

A young woman with short dark hair, wearing a white tank top and a brown fringed vest, stands with her hand on her hip next to a bicycle. She is looking towards a bearded man with glasses and a denim jacket who is sitting on a stool. They are on a city street with buildings and greenery in the background.

Gerard Gannon Properties
BTR Residential Operational Management
Plan

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Development Description

As a continuation of the wider Clongriffin masterplan, these three SHD applications covers the proposal to deliver 1,950 residential units across 15 no. blocks with 1,130 Build to Rent (BTR) units and 820 Build To Sell/Private Tenure units. BTR units are proposed within 8 no. blocks (Blocks 4, 6, 13, 14 (b), 17, 25, 26 & 27) with 3,535 sq.m. of ancillary BTR resident's support facilities and BTR resident services and amenities solely within these blocks. This BTR Residential Operational Management Plan is designed to present the outline parameters for the resident and operator experience for the proposed Build to Rent development. The report has been prepared with UK & Ireland best practice in mind.

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. LIV Consult is also currently involved with over 4,000 BTR units in various phases of development in Ireland.

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 residential development at Clongriffin will be managed by the operational team with resident services managers on-site during the working hours of a typical week – 8:30am–5:30pm Monday to Saturday. It is likely that there will also be 24-hour onsite presence 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 Operator. 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 Head Office. The Head Office will receive all enquiries, complete background checks and will be responsible for the management of leases. The RSM is supported by an Asset Management team member based in the Head Office.

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. Residents will also be able to communicate with the management team through the white-label app which encourages communication on events, maintenance alerts and other notifications.

2.2 Partnerships

Residents will be able to benefit from the provision of on-site transportation options, including an electric car club operated by GoCar.

There will be 7 spaces initially and this will increase to 13 spaces. Given the site's proximity to Clongriffin town centre, Clongriffin Train Station and indeed to bus services utilising the Quality Bus Corridors. The operator may also directly provided an electric car to residents if the demand is demonstrated. This has been successfully delivered on LIV Group managed 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

A key consideration for all BTR developments is the adequate provision of amenities and services to enhance the resident and operator experience. Downey Planning have indicated that, in accordance with SPPR 7(b) of the 2018 Apartment Guidelines and Section 5.5 of the Guidelines, the proposed BTR units will be suitably provided with both Resident Support Facilities and Resident Services and Amenities as follows:

Resident Support Facilities:

- Concierge areas;
- Management offices;
- Waste management areas;
- Storage areas for bulky goods and bicycles; and,
- Postal rooms.

Resident Services and Amenities:

- Resident lounges;
- Guest suites;
- Multi-use rooms;
- Gym and exercise suites; and,
- Work-zones for residents

3.1.1 Lobby / Reception

It is suggested that there will be a Resident Services Manager to provide support on the day-to-day requirements of all residents including move-in and move-out process, lease agreements, management of contractors and other requirements of efficient building operation.

Resident Management Team responsibilities:

- Resident communication;
- Management of the move-in and move-out process;
- Management of lease agreements;
- Management of contractors and other requirements of efficient building operation;
- Co-ordination of post/parcel deliveries;
- Co-ordination of resident events and engagement;
- Ensuring that the appropriate standards for resident behaviour are upheld, creating a secure and friendly environment.

3.1.2 Meeting Room

Associated with the management support facilities, the Resident Services Manager will have access to a meeting room for the purposes of both internal and external meetings with suppliers or residents.

Assuming that the meeting room would be open to third party use, the RSM would be responsible for managing the booking and welcoming of attendees. Cleaning of this space will be organised and managed by the Operator.

3.1.3 Postal Deliveries

Post boxes will be situated within the entrance lobby which will be accessible to all Residents and 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. An Post will not be permitted to enter the Residential areas of the building. Residents will be able collect their post with their post box keys.

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 Concierge where the residents will have access to a parcel storage solution, an example of which is pictured below.



Source: Bringme

3.2 Resident Services and Amenities

3.2.1 Resident Lounge

A residents' lounge will be available through key fob access for all residents. The lounge will be an area for residents to relax, watch the shared TV and take advantage of the coffee / refreshment facilities provided.

3.2.2 Resident Terrace

There will be some communal roof terraces for exclusive resident's use. These areas, strictly controlled by management, can be accessed by fob with limited overnight access.

3.2.3 Gym

As part of a commitment to ensuring resident wellbeing, the Operator will provide a suitable gym facility in a number of blocks that will be available for resident use 24-hours a day. 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. Cleaning and facilities management of all equipment will be arranged through the Operator.

3.2.4 AV/Multi-media room

Residents' will have access to a multi-media room located on the ground floor, 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 Resident Services Manager will oversee the delivery and unloading of materials and items to the rear of the main concierge entrance. Residents will be provided with a time slot ahead of move-in and move-out to manage traffic effectively. Deliveries will also be taken for the commercial units from this space.

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 arrangement with the lift manufacturer. These will be in place and agreed prior to building completion.

3.5 Courtyard & Landscaping

The Operator will appoint an approved landscape maintenance contractor to maintain landscaped areas on site. The landscaping and roof terrace will be regularly inspected and kept in order. A 12-month defects period will also be in place to address any defects that may arise.

3.6 Car Parking

Based on the site's convenient transport links and on-site electric car option there are a total number of 710 undercroft car parking spaces. Access to the parking area will be controlled through the steel gate and access control at each entrance. Residents will lease spaces directly through with the landlord. Access for this area will be through a remote-control access system or Automatic Number Plate Recognition (ANPR) system, which remains to be specified.

3.7 Motorbike Parking

Motorbike parking is also located in the secure area in the parking area.

3.8 Goods and Heavy vehicle policy

Where possible, heavy vehicles will utilise main roads for move-in and deliveries.

3.9 Bike Storage and Management

The development will feature 2012 no. bicycle parking spaces in total located at surface and basement level across all blocks. 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.

3.10 Staff welfare provision

The resident services managers will have their own lockers, kitchen space and facilities for breaks located in the management suite.

3.11 Bookable Space

Both residents and members of the public can book meeting space in the development and this is located on the ninth floor. This space will be furnished and available during hours to be agreed with the management operator. The bookable space will have kitchen facilities that residents are able to host dinner parties and gatherings, providing an extension of their living space outside of their apartments.

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. Each unit will have its own fire alarm system.

4.3.2 Sprinklers

The Operator any will be responsible for arranging the servicing and maintenance of any communal sprinkler system. This includes the plant that 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 completed 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, supplemented by appropriate CCTV coverage and recording mechanism.

4.7.1 Access Control

Each Resident will be provided with a door entry fob 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 on-site management team 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 are bin stores within the buildings which is to be inspected at least twice daily to ensure the area is clean, secure and free from hazards. This location is accessible and requires that residents take all waste and recycling to this location for disposal.

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 members will be trained Lone Workers who will have a competent knowledge and understanding of on-site emergency procedures.

A licensed ISIA (Irish Security Industry Association) 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 residents 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 on an annual basis.

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.

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

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.