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**Sandyford Central,
Former Aldi Site, Carmanhall Road, Sandyford Business
District, Dublin 18**



**Build to Rent Development
Operational Management Plan**

8th November 2019

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1.0 Introduction and Property Management Approach

1.1 Introduction

Sandyford GP Limited (acting in its capacity as general partner for the Sandyford Central Partnership) intend to apply to An Bord Pleanála for permission for a strategic housing development at a 1.54 ha site at the former Aldi Site, Carmanhall Road, Sandyford Business District, Dublin 18.

Sandyford Central is a Build to Rent (BTR) development including 564 apartments and bespoke resident amenity areas. The apartment mix is as follows:

Residential / Apartments

Unit type	No. of Units
Studio apartments	46
1 bedroom apartments	205
2 bedroom apartments	295
3 bedroom apartments	18
Total apartments	564

The development, which will have a Gross Floor Area of 49,342 sq m will principally consist of: the demolition of the existing structures on site and the provision of a Build-to-Rent residential development comprising 564 No. apartments (46 No. studio apartments, 205 No. one bed apartments, 295 No. two bed apartments and 18 No. three bed apartments) in 6 No. blocks as follows: Block A (144 No. apartments) is part 10 to part 11 No. storeys over basement; Block B (68 No. apartments) is 8 No. storeys over basement; Block C (33 No. apartments) is 5 No. storeys over lower ground; Block D (103 No. apartments) is part 16 to part 17 No. storeys over lower ground; Block E (48 No. apartments) is 10 No. storeys over semi-basement; and Block F (168 No. apartments) is 14 No. storeys over semi basement.

The development provides resident amenity spaces (1,095 sq m) in Blocks A, C and D including concierge, gymnasium, lounges, games room and a panoramic function room at Roof Level of Block D; a creche (354 sq m); café (141 sq m); a pedestrian thoroughfare from Carmanhall Road to Blackthorn Drive also connecting into the boulevard at Rockbrook to the west; principal vehicular access off Carmanhall Road with servicing and bicycle access also provided off Blackthorn Drive; 285 No. car parking spaces (254 No. at basement level and 31 No. at ground level); 21 No. motorcycle spaces; set-down areas; bicycle parking; bin storage; boundary treatments; hard and soft landscaping; lighting; plant; ESB substations and switchrooms; sedum roofs; and all other associated site works above and below ground.

The development will be professionally managed by a dedicated residential management team located on-site.

1.2 Property Management Approach

It is envisaged that there will be active property management of the development with a hands-on operational team, many of whom will be located on-site. A professional property management services provider is expected to be appointed (the "Property Manager") which will include an on-site resident management team ("Resident Management Team").

The Resident Management Team's key responsibility will be for the management of day to day operations including resident engagement, both in person and electronically. It is envisaged that there will be staff on site during the week and the main hours are expected to be 8.30am-7.30pm Monday-Friday; Saturday, Sunday & Bank Holidays 11am-2pm.

It is expected that there will be an internationally recognised internet based building and relationship management application utilised as part of the management approach for the development (such as BuildingLink <http://www.buildinglink.com>). This can be used to provide effective and streamlined maintenance and operations, to keep residents, contractors and the Property Manager engaged and informed (e.g. resident events; maintenance alerts, local information). There will also be traditional email and phone out-of-hours contact details for emergencies.

A key role for the Resident Management Team will be to promote social engagement amongst residents and to foster a sense of community within the development. Communal spaces have been designed so as to encourage residents to spend time with their neighbours in both informal and planned event settings.

The Resident Management Team will take a proactive approach to organising events for residents to get to know their neighbours such as Summer BBQs, Christmas Parties and other seasonal events. Residents will also be encouraged to use BuildingLink to facilitate their own events or to create social clubs such as book clubs, walking groups, parent's groups etc.

The Resident Management Team will also encourage residents to link in with the local community and will engage with local business and clubs to seek special rates or discounts for residents of Sandford Central.

