

Appendix 3-10

Operational Management Plan



CROWN SQUARE
DEVELOPMENTS LIMITED

Crown Square Development

Operational Management Plan

July 2019



1. INTRODUCTION AND OVERVIEW

The Crown Square Development comprises a mixture of commercial, hotel and residential uses on an integrated campus with complementary and neighbourhood facilities.

The commercial office buildings will be developed to a high standard and it is envisaged that they will be occupied by a mix of national and multinational office users.

It is envisaged that the proposed residential element of the development will comprise a mix of owner occupied and rental units. Focused on long-term tenancies the proposed units will be designed to a high standard with onsite facilities and amenity spaces for residents.

The hotel will be operated as 3-4-star hotel with bar, restaurant/café and meeting and conference facilities.

2. OPERATIONAL MANAGEMENT PLAN STRUCTURE

The Owners Management Company will engage a suitably qualified Property Management Company at an early stage of the development to ensure that all property management functions are dealt with for the development and that the maintenance and running costs of the development's common areas are kept within agreed budgets. The Property Management Company will enter into a contract directly within the Owners Management Company (OMC) for the ongoing management of the completed development.

The Property Management Company will use best practice policies and procedures to oversee the management of the entire development. It is envisaged that the proposed development will be managed under a structure as outlined in figure 1 below. The operation of a highly visible management regime is one of the key objectives of the development and is in line with good estate management practices. The Estate Director will be responsible for the overall management of the development and their key responsibilities will be; team management, health and safety, risk management, mobility management, implementation of estate policies and procedures, tenant management, security, cleaning and maintenance.

