



ARAMARK PROPERTY TWO OAKS, SCHOLARSTOWN ROAD DEVELOPMENT

ESTATE & COMMON AREA STRATEGY REPORT
NOVEMBER 2019



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SECTION I

INTRODUCTION

Section 1 Introduction

1.1 Executive Summary

Aramark Property were instructed by Ardstone Homes Limited, to provide a report on the estate management strategy for facilities / public realm maintenance & management of their proposed strategic housing development at a 5.35 hectare site located north of Scholarstown Road.

Post construction, it is envisaged the new development will enter into a controlling management company and the public realm within the scheme will remain open and be accessible to the public 24/7. As with any mixed use scheme, the main challenge for the developer will be to maintain a secure, peaceful and attractive environment on a 24/7 basis while each occupier in the development carries out their business.

It is noted that, if permission is forthcoming, An Bord Pleanála will apply a planning condition to ensure that the approved rental element of the scheme is retained in institutional ownership for a minimum period of 15 years. It is Aramark's view that this tenure model will greatly assist with the ongoing implementation of this property management strategy. As there are 480 Build-to-Rent (BTR) units it is guaranteed to be primarily managed as a rental scheme for a minimum period of 15 years. Along with 480 BTR units there are 110 Build-to-Sell (BTS) units. The constitution of an overarching estate management company will be drafted by legal counsel to reflect the different types of ownership. Ultimately the constitution will set out the basis to which the different units contribute to the shared areas of the estate. This is a typical structure utilised in estates which are made up of differing unit types i.e. houses, duplexes and apartments.

The shareholding of the company will be made up pro-rata by the apportionment of the units that form the entire scheme. Weighted voting rights can be applied so as decisions relating to BTR units only can be voted on by BTR members etc.

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.

Every element of the development has their own specific use and requirements and these interests will be managed by a professional well established property management company with a proven track record in schemes of a similar structure.

The intention of this report is to set out the management strategy for the scheme post construction in order to demonstrate how once operational, the mechanics of the property management and public

realm maintenance will work in practice and be maintained to the highest standards. The proposed development will consist of:-

1.2 Development Description

Ardstone Homes Limited intend to apply to An Bord Pleanála for permission for a strategic housing development at a 5.35 hectare site located north of Scholarstown Road incorporating dwellings known as 'Beechpark' and 'Maryfield', Scholarstown Road, Dublin 16, D16 X3X8 and D16 N6V6. Works are also proposed to Scholarstown Road and Woodfield junction including new traffic signals, the elimination of the left-turn slip-lane into Woodfield off Scholarstown Road, upgraded public lighting and upgraded cycle and pedestrian facilities on an area measuring 0.7 hectares, providing a total application site area of 6.05 hectares.

The development will principally consist of: the demolition of all existing structures on site which include a single story dwelling known as 'Beechpark' (172 sq m), a 2 No. storey dwelling known as 'Maryfield' (182 sq m), with associated garage/shed (33.5 sq m) and associated outbuildings (47.1 sq m); and the construction of 590 No. residential units (480 No. Build-to-Rent apartment units and 110 No. Build-to Sell duplex units and apartments), ancillary residential support facilities and commercial floorspace. The total gross floor space of the development is 51,252 sq m over a partial basement of 5,888 sq m (which principally provides car and bicycle parking, plant and bin stores).

The 480 No. 'Build-to-Rent' units will be provided in 8 No. blocks as follows: 7 No. blocks ranging in height from part 5 to part 6 No. storeys (Blocks B1 – B5, C1 and C3) and 1 No. block ranging in height from part 4 to part 6 No. storeys (Block C2) and will comprise 246 No. one bed units and 234 No. two bed units. The 110 No. 'Build-to-Sell' units will be provided in 9 No. duplex blocks which will be 3 No. storeys in height (Blocks A1 – A9) and will comprise 55 No. two bed units and 55 No. three bed units.

The development will also consist of the provision of a part 1 to part 2 No. storey ancillary amenity block (Block D1) (414 sq m) within the central open space which comprises a gymnasium, lobby, kitchenette and lounge at ground floor level and lounge at first floor level in addition to a roof terrace (facing north, south and west) to serve the Build-to-Rent residents; a 2 No. storey retail/café/restaurant building (Block D2) (657 sq m) comprising 2 No. retail units at ground floor level (328.5 sq m) and a café/restaurant unit at first floor level (328.5 sq m); a creche (438 sq m) within Block C2 at ground floor level; and a management suite (261 sq m) and café/restaurant (288 sq m) within Block C3 at ground floor level.

