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**Report:** **Owners Management Company Operational Management Plan**

- **Blackwood Square, Northwood, Santry, Dublin 9**

**Issued By:** Pearse McElroy  
Director  
WYSE Property Management

**Date:** 1<sup>st</sup> October 2019

## **1. Introduction**

Blackwood Square (located within the Northwood Campus Development) is an exclusive mixed-use multi-unit development located at Northwood, Santry, Dublin 9, comprising of 331 no. residential units and associated residential amenities, 1 no. childcare facility, and 5 no. mixed use commercial.

We have been requested by the developer, Cosgrave Developments, to prepare an **OMC Operational Management Plan** for the above development.

## **2. The Owners Management Company, (“OMC”)**

All the common areas within any residential multi-unit development are vested in an Owners Management Company,

These common areas and related services can be internal and/or external and/or structural.

An Owners Management Company, “OMC” will be incorporated for **Blackwood Square** by Sheehan & Company Solicitors acting for the developers, Cosgraves Developments.

Each Owner is a member (or shareholder) in the OMC. The OMC has responsibilities to all the members to ensure that the common parts are maintained to a high standard for the enjoyment of all concerned.

This OMC for Blackwood Square will be party to a long Lease Agreement to be granted to each owner purchasing into the scheme, and the developers will enter into an agreement with the OMC to convey the title in the entire estate to the OMC.

The OMC, developers and individual owners will enter into legally binding covenants, including covenants on the part of the OMC to assume responsibility for the maintenance and upkeep of all open spaces, roads, parking and communal areas in the common areas and all services relating thereto.

As part of its overall responsibilities, the OMC, which is in effect the Owners own Company, will provide, in summary, the following on-site services;

- (a) Maintenance of all internal and external communal areas within the development, (often referred to as the reserved property) including; both private and public areas, gardens/landscaped areas, internal and external common area lighting, roads, footpaths, courtyards, parking, 2 no. play areas, and the surface level pedestrianised plaza, the roof and the external/communal walls of the Apartment and Apartment Block.

Qualified contractors will be engaged by the OMC to provide the various maintenance services.

Detailed Management of the Common Areas are noted in the attached Appendix 1 & 2.

- (b) To manage and maintain all residential onsite amenities to include the Gym, Concierge, Parcel Storage area, Community room, etc., and ensuring the maintenance, cleaning, insurance etc. of these areas.
- (c) Provision of a comprehensive refuse and recycling service. An approved and certified contractor will be engaged to provide this service. The required mix of ordinary domestic waste, recyclable domestic waste bins, glass, and food / organic refuse bins will be provided. All bins will be colour coded and clearly marked for the segregation of food waste, residual waste, glass, plastic, aluminum, cardboard, newspapers and tetra-paks. The frequency of collection will be once weekly, (and fortnightly for glass collection).
- (d) Maintenance contracts will be put in place for all common area utilities located within the common areas, for example, gates, fire alarms, lifts, and pumps, etc., as required.
- (e) Residential, Mixed use Commercial Units and Childcare Facility Retail amenities;

#### **Gym:**

The residents at Blackwood Square will have exclusive use of the on-site private Gym.

The OMC have engaged the services of a suitably qualified company to maintain and replace the equipment, - scheduled preventative maintenance / call-out services, etc. In addition, the OMC will provide a facilities services, - overall maintenance / cleaning of the unit, access control management and monitoring, water cooler / hand sanitiser / paper drum upkeep, etc.

In terms of airborne noise this can be addressed by the following;

- The floor slab itself will offer some 60 to 65Db Dntw of acoustic separating the gym and spaces below.
- This exceeds comfortably the Part E requirements and would be suitable considering the usage.
- Within this exclusive residential amenity, - the activities in the gym will not cater for external-use/"professional" classes where high levels of noise etc., may be expected.

- Our management structure will ensure that all equipment that may emanate vibrations / noise, etc. will not be in use.
- The OMC and WYSE successfully manage similar private residential-use gyms within other multi-unit schemes.

