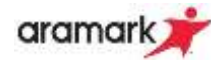


## 1-4 EAST ROAD, DUBLIN 1

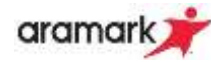
### ESTATE & COMMON AREA PROPERTY MANAGEMENT STRATEGY





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## **ESTATE & COMMON AREA PROPERTY MANAGEMENT STRATEGY REPORT**

### **1.0. INTRODUCTION**

Aramark Property were instructed by Glenveagh Living Limited, to provide a report on the estate management strategy on the proposed property estate and common area management of their proposed residential development on East Road.

Glenveagh Living Limited intend to apply for a ten year Permission for development at 1-4 East Road, Dublin 1.

The proposed development will consist of:-

- Demolition of all existing structures on site.
- Mixed use development set out in 9 no. blocks ranging in height from 3 to 15 storeys to accommodate 554 no. apartments, enterprise space, retail units, food hub/cafe/exhibition space, residential amenity, crèche and men's shed. The site will accommodate car parking spaces, bicycle parking, (241 no. car parking spaces, 810 no. bicycle parking spaces), storage, services and plant areas. Landscaping will include a new central public space and residential podium courtyards.

## 2.0. SUMMARY OF RELEVANT EXPERIENCE

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

- The Irish Life Centre
- Capital Dock
- Fernbank, Dundrum
- Georges Quay
- Parts of the IFSC such as Georges Dock 2,3,4 & IFSC House
- Beacon South Quarter
- Tallaght Cross West
- Riverside 4 – SJRQ Estate

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

Capital Dock is a new urban quarter which includes three LEED Gold Standard office buildings totalling over 340,000 sq. ft. of premium office accommodation and 190 luxury rental apartments. In Capital Dock, our role as estate managers includes responsibility for management of the external public realm, public plaza, tenant amenity areas (gym, games room, office pods and lounge) and the car park areas.



Irish Life Centre



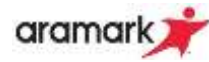
George's Quay



Capital Dock



Beacon South Quarter



### 3.0. ESTATE MANAGEMENT STRUCTURE

#### Establishment of 'Estate Management Company'

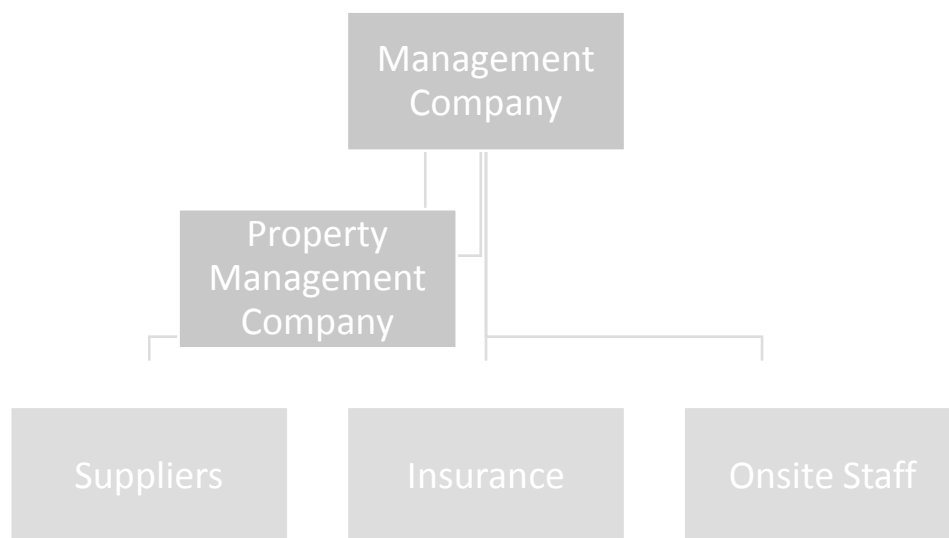
It is Glenveagh Living Limited's intention that the development will be run by a management company which will in turn appoint a property management company to look after the estate common area, public courtyards and shared areas of the development.