2.0 Resident Amenities & Services Strategy

2.1 Resident Amenities

2.1.1 Reception and administrative offices

There will be a double height main reception area located on the lower ground level (Level 0) of Block D adjacent to the main communal amenities at the northern end of the development, facing onto Blackthorn Drive. There is also provision for an additional smaller reception area / concierge, when required, at the ground floor level of Block A located at the southern end of the development, facing onto Carmenhall Road.

The main reception will accommodate a visible reception desk and administration office (97.4 sq m) for the Resident Management Team and for out-of-hours security staff. Block A also has an administration office (39.2 sq m)

It is envisaged that the main facility will be staffed at certain hours (outlined in section 1.2 above). There will be access controls to this facility during out-of-hours times.

It is expected Blocks A & D will be the primary hubs of activity within the development with people coming and going throughout the day. Lounge furniture will be provided to facilitate informal meetings with residents, contractors and those viewing apartments. It is envisaged that tea, coffee and newspapers will be provided to encourage residents to use the communal resident areas as a social amenity and to foster engagement with other residents.

Examples of resident's reception and lounge area are below.

Examples of resident's reception and adjoining lounge areas





2.1.2 Resident Lounges & Study Spaces

The communal amenity spaces in Block D have been designed to contain a lounge area and multifunctional study room and provide access to the café unit and crèche. A panoramic function room is provided at roof level in Block D. In Block A, there is also provision for a lounge and kitchenette at Level 2 and lounge and games room in Block A. It is expected that these spaces will be used for various resident events which will be organised by the Residence Management Team. Examples of events which may be held include book clubs, wine and cheese tasting, communal viewing of sports events and cooking demonstrations by local chefs.

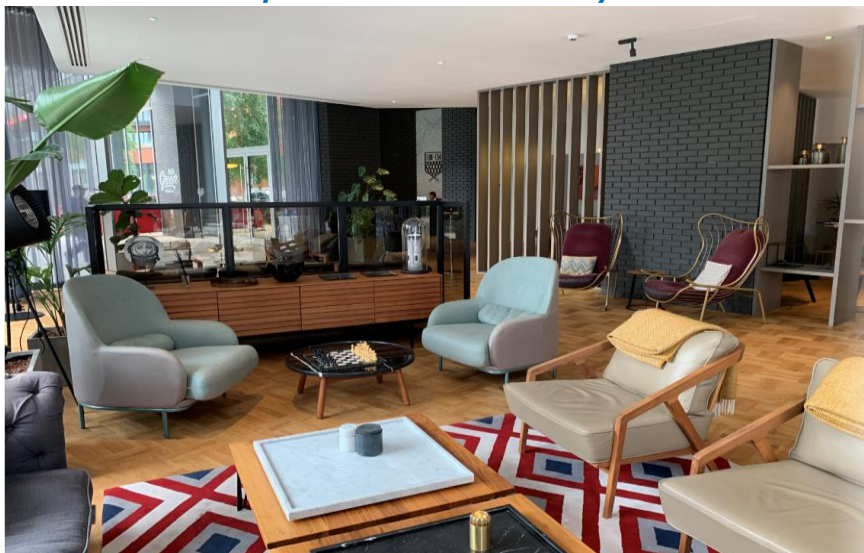
The communal resident amenities provide spaces for residents to relax outside of their apartments. They have been designed to promote social engagement and a sense of community for residents.

The multifunctional rooms can allow for a range of uses including business meetings, resident social events and private parties, with the space having the ability to be pre-booked at certain times. These bookings are managed through the building and relationship management application.

It is envisaged that some of the lounge space will have a shared TV and an area for coffee / refreshments. The lounge and study areas will also allow for some co-working space to enable residents to work from home, independently of their own accommodation.

These facilities can be available through key fob access for residents. An image of precedent for these areas is shown below.