**Function/community room:**

The residents at Blackwood Square will have exclusive use of the on-site community room

The OMC at Blackwood Square will manage the community room.

This area is cleaned daily by the OMC appointed caretaker.

The OMC has provided an amenity for various functions, - for example, children's birthday party, parent & baby groups, residential groups, etc. The OMC appointed Concierge facilitates same.

Similar to the Gym, the OMC provide the amenity with access control, maintenance, security, cleaning, etc

**Concierge:**

The OMC manage and maintain the residential & retail exclusive concierge amenity  
Our concierge will assist all residents with day-to queries, parcel & post services, concierge portals, wifi / tv screen in reception, coffee pods, kitchen materials, water drums for the cooler etc.

- (f) As per Section 19 of the Multi Units Developments Act 2011, the OMC will provide a separate ring-fenced Account (Building Investment Fund / Sinking Fund) for future capital expenditure of a non-recurring nature.

Similarly, each unit owner, individually, will have a responsibility to the OMC to perform certain obligations, set out in the Lease Agreements, including the payment of service charges etc. for all the above noted common area services provided.

Each Owner / Lessee will be admitted to membership of the Blackwood Square Owners Management Company. So, we have a situation where the Management Company has clearly defined responsibilities to all the owners who likewise have particular responsibilities to their Management Company, and to each other.

The OMC is governed by the **Multi Unit Developments Act 2011**, ("MUDs") and must comply with the **Constitution** specific to the OMC for Blackwood Square and the **Companies Act 2014**.

Within the "MUDs Act", there are clearly defined rules how every OMC should be governed; Service Charge Budgets, the formation of a Sinking Fund / Building Investment Fund, House Rules, Voting Rights, Dispute resolution, Conveyance of Common Areas, General Meetings and Annual Reports, and various other important OMC headings. A copy of the Act, and a summary, can be found on our website, [www.wyse.ie](http://www.wyse.ie)

Blackwood Square OMC will be governed by a Board of Directors, (the initial Board is formed when Blackwood Square is Incorporated), who will appoint a Managing Agent, such as WYSE, to manage and maintain all open spaces, roads, parking and communal areas, etc., at Blackwood Square.

In 2016, the majority of OMCs were converted to Companies Limited by Guarantee, (CLG). New Management Companies will have both OMC and CLG contained within their company name.

As noted above, as part of the construction stage of the development, the initial Board will comprise of the developers, and thereafter the Owners.

The Board and its Managing Agents would see to it that the OMC honours its obligations to the owners and that the owners, in turn, honour their obligations to the Company, and to each other.

As noted above, each Owner (known also as the Purchaser or the Lessee) at Blackwood Square will covenant with the OMC to pay a service charge to contribute to the communal / shared services at both Blackwood Square, and separately contribute towards the overall (pre-existing / external estate) Northwood Estate Management Company.

The 331 no. Residential Apartments, 5 no. Mixed Use Commercial Units and 1 no. Childcare Facility Owners will pay a *fair & equitable* service charge based on their Area Size and Type of Unit.

As required under Section 18 & Section 19 of the Multi Units Developments Act 2011, all (shared) management services at **Blackwood Square** will be provided for within a **Service Charge and Building Investment Fund Budget** and defined under a series of five headings which include;

- **Part A**            **General Estate Services for Blackwood Square**
  - *In addition to the management and maintenance of the external roads / landscaped areas, external lighting, etc., this part of the service charge budget model includes the management of the OMC plaza, external courtyard areas, pedestrian routes, 2 no. play facilities, etc*
  - *All units, - residential, mixed use commercial, and childcare facility, - will contribute to the management of the general “external” services.*
- **Park B**            **General Estate Services for Northwood Campus**
- **Part C**            **Apartment Block Internal Services**
- **Part D**            **Apartment / Retail Block External Services**
  - *This part of the service charge budget model includes payment of the waste collection within the scheme.*

- **Part E Exclusive on-site Residential Amenities**
  - *This part of the service charge budget model includes the management of the OMC on-site residential amenities, concierge, community room, private gym, etc.*
- **Part F Underground Car Parking Services**

As required by the **Property Services Regulatory Authority**, both the Owners Management Company and Management Agent are obliged to enter into a **Property Services Agreement**, - which include a detailed account of the management services to be provided at Blackwood Square.

