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Concorde,
Naas Road, Dublin 12

Mixed Use Residential and Commercial Development
Operational Management Plan



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1.0 Introduction and Property Management Approach

1.1 Introduction

Concorde is a mixed use development including residential apartments and associated amenity space, as well as retail and office units. The development comprises 492 residential apartments and 11 commercial units over 6 Blocks. The residential apartment and commercial mix is as follows:

Residential / Apartments

Unit type	No. of Units
1 Bed Apt incl. Studios	240
2 Bed Apartment	252
3 Bed Apartment	0
TOTAL	492

Commercial

Level	Name	Use
Ground	Commercial Unit 02	Car Showroom
Ground	Commercial Unit 03	Pharmacy
Ground	Commercial Unit 04	Convenience Store
Ground	Commercial Unit 05	Casual Dining
Ground	Commercial Unit 06	Casual Dining
Ground	Commercial Unit 07	Casual Dining
Ground	Commercial Unit 08	Coffee Shop
Ground	Crèche Unit 01	Crèche
First	Commercial Unit 02	Medical Centre
First	Commercial Unit 03	Shared Office
First	Commercial Unit 04	Shared Office
First	Crèche Unit 01	Crèche

The development will comprise professionally designed and landscaped external courtyards on ground floor level for use by residents. There is a basement containing 200 vehicle / car parking spaces, 258 bicycle parking spaces, the water storage and plant room. The development will be professional managed by a dedicated residential management team located on-site.

The majority of accommodation is residential and it is Build to Rent (BTR) development purpose-designed for long term apartment rental. This document is an operational plan for the completed development.

1.2 Property Management Approach

It is planned that there will be active property management of the development with a hands-on operational team, a large proportion of whom will be located on-site. A professional property management services provider will be appointed (the "Property Manager") which will include an on-site resident management team ("Resident Management Team").

The Resident Management Teams' key responsibility will be for the management of day to day operations including customer engagement, both in person and electronically. There will be multiple staff on site during the week and the main hours will be 8.30am-8.30pm Monday-Friday; 10am-4pm Saturday; Sunday & Bank Holidays 11am-2pm.

It is planned that there will be an internationally recognised internet based building and relationship management application utilised as part of the management approach for the development (BuildingLink <http://www.buildinglink.com>). This will be used to provide effective and streamlined maintenance and operations, to keep residents, contractors and the Property Manager engaged and informed (e.g. resident events; maintenance alerts). There will also be availability of traditional email and phone availability and out-of-hours contact details for emergencies.

2.0 Resident Amenities & Services Strategy

2.1 Resident Amenities

2.1.1 Reception

There will be a substantial reception area located on the ground floor on the northern side of the development, between Commercial Units No. 7 and 8. It is planned that this area will accommodate the majority of resident pedestrian inflows and outflows, with residents passing through this facility and making their way to their apartment from reception.

The reception will accommodate a visible reception desk and office for the Resident Management Team and out-of-hours security staff to be stationed at. This facility will be staffed at certain hours (outlined above). For convenience and supervision the parcel storage area will be located adjacent to this amenity. There will be access controls to this facility during out-of-hours times.

The area will have lounge furniture and it will also provide a social amenity for the development. It has been designed and will be managed to promote social engagement and a sense of community for residents. Examples of resident's reception and adjoining residents lounge below (London - Embassy Gardens development).