Examples of resident's amenity areas





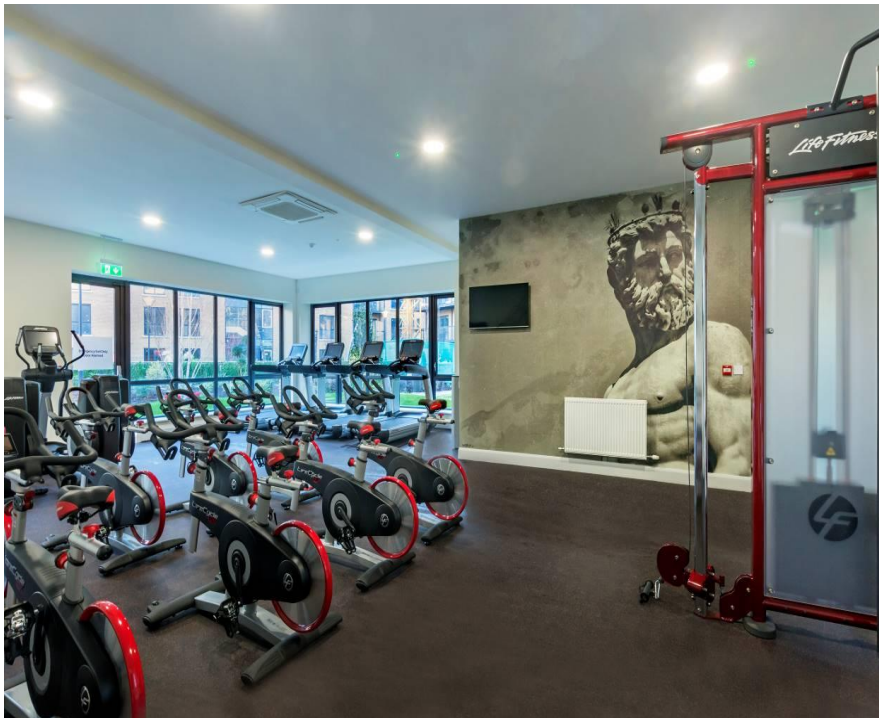
2.1.3 Residents Gyms

The will be a gym (253.7 sq m) located in Block C (Northern end), adjacent to the main reception area. The gym facilities will include adjoining yoga / exercise studio to allow for a range of fitness classes.

Access to the gym will be controlled by key fob.

Cleaning and facilities management of all equipment will be arranged through the Property Manager. The facility will have high-quality equipment. A design precedent is shown below.

Example of resident's gym areas





2.1.4 Internet & Wifi

It will be possible to provide wifi at no charge to residents in reception, residents lounge, and gym areas.

2.1.5 Postal Deliveries (An Post)

Post boxes will be situated in the reception area of Block D. This area will be accessible to residents and the postal services via key fob.

A fob can be provided to An Post which can be restricted to allow access within the development. Residents can collect their post with their post box keys.

2.1.6 Parcel Storage Lockers

It is envisaged that a bespoke storage locker system for the use of residents can be located in Block D, which is located in the reception area. This can accommodate oversized items and courier deliveries. This facility could be supervised by the Residents Management Team. An example of this type of facility is below – this example is of a BringMe company facility.

There will be a post room (23 sq m) which will also be used to store parcels.

Example of parcel storage facility



2.1.7 Car Parking

There are a total number of 285 car parking spaces in the development – 254 at Level 0 and 31 at Level 1 / Boulevard. Car parking spaces will be let to residents under a separate agreement to their apartment lease. Charges for car parking will be set out in the above agreement and will be additional to the apartment rent.

Access to the basement and Level 1 car parking area will be via motorised vehicle gates located off Carmenhall Road. Residents will lease spaces directly with the landlord. Access for this area will be through a phone / GSM system or via remote control.

2.1.8 Car Sharing

It is envisaged that there will be a Go Car station, or equivalent, of 10 spaces positioned in the car park providing an additional transportation option for residents. See Go Car station example (Tallaght) below.

A letter of support has been provided by Go Car and is enclosed as an appendix to the Thornton O'Connor Town Plannings Planning Report.