The appointed Management Agent must hold a **D License** and are governed by the **Property Services Regulatory Authority**.

Blackwood Square OMC have appointed Wyse as Managing Agents. Please see both **Appendix 1** relating to Wyse company information, and **Appendix 2** relating to the Management Services at Blackwood Square.

A copy of the Management Services are also included in the Property Services Agreement for Blackwood Square.

Management Agents would not have responsibility for services inside any owners private apartment /commercial/childcare facility units at Blackwood Square - this is each owner's own responsibility.

### **3. Waste Management, - Refuse & Recycling**

Section 18.1 of the Multi Units Developments Act 2011 requires the Owners Management Company to create a provision for shared services through the development, which includes a waste management scheme for Owners and Occupiers.

The OMC therefore is responsible for providing a Refuse & Recycling collection scheme at Blackwood Square.

The OMC has provided sufficient communal storage to satisfy the *four-bin system* for the collection of mixed dry recyclables, organic waste, residual waste, and glass.

All 9 underground storage areas are adequately ventilated, safe, well lit, sufficient for providing access for waste collectors, and accessible for all residential and retail occupiers, including disabled use.

Refuse locations are not on, or visible from, the public street.

The OMC has provided for the capacity for washing both the bins and storage areas, with waste water discharging to the sewer.

Please refer to the Architecture Drawing which indicates refuse store locations for the apartments, creche and retail houses.

Communal (1100 / 660 / 240 litre) refuse bins will be provided for all units, comprising a mix of ordinary domestic waste and dry recyclable domestic waste, glass recycling, and compost/food waste as follows;

● 40%	General Waste	1100 litre bins	Black	Weekly
● 30%	Dry Recycling	1100 litre bins	Green	Weekly
● 20%	Food / Organic	660 litre bins	Brown	Weekly
● 10%	Glass	240 litre bins	TBC	Fortnightly

The Owners Management Company understands the necessity to reduce biodegradable waste going to landfill, (Directive 1999/31/EC), - *The European Union (Household Food Waste and Bio Waste) Regulations 2015 and the Waste Management (Food Waste) Regulations 2019*, - and will introduce management programmes to promote the disposal and collection of food / organic waste.

All refuse bins will be colour coded and clearly identifiable for the segregation of glass, plastic, aluminium, cardboard, newspapers and tetra-paks, general waste, and food/organic waste.

The OMC will engage a reputable, private licensed refuse contractor, to provide a group refuse collection service to the 331 no. apartments, 1 no. childcare facility and 5 no. mixed use commercial units.

### **1. Residential**

Similar to the majority of schemes, all bin stores are privately located within the underground car park, within separate store facilities.

Capacity for up to 68 x 1100 bins and 21 x 240 litre bins.

### **2. Mixed Use Commercial**

10 x 1100 litre, clearly identifiable bins, (and separate surface level refuse store, located in the opening between Block B & C at GF level to the West) will be provided also for both the 5 no. mixed use commercial units.

### **3. Childcare Facility**

Similar to the above, clearly identifiable bins, - with secure locked lids - located within short proximity to the 1 no. childcare facility will be provided.

The OMC appointed licensed refuse contractor will also provide a refuse collection for the Childcare facility will take place outside of the key childcare facility *child drop off* times, - ie the childcare collection will take place between the hours of 9.30am & 12.00 noon.

The frequency of collection for all bins will be weekly, (excluding glass collection which is fortnightly).

