



Spencer Dock Development Ltd

Shared-Accommodation Operational
Management Plan

August 2019

- Development Description..... 5**
- 1.0 Management Responsibilities and Client contacts..... 6**
 - 1.1 Responsibilities..... 6
 - 1.2 Key contacts (Client and Operator)..... 6
- 2.0 Customer Service Contacts..... 7**
 - 2.1 On-site Management Team 7
 - 2.2 Complaints..... 7
 - 2.3 Partnerships..... 7
- 3.0 Development Facilities & Operational Management Strategy..... 8**
 - 3.1 Resident Support Facilities..... 8
 - 3.1.1 Reception..... 8
 - 3.1.2 Bookable Room..... 9
 - 3.1.3 Postal Deliveries..... 9
 - 3.1.4 Parcel Storage 9
 - 3.2 Resident Services and Amenities..... 10
 - 3.2.1 Co-Working..... 10
 - 3.2.2 Resident Terrace 10
 - 3.2.3 Gym/Multi-purpose room 10
 - 3.2.4 AV/Multi-media room 10
 - 3.3 Drop Off Point 10
 - 3.3.1 Loading and unloading 10
 - 3.4 Lifts..... 10



3.4.1	Goods Lifts and furniture removal	10
3.5	Goods and Heavy vehicle policy	11
3.6	Bike Storage and Management.....	11
3.7	Staff welfare provision.....	11
3.8	Bookable Space.....	11
4.0	Building Operational & Management Strategy.....	11
4.1	Fire Evacuation Strategy	11
4.2	Fire Prevention Equipment.....	11
4.3	Fire Risk Assessment	11
4.3.1	<i>Fire alarm</i>	11
4.3.2	<i>Sprinklers</i>	12
4.3.3	<i>Dry and wet risers</i>	12
4.4	Health and Safety – General risk assessment.....	12
4.5	Building Management System (BMS).....	12
4.6	Cold Water Storage & Feed.....	12
4.6.1	<i>Risk Assessment</i>	12
4.6.2	<i>Tanks</i>	12
4.6.3	<i>Pumps</i>	12
4.7	Security.....	12
4.7.1	<i>Access Control</i>	12
4.7.2	<i>CCTV</i>	12
4.8	Waste Management – Refuse disposal and recycling.....	13
4.9	Out of Hours Security/Emergency escalation	13
4.10	Vacant apartment management	13

4.10.1 Flushing regime.....13

4.11 Major Incident management (Escalation protocols)..... 13

4.12 Irish Water Infrastructure..... 13

5.0 Soft Services 13

5.1 Cleaning..... 13

5.2 Pest Control.....14



Development Description

Development comprising of an alteration to permitted development Reg. Ref. DSDZ2896/18 and as amended by Reg. Ref. DSDZ4279/18 at Spencer Place North, City Block 2, Spencer Dock, Dublin 1. The proposed development seeks revisions to the permitted Block 1 and 2 to provide for an increase in the number of residential units from 349 no. to 464 no. apartment units and the change of use of the permitted aparthotel development to shared accommodation. The proposed development will increase the height of the permitted development increasing the maximum height of Block 1 from 7 no. storeys (27.5 m) to a maximum height of 13 no. storeys (46.8m) and increasing the maximum height of Block 2 (27.5m) to 11 no. storeys (40.5m). The proposed development will also include the provision of a link bridge between Block 1 and Block 2 at 6th floor level, landscaping, the provision of communal open space, revised undercroft level, provision of roof terraces and all other associated site development works to facilitate the development.

The Shared-Accommodation scheme at Spencer Place North will exist separately to the residential component of the scheme, offering a range of Individual Single Bedrooms, Individual Double Bedrooms and 2 Bedroom Clusters, with shared facilities including common living and kitchen spaces. The revised accommodation schedule outlines the provision of 84 Shared-Accommodation units, equivalent to 200 bed spaces. The Shared-Accommodation element will be distinctively different to the wider scheme both architecturally and the services offered on-site which is likely to attract a different target renter.