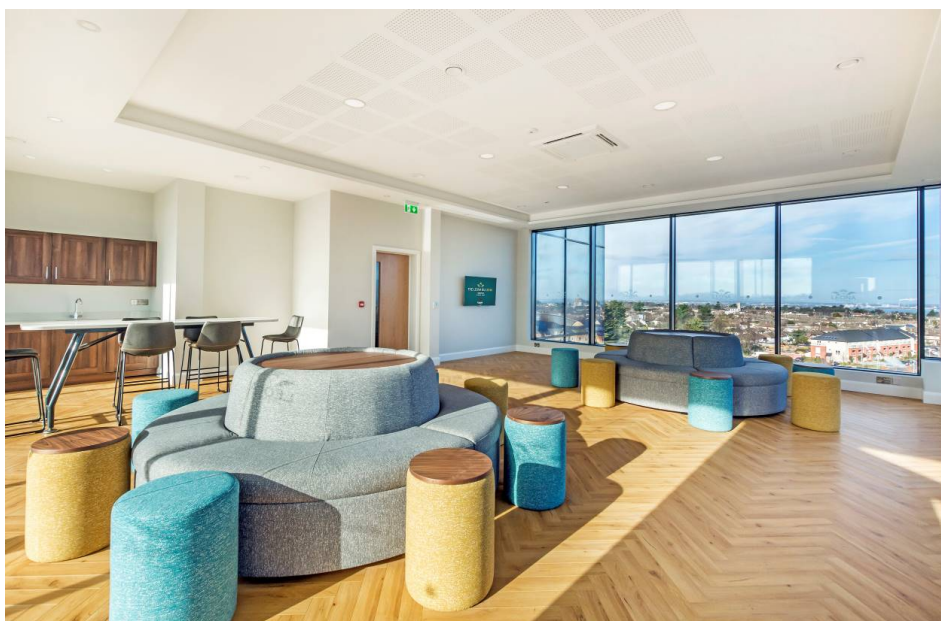


2.1.2 Resident Lounges & Co-Working Spaces

The second floor will be the main area for the resident amenities. This area will encompass a resident's lounge, co-working space and a multi-function room that can be used for meetings or small parties. The lounge will provide space for residents to relax outside of their apartments. There will be a shared TV and an area for coffee / refreshments. There will also be a 51 sq.m. sky lounge and adjoining roof terrace on the seventh floor (directly above reception) that will provide additional resident amenity.

The co-working space will allow residents to work from home, independently of their own accommodation.

These facilities will be available through key fob access for residents. Precedent for sky lounge area is shown below (Dublin – Honeypark development). This is a scheme managed in Ireland by Hooke & MacDonald on behalf of an investor.



2.1.3 Residents Gym

A residents gym will also be located on the second floor and it will be available 19 hours a day for resident use (5am - 12 midnight). Access to the gym will be controlled through key fob.

Cleaning and facilities management of all equipment will be arranged through the Property Manager. The facility will have high-quality equipment. A design precedent is shown below.



2.1.4 Resident Games Room

Located on the first floor, there will be a Games Room available to residents. This area of 172 sq.m. will provide space for a range of games and leisure options for residents – pool table, games area, reading area. This area will have limited access during the overnight period and will have key fob access. Example of area in games room below.



2.1.5 Internet & Wifi

There will be wifi provided at no charge to residents in reception, residents lounge, gym and games room areas.

2.1.6 Postal Deliveries (An Post)

Post boxes will be situated in 5 separate locations adjacent to the 5 residential cores. These areas will be accessible to all residents and the postal services via key fob.

A fob will be provided to An Post which will be restricted to allow access within the development. Residents will be able to collect their post with their post box keys. An Post will not be permitted to enter the residential corridors of the building.

2.1.7 Parcel Storage Lockers

A bespoke storage locker system for the use of residents will be located in Commercial Unit No. 7, which is located directly adjacent to the reception area. This will accommodate oversized items and courier deliveries. This facility will be supervised by the Residents Management Team. An example of this type of facility is below – this example is of a BringMe company facility.



2.1.8 Car Parking

There are a total number of 200 car parking spaces in the basement car park and 43 surface level spaces. There will be 3 electric car charging points in the basement.

Access to the basement car parking area will be controlled through steel gates and access control the eastern side of the development. Residents will lease spaces directly with the landlord. Access for this area will be through a phone / GSM system.

2.1.8 Motorbike Parking

Motorbike parking will be in car spaces and located in the basement parking area.