#### **4. Car Park Management**

In line with the Sustainable Urban Housing: *Design Standards for New Apartments (2018)*, the developer has provided for the required parking numbers (334 no car spaces and EV charging car spaces), which shall form part of the OMC responsibility to maintain.

Residential private parking will be securely located within the underground car park below each residential block, and each private space will be assigned one per apartment.

The OMC for Blackwood Square will manage the 54 assigned spaces serving the 1 no. Childcare facility and 5 No. Mixed use Commercial Retail Spaces.

These 54 spaces, will be clearly identifiable and exclusively reserved for the use of the Childcare Facility and Mixed Use Commercial units.

The 3 no. car sharing spaces and 1 no. disabled space at surface level will be managed by the OMC.

Separately, the OMC will manage the set-down area outside the Childcare Facility.

When required, the OMC will engage the services of a licensed parking control company to provide signage, permit facility if applicable and clamping services.

The commercial units will share the usage of the current parking spaces within Gulliver Retail Park.

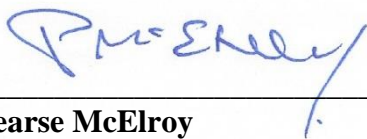
The OMC is mindful of the location of the proposed MetroLink Station adjacent to the Northwood development and its proximity to Blackwood Square and Gullivers Retail Park, and already have prepared the introduction of a parking control programme to include clearly identifiable signage and the appointment of a parking control company, to ensure parking access to the Residential development, Childcare Facility and 5 no. Commercial units is not restricted.

In addition, the OMC will manage the 760 bike spaces (690 basement level and 70 surface level), within secure, sheltered, well-lit locations, both at underground and surface level, throughout the development.

In summary, the Blackwood Square OMC and their appointed Agent, will manage all communal and assigned parking and cycle spaces to ensure there is no negative impact upon the residential, commercial and childcare facility users.

Please revert should you have any further queries.

**Yours sincerely**



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**Pearse McElroy**  
**Director**

BComm, MSCSI, MRICS

PSRA Licence No: 001347-001482

WYSE, 94 Lower Baggot Street, Dublin 2, Ireland

## Appendix 1

### Blackwood Square / September 2019



#### The Managing Agents

Managing Agents (WYSE) are appointed by the OMC, where the directors of the OMC entrusts responsibility for the day to day management of the OMC's affairs into the hands of a Managing Agent.

The appointed Management Agents must hold a **D License** and are governed by the **Property Services Regulatory Authority**.

A good firm of managing agents will endeavour at all times to see that the Management OMC honours it's obligations to the owners and that the individual owners, in turn, honour their obligations to the Management OMC and to each other.

Managing Agents would not have responsibility for services inside any Owners private apartment at Blackwood Square - this is each owner's own responsibility.

The Owners Management Company at Blackwood Square have appointed Wyse as Managing Agents.

WYSE will shortly celebrate our 40<sup>th</sup> Year in 2020 as the longest established and largest residential managing agency in Ireland.

Our company was formed by our late Chairman, Joe Wyse, in 1980.

Our Board comprises of Ben Gough, our Managing Director and Peter Wyse, our Sales Director and Josephine Wyse, (wife of our late Chairman, Joe Wyse).

Our Board is strengthened by Pearse McElroy, Aimee Cafferty, and Mary McGarry Murphy who specialise in various disciplines within our group.

Since 1980, our many long standing and supportive clients have come to rely on us for the highest level of care and attention, sound professional advice and a range of property services unmatched in the Irish Property Market.

With our wealth of know-how in the area of apartment block and mixed-use managed developments, you can be assured that you will receive the highest level of professionalism that Owners have come to expect from WYSE.

WYSE provide four key property services, **Residential & Commercial Property Management, Lettings, Sales and Asset Management**.

Wyse are strategically located to manage our 150 residential developments with offices at 94 Lower Baggot Street, and 1 Aspen Court Cornelscourt. We also recently opened our new Sales and Lettings Office at 141 Upper Leeson Street, Dublin 4.