The development provides a vehicular access off Scholarstown Road between Blocks C1 and C3 towards the south-east corner of the site; a separate pedestrian access and emergency vehicular access off Scholarstown Road between Blocks A9 and C2 towards the south-west corner of the site; the

facilitation of a pedestrian connection from the north-east corner of the subject site to the public open space in Dargle Park; 459 No. car parking spaces (178 No. at basement level and 281 No. at surface level); bicycle parking; bin storage; boundary treatments; private balconies and terraces; hard and soft landscaping; plant; services; sedum roofs; PV panels; substations; lighting; and all other associated site works above and below ground.

Schedule of Accommodation

Summary	PRS?	No.	PRS No.	Overall Total		
1 Bedroom Apts	Y	246	246			
Total 1 Bedroom Units (All PRS)				246		
2 Bedroom Apts (3 person)	Y	32				
2 Bedroom Apts (4 person)	Y	202	202			
Total 2 Bedroom Apts(PRS)		234				
2 Bedroom Duplex	N	55	0			
Total 2 bedroom units				289		
3 Bedroom Duplex	N	55	0	55		
Total PRS			480			
Total BTS		110				
Total				590		

Commercial Area			
Residents Amenity Building (D1)			414sq.m
Management Suite (C3)			261sq.m
Block D2 (Gross figure)			328.5sq.m per floor x 2 = 657sq.m
GF - 2 X retail units 9 (D2) (Net figure)			247 Sq.m
FF - 1 X Café / Restaurant (Net figure)			275 Sq.m
Café/ Restaurant Area Block C3			288 Sq.m

Source: John Fleming Architects Design Statement – Schedule of Accommodation



Source: John Fleming Architects Design Statement – Proposed Site Plan



Source: John Fleming Architects Design Statement – Site Strategy



SECTION 2

RELEVANT EXPERIENCE

Section 2 Relevant Experience

2.1 Summary of Relevant Experience

Aramark Property is the largest dedicated property management provider in Ireland, with over 40 years' experience in office, retail, residential and mixed-use developments. Some of our relevant case studies on major schemes that involve common area and estate management would be:

- The Irish Life Centre
- Capital Dock
- Fernbank, Dundrum
- Georges Quay
- Parts of the IFSC such as Georges Dock 2,3,4 & IFSC House
- Beacon South Quarter
- Tallaght Cross West
- Riverside 4 – SJRQ Estate

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.

Capital Dock is a new urban quarter which includes three LEED Gold Standard office buildings totaling over 340,000 sq. ft. of premium office accommodation and 190 luxury rental apartments. In Capital Dock, our role as estate managers includes responsibility for management of the external public realm, public plaza, tenant amenity areas (gym, games room, office pods and lounge) and the car park areas.



Irish Life Centre



George's Quay



Beacon South Quarter



Capital Dock



SECTION 3
APPOINTMENT OF
PROPERTY MGT. AGENT

Section 3 Appointment of Property Management Agent & Associated Responsibilities

3.0. Appointment of Property Management Agent and Associated Responsibilities

The timing of the appointment of an experienced property management agent by the applicant and subsequent engagement between the agent and the landlord would be recommended to take 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 agent would be appointed to manage the estate common areas on behalf of the developer to ensure that the scheme is well managed, and the development is maintained to an extremely high level in line with the planning application for this scheme.

The property agents 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 the owners on a quarterly in advance basis to ensure enough funds are received so as to enable effective management of the estate.

We understand the Build-to-Rent element of the scheme will be institutionally managed as private rented accommodation by a single investment entity for a minimum period of 15 years. This will greatly assist in terms of the central management of the scheme and in terms of the practical implementation of the amenity areas, public realm and other operational measures around waste, mobility management etc.