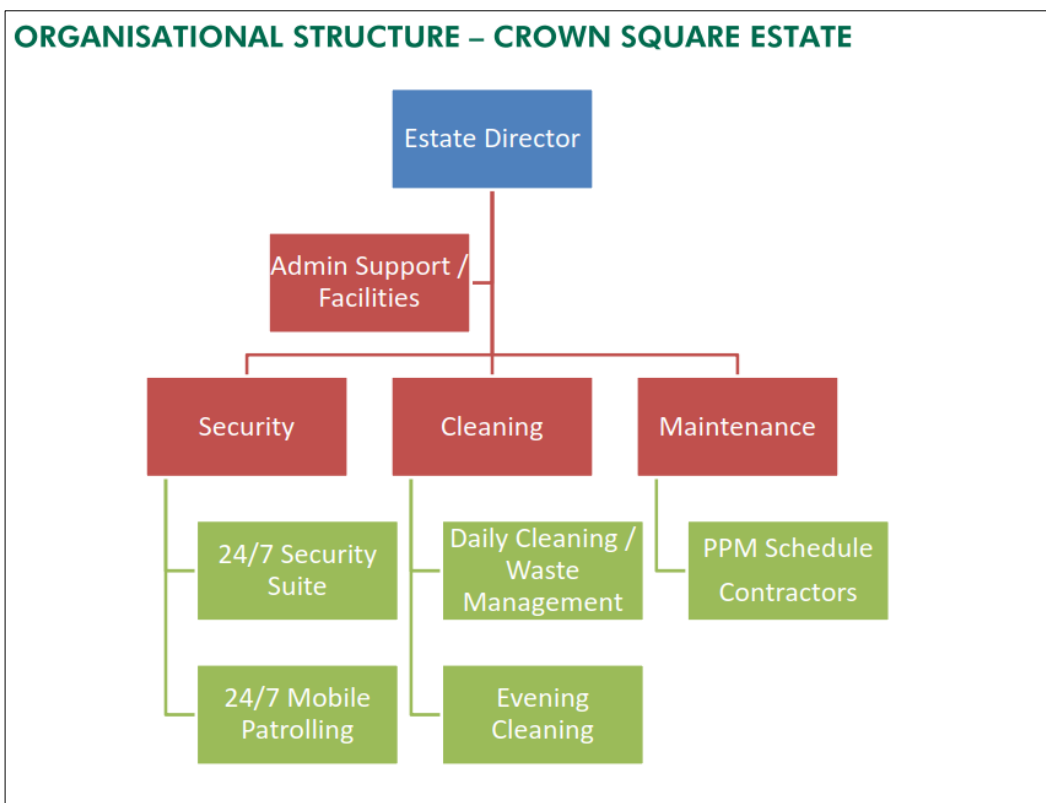


Figure 1 – Crown Square Estate Management Organisational Structure

3. MANAGEMENT OF COMMUNAL SPACES

The proposed development has been designed and configured to provide the occupants, residents and neighbours with generous communal facilities and social spaces within the development. The following is proposed:

- Landscaped communal central open spaces,
- Supervised concierge desks positioned at the entrance to each office building from the central communal landscaped area,
- Concierge desks positioned at the entrance to each of the residential buildings,
- Centrally located Management and Security Office suite,
- Dedicated secure underground parking,
- Secure bike spaces,
- Secure logistics yard for coordination of large delivery and refuse vehicles at basement -2,
- Commercial, residential and hotel general and refuse storage at basement -2.

It is proposed to limit internal site vehicular access primarily to the basement levels with emergency access only mixing with pedestrian and cycle access at ground level. Delivery and service vehicle access will be provided in a centrally managed and secure basement facility. A double height secure logistics area at lower basement level will be used to coordinate the management of site deliveries and service vehicles.

3.1. Placemaking

A key responsibility of the Property Management companies' remit will be fostering, encouraging and ensuring a sense of place is developed and maintained within the development and its surrounds. Place making is essentially creating a community through events, classes, food markets, resulting in a high level of engagement with staff and residents in each of the development blocks and the surrounding community, which encourages them to interact with each other and make use of the surrounding environment.

It is proposed that this will be done by linking the occupiers of the various buildings and members of the surrounding community together by hosting events and activities that encourage them to interact with each other. Examples of this may include:

- Organising out door fitness classes, such as Boot Camp or Yoga classes,
- Setting up clubs and societies, such as running or book clubs,
- Hosting events, such as food markets, exhibitions or performances

We have visited a number of developments with similarities to the Crown Square Development, in terms of size and location, where the on-site Property Management team have successfully created a sense of place by being the focal point of daily events which links the occupiers with local businesses and the community.

3.2. Waste Management

An Operational Waste Management plan has been prepared by our Environmental Consultant, McCarty Keville O'Sullivan, for this development which details the estimated quantity of waste arisings and the strategy the management of waste during the operation of the development. This document will be implemented and further developed as the development is operated. Please refer to the Operation Waste Management plan which accompanies this application.

3.3. Deliveries Management

It is proposed that deliveries will be managed via the double height secure logistics area at lower basement level. Delivery vehicles will access the logistics area from the entrance off the Monivea Road. Deliveries may be either set-down here for onward delivery via smaller vehicle or delivered directly to the associated buildings back of house area.

3.4. Maintenance Management

It is proposed that the maintenance of the development will be managed by a suitably qualified Maintenance Manger who will ensure that all maintenance works is undertaken in accordance with servicing requirements. It will be the responsibility of the Property Management company to ensure all maintenance works are undertaken when required and to the required standard.

4. SECURITY

There will be an experienced Security Team (approx. 6 persons) employed to manage the development (and Car Park) at Crown Square. There will be a security presence on site at all times, a minimum of two officers, one officer in the Security Suite and the other patrolling the development and communal areas.

The Management and Security Office suite is located at Upper Basement Level between the car park and lower level public open space to the east. This location provides an active security presence on site at all times as well as a public contact point and is ideally located to monitor all areas of the development.

Duties of the Security Room Officer:

- Monitor CCTV
- Monitor Life Safety Systems
- Provide access to the Estate (via Auto Bollards)
- Control of access to car park
- Monitoring of parking
- Major incident lead/point of contact

Duties of the Mobile Officer:

- Highly visible of peak times (entrance to car park/deliveries to building)
- Monitoring of traffic on Estate
- Enforcement of parking rules
- Customer Service
- First responder to any incident
- Monitoring of visitors/contractors on Estate and car park.