At present we have 78 employees, including our own Internal (Property Management) Auditor and supporting staff to ensure compliance and quality of care at all times.

Our Company Registration Number is 77218, (registered at our Head Office 94 Lower Baggot Street, Dublin 2).

Our client-login facility, ***My Block Man***, is proving very successful with our apartment owners.

All our clients are able to view and pay their current and previous Service Charge account details on-line, and also view general information relating to their Management Company.

All our on-line users are able to;

- Pay your service charge on-line,
- View your current and previous Service Charge balance and transactions,
- View your Service Charge calculation percentage and schedule,
- You can download your Service Charge Demand and Reminder Statements,
- View Emergency Contact details,
- Download important Documents, such as Audited Accounts, Budgets, House Rules, AGM & EGM Minutes, Memorandum and Articles of Association, etc.
- View your Management Company Secretarial Information,
- You can include a 3<sup>rd</sup> party access to your emails and service charge information,
- View important *live Announcements* relating to Blackwood Square OMC.

Owners without access to email will at all times continue to receive all correspondence by post.

WYSE would ensure that all Blackwood Square OMC Board Members are familiar with the content of all legislation relating to residential developments and Management Companies, (The Multi Unit Developments Act 2011 and the Property Services (Regulation) Act 2011).

## Managing Agents Services



We attach hereto a detailed resume of our **Managing Agents Services** which are required as part of the Management Scheme at Blackwood Square, (**Appendix 2**).

All WYSE Property Managers are licensed under the **Property Services Regulatory Authority**.

WYSE are Members of the SCIS, RICS, and licensed with the National Property Services Regulatory Authority.

The Property Services Regulatory Authority have issued WYSE a *Property Services Providers Licence*, (No. 1347).

## **Property Management - Contact Information**

Ben Gough	Managing Director	01 647 0630	<a href="mailto:ben.gough@wyse.ie">ben.gough@wyse.ie</a>
Pearse McElroy	Operations Director	01 647 0617	<a href="mailto:pearse.mcelroy@wyse.ie">pearse.mcelroy@wyse.ie</a>
Aimee Cafferty	Director	01 647 0651	<a href="mailto:aimee.cafferty@wyse.ie">aimee.cafferty@wyse.ie</a>

## Appendix 2

### Blackwood Square / September 2019



#### **Part 1 Managing Agents Services**

*As per Schedule II, Part 1 of the Property Service Agreement*

#### **Accounting Services**

1. To prepare an estimate in respect of annual service charges in accordance with Section 18 of the Multi-Unit Developments Act 2011, for consideration by the OMC
2. To calculate and apportion the service charges for each unit based on the budget adopted by the OMC, to be applied in accordance with the provisions in the Lease
3. To issue each unit owner with a statement of demand for service charges to incorporate the Sinking Fund contribution (if applicable) together with a copy of the approved budget and the calculations used to arrive at the charge payable by each unit owner (including a breakdown of amount due for current financial year and any arrears balance brought forward from prior years)
4. To advise the OMC on the establishment of a Sinking Fund in accordance with Section 19 of the Multi-Unit Developments Act 2011
5. To apportion the amount of contribution, payable by each unit owner, in accordance with Section 19 of the Multi-Unit Developments Act 2011 and regulations made thereunder
6. To debit service charges and sinking fund contributions approved by the OMC
7. To issue up to two Reminder service charge statements per service charge period. Thereafter, charge interest in accordance with the terms of the Lease and issue Final Demand Notice. Forward account details to Debt Recovery Office for collection. Debt recovery charges may apply to the unit in default and where charges are not recovered, the cost would be offset against the interest collected
8. To administer penalties for late payments as directed by the OMC where permissible
9. To answer queries from owners on service charges and sinking funds
10. To prepare a report of overdue service charges for OMC directors quarterly or as otherwise directed
11. To provide receipts for all cash received
12. To provide a copy, on request by a unit owner, of the annual statement of the unit owner's services charge payments and sinking fund contributions
13. To administer the OMC's finances in accordance with the provisions of the Property Services (Regulation) Act 2011 and regulations made thereunder