2.1.10 Car Sharing

It is envisaged that there will be a Go Car station positioned in the surface car parking area providing an additional transportation option for residents. See Go Car station example (Tallaght) below.



2.1.11 Bike Sharing

It is intended that a partnership will be arranged in order to provide Bleeperbikes bike sharing service in the vicinity of development and accessible to the public – exact location to be confirmed. See example Bleeperbike station below from South Dublin.



2.1.12 Bike Storage Management

There are a total of 258 cycle spaces available in the basement car park. The basement spaces are accessed via the vehicle / cycle entrance on the eastern side of the development, off Muirfield Avenue.

There is a main large cycle store area within the basement which will accommodate 172 bicycles; there are six other smaller bicycle parking areas in the basement to accommodate 86 bicycles; and there are three areas across the communal courtyards for bicycle storage.

The bicycle storage areas will be inspected twice daily to ensure the area is secure and free from hazards. Signs will be displayed advising that CCTV is in operation and also reminding residents that the landlord is not liable for any items stored in this area.

The Property Manager will be responsible for maintaining the bike storage areas. Individual users will be liable should they choose to store their bicycles in the area. Signage will be displayed to ensure liability is clear. An indicative design example outlined below (exact specification to be finalised).





2.2 Resident Support Services

2.2.1 Reception

The Resident Management Team will be located in the reception of the development. The Resident Management Team will provide support on the day-to-day requirements of residents including maintenance queries, management of contractors and access, oversight of deliveries, move-in / move-out process, lease agreements, management of contractors and other requirements of efficient building operation and communications.

2.2.2 Meeting Room

The Resident Management Team will have access to a meeting room adjacent to reception for the purposes of both internal and external meetings with residents, contractors and suppliers.

2.2.3 On-site Security

Static on-site security will be provided and will be stationed in at Reception during specified hours. This is budgeted for 10 hours nightly (10pm - 8am). Security will carry out regular patrols of the internal and external residential and commercial areas. The development will be secure and well-lit at all entrances along with the appropriate CCTV coverage and recording mechanism.

2.2.4 On-site Caretaker

As a result of the scale of the development it is intended to have an on-site caretaker. The caretaker will have responsibility for minor repairs, painting, waste area upkeep and general ad hoc duties in respect of the common areas and inside the apartments. They will work 37.5 hours per week.

2.2.5 Out of Hours Emergency Escalation

As outlined above, the development will be staffed during out of hours periods by static security staff. These staff will be trained and will have knowledge and understanding of the emergency procedures on-site.

An emergency out of hours maintenance and repair line will be in operation for resident to contact in the event of a repair emergency.

3.0 Fire, Health & Safety Strategy

3.1 Fire Evacuation Strategy

It is anticipated that this building will operate a stay put policy. A step by step guide of what to do in the event of a fire will be provided to the Residents within the Residents Guide.

3.2 Fire Prevention Equipment

The Property Manager will ensure Fire Prevention Equipment is provided following the recommendation from the independent survey.

3.3 Fire Risk Assessment

The Property Manager will instruct an independent and comprehensive Fire Risk Assessment to be complete prior to occupation of the building. Notices will be display in high traffic areas advising of the fire action policy.

3.3.1 Fire alarm

The fire alarm panel will be maintained by the Property Manager and serviced in accordance with manufacturer guidelines.

3.3.2 Sprinklers

The Property Manager will be responsible for arranging the servicing and maintenance of the communal sprinkler system. This includes the plant which services the apartments.

3.3.3 Dry and wet risers

Dry and west risers will be maintained by the Property Manager in accordance with manufacturer guidelines.

3.4 Health and Safety – General risk assessment

The Property Manager will instruct an independent and comprehensive General Risk Assessment to be completed by an appointed surveyor prior to occupation of the building.

3.5 Major Incident management (Escalation protocols)

The Property Manager will complete a risk register upon receipt of the Fire Risk and General Risk Assessments. The Major Incident Management Plan is to be reviewed annually.



