

SAINT PAULS RESIDENTIAL DEVELOPMENT

ESTATE & COMMON AREA PROPERTY MANAGEMENT STRATEGY REPORT



On Behalf of Crekav Trading GP Limited

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CONTENTS

ESTATE & COMMON AREA MANAGEMENT STRATEGY REPORT.....	2
1.0. Introduction.....	2
2.0. Summary of relevant experience	3
3.0. Establishment of A “management company”	4
5.0 Estate and Common Area Management Strategy	9
6.0 Conclusion	15
7.0 Appendix – Go Car Letter.....	16

ESTATE & COMMON AREA MANAGEMENT STRATEGY REPORT

1.0. INTRODUCTION

Aramark Property were instructed by Crekav Trading GP Limited, to provide a report on the estate management strategy on the proposed property and public realm maintenance & management for their proposed strategic housing development at Sybil Hill Road, Raheny, Dublin 5.

Development Description

The development will consist of the construction of a residential development set out in 9 no. blocks, ranging in height from 5 to 9 storeys accommodating 657no. apartments, residential tenant amenity spaces and a crèche. At basement level the site will accommodate car parking spaces, bicycle parking, storage, services and plant areas. Landscaping will include extensive communal amenity areas, and a proposed significant area of public open space. The proposed development also includes for the widening and realignment of an existing vehicular access onto Sybil Hill Road and the demolition of an existing pre-fab building to facilitate the construction of an access road from Sybil Hill Road between Sybil Hill House (a Protected Structure) and St Paul's College incorporating upgraded accesses to Sybil Hill House and St Paul's College and a proposed pedestrian crossing on Sybil Hill Road. The proposed development also includes for the laying of a foul water sewer in Sybil Hill Road and the routing of surface water discharge from the site via St. Anne's Park to the Naniken River and the demolition and reconstruction of existing pedestrian stream crossing in St. Anne's Park with integral surface water discharge to Naniken River.

Site – OMP Design Statement



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 residential schemes that involve common area and estate management would be:

- Capital Dock
- Fernbank, Dundrum
- Georges Quay
- Beacon South Quarter
- Tallaght Cross West
- Rockbrook Central

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.



Fernbank, Dundrum



Grand Central, Rockbrook



Beacon South Quarter



Capital Dock

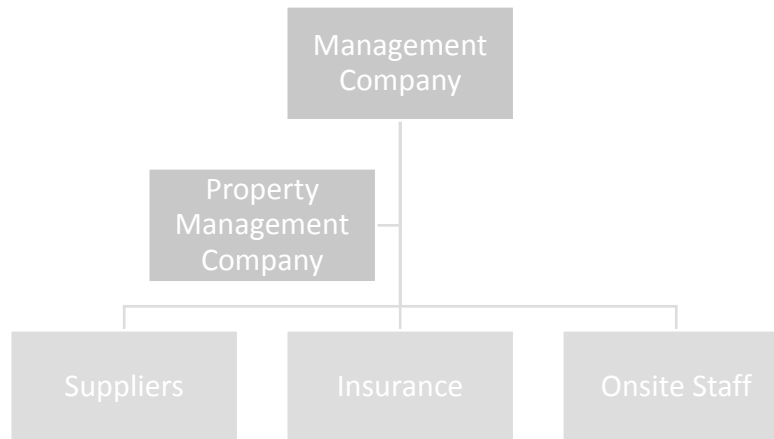
3.0. ESTABLISHMENT OF A “MANAGEMENT COMPANY”

It is Crekav Trading GP Limited intention that the development will be run by a management company which will in turn appoint a property management company to look after the common area and estate 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 estate common areas, public realm 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 control of all shared areas and external public realm. Each building 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 this based on their apportionment. Each unit will be legally contracted to contribute to the service charge regime through leasing arrangements established.

Proposed Structure – Hierarchy of Title



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 common area management.

Appointment of Property Management Agent and Associated Responsibilities:

The timing of the appointment of an experienced property management agent by Crekav Trading GP Limited and subsequent engagement between the agent and the “Saint Pauls” 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 company would be appointed to manage the estate common areas on behalf of the newly constituted “Saint Pauls” 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 proposed high end planning application for this scheme.