A Card Access system will be used to gain access to the commercial buildings and a dedicated card will be issued to each office user. Each access card will permit access to a specific building, the main access door, the lift, the required floors within the building and certain common building areas. Visitors can access the commercial buildings via the concierge reception desks at the ground floor entrance.

A Card Access system will be used to gain access to the residential buildings and a dedicated card will be issued to each resident. Each access card will permit access to a specific apartment, the main access door, the lift and certain common areas within the building. Visitors can contact residents via an intercom at the main entrance or the concierge desk.

The Hotel and Ancillary Services buildings will implement their own security systems including CCTV, Access Control and monitoring in line with industry best practice standards.

An Access System will be used to gain access to the basement carpark. There will be Auto Bollards installed at the Basement Bicycle and Car ramp entrances which will require the user to use either a fob or card to gain entry. The Carpark will be monitored via CCTV from the Security Suite as well as patrols via the mobile officer.

The Bicycle Parking facilities in the basement will be located in a secure area which will require either a fob or card to gain access.

5. CARPARKING

Car parking will be provided in the basement levels for occupants and residents of the Development. There are 1,377 car parking spaces provided for the entire development (Phase 1 and 2 combined). The car park is accessed from both the Monivea and Joyce Road entrances. The car park will be managed by the estate director who is responsible for mobility management of the development. The Estate Director (or Mobility Manager) will regulate the allocation of parking spaces and will ensure any on-site illegal or inconsiderate parking is appropriately dealt with.

It is intended to reduce the number of people travelling to the development by car and encourage more sustainable modes of transport. The Mobility Manager will encourage more sustainable modes of transport by providing information to all tenants on public transport options, on-site bicycle facilities and any information relating to sustainable transport options that becomes available during the life of the development. For further information please refer to the Crown Square Development Mobility Management Plan.

The Car Park split per user is envisaged to be broken down as follows:

5.1. Upper Basement Level

The upper basement level is open to the public open space to the east. It is proposed that this car park level will provide for site visitors and public as well as hotel guest/public and office users. A set-down area is planned immediately adjacent to the public open space beside the visitor/public parking and Management and Security Office. This is to facilitate set-down including taxi pick-up, particularly for the adjacent residential and associated neighbourhood centre uses.

This set-down and visitor vehicular circulation is from Joyce Road and is designed as a 'loop' or short circuit around the block of visitor parking routing back out and up the exit ramp to Joyce Road, please refer to at Proposed B1 Upper Basement – Site Layout Plan on page 7.

It is proposed that the upper basement level car spaces will be allocated by the overall site management company in line with the site Mobility Management planning and for diverse and efficient use e.g. hotel demand will be higher in evening/over-night while office demand will peak during the day. Equally for evening/week-end public events or other amenity access, office spaces can be allocated for visitor/public use. These allocations are indicatively shown on the car park plan on page 7 of this report.

5.2. Lower Basement Level

It is proposed that the lower basement level will primarily be used by residential and office occupant users. Hotel staff parking is also provided immediately below the hotel. The residential parking is allocated on a 1 space / apartment resulting in 288 no. car-spaces provided exclusively for residential use. The balance of the spaces will be allocated by the site management company in line with Mobility Management planning and for diverse and efficient use with those at upper basement level.