14. To provide income and expenditure reports for OMC directors' meetings and as otherwise requested by the OMC
15. To reconcile bank statements and provide reconciliation reports to the OMC's Auditor
16. To pay invoices for goods and services, in accordance with the approved service charge budget
17. Where No.16 is not applicable (ie, where invoices for goods and services are not in accordance with the approved service charge budget), to pay only upon written instruction from the OMC board, or as approved and minuted at a board meeting
18. In the case of Nos. 16 and 17, to pay invoices for goods and services by cheque, direct debit, and electronic fund transfer (EFTS) in accordance with the Bank Mandate approved by the board
19. Prepare and provide the relevant accounting records for the OMC's accountants and auditors
20. Respond to accountants and auditor's queries arising from the preparation and audit of the OMC's accounts

## **Administration Services**

1. Every two years to request contact details of owners to comply with Section 8(3) of the Multi-Unit Developments Act 2011 and record contact details in accordance with the Act
2. To record and take appropriate action where infringements of lease covenants and breaches of house rules occur, and to report such breaches to the OMC board
3. To attend up to four directors meetings annually (or as may be agreed otherwise) plus the Annual General Meeting (AGM) and one Owners General Meeting to consider the annual budget
4. To prepare relevant reports and updates for meetings of the OMC
5. To distribute communications to directors/unit owners as appropriate
6. To maintain records of work carried out, tender exercises and other records related to service provision
7. To maintain ongoing communication with unit owners and residents to include at least two reports (includes Directors Reports, Newsletters or Circulars) per annum
8. To liaise with the OMC's auditor in the preparation of returns to the Revenue Commissioners

## **Insurance Management**

1. Identify potential insurance providers/ brokers to provide necessary insurance cover including:- building reinstatement; fire and perils; lift engineering; public liability; employer/employee liability; directors and officers; agents indemnity and alternative accommodation cover
2. Liaise with insurance provider/broker in procuring cover on the basis of appropriate professional advice
3. Liaise with the insurance provider/broker on renewal of all policies, as directed by the OMC
4. Co-ordinate and administer insurance claims on behalf of the OMC and/or members under the relevant policy (subject to conditions; see Clause A3, Schedule 11, Part IV of this Agreement)
5. Negotiation of premium payment schedule with insurance provider / broker
6. Record and receive insurance settlements on behalf of the OMC and/or members.
7. To notify the insurers of interested parties as advised
8. To appoint a Surveyor to carry out a reinstatement valuation, if requested by the OMC.

## **Estate Management**

1. Advising on alterations to Management and Service Charge structures
2. To discuss with the OMC, on an annual basis, all maintenance and possible refurbishment programmes including fire safety and other equipment, for consideration by the OMC. External professional advice may be required
3. To arrange delivery of planned maintenance as decided by the OMC (including contractors whose engagement did not involve the Agent). A Project Manager may be required and administrative fees may apply as outlined in Schedule II, Part IV
4. Conduct visual inspections of the Property to identify routine reactive repairs and renewals
5. To arrange delivery of unplanned maintenance and renewals as required
6. Liaising between the Board and professional advisers (Engineers, Architects, Building Surveyors, Project Managers and Contractors) in seeking tenders / proposals for new works, refurbishments, repairs and maintenance and upgrading

7. In cases where a Project Manager is appointed, to liaise with and assist as required (which may be subject to a separate administrative fee in certain cases (see Schedule II, Part IV). Monitor contractors (including contractors whose engagement did not involve the Agent) to ensure the contracted services are delivered to specification
8. Provide access to prospective contractors to the development to enable comprehensive tenders to be completed
9. To maintain the OMC's equipment inventory/asset register where the Agent is in possession of such information.
- 10 To keep safe any warranties or guarantees where the Agent is in possession of such documentation.
- 11 Compile work schedule for employees of the OMC such as janitor/caretaker and oversee the work.
12. Deal with Local Authority and adjoining property owners on matters of concern.