The agents for the management company 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 on an annual in advance basis to ensure enough funds are received so as to enable effective management of the estate. Each stakeholder will be billed their calculated apportionment of the budget and this income will then be used to run the management company.

4.0 Summary of Cost Headings and Maintenance Protocol for Areas Covered by the 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 management of the estate. This includes the managing agent's costs, any on site staffing costs, 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 lighting etc.) and gas (if any).

Energy conservation has been incorporated into the design in many ways. Numerous measures such as the extensive PV panel installations and the most modern long lasting LED lighting systems including a specification that all internal common light fittings, where safely practical, have been designed to include 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, access control systems amongst others. There will be a priority on ensuring all building 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 agents.

Cleaning & Waste

The options for the selected finishes are reviewed by Aramark to ensure what is proposed is durable and easy to maintain with strong life cycle properties.

The cleaning of the external and internal common areas will also be covered as will the provision of waste management services which covers litter bins in the landscaped areas and any waste generated by the occupiers.

It is vitally important that the common areas are kept as clean as possible and any vandalism or graffiti is addressed as quickly as possible. The maintenance schedule will ensure common areas are checked and cleaned daily, with window cleans and external façade cleaning to include 2 x annual visits per annum. A review has been carried out to ensure ease of maintenance and access for servicing and cleaning crews.

The main landscaped area planned in Saint Pauls will need specific attention to ensure it remains an attractive recreational facility for residents of the scheme. Any common furniture, outside gym equipment and litter bins will form part of the cleaning and maintenance protocols which will be defined by the appointed agents.

Resident household waste will also be itemised as a separate schedule. Included in this will be the ongoing management of the proposed mix of waste storage receptacles, to ensure all types of waste including brown waste, glass etc. can be facilitated on site. An operational waste management strategy has been defined by AWN Consulting and this has been reviewed and inputs provided by Aramark.

Health and Safety

The estate managing team, post-handover, will design a health and safety strategy and occupiers' handbook that will ensure the development has the utmost health and safety standards which ensure the wellbeing of the residents and the staff/contractors that will be managing the development. This will also govern the protocols for contractors visiting site to carry out works.

Hard Services

An allowance will also be made for any maintenance required on plant and machinery. This includes any pumps, lifts, gates etc. located within the external and internal common areas. There will also be

a budget for general repairs which will cover basic works such as lighting repairs and any rectification to areas of the common areas that may become damaged or dilapidated.

Based on the landscape plans available, the gardening and outside space, along with the parkland design and low growing herb roofs in the development will be of the forefront of the management company. The landscaping is covered in detail further on in this report, however it will be essential for an appropriate maintenance schedule to be devised and implemented by the managing agents. This schedule will include annual contracts that specify weekly visits by the external contractors and this service will be closely managed and tailored to suit the scheme specifics to ensure a high standard is upheld.

There will be a sinking fund allowance to account for any major works that may be required into the future. The level of this sinking fund will be guided by 10 year Planned Preventative Maintenance strategy.

5.0 ESTATE AND COMMON AREA MANAGEMENT STRATEGY

From our review of the reports that have been carried out on the proposed development by various consultant engineers, the below items are specific areas of concern that we would like to highlight. These are all items that can be easily overcome if a pro-active management strategy is implemented by the Management Company.

Landscaping Benefits & Maintenance Routine in External Common Areas

The landscape strategy has placed an emphasis on retaining mature trees on site, along with providing appropriate connections to Saint Annes Park. The overall design aims to achieve a parkland setting, surrounded by open space and minimising above ground car parking.

In the proposed development, as outlined in the Brady Shipman Martin Landscape Design documents and the planting design will include new tree planting, shrubs, groundcover, ornamental grasses and perennials. The design specifically allows for the planting of additional trees around the site perimeter to create a “parkland character”.

Security Strategy and Location of Static Guards /Concierge

A concierge type service will operate within the completed development. This service will operate from the Management Suite and may be split between a caretaker during the day time hours, with ad hoc duties including checking entry points to the development and a static security service during evening and night time hours. The overriding responsibility of the Concierge is to create a sense of community and service within the scheme.

Site presence of a security / concierge hub shall be located within the management suite, with access to the access control system and CCTV systems allowing a focal control point.