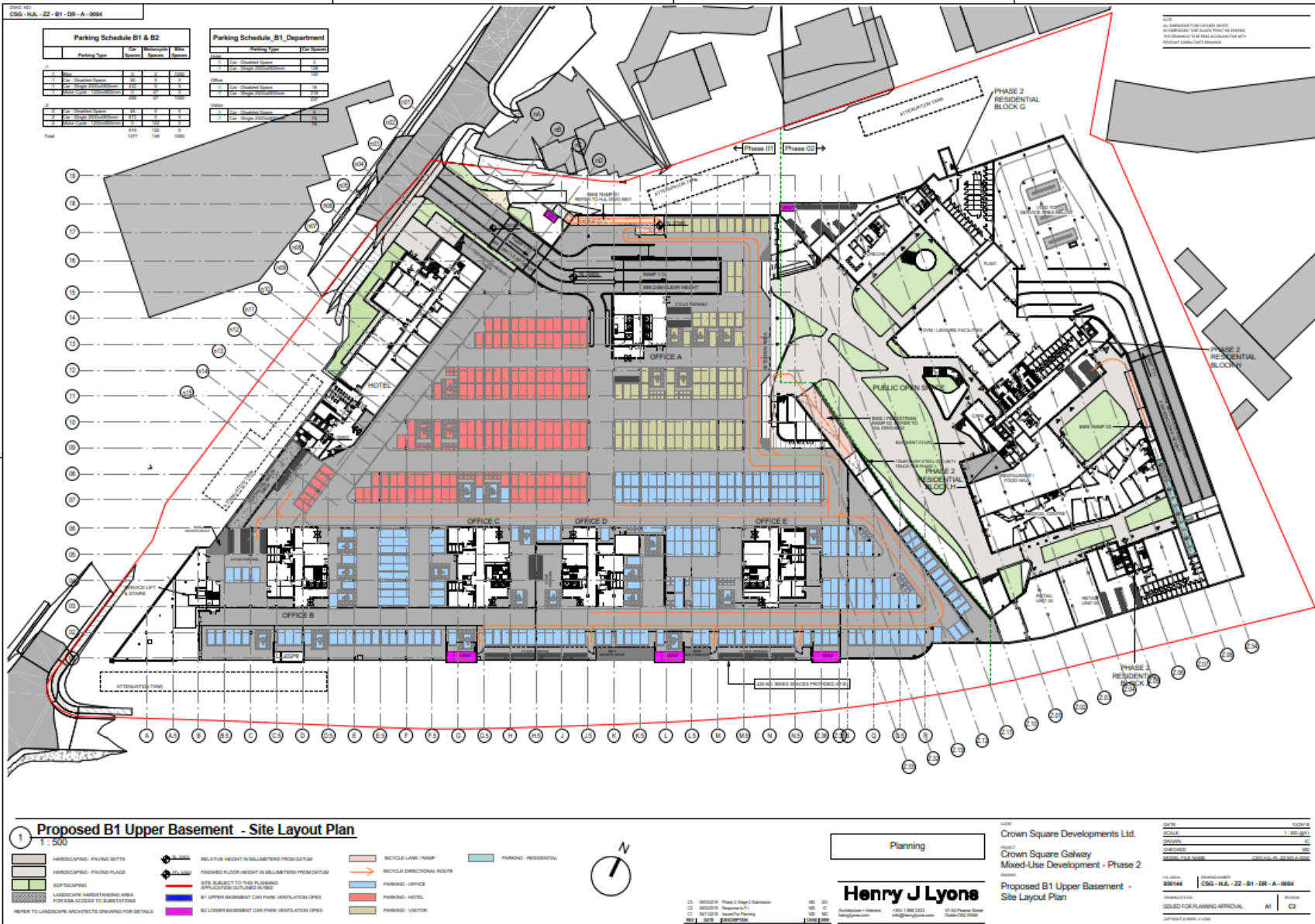
The proposed allocation of car spaces is as per the table below.

Car Space Allocation				
Use	Upper Basement	Lower Basement	Total	Proposed Allocation
Hotel	142	27	169	Managed
Office	237	604	922	
Visitor	79	0	79	
Residential	0	288		Permanently Allocated
Total	458	919	1377	

6. BICYCLE PARKING

There are approximately 1104 no. secure bicycle storage spaces provided within the development. Cyclist shower facilities, including showers, bathrooms, storage areas, drying rooms and secure lockers are provided at upper basement level. Access to the proposed development for cyclists will be accommodated via a dedicated bicycle ramp. Bicycle parking spaces will be equipped with Sheffield-type bicycle stands.