SECTION 4
TENANT AMENITY
CONSIDERATIONS
& MANAGEMENT

Section 4 Tenant Amenity Considerations & Management

4.1 Considerations

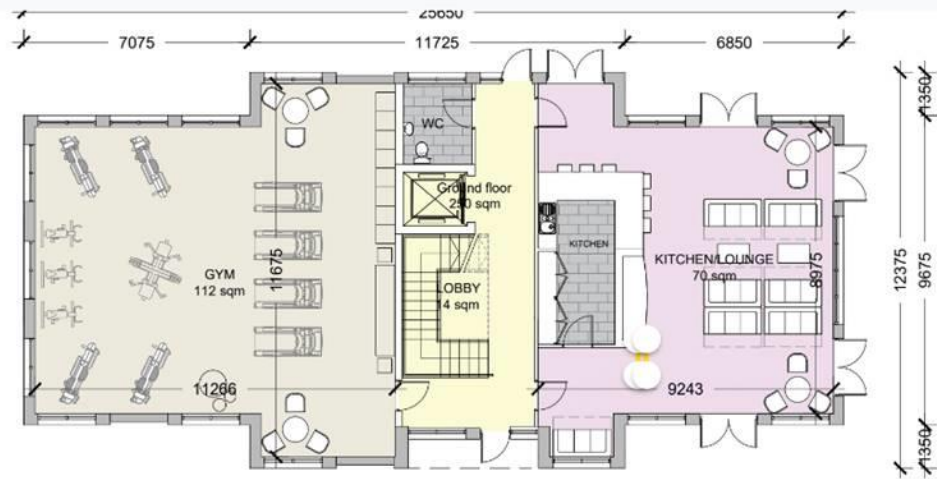
The development has been designed with quality of tenant amenities as a central consideration. The below section is a brief overview of the amenities that will be available to residents and how they will be operated and managed.

It is proposed to release the 110 duplex units with ground-floor apartments to market, but retain the 480 apartment buildings for Build-to-Rent. To serve these BTR residents, there is a management suite in the ground floor of Block C3. A residents lounge, gymnasium, kitchenette and roof terrace within the two-storey amenity of Block D1, located prominently in the central open space. The BTS units won't have access to these areas as they will serve the BTR residents solely and access to these areas will be controlled via fob access that will be issued to the BTR residents. In addition, the scheme proposes small-scale retail/cafe/restaurant units in a two-storey of Block D2 and a café/restaurant within the ground floor of Block C3 fronting onto Scholarstown Road. Blocks D1 and D2 are two storeys in height with a distinct character, and D2 faces onto Scholarstown Road adjacent to the existing two-storey housing and in keeping with the established building line.

Although the BTS units will not have access to these amenity areas designated for the BTR units there will be access to large areas of open space throughout the estate for all residents.



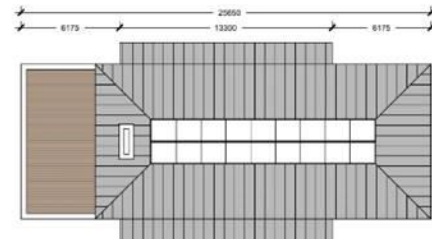
Source: John Fleming Architects— Retail Amenity



Block D1 - Ground floor plan - 250 SQ.M, Scale 1:100



Block D1 - First floor plan - 164 SQ.M, Scale 1:200



Block D1 - Roof floor plan, Scale 1:200

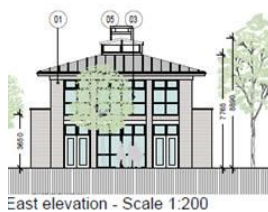
Source: John Fleming Architects Design Statement – Residents Amenity Space

Amenity Block D1

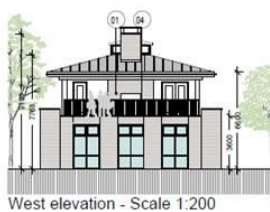


South elevation - Scale 1:100

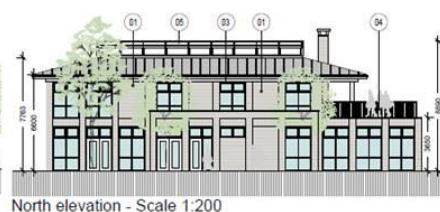
- Materials Legend**
- 01 - Selected red/orange brick
 - 02 - Render to selected colour
 - 03 - Aluminium/PVC windows to selected colour
 - 04 - Balconies with black steel rail and columns
 - 05 - Lightweight roof structure