CGI of Concorde development

4.0 Building Operational Strategy

4.1 Residential Waste Management – Refuse disposal and recycling

The Property Manager will coordinate the waste management requirements for the residents and will ensure that the Refuse Stores are kept clean, orderly and pest free.

The bins stores are located in the basement and residents will be responsible for delivery of their own waste bags.

There are two bin stores within the basement; these areas are to be inspected on a daily basis to ensure they are secure and free from hazards.

It is expected that collections will take place on a twice weekly basis for each of the residential waste streams. This will be assessed as operations are up and running.

4.2 Lifts Maintenance

The Property Manager will be responsible for ensuring the lift maintenance contracts are in place for all lifts and will ensure the maintenance is completed in line with the agreed maintenance schedule. The developer will provide commissioning certificates and warranty arrangement with the lift manufacturer. These will be in place and agreed prior to building completion.

4.3 Cleaning

The Property Manager will be responsible for the management of services contractors for critical elements such as pest control, cleaning and exterior window cleaning for the residential areas through boom lift, cherry picker where appropriate. All external soft landscaped areas will be communal amenity space and as such will be maintained by the appointed contractor.



CGI of Concorde development

The common areas and amenity spaced will be kept clean, presentable and welcoming at all times to maintain the reputation of the development and the brand.

4.4 Courtyards & Landscaping

The Property Manager will appoint an approved landscape maintenance contractor to maintain landscaped areas. The landscaping will be regularly inspected and kept in order.



4.5 Access Control and Intercoms

The building will have a smart access system which will be operated through pre-registered user cards and mobile phones. Each resident will be provided with a door entry fob which will be registered to their name and address. In the event a resident loses their door entry fob, these can be instantly cancelled and prevent any unauthorised access to the development. These fobs will not be branded.

Each apartment will have its own intercom equipment that will be connected to the multiple call points at pedestrian entries.

Visitors to the building will be encouraged to dial directly to the apartments via the door entry system and will not be permitted access into the residential amenity areas without this access being permitted.

4.6 Vehicle, Cycle and Pedestrian Gate

A steel vehicle and bicycle gate will be in place on the eastern side of the development which provides access via the ramp to the basement off Muirfield Avenue. There will be a pedestrian gate in this location also. The vehicle gate will be accessed by phone (GSM) for pre-registered users. The bicycle access will be the same but the gate will only open partially.

There will be pedestrian and bicycle access gates into courtyards II, III and IV. These will have the same access controls as the block doors entries.

The maintenance of the gates will be coordinated by the Property Manager and will be carried out by suitably qualified contractors in accordance with manufacturer guidelines, legislation and industry standards.

4.7 CCTV

Closed circuit television (CCTV) will be in operation in key circulation areas as part of the overall security strategy. The CCTV system shall be configured such that it forms one site wide system that can be remotely monitored from the reception area. Provision will be in place for camera maintenance and routine checks in accordance with manufacturer guidelines.

4.8 Utility Provision & Management

4.8.1 Electricity

Each apartment will have its own Pinergy electricity system (<https://pinergy.ie/>). The Pinergy smart technology system will enable residents to monitor and pre-pay for the electricity requirements on-line or in store.

4.8.2 Energy Strategy - Heating & Hot Water System

A combined heat and power (CHP) plant will be located in the basement. This system will provide heating and hot water to individual apartments, the common areas and facilities and the commercial units. Each apartment / unit will be individually metered and will have their own thermostats for controlling the service within their unit.

The Property Manager will ensure that a maintenance contract is in place with a suitable contractor and maintenance and routine checks will be carried out in accordance with manufacturer guidelines.

4.9 Pest Control

The Property Manager will appoint a certified pest control contractor to service the estate and shared communal areas, including the bin stores.

4.10 Building Management System (BMS)

The Building Management System will be maintained by the Property Manager in accordance with manufacturer guidelines.