There is visitor bicycle parking provided at Ground Floor level and an area for the provision of the existing 'Coke Zero' Galway Bike scheme has also been provided for consideration.



CSG-PL-22-02-DR-A-005

Parking Schedule B1 & B2			
Parking Type	Car Spaces	Motorcycle Spaces	Bike Spaces
1	100	10	50
2	100	10	50
3	100	10	50
4	100	10	50
5	100	10	50
6	100	10	50
7	100	10	50
8	100	10	50
9	100	10	50
10	100	10	50
11	100	10	50
12	100	10	50
13	100	10	50
14	100	10	50
15	100	10	50
16	100	10	50
17	100	10	50
18	100	10	50
19	100	10	50
20	100	10	50
21	100	10	50
22	100	10	50
23	100	10	50
24	100	10	50
25	100	10	50
26	100	10	50
27	100	10	50
28	100	10	50
29	100	10	50
30	100	10	50
31	100	10	50
32	100	10	50
33	100	10	50
34	100	10	50
35	100	10	50
36	100	10	50
37	100	10	50
38	100	10	50
39	100	10	50
40	100	10	50
41	100	10	50
42	100	10	50
43	100	10	50
44	100	10	50
45	100	10	50
46	100	10	50
47	100	10	50
48	100	10	50
49	100	10	50
50	100	10	50
51	100	10	50
52	100	10	50
53	100	10	50
54	100	10	50
55	100	10	50
56	100	10	50
57	100	10	50
58	100	10	50
59	100	10	50
60	100	10	50
61	100	10	50
62	100	10	50
63	100	10	50
64	100	10	50
65	100	10	50
66	100	10	50
67	100	10	50
68	100	10	50
69	100	10	50
70	100	10	50
71	100	10	50
72	100	10	50
73	100	10	50
74	100	10	50
75	100	10	50
76	100	10	50
77	100	10	50
78	100	10	50
79	100	10	50
80	100	10	50
81	100	10	50
82	100	10	50
83	100	10	50
84	100	10	50
85	100	10	50
86	100	10	50
87	100	10	50
88	100	10	50
89	100	10	50
90	100	10	50
91	100	10	50
92	100	10	50
93	100	10	50
94	100	10	50
95	100	10	50
96	100	10	50
97	100	10	50
98	100	10	50
99	100	10	50
100	100	10	50

Parking Schedule B2 Department			
Parking Type	Car Spaces	Motorcycle Spaces	Bike Spaces
1	100	10	50
2	100	10	50
3	100	10	50
4	100	10	50
5	100	10	50
6	100	10	50
7	100	10	50
8	100	10	50
9	100	10	50
10	100	10	50
11	100	10	50
12	100	10	50
13	100	10	50
14	100	10	50
15	100	10	50
16	100	10	50
17	100	10	50
18	100	10	50
19	100	10	50
20	100	10	50
21	100	10	50
22	100	10	50
23	100	10	50
24	100	10	50
25	100	10	50
26	100	10	50
27	100	10	50
28	100	10	50
29	100	10	50
30	100	10	50
31	100	10	50
32	100	10	50
33	100	10	50
34	100	10	50
35	100	10	50
36	100	10	50
37	100	10	50
38	100	10	50
39	100	10	50
40	100	10	50
41	100	10	50
42	100	10	50
43	100	10	50
44	100	10	50
45	100	10	50
46	100	10	50
47	100	10	50
48	100	10	50
49	100	10	50
50	100	10	50
51	100	10	50
52	100	10	50
53	100	10	50
54	100	10	50
55	100	10	50
56	100	10	50
57	100	10	50
58	100	10	50
59	100	10	50
60	100	10	50
61	100	10	50
62	100	10	50
63	100	10	50
64	100	10	50
65	100	10	50
66	100	10	50
67	100	10	50
68	100	10	50
69	100	10	50
70	100	10	50
71	100	10	50
72	100	10	50
73	100	10	50
74	100	10	50
75	100	10	50
76	100	10	50
77	100	10	50
78	100	10	50
79	100	10	50
80	100	10	50
81	100	10	50
82	100	10	50
83	100	10	50
84	100	10	50
85	100	10	50
86	100	10	50
87	100	10	50
88	100	10	50
89	100	10	50
90	100	10	50
91	100	10	50
92	100	10	50
93	100	10	50
94	100	10	50
95	100	10	50
96	100	10	50
97	100	10	50
98	100	10	50
99	100	10	50
100	100	10	50