About LIV

LIV Group is headquartered in Leeds, UK and operates in the United Kingdom and Ireland.

LIV Group was established in 2008 to provide corporate residential management services for the banking sector, specialising in Block Management, Facilities Management and Lettings. In 2014, LIV transitioned into the UK's Build-to-Rent (BTR) sector and has since been the first to introduce a dedicated operating model that defines every stage of a development from acquisition to operation. Together our people, skills and experience have helped us develop a market-leading advisory and management capability, which is increasingly recognised as delivering the best BTR-specific model for the UK private rented sector. In 2016, LIV Consult was created to provide bespoke and specialist consultancy advice to the BTR market in the UK and internationally and is currently advising on the development of more than 35,000 BTR homes in developments from high-rise apartment communities to suburban masterplans.

Today, LIV based in 3 offices across the UK and working internationally within advisory, delivery and capital funding roles. Its market-leading operational model is informed by our wealth of experience in having managed residential assets for over 12,000 properties in over 250 residential sites throughout the UK. LIV currently has nearly 3,000 operational BTR homes under management including both urban and suburban developments including some that we have overseen from the initial advisory stage through to

their operational management. LIV occupies a unique position in having live operational schemes in both urban and suburban locations as case studies to inform our continually developing BTR approach to consultancy in the UK & Ireland.

Information available here: <https://www.liv-group.co.uk/>

1.0 Management Responsibilities and Client contacts

1.1 Responsibilities

The Shared-Accommodation development at Spencer Place will be managed by the Operational Team with Shared-Accommodation community Resident Services Manager on-site during the working hours of a typical week (8:30am – 5:30pm from Monday to Saturday). This is in addition to ad-hoc events where there will be a management presence on site more regularly. It is likely that there will be 24-hour onsite presence as well for security purposes.

The key responsibility for day-to-day operations will be from the Resident Services Managers (RSM) who will be the customer-facing representative for the Shared-Accommodation brand. The RSM will be supported by part-time staff Resident Services Assistant for holidays and coverage when the RSM is not available.

All lettings will be published on Daft.ie and social media advertising, whereby the progress of those potential residents will be handled through the management team. The management team will receive all enquiries, complete background checks and will be responsible for the management of leases.

1.2 Key contacts (Client and Operator)

- Ray Price – Ronan Group Real Estate (Client)
- Iain Murray – LIV Group (Operator)

2.0 Customer Service Contacts

2.1 On-site Management Team

Contact details of the key on-site management team will be dealt with upon appointment, but they will be provided with a mobile phone for the provision of swift service to residents.

Within the residents Welcome Pack upon arrival, they will be briefed on the protocol for maintenance and how to raise maintenance requests and queries. Residents will be able to communicate with the management team and receive maintenance alerts through the white-label app.

2.2 Complaints

Residents will be made aware of the complaints procedure (also dealt with in the same way for suppliers and third parties). All complaints must be received in writing to be followed up and resolved by the Operator as appropriate in a timely manner.

Within LIVs managed portfolio, residents have the opportunity to rate the service provided at the scheme via the resident app. A rating below '4 stars' will be followed up with a phone call to receive feedback on how the service provided can be improved for the resident.

2.3 Partnerships

As there is no on-site parking provided for the Shared-Accommodation residents, they will benefit from the use of transportation options through on-site relationships including electric car club. As outlined in the Mobility Management Plan, the Operator intends to provide a dedicated fleet of shared vehicles for the sole use of the development's residents. This approach is successfully delivered on schemes in the UK including London's Rehearsal Rooms and Faygate, Sussex development called 'The Green at Kilnwood Vale' (below).



3.0 Development Facilities & Operational Management Strategy

3.1 Resident Support Facilities

3.1.1 Reception

It is proposed that there will be a Resident Services Manager (RSM) will be supported by the Resident Services Management Team to provide support on the day-to-day requirements of all residents.