East elevation - Scale 1:200



West elevation - Scale 1:200

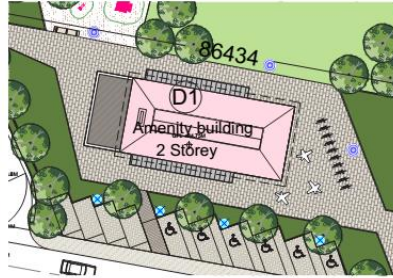


North elevation - Scale 1:200

Source: John Fleming Architects Design Statement – Residents Amenity Space



Reception and waiting area



Games Room Examples



Shared Kitchen



Residents' Gym



Business Centre/ Work Space



Source: John Fleming Architects– Residents Amenity Space

4.2 Management of Tenant Amenities

Management Offices

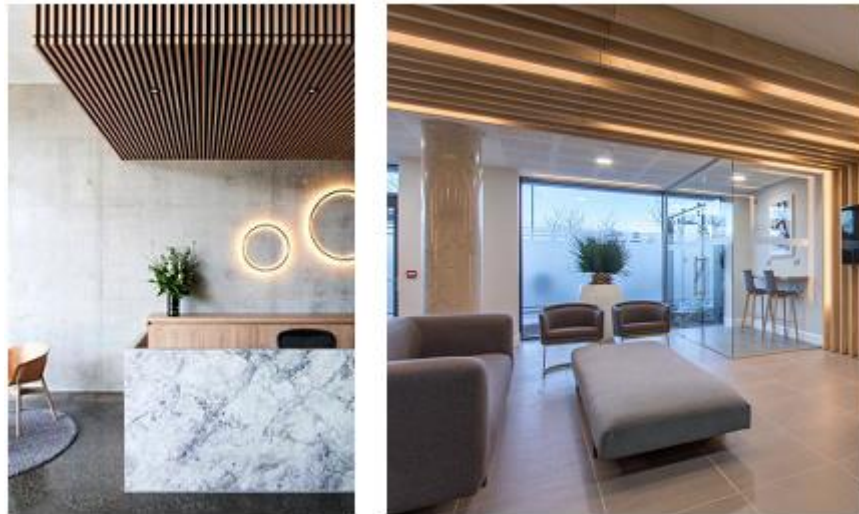
The development will have a designated management office located in Block C3, this office will focus on management of the external/estate management including both the BTR & BTS units and the overarching management of the scheme, with an emphasis on security, surveillance of basement, pedestrian access, waste marshalling area, parcel deliveries, car share bookings etc.

The provision of a concierge, caretaker, security and property manager is an attainable level of on-site services and ensures ample 24/7 coverage across the site.

Concierge/Amenity Events Co-Ordinator

We would envisage a concierge type service within the completed development. The concierge would be able to deal with initial BTR resident queries and direct as needed to the amenity spaces, security or the on site management team.

We would envisage a concierge type service within the completed development being 24/7. The service would operate from the management suite provided for on the ground floor of Block C3. The concierge would be responsible for achieving a sense of community within the scheme and organising events in the residential amenity spaces provided for in block D1 for the BTR residents. The services provided include, residents lounge, gymnasium and kitchenette. An example of the events that take place in such a scheme with these facilities available would be movie screening nights for residents, wine/cheese tasting nights, book club evenings etc that could be held in the residents lounge.



Sample Concierge/Reception Area

Onsite Caretaker

There would also be a caretaker on site during the day time hours for the BTR units and BTR amenity area only, who would have responsibility for ad hoc duties, including checking entry points to the development, minor repairs and maintenance tasks. These tasks would be both common area and indeed day to day repairs required internally in each apartment of the BTR units and not the BTS units e.g. repairs to taps, door handles etc. The caretaker would be fully supported by skilled third party technicians who would be responsible for all equipment, electrical maintenance and life safety system maintenance. The caretaker would ensure prompt response time to all maintenance issues ensuring the development is maintained to an acceptable standard and monitor the emergency access and make it fully accessible should the permanent access be blocked.

Property Manager

We would also recommend that there be an on-site property manager presence during 'normal' working hours 9am – 5.00pm weekdays to deal with issues which are escalated from the caretaker and concierge on a daily basis. The on-site property manager would ultimately be responsible for the standard of service provided by the other on site staff and indeed all third party contractors. The scale of the scheme allows for a high level of coverage across all levels of on-site staff.

The on-site property manager would also be responsible for overseeing and coordinating tenant move in/out strategy in terms of deliveries, loading bay etc.