ALL DIMENSIONS TO BE APPROVED BY THE LOCAL AUTHORITY.
 DIMENSIONS TO BE SHOWN IN RED ON THE PLAN.
 ALL DIMENSIONS TO BE SHOWN IN RED ON THE PLAN.



1 Proposed B2 Lower Basement - Site Layout Plan

- 1 : 500
- LANDSCAPING - PARKING SETTS
- LANDSCAPING - PARKING PLACES
- SOFTSCAPING
- LANDSCAPE INTERESTING AREA FOR USE ACCESS TO SUBSTATIONS
- REFER TO LANDSCAPE ARCHITECTS DRAWINGS FOR DETAILS
- RELATIVE HEIGHT IN MILLIMETERS FROM DATUM
- FINISH FLOOR HEIGHT IN MILLIMETERS FROM DATUM
- SITE SUBJECT TO THIS PLANNING APPLICATION OUTLINED IN RED
- B1 UPPER BASEMENT CAR PARK VENTILATION OPES
- B2 LOWER BASEMENT CAR PARK VENTILATION OPES
- BIKELANE PUMP
- BIKELANE DIRECTIONAL ROUTE
- PARKING - OFFICE
- PARKING - HOTEL
- PARKING - VISITOR
- PARKING - RESIDENTIAL



Planning

Henry J Lyons

02 8622000 Phase 2 Design
 02 8622008 Planning & P
 02 8622009 Head of Planning
 02 8622010
 02 8622011
 02 8622012
 02 8622013
 02 8622014
 02 8622015
 02 8622016
 02 8622017
 02 8622018
 02 8622019
 02 8622020
 02 8622021
 02 8622022
 02 8622023
 02 8622024
 02 8622025
 02 8622026
 02 8622027
 02 8622028
 02 8622029
 02 8622030
 02 8622031
 02 8622032
 02 8622033
 02 8622034
 02 8622035
 02 8622036
 02 8622037
 02 8622038
 02 8622039
 02 8622040
 02 8622041
 02 8622042
 02 8622043
 02 8622044
 02 8622045
 02 8622046
 02 8622047
 02 8622048
 02 8622049
 02 8622050
 02 8622051
 02 8622052
 02 8622053
 02 8622054
 02 8622055
 02 8622056
 02 8622057
 02 8622058
 02 8622059
 02 8622060
 02 8622061
 02 8622062
 02 8622063
 02 8622064
 02 8622065
 02 8622066
 02 8622067
 02 8622068
 02 8622069
 02 8622070
 02 8622071
 02 8622072
 02 8622073
 02 8622074
 02 8622075
 02 8622076
 02 8622077
 02 8622078
 02 8622079
 02 8622080
 02 8622081
 02 8622082
 02 8622083
 02 8622084
 02 8622085
 02 8622086
 02 8622087
 02 8622088
 02 8622089
 02 8622090
 02 8622091
 02 8622092
 02 8622093
 02 8622094
 02 8622095
 02 8622096
 02 8622097
 02 8622098
 02 8622099
 02 8622100

DATE	08/04/2024
SCALE	1:500 (A4)
DRAWN	AC
CHECKED	AC
DESIGN FILE NAME	CSG-PL-22-02-DR-A-005
NO. SHEET	80/94
PROJECT NAME	CSG-PL-22-02-DR-A-005
ISSUED FOR	ISSUED FOR PLANNING APPROVAL
DATE	AT
BY	CS