MANAGEMENT OF TENANT AMENITIES

The development has been designed with quality of tenant amenities as a central consideration. The design incorporates a gym, cinema, game room etc. into the design of the resident amenity areas. Regular safety checks of all equipment will be incorporated into the maintenance of the development by the appointed agent.

The provision of an on-site management suite will ensure that there is a high level of service and a sense of security.

Reception/Concierge

The scheme will have an entrance lobby/concierge provided for on the ground floor of Block 1. The tenant amenities in Block 1 and 6 will be monitored and managed through this reception, 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 reception 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 etc.

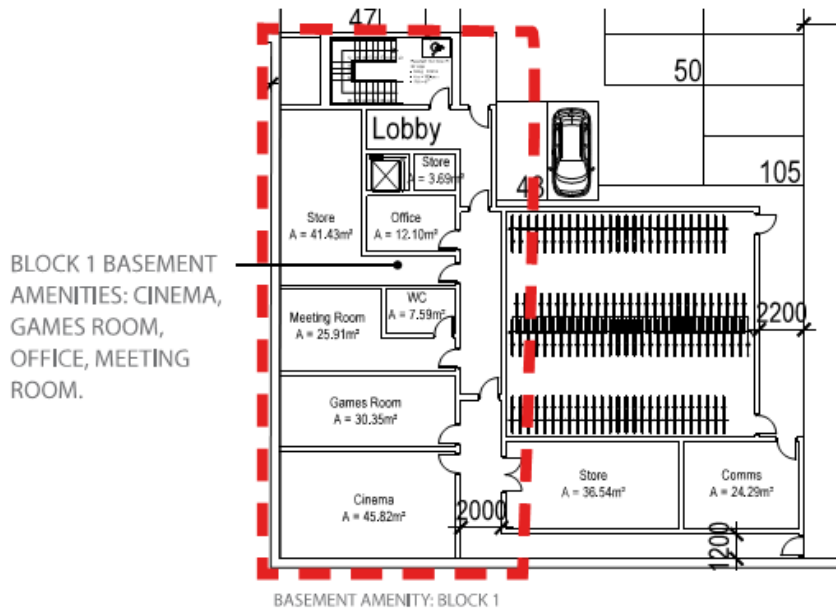


Residents Lounge

The residents lounge area access would be fob controlled, with the on site management team having ability to restrict access to individual fob holders as may be required.



Example Residents Lounge

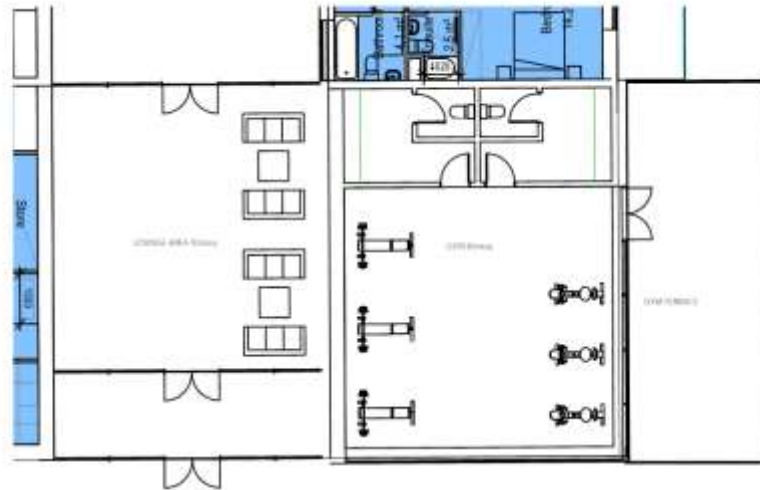


Block 1 – Basement Amenity Layout – OMP Design Statement

Gym

A gym space for use by residents and the hosting of spin classes etc. is provided for. Cleaning and maintenance of the space would be arranged through the managing agent. A changing area and post relaxation area are also provided for.

BLOCK 6 AMENITIES: GYM 85MSQ



Gym Layout – OMP Design Statement

Meeting Room

A meeting room forms part of the residential amenities provided for. The room would be available to be used by residents and can be pre-booked.

