 'Safe Refuge' (if one is in place), until they can be evacuated in safety within the Personal Emergency Evacuation Plan. Identify what communication channels will be used to ensure that persons in the 'Safe Refuge' are kept informed about what is happening.

Visitors and / or Contractors

- All Visitors, Contractors etc. are logged in and out of the building by use of the Visitors Book.
- All Visitors are made aware of the Fire Evacuation Procedures on arrival
- The Responsible Person will take the Visitors Book to the Assembly Point in the event of an evacuation and perform a role call
- The Emergency Services will be made aware of any missing persons

The Team with Specific Responsibilities

- Take overall control of the evacuation
- Ensure that other people with specific duties have taken relevant action
- Account for all persons in the premises
- Liaise with the Fire and Rescue Service
- Initiate any additional response in relation to the care of people with special needs

Re-Entering the Building

- The building should only be re-entered when advised safe to do so by the Responsible Person or Senior Fire Officer
- If the Emergency Services have been called only the Senior Fire Officer can confirm the building is safe to re-enter

Contingencies If Not Re-Entering the Building

If the building cannot be re-entered then the Disaster Plan should be followed.



Section Five

Public Realm

Approach

As referenced previously in this plan, while each residential element of the Cleeves Riverside Quarter can operate independently of each other, they will be bound to, and have obligations towards the overall Master Plan for the site.

A similar approach will be required for the management of the Public Realm, which will require its own management plan, budget, schedule of maintenance works and the ability to provide proactive and reactive support to the area.

With all five sections working cohesively together, it will enable benefits to be gained from synergies between different groups, strengthening a sense of community.

Services to be provided

The Team

A Caretaker will be required onsite on a daily basis to ensure all is as it should be, from a general upkeep & maintenance to Health & Safety matters. It is envisioned that this caretaker role will be shared with some of the other residential elements of the Cleeves Riverside Quarter, who have a need for the daily presence of a caretaker, but will happily share the costs.

A cleaning contractor will be engaged to remove litter on a daily basis and empty bins as required, path sweepers can be used bi-weekly or monthly to remove any build-up of grit at corners and edges, and larger tasks such as power washing can be organised annually, or more frequently if required.

Issues noted by the caretaker will be escalated to the Property Manager, who will take corrective action; the PM will also ensure maintenance and cleaning schedules are met and adhered to correctly.

Landscaping

A landscaping maintenance contractor will be engaged to maintain the grounds as per the original design and vision, which will enhance the site as it matures in the coming years. This will include mowing, weeding and shrub & tree maintenance. LTT should consider reduced or non-use of herbicide. Careful use of cleaning chemicals to prevent them entering the water system. The management teams should be able to respond to any issues requiring immediate attention.

The caretaker will report any landscaping issues to the appointed contractor, should they note something that needs to be addressed, and cannot wait until the next site visit. Leaf blowing in the Autumn is a task that will be shared between the landscaper and the contractor cleaner.

Play Areas

All play areas in communal and public open spaces will normally a handover from the supplier/installer, which is then followed by an annual inspection by the Royal Society for the Prevention of Accidents – Play Safety (RoSPA).

Play areas will be included in cleaning regimes as mentioned above – litter picking, bin collection, sweeping etc. The management team should be able to respond to any issues requiring immediate attention.

Climbing Wall

The intention is only to provide a space for climbing, so that rock climbing clubs can use the space. It is not intended to provide any fixed equipment in the current scheme. Rock stability will be reviewed on a regular basis subject to recommendations, following detailed inspection (once vegetation has been removed).

Reservoir

Operations will include water quality monitoring, vegetation control (such as cutting back and removal of annual or excess growth), and litter removal on a weekly basis, or as the need arises.

Flaxmill / Riverside Canopy

The canopy curved roof shelter comprised of glass and PV cladding. Some shelter to edges is provided with Corten steel wind baffle & interpretive signage panels, incorporating bench seating. Power will be available to support temporary events. The canopy acts as a multifunctional, sheltered space, offering a viewing point overlooking the river and the Flaxmill plaza, as a potential location for:

- Impromptu performances
- Community events
- Exhibitions
- Spin-off from city events
- Venue / stage for more formal events at Cleeves

The recommended cleaning and maintenance schedules will be followed.

Shipyard Mobility Hub & Canopy

2no. Canopies with curved roofs comprised of PV cladding provide shelter for EV car charging points associated with the residential car club and public visitor parking, and shelter over visitor bicycle parking spaces including e-bike charging points, and non-standard cargo / accessible cycle stands. The recommended cleaning and maintenance schedules will be followed.

Shipyards Meanwhile Uses

Temporary services will be provided to allow potential for occasional / pop-up events on the concrete platform where the existing shed is located on the Shipyards site, until the Shipyards site is developed in accordance with the masterplan. Vehicular access is available from the new entry to the Shipyards car park.

See architectural design report for reference re: examples of potential temporary uses at canopies and on shipyard if further information is required.

References

- Limerick Twenty Thirty, Cleeves Riverside Quarter Site Overview
- AtkinsRealis Operational Waste management plan
- Architectural Design Report, Cleeves Riverside quarter – September 2025
- Planning and Design Standards for Apartments, Guidelines for planning authorities, 2025
- Architects Drawings
 - Section one: Salesians Zone
 - Section two: Stonetown Terrace
 - Section three: O'Callaghan Zone
 - Section four: Quarry Zone
- Building Life Cycle report, Cleeves Riverside quarter – September 2025
- Landscape Design plan all areas
- Annual maintenance cost breakdown provided by project QS (Mitchell McDermott)



Company Name:	M&C Property
Company Registered Address:	9 Lower Cecil Street, Henry Street, Limerick
Contact Number:	061 432777
Other Trading Addresses:	Unit 5a, Liosban Business Park, Tuam Road, Galway Unit 3, Summerhill Business Park, Crannagh More, Summerhill, Athlone 176 Lower Rathmines Road, Rathmines, Dublin 6 Northampton House, Wellington St, Northampton, NN1 3NA
Company Registration Office number:	441682
PRSA Licence Number:	001231