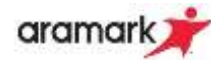
The purpose of this management company will be to establish a controlling entity that will assume ownership over the development post construction phase. This will ensure the common areas and shared areas of the development are retained as the legal responsibility of this management company.

The constitution of the management company will be drafted by legal counsel and the shareholding will be made up pro-rata by the apportionment of the buildings that occupy the scheme. The management company will retain legal responsibility for the common areas of the development, with the differing use types contributing into an overall estate budget. The different elements of the scheme will also have their own sub budgets e.g. Estate Budget, Apartment Budget, Commercial/Enterprise Budget.

Each property as it is finished will contribute to the cost of running the estate, it will be necessary to construct a service charge matrix and each unit will contribute to the this based on their apportionment. The apportionment will reflect the unit type and size. Each unit will be legally contracted to contribute to the service charge regime through the lease arrangements established.

#### Proposed Structure





## **Legal Entity**

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

## **Appointment of Property Management Agent and associated responsibilities**

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

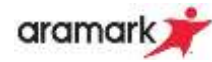
The property management agent would be appointed to manage the estate common areas on behalf of the Management Company to ensure that the common areas are well managed, and the development is maintained to an extremely high level in line with the planning application for this scheme.

The property agents will be responsible for setting the operational service charge budget for the common areas of the estate. In order to effectively manage the estate, an annual budget would be billed to all owners annually in advance to ensure enough funds are received so as to enable effective management of the development.

## **MUD Act**

The Multi-Unit Developments Act 2011, introduced in April 2011 regulates the ownership and management of the common areas of multi-unit developments, and provides for the setting up of owners' management companies to manage such areas. The Managing Agent, who will be licensed under the Property Services Regulatory Authority, will be responsible for ensuring overall compliance under the MUD Act. In particular the following responsibilities will fall under the remit of the property management company;

- Timely formation of an OMC
- Preparation of annual service charge budgets for the development's common areas.



- Apportioning of the annual service charges in line with the Multi-Unit Development (MUD) Act 2011.
- Engagement of independent legal representation on behalf of the OMC – including completion of Developer OMC Agreement and transfer of common areas.
- Estate management/third party contractor procurement and management.



#### **4.0 SUMMARY OF COST HEADINGS AND MAINTENANCE PROTOCOL FOR AREAS COVERED BY THE ESTATE AND COMMON AREA SERVICE CHARGE BUDGET**

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

##### ***Management Costs***

This aspect of the budget would cover any direct costs associated with the management of the development. This includes the managing agent's costs, any on site staffing costs (not solely for the purpose of any one use type), the company audit fee and any other consultancy works that may be required.

##### ***Utilities***

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

Energy conservation has been incorporated into the design in many ways. Numerous measures such as PV panel installations, LED lighting systems including a specification that all internal common area light fittings, where safely practical, have been designed to include a passive infra-red sensors (PIR's).

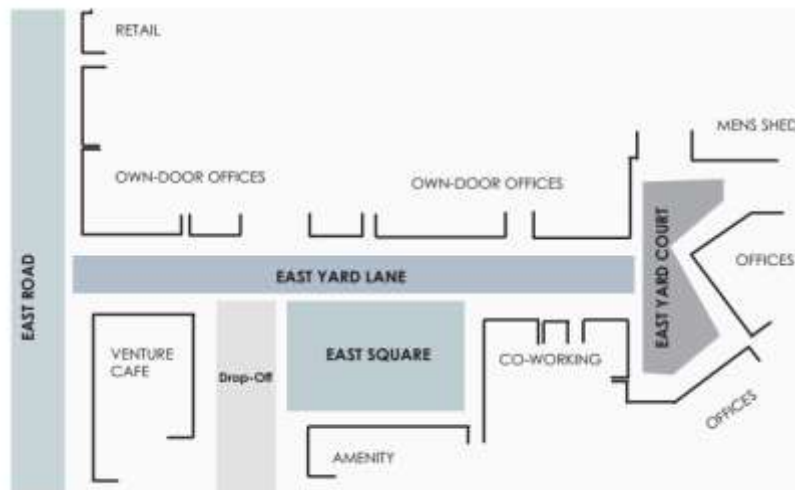
Electric charge points for EV's are also catered for in the design.