Resident Services Management Team responsibilities:

Day-to-day resident communication:

- Welcoming existing and prospective residents and third parties
- Co-ordination of post/parcel deliveries
- Co-ordination of resident events and engagement
- Ensuring that the appropriate standards for resident behaviour are upheld such as the management and prevention of anti-social behaviour, to create a secure and friendly environment.

Management of the move-in and move-out process:

- Through registration on the scheme's online portal and via phone enquiries to Head Office, the Resident Services Team will conduct the viewings for prospective residents.
- Depending on the availability in the schedule, the team can conduct viewings for walk-ins.
- The team will allocate time slots for residents ahead of move-in and move-out.
- Provide a Welcome Pack to new residents which will include:
 - Resident access fob and keys
 - Details about the scheme's amenities and services

- Relevant contact details
 - Procedures in place for Health and Safety, unit inspections, complaints, maintenance.
 - Apartment inventory
 - Terms of the lease
- RSMs will conduct the end of tenancy inspections and cleaning of apartments and report the necessary maintenance to the wider maintenance team.

3.1.2 Bookable Room

The RSM will have access to a bookable room and be responsible for coordinating and managing the bookings for residents. Cleaning of this space will be organised and managed by the Operator.

3.1.3 Postal Deliveries

Post boxes are to be situated within the entrance lobby; this area will be accessible to all residents via the postal services without the need for a tradesman entrance button. If deemed necessary, a fob will be provided to An Post which will be restricted to allow access into the reception areas only. Residents are able to collect their post with their post box keys. An Post will not be permitted to enter the residential areas of the building.

The delivery store located on the ground floor between the concierge office and circulation corridor is to be fit out with parcel lockers with a 4-digit numeric key pad. The on-site management team will be responsible for taking and holding these parcels, and will notify the residents of their delivery and 4-digit code through the Resident app.

3.1.4 Parcel Storage

Oversized items for residents can be redirected to the RSM where the residents will have access to a parcel storage solution. An example of this type of facility is below.



Source: Bringme, 2018

3.2 Resident Services and Amenities

3.2.1 Co-Working

A Co-working space will be located on the ground floor to provide a number of desk spaces for work-from-home professionals and other residents that wish to use the space. The area will be regularly cleaned and maintained as arranged by the Operator.

3.2.2 Resident Terrace

Located on the ninth floor of the Shared-Accommodation block, residents will have access to the communal roof terrace for the exclusive use of residents. This area will have limited access during the overnight period and will be accessible via key fob.

3.2.3 Gym/Multi-purpose room

A resident gym/multi-purpose space is located on the ground floor of the Shared-Accommodation block and will be available 24 hours a day for resident use. The gym equipment provided will be mobile, allowing it to be moved for the opportunity to use the room for other purposes.

Cleaning and facilities management of all equipment will be arranged through the Operator. The facility will have high-quality equipment and all residents will have to be introduced and compliant with appropriate regulations before use. It will be the responsibility of the RSM to manage and organize the gym inductions for residents' safety when using the equipment. This may involve third-party gym trainers and instructors for demonstrations and to run fitness classes.

3.2.4 AV/Multi-media room

Located on the ground floor, residents will have access to a multi-media room which will be cleaned and maintained as arranged by the Operator. It will be the RSM's responsibility to manage resident events and screenings that take place.

3.3 Drop Off Point

3.3.1 Loading and unloading

The RSM will oversee the delivery and unloading of materials and items to the near the main concierge entrance.

3.4 Lifts

3.4.1 Goods Lifts and furniture removal

The Operator 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 arrangements with the lift manufacturer. These will be in place and agreed prior to building completion. All furniture removal will take place from the loading bay on New Street, as per the above.

3.5 Goods and Heavy vehicle policy

All goods vehicles will utilise New Street for deliveries to the main entrance to the Shared-Accommodation blocks.

3.6 Bike Storage and Management

There will be an allocation of 200 bicycle spaces on-site for the Shared-Accommodation residents. The visitor's spaces will be in the form of Sheffield-type stands located at ground level between the courtyards. The Operator will be responsible for maintaining the private areas. Individual users will be liable should they choose to store their bicycles in the area and signage will be displayed to ensure liability is clear. Signs will be displayed advising that CCTV is in operation and reminding residents that the Operator are not liable for any items stored in these areas.