SECTION 5

Summary of Cost Headings and
Maintenance Protocol for Areas
covered by the Estate and
Common Area Operational
Services Charge Budget

Section 5 Summary of Cost Headings and Maintenance Protocol for Areas covered by the Estate and Common Area Operational Services Charge Budget

5.0 SUMMARY OF COST HEADINGS AND MAINTENANCE PROTOCOL FOR AREAS COVERED BY THE ESTATE AND COMMON AREA OPERATIONAL SERVICE CHARGE BUDGET

The operational service charge budget will cover all aspects of the estate and common area management that will cover both BTR & BTS units, this will be made up pro-rata by the apportionment of the units that form the entire scheme. 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. Measures such as 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.

Cleaning & Waste

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, the common 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 - 4 annual visits per annum.

Any common area furniture, 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.

Health and Safety

The management team, post-handover, will design a health and safety strategy and occupiers' handbook for the BTR units only 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. The handbook will contain protocols for the times of operation, weather events and planned shut downs of the water will all be included in this document.

The gym equipment and amenity areas will be the focal point of the development and will have a specific and important health and safety focus. The property management team will work with the insurance surveyors to ensure that this policy is suitable for an area with use of this nature. There will be an individual set of risk assessments and method statements relating to the outdoor play equipment on site.

This health and safety document 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 the servicing and management of any pumps, lifts, gates, other items of plant 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.

Open Spaces

Based on the landscape plans received the garden and outside open space will be of the forefront of management's maintenance priorities. Given the proposed communal garden design, it will be essential for an appropriate maintenance schedule to be devised and implemented by the managing agents, with particular focus on the planting scheme as envisaged by the landscape architects being maintained and enhanced as the scheme develops. There will also be a schedule of maintenance in place for cleaning of hard surfaces, garden features etc. throughout the communal garden areas and open spaces.

The landscape maintenance 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. A policy document will be developed around this process and issued to all tenants in both the BTR & BTS sections of the overall estate.



Source: Mitchell + Associates – Landscape Design Report – Boundaries



Source: Mitchell + Associates – Landscape Design Report – Public Open Space & Recreation

Security Systems and Access Control

It is envisaged that there will be a centralised location for the monitoring and oversight of security across the development. CCTV will be viewable from this point and it will act as the primary base for the security personnel.

We would also recommend that there be an on-site presence in the form of concierge/caretaker during 'normal' working hours 9am – 5pm weekdays to deal with issues from the residential and tenant's issues on a daily basis.

CCTV Cameras

- All estate cameras will be monitored from the management office.
- GDPR compliance will be paramount.
- All CCTV recording will take place in the management office.
- All cameras shall be controlled by a central switching matrix to allow any camera and graphical map to be switched to any monitor via a matrix control keyboard and a graphical touch screen system with icons to identify the location of each CCTV camera.
- A centralised CCTV monitor will be installed in the management office to provide CCTV images as required.
- All CCTV cameras will not be required to be monitored simultaneously

Access Control

- All electronic access control systems including access control devices that control barriers to car-parks, block entrance doors etc. will be repeated to the control room.
- Access control system will encompass security features e.g. anti-pass back.
- Access to each individual building will be managed and controlled through the access control system.

Parking & Mobility Management

The development has provided for 459 car park spaces and 800 bicycle park spaces. Resident vehicular parking and a secure bike store will be located at basement level along with surface parking.

The concierge will perform the function of a mobility manager while creating a mobility management plan for the site. The primary duties of the Mobility Manager are:

- To develop and oversee the implementation of the initiatives outlined in the plan;
- To monitor progress of the plan;
- To promote and market the plan;
- To manage public transport discount fare schemes, cycle promotion schemes and events; and
- To provide "travel advice and information" to residents and staff.

The location of the proposed development provides availability to alternative modes of transportation for the building occupants.

The proposed development will offer occupants travelling to and from the subject site alternative modes of transport other than the need to rely on a car. Developing in an area that has strong public transport nodes offers users the opportunity to travel to and from the site using alternative modes of transport.

Figure identifies the local Dublin Bus stops and their proximity to the proposed development.