##### ***Soft Services***

###### ***Security***

This element of the budget will allow for any Security Guarding or patrol requirements that may be required. It will also make a provision for the maintenance and repair to any security systems including CCTV and access control systems amongst others. There will be a priority on ensuring all block entry points, which will be self-closing and connected to a centralised access control system are checked frequently as part of the maintenance protocols which will be defined by the appointed against. The site will have one entry point off East Road, which will be open and will encourage permeability of pedestrian traffic to the apartments, enterprise and food hub areas etc. The ground floor layout of the development envisages the scheme becoming a vibrant focal point for residents, locals, co-working staff etc.





*Ground floor Layout*

### *Cleaning & Waste*

The cleaning of the external and internal common areas will be covered by the management company, as will the provision of waste management services which will cover litter bins in the public areas and any waste generated by the occupiers. It is envisaged that the residential areas will have their own designated waste areas, separate from the co-working, café and retail. An operational waste management strategy has been defined by AWN Consulting and this has been reviewed and inputs provided by Aramark.

It will be vitally important that the common areas are kept as clean as possible and vandalism or graffiti addressed as quickly as possible. The maintenance schedule will ensure common areas are checked and cleaned daily, with windows and the external façade also being cleaned on an annual basis.

### *Landscaping*

The development has been designed, with the external plaza, courtyards and landscaped areas as a central feature. There will be a civic plaza (East Square) which will front onto the ground floor enterprise units. This space will be paved, with feature lighting and seating. The maintenance and upkeep of this area, including the central tree-lined pedestrian spine (East Yard Lane) and the numerous podium level courtyards will be of critical importance in ensuring the scheme delivers on its objective of being a high quality residential scheme. In this regard the management company will ensure that a professional ground maintenance company are engaged and that the operational budget for the scheme allows for cleaning and maintenance of the paved areas, seasonal planting

etc. The proposed development is designed to include a playable landscape, with features such as long, stepping stones, timber play poles and contoured grass mounds. The quality of public and communal amenity space provided is considered a key feature of the proposed development.



*Overall Landscape Masterplan*

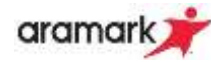
### *Security Systems and Access Control*

It is envisaged that there will be a centralised location for the monitoring and oversight of security across the development. CCTV will be viewable from this point and it will act as the primary base for the security personnel.

We would also recommend that there be an on-site presence in the form of concierge/caretaker during 'normal' working hours 9am – 5pm weekdays to deal with issues from the residential and tenant's issues on a daily basis.

### *CCTV Cameras*

- All estate cameras will be monitored from a centralised location.
- GDPR compliance will be paramount.
- All CCTV recording will take place in the centralised location.
- All cameras shall be controlled by a central switching matrix to allow any camera and graphical map to be switched to any monitor via a matrix control keyboard and a graphical touch screen system with icons to identify the location of each CCTV camera.
- All CCTV cameras will not be required to be monitored simultaneously



### Access Control

- All electronic access control systems including access control devices that control barriers to car-parks, pedestrian gates, block entrance doors etc. will be repeated to a control room.
- Access control system will encompass security features e.g. anti-pass back.
- Access to each individual building will be managed and controlled through the access control system.

### ESTATE AND TENANT AMENITY CONSIDERATIONS & MANAGEMENT

The development has been designed with quality of tenant amenities as a central consideration. The below section is a brief overview of the amenities that will be available to residents and how they will be operated and managed.

The 560 apartments proposed will ensure a sustainable level of footfall through the tenant amenity areas, which total c. 361.6 sq. m. There will also be substantial footfall generated by the retail, food hub/café, enterprise units and exhibition spaces. Indeed these services will also be of great benefit to the residents of the apartments, with the design creating a vibrant, busy, community feel.

Amenity/Services	
Creche	539.9 m2
Enterprise Units	2,444.6 m2
Foodhub/Café/Exhibition	680.8 m2
Men’s Shed	91.8 m2
Retail	344.6 m2
Tenant Amenity	361.6 m2
<b>TOTAL</b>	<b>4,463.3 m2</b>

### MANAGEMENT OF TENANT AMENITIES

#### Concierge/Residents Lounge

The scheme will have a residential amenity space (c. 361.6 sq. m) provided for on the ground floor off the main plaza area. The tenant amenities will be monitored and managed, via a centralised CCTV and integrated access control system. Management will be responsible for issuing programmed fobs and monitoring of CCTV.