Parking Management

The management company will ensure an active parking management strategy is regularly enforced. It is envisaged that the development will 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 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.

A number of parking spaces will be allocated to visitors and to facilitate servicing.

Other spaces will 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 DART and bus corridors. As detailed below, residents will be able to book taxis via the Building Link app.

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

An extremely important aspect of a scheme will be tenant amenities. Whilst arguably the developments location means that there is immediate access to local amenities in the general Raheny 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. This point of difference will ensure that the scheme is positioned as the premier development in the locality.

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

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

In addition to the above, external seating areas and manicured communal gardens incorporating relaxing seating areas are becoming an expectation.

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 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

It is envisaged that local suppliers in the Raheny community can be signed up to provide the services offered through the Hero App platform.

Bike storage management

There is a large provision for bicycle storage spaces within the scheme. The management of how these are stored is key to maximising the use of bicycles and the safe storage of these. There will be a combination of storage types ranging from publicly available Sheffield stand types, which will be located centrally at the main entrances to the development, to more dense stacking type systems for resident use, which can be linked to the app. An example of the type of customised secure locking system that could be used by residents would be the Cyc-lok system which gives app based access to a specific lock. Each system will be carefully chosen and set out through consultation between the design team members to ensure the best system is used in the best and most practical locations. Access to the resident's bike storage area will be controlled via the centralised access control system, with only those having a bike in the storage area being authorised to have access.

Drainage Management and Maintenance of Green Roof Areas & PV Panels

Green Roofs & PV Panels: for maintenance the following should be considered:

- A primary consideration is the requirement to access to allow regular inspections for quarterly maintenance visits so access to the roof for inspection. This has been incorporated into the design.
- Irrigation not required for high level green (sedum & low growing herb) roofs – but access to a water point is advantageous.

- Biodiverse planting on roofs - albeit require low maintenance some do require trimming of grass / pruning of selected plants in summer and regular inspection of drainage systems to remove unwanted debris. Birds will bring materials for nesting etc. onto the roof and as such there will be a need for regular maintenance.
- We propose the initial landscape contractor is retained and contracted for a minimum period of 12 - 24 months post completion to give full chance of thriving over 1-2 seasons.
- Health and safety – lanyards / tie in / safe access points for maintenance workers is all being considered at design level.
- PV panels require cleaning and regular checks to ensure fixings etc. remain in good condition.

6.0 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 planning application document based on information which may evolve further post-planning at detailed design stage at the request of our client Crekav Trading GP Limited.

7.0 Appendix



Crekav Trading GP Limited
Heritage House,
23, St. Stephen's Green,
Dublin 2

To Whom It May Concern,

This is a letter to confirm that GoCar intends to provide a shared car club service in the proposed residential development at St. Paul's in Raheny, Dublin 5. GoCar representatives have discussed the project with representatives of Crekav Trading GP Limited and are excited to provide a car club service at this location.

It is understood that the vehicles situated at this development will be used initially by the residents of the development and GoCar will work with the eventual management company to work out how best to provide access to the property for non-residents who wish to use the vehicles.

GoCar is Ireland's leading car sharing service with over 50,000 members and over 700 cars and vans on fleet. Each GoCar which is placed in a community has the potential to replace the journeys of up to 15 private cars. The Department of Housing's Design Standards for New Apartments - Guidelines for Planning Authorities 2018 outline: "For all types of location, where it is sought to eliminate or reduce car parking provision, it is necessary to ensure... provision is also to be made for alternative mobility solutions including facilities for car sharing club vehicles."

Carsharing is a sustainable service. By allowing multiple people to use the same vehicle at different times, car sharing reduces car ownership, car dependency, congestion, noise and air pollution. It frees up land which would otherwise be used for additional parking spaces. Most GoCar users only use a car when necessary, and walk and use public transport more often than car owners.

By having GoCar vehicles in a residential development such as this, residents will have access to pay-as-you-go driving, in close proximity to their homes, which will increase usership of the service.

I trust that this information is satisfactory. For any queries, please do not hesitate to contact me.

A handwritten signature in black ink, appearing to read 'Rob Kearns'.

Regards,

Rob Kearns
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GoCar Carsharing Limited
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E: rob.kearns@gocar.ie