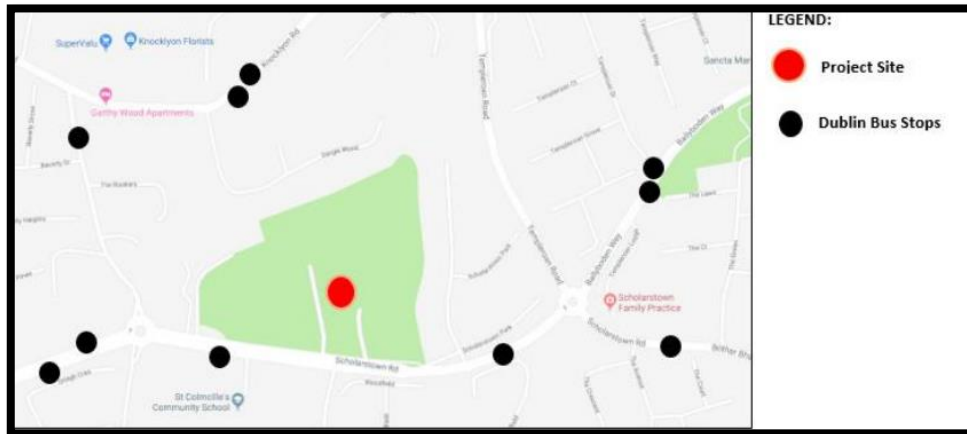


Figure: Local Dublin Bus Stops

Source: OCSC Energy & Sustainability Report – Key Sustainable Features



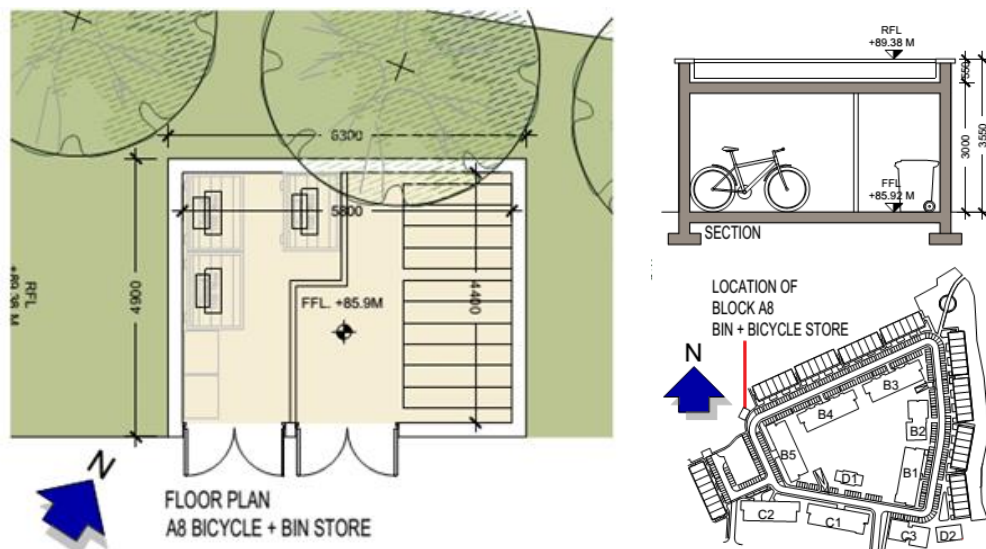
Source: DBFL Consulting Engineers - Mobility Management Plan - Existing Dublin Bus and Go Ahead Routes and Stops - Google Maps)

Parking			5888 SQ.M
	CARS	BIKES	
Basement	178 spaces	320 spaces	5888 SQ.M
Surface	281 spaces	480 spaces	
Total	459 spaces	800 spaces	
Disabled Spaces	25	5%	

Source: John Fleming Architects Design Statement - Schedule of Accommodation



Source: Mitchell + Associates – Landscape Design Report – Circulation



Source: John Fleming Architects Design Statement



SECTION 6

CONCLUSION

Section 6 Conclusion

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 overarching management of the scheme can be successfully managed in best practice for the benefit of the residents of both the BTR and the BTS sections of scheme, the future occupiers and the wider community.



APPENDIX I

GENERAL ASSUMPTIONS & CONDITONS

ASSUMPTIONS

Unless otherwise stated in this report, our advices and report have been carried out on the basis of the following General Assumptions. If any of them are subsequently found not to be valid, we may wish to review our advice, as there may be an impact on it/them

- That we have been supplied with all information likely to have an effect the property management of the proposed property and estate, and that the information supplied to us and summarised in this report is both complete and correct.