A concierge service would operate from this area and deal with resident issues and direct residents to the amenity spaces, security or the on site management team. The concierge will also assist in the management of tenant move in/out strategy in terms of deliveries, loading bay etc.

The residents lounge area will also for the provision of other resident targeted amenities such as a games room which will allow for residents to relax and get together.



*Example Residents Lounge*

## **MANAGEMENT OF ENTERPRISE SPACE**

It is envisaged that the enterprise space will become a commercially-led Enterprise Hub that will feature space of varying sizes including retail, office, co-working spaces, foodhub, managed kitchen space, a café and exhibition zones. The purpose of the enterprise space will be to provide a beneficial environment for residents, the local community and start-ups.

The enterprise space at the development will be curated and actively managed to allow multiple user's access shared multipurpose space. A professional operator of such spaces will be engaged to maximise the use and benefit generated from the enterprise space.

The enterprise space will contribute to the wider estate section of the budget so as to cover the maintenance of the shared common areas. This will be set out in the relevant legal documentation and the owners of the enterprise space will be members of the management company.

## RESIDENT SUPPORT FACILITIES

In addition to resident's amenity area, the availability of bolt on services and benefits for residents is of critical importance for the good estate management of a residential development.

### Post & Parcel Deliveries

The management team will have a clear policy for handling the delivery and storage of post and parcels for residents. Residents will be able to collect post from their own designated post box, with parcels being collected by concierge for residents if they so wish. This system works extremely well in other similar developments, with up 2-3 parcels per property delivered per month. The parcels can be stored in storage, which is accessed via either resident fobs or mobile app.



*Example: Post Parcel Lockers*

### Bike & Motor Bike Storage

Given the schemes central location, it is expected that there will be a high usage of bikes and motor bikes by residents. The scheme accommodates suitable bike storage facilities, with a mixture of accessible short term bike locking facilities e.g. Sheffield stand type facilities, and dedicated secure long term storage such as Cyc-Lock. A total of 810 no. bike spaces are provided for in the proposed development, along with 9 designated spaces for motor bike parking.

We would envisage that a portion of the short term bicycle storage facilities in the development would be dedicated to a Bleeper Bike type service. This would encourage residents and visitors to the scheme to cycle as one of their primary means of travel.

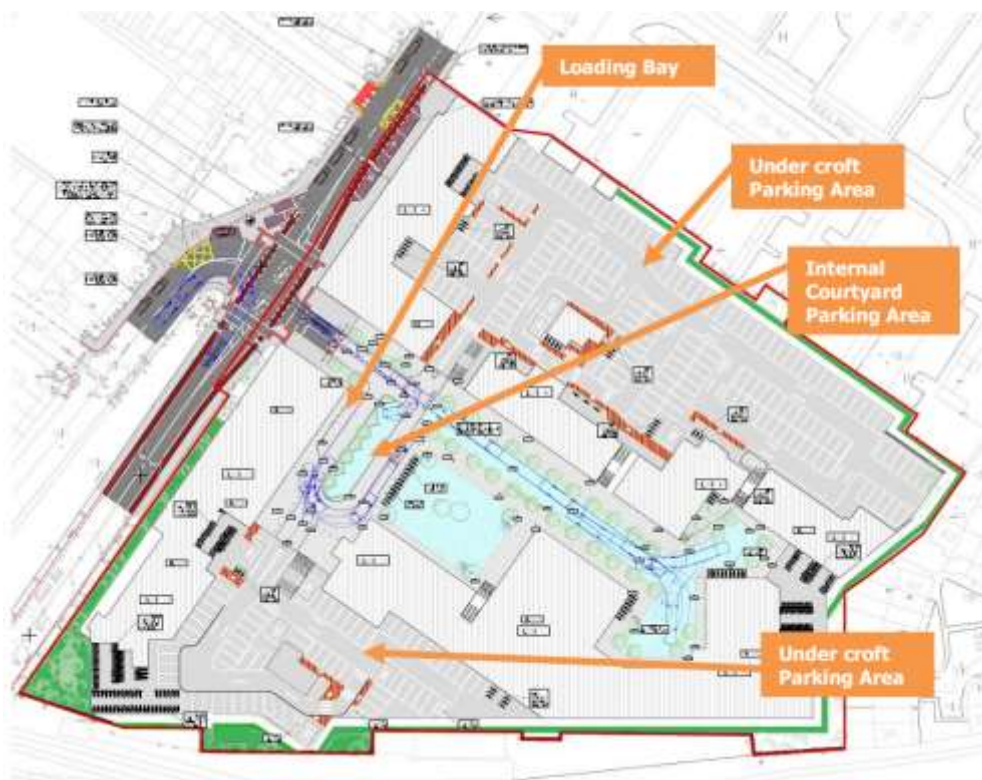
Similar to the management of car-parking an active cycle parking management strategy will be in place. The on site management team will be responsible for management of the secure spaces/stores and should a resident/employee require access to these this will be provided via fob/swipe access to the most convenient located cycle store facility.