Example of car sharing facility – Go Car



2.1.9 Bike and Motor Bike Storage Management

There are a total of 1,178 bicycle spaces and 21 motor bike spaces available in the basement car park. The cycle spaces are accessed via a segregated cycle ramp from the car park entrance on Carmanhall Rd. and also via a ramp from Blackthorn Drive.

There will also be dedicated bike parking adjacent to the Level 1 car parking area accessed from Carmenhall Road.

It is expected that the bicycle storage areas will be inspected daily to ensure the area is secure and free from hazards. Signs will be displayed advising that CCTV is in operation and also reminding residents that the landlord is not liable for any items stored in this area.

The Property Manager will be responsible for maintaining the bike storage areas. Individual users will be liable should they choose to store their bicycles in the area. Signage will be displayed to ensure liability is clear.

2.2 Resident Support Services – As envisaged

2.2.1 Reception

The Resident Management Team will be located in the reception of the development in Block D. The Resident Management Team typically support the day-to-day requirements of residents including maintenance queries, management of contractors and access, oversight of deliveries, move-in / move-out process, lease agreements, management of contractors and other requirements of efficient building operation and communications.

2.2.2 Administrative Rooms

The Resident Management Team will have administrative offices adjacent to reception for the purposes of both internal and external meetings with residents, contractors and suppliers.

2.2.3 Security

The boulevard and public pedestrian and cycle link will provide an element of passive security in the development. Residents will be periodically reminded to be vigilant with regards to security and to report any suspicious activity to Gardaí. Residents will be encouraged to establish a Neighbourhood Watch with the assistance of local Community Gardaí.

2.2.4 On-site Caretaker

Due to the scale of the development it is intended to have an on-site caretaker. The caretaker will have responsibility for minor repairs, painting, waste area upkeep and general ad hoc duties in respect of the common areas and inside the apartments. It is envisaged that they will work 37.5 hours per week. Required hours to be monitored post-completion.

2.2.5 Out of Hours Emergency Escalation

An emergency out of hour's maintenance and repair line will be in operation for resident to contact in the event of a repair emergency.

3.0 Fire, Health & Safety Strategy

3.1 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. Signs will also be placed in apartments and common areas.

3.2 Fire Risk Assessment

The Property Manager will instruct an independent and comprehensive Fire Risk Assessment to be completed prior to occupation of the building. Notices will be display in high traffic areas advising of the fire action policy.

3.3 Fire Prevention and Detection Equipment

The Property Manager will ensure Fire Prevention Equipment is provided following the recommendation from an independent survey (see below).

3.3.1 Fire alarm

The fire alarm panel will be maintained by a suitably qualified professional and serviced in accordance with manufacturer guidelines. The Property Manager will ensure appropriate contracts are in place with a contractor for maintenance of the system.

3.3.2 Sprinklers

The sprinklers will be maintained by a suitably qualified professional and serviced in accordance with manufacturer guidelines. The Property Manager will ensure appropriate contracts are in place with a contractor for maintenance of the sprinkler system.

3.3.3 Dry/wet risers

The dry/wet risers will be maintained by a suitably qualified professional and serviced in accordance with manufacturer guidelines. The Property Manager will ensure appropriate contracts are in place with a contractor for maintenance of the risers.

3.4 Health and Safety – General risk assessment

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

3.5 Major Incident management (Escalation protocols)

The Property Manager 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.

4.0 Building Operational Strategy

4.1 Residential Waste Management – Refuse disposal and recycling

The Property Manager will coordinate the waste management requirements for the residents and will ensure that the waste storage areas are kept clean, orderly and pest free.

Waste storage areas will be located at Ground Level 0 and Level 1 for both residential and commercial users.

An operational Waste Management Plan has been prepared by AWN Consulting and is enclosed within Appendix 15.2 of the accompanying EIA.

4.2 Lifts Maintenance

The Property Manager 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.