4.11 Cold Water Storage & Feed

The cold water storage and feed will be maintained by the Property Manager in accordance with manufacturer guidelines.

4.12 Risk Assessment

The Property Manager will instruct an independent and comprehensive Legionella Risk Assessment and Water Testing, both are to be complete by an approved survey prior to occupation.

4.13 Tanks

The water tanks are located in the basement and the Property Manager will coordinate the maintenance with suitably qualified contractors in accordance with manufacturer guidelines.

4.14 Pumps

The pumps are located in the basement and the Property Manager will coordinate the maintenance with suitably qualified contractors in accordance with manufacturer guidelines.

4.15 Vacant Apartment Management

Where an apartment is vacant, the Property Manager will follow their internally agreed voids process.

Prior to occupation, it is considered best practice to ensure the apartments are flush tested on a weekly basis to prevent bacteria build up within the pipework. This is responsibility of the Property Manager.

4.16 Building Insurance

The Property Manager will coordinate the building and public liability insurance for the development and will renew on a yearly basis.

4.17 Staff Welfare Provision

The Resident Management Team and security will have their own lockers, kitchen space and facilities for breaks located adjacent to reception.



CGI of Concorde development



5.0 Commercial Management

5.1 Waste Management

There will be three dedicated commercial refuse stores for the storage of commercial general waste, recycling and brown bins. Collections by licenced waste contractors are expected to be twice weekly.

Clinical & Hazardous waste for the pharmacy and medical centre will be the responsibility of the tenant.

5.2 Car Parking

There will be 43 surface level car spaces available to the commercial units and a 'Drop Off' Zone allocated to the crèche; it is envisaged that there will be a 10 minute time limit on crèche drop offs.

The surface level car park will have a 2 hour parking limit and will be monitored by a mobile patrol service. Clamping will be arranged for cars parking beyond time restrictions.

5.3 Access Control and Intercoms

All ground floor commercial units have private entrances. They will also have access to specific cores to access the refuse stores. There will be fob access to the 3 cores / circulation areas, which provide access to the commercial units on the first floor and the 3 commercial refuse stores.

There will be intercoms for the first floor commercial units / offices.

6.0 Planned and Preventative Maintenance

6.1 Mechanical & Electrical (M&E) – Maintenance and Servicing

The Property Manager will be responsible for maintain and servicing the Mechanical and Electrical equipment which is fundamental to the running of the development. This includes, but is not limited to:

- Door entry systems
- Fire prevention systems
- CHP
- Lightning conductor maintenance
- CCTV
- Lifts

A full asset register will be compiled in advance of building handover and servicing contracts will be in place prior to completion. Certification of install for all M&E is to be provided as part of the O&M by the developers within 2 weeks of practical completion.



7.0 Defect Management

7.1 Defect liability period

During the first 12 months from Practical Completion, the contractor is responsible for maintaining the plant equipment as well as any issues that arise relation to defective workmanship, which provides piece of mind of the developer, owner and Property Manager.

The developer will provide a 10-year warranty to give certainty over quality and longevity through the life if the building.

7.2 Defect Classification

A defect is a fault or repair that occurs due to a failure of workmanship during the defect liability period. Please note that this period commences from the date of Practical Completion of the building.

Important – Any repair not related to defective workmanship or materials will not be covered by the defect liability period. Generally these are the responsibility of the individual resident, e.g:

- Damage due to wear and tear
- Damage due to resident misuse
- Incorrect operation or maintenance of components – not following the user instructions

7.3 Reporting and escalation process

All reporting of issues post-completion, will be coordinated by the Property Manager to the Contractor's aftercare team.

7.4 Key contacts

These will be confirmed closer to practical completion.

7.5 Response times

Defects issues will be dealt with within 7 days of becoming apparent with any emergency measures dealt within as soon as practicably possible.

7.6 Post defect period procedures

Maintenance issues will be reported through the Resident App and the residents have the ability to rate the service relation to minor issues.



8. Contact Details for Hooke & MacDonald

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