## Parking Management

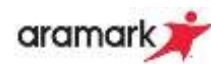
The management company will ensure an active parking management strategy is regularly enforced. It is envisaged that the development have a low number of residents owning cars or driving to work regularly given the location of the site. The on site management team will be responsible for management of the available spaces and should a resident require a car parking space these car parking spaces will be available to rent through the management company with an associated cost. This is similar to measures used by other management companies when dealing with car parking spaces. It is expected that this cost will further reduce the need for parking and will encourage the use of sustainable modes of transport by residents.

In addition, given the central location of the site and the level of public transport infrastructure locally, the residential parking spaces, that are used by residents are expected to primarily fulfil a storage role for car owners within the development.

In addition to the 227 car parking spaces allocated for resident parking, there are 7 parking spaces allocated to staff based at the Enterprise Hub (including the childcare facility staff) and 7 parking spaces allocated within the development to facilitate servicing, short duration parking and childcare facility pickup/drop off. A loading bay has also been provided.



*Internal Site Vehicle parking – Source DBFL*



Other spaces are to be designated to a car sharing service i.e. Go Car.

The concierge and on site management team will perform the function of a mobility manager and will advise residents on travel plans and arrangements i.e. demonstrating how to sign up to Dublin Bikes, use of Go Car/car sharing scheme and local transport connections. The scheme is within walking distance of the Luas and Dart terminals. As detailed below, residents will be able to book taxis via the Building Link app.

Further detailed information on the connectivity of the site to transport nodes, noting distance to Dublin Bike stations etc. is included in the DBFL Consulting Engineers Traffic and Transport Strategy.

### **Additional tenants offering – Hero App, Go Car, Building Link**

Whilst arguably the developments location means that there is immediate access to local amenities in the general area provided by way of restaurants, health and well-being together with retail and leisure, the market expectation and ambition for the development should be to provide a lifestyle service.

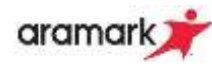
Our research bears out that the market will have an expectation for the following services and amenities:

- Car Club Scheme
- Electric car charging facilities
- Free Wi Fi in communal areas
- Access to communal print facilities

The incorporation of the above noted amenities will further enhance the proposed development.

The Hero by Aramark App is a concierge service and potential services that might be available via the app are shown below, many of which would be provided through third party local providers. The Hero App provides a robust Concierge service through technology. These services are a subset of the services that would be available to residents of the scheme. Some of the on-site resident's facilities could also be booked via the App.

- Dry Cleaning Drop Off / Collection
- Bike Repair
- Car Valet

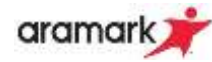


- Beauty & Hair Treatments
- Taxi
- Booking an expert – personal trainer / catering chef / fitness class
- Hiring and use of electric / hybrid car



*Hero App*





## **5.0 CONCLUSION**

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

We acknowledge this is a pre planning document based on information which may evolve further at the request of the planning authority or our client Glenveagh Living Limited.