4.3 Cleaning

The Property Manager will be responsible for the management of service contractors for critical elements such as pest control, cleaning and exterior window cleaning for the residential areas through boom lift, cherry picker (overhead extending lift arm) where appropriate. All external soft landscaped areas 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.

4.4 Courtyards & Landscaping

The Property Manager will appoint an approved landscape maintenance contractor to maintain landscaped areas. The landscaping will be regularly inspected and kept in order.

4.5 Access Control and Intercoms

The building can have an electronic access system which will be operated through pre-registered user cards and mobile phones. Each resident can 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 and prevent any unauthorised access to the development. These fobs cannot be branded.

Each apartment can have its own intercom equipment that will be connected to the multiple call points at pedestrian entries.

Visitors to the building will be encouraged to dial directly to the apartments via the door entry system.

4.6 Vehicle, Cycle and Pedestrian Gate

A steel vehicle and bicycle gate will be in place at the entrances to the car parks off Carmenhall Road and Blackthorn Drive. It is anticipated that the vehicle gates will be accessed by phone (GSM) for pre-registered users or via remote control.

The maintenance of the gates will be coordinated by the Property Manager and will be carried out by suitably qualified contractors in accordance with manufacturer guidelines, legislation and industry standards.

4.7 CCTV

Closed circuit television (CCTV) will be in operation in key circulation areas as part of the overall security strategy. The CCTV system shall be configured such that it forms one site wide system that can be remotely monitored from the reception area. Provision will be in place for camera maintenance and routine checks in accordance with manufacturer guidelines. Signs will be put up in common areas notifying of the presence of CCTV and a GDPR policy will be implemented by the Property Manager.

4.8 Utility Provision & Management

4.8.1 Electricity

Each apartment will have its own electricity system meter and will be billed separately.

4.8.2 Energy Strategy - Heating & Hot Water System

The Property Manager will ensure that a maintenance contract is in place with a suitable contractor for maintenance of heating and hot water plant and maintenance and routine checks will be carried out in accordance with manufacturer guidelines.

4.9 Laundry Services

Laundry services will be provided within each individual unit. It is expected that a washer-dryer will be included in each apartment fit-out.

4.10 Pest Control

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

4.11 Building Management System (BMS)

The Building Management System will be maintained by a suitable qualified professional in accordance with manufacturer guidelines. The property manager will ensure that appropriate contracts are in place for maintenance of the system.

4.12 Cold Water Storage & Feed

The cold water storage and feed will be maintained by a suitable qualified professional in accordance with manufacturer guidelines. The property manager will ensure that appropriate contracts are in place for maintenance of the system.

4.13 Water Risk Assessment

The Property Manager will instruct an independent and comprehensive Legionella Risk Assessment and Water Testing. Both are to be complete by an approved survey prior to occupation. Follow up assessments will be carried out periodically.

4.14 Tanks

The water tanks are located in the basement and the Property Manager will coordinate the maintenance with suitably qualified contractors in accordance with manufacturer guidelines.

4.15 Pumps

The pumps are located in the basement and the Property Manager will coordinate the maintenance with suitably qualified contractors in accordance with manufacturer guidelines.

4.16 Vacant Apartment Management

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

Prior to 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 the responsibility of the Property Manager.

4.17 Building Insurance

The Property Manager will coordinate the building and public liability insurance for the development and will renew on a yearly basis.

5.0 Planned and Preventative Maintenance

5.1 Mechanical & Electrical (M&E) – Maintenance and Servicing

The Property Manager will be responsible for ensuring that contracts are in place with suitably qualified contractors for the maintenance of Mechanical and Electrical equipment which is fundamental to the running of the development. This includes, but is not limited to:

- Door entry systems
- Fire prevention systems
- CCTV
- Lifts
- Boilers
- Booster Pump Sets
- Fire Detection / Prevention Systems
- LV Distribution Board

A full asset register will be compiled in advance of building handover and servicing contracts will be in place prior to completion. Certification of install for all M&E is to be provided as part of the O&M by the developers within 2 weeks of practical completion.

6. Contact Details for Hooke & MacDonald

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