3.7 Staff welfare provision

The Resident Services Team will have their own lockers, kitchen space and facilities for breaks located in the management suite.

3.8 Bookable Space

The bookable space in the development is located on the ground floor and available exclusively for resident's use. The bookings will be coordinated and managed by the RSM. This space will be furnished and available during hours to be agreed through the RSM and with the Management Operator.

4.0 Building Operational & Management Strategy

4.1 Fire Evacuation Strategy

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.

4.2 Fire Prevention Equipment

The Operator will ensure FPE is provided following the recommendation from the independent survey.

4.3 Fire Risk Assessment

The Operator 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.

4.3.1 Fire alarm

The fire alarm panel will be maintained by the Operator and serviced in accordance with manufacturer guidelines. There will be fire alarms will be located in the communal living spaces of the shared apartments.

4.3.2 Sprinklers

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

4.3.3 Dry and wet risers

Dry and wet risers will be maintained by the Operator in accordance with manufacturer guidelines.

4.4 Health and Safety – General risk assessment

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

4.5 Building Management System (BMS)

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

4.6 Cold Water Storage & Feed

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

4.6.1 Risk Assessment

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

4.6.2 Tanks

The water tanks will be maintained by the Operator in accordance with manufacturer guidelines.

4.6.3 Pumps

The pumps will be maintained by the Operator in accordance with manufacturer guidelines.

4.7 Security

Residents will have a 24-hour on-call system provided by a local firm, but all areas of the development will be secure and well-lit at all entrances along with the appropriate CCTV coverage and recording mechanism.

4.7.1 Access Control

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 to prevent any unauthorised access to the development. These fobs will not be branded. Residents will also be provided with keys for their apartments; the management team on-site will retain one set of keys for inspection and access purposes. 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 areas without this access being permitted.

4.7.2 CCTV

CCTV will be in operation in key circulation areas as part of the overall security strategy. All CCTV systems shall be configured such that they form one site wide system that can be remotely

monitored from the concierge area. Provision will be in place for camera maintenance and routine checks in accordance with manufacturer guidelines.

4.8 Waste Management – Refuse disposal and recycling

There is a designated refuse store for the Shared-Accommodation block; this area is to be inspected daily at least twice to ensure the area is secure and free from hazards. We assume that the housekeeping team will empty residents' bins from the shared facilities weekly, but the residents would be required to do so more frequently if necessary.

Collections will take place on a bi-weekly basis for each of the residential waste streams; the Operator will ensure the bins are at the designated collection point at the time and day of collection.

4.9 Out of Hours Security/Emergency escalation

The Development will be staffed during out of hours periods. These staff will be trained Lone Workers who will have knowledge and understanding of the emergency procedures on site.

A licensed ISIA security company will be retained and on an agreed SLA call out timescale in the event of an emergency. An emergency out of hours repair line will be in operation for Resident to contact in the event of a repair emergency.

4.10 Vacant apartment management

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

4.10.1 Flushing regime

Prior to first 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 Operator.

4.11 Major Incident management (Escalation protocols)

The Operator 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.

4.12 Irish Water Infrastructure

Specific measures have been taken to ensure that the pumping station located on the site is adequately screened from residents. Access will be required 24/7 and they will liaise with the Resident Services Manager / security to ensure they are aware of any visits to site and this will be coordinated with the management team of the main blocks.

5.0 Soft Services

5.1 Cleaning

The Operator 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 and abseiling where appropriate. All external soft landscaped areas will be communal amenity space and as such will be maintained by the appointed contractor.

A designated house-keeping team will be responsible for the cleanliness of the common areas and amenity spaces, to ensure that they are presentable and welcoming at all times. This is to ensure that the to maintain the reputation of the development and the brand. This includes the kitchen and communal lounges provided on each floor. Residents will be requested to keep these areas clean and tidy but there will be daily cleaning to keep the areas looking presentable.

5.2 Pest Control

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