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## **Part 2 Procurement of Services on behalf of the OMC**

*As per Schedule II, Part II of the Property Service Agreement*

*(Also included as part of the Management Agents Service Fee)*

Some of the following services may already be in place and can be reviewed on the instructions of the OMC.

Other services may be procured, including services supplied direct by the Agent, subject to board instruction.

1. Cleaning services for external and internal common areas
2. Window cleaning services both internally and externally in the common areas
3. Grounds and landscaping maintenance services
4. Periodic refuse collection and recycling services
5. Servicing and maintenance for fire safety systems
6. Servicing and maintenance for security systems
7. Servicing and maintenance for electrical fittings and equipment
8. Servicing and maintenance for mechanical fittings and equipment
9. Vermin and pest control services
10. Electrical and plumbing services including after hours emergency services
11. Servicing and maintenance of water and sewage pumps
12. Servicing, maintenance and periodic inspections of lifts (if appropriate)
13. Servicing and maintenance of all electronic access gates/doors
14. Accountant to prepare OMC's financial statements
15. Auditor to audit and certify the financial statements
16. Solicitor for legal representation
17. Relevant professionals to assist in the identification and project management of planned maintenance, refurbishment and improvement works and the sinking fund(s)
18. Relevant professionals to advise on reinstatement value for insurance purposes



19. Health & Safety expert to advise on management, maintenance and inspections of complex
20. Relevant professionals to advise on maintenance and renewal of mechanical and electrical equipment, including the project management of these services
21. Financial advisor to advise on investment options for the OMC's funds, in particular the Building Investment (sinking) fund(s)
22. Relevant professional to prepare Fire Safety Strategy & Management
23. Sterilisation of communal water tanks when required



## **Part 3      Emergency Services**

*As per Schedule II, Part III of the Property Service Agreement*

This service is on call 24 hours 365 days a year and includes:

Responding to calls and taking appropriate action in the case of any emergency affecting internal/external common areas and services. It does not include dealing with any emergency inside an apartment unless the cause is attributable to an incident within the common areas or services (see below).

- a. Water leaks.
- b. Water pump faults
- c. Electrical faults to lighting/essential services.
- d. Security hazards.
- e. Gate control system faults.
- f. Fire alarm system faults.
- g. Lift break-down (residents may also contact Lift Company directly).
- h. Roof storm damage/defects/flooding.
- i. Glass repairs/front door damage/vandalism.
- j. Alarm activation (subject to owner/unit information on file) - Emergency contacts.

ALSO: Assisting residents on an individual/personal basis in dealing with their own emergencies , if engaged to do so – (strictly subject to separate charge payable by the individual lessee/tenant in each case)

- Flooding.
- Electrical faults.
- Door/window damage.
- Plumbing problems/burst/leaking water cylinders.

NB. The cost of work inside apartments must be borne by the caller in all cases except in the following circumstances::

- (a) Water damage traced to mains or common area supply.
- (b) Electrical failure traced to common area mains supply.
- (c) Any other fault originating in common area.



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## **Part 4 Ancillary Services**

*As per Schedule II, Part IV of the Property Service Agreement*

*Depending on the amount of time and human resources involved in delivering the service, some ancillary services may attract a charge, but any such charge would be subject to approval by the board, or Chairperson or Board Member nominated by the Board, and confirmed by email or letter and minuted at a Board Meeting.*

### **(A) ANCILLARY SERVICES**

1. Attendance at extra Board meetings, AGMs and EGMs over and above the agreed schedule of meetings.
2. Advertising for, interviewing checking references and recruitment of caretakers, which are employed directly by the Management Company
3. Preparation and administration of insurance claims in the event of an exceptional occurrence, eg., major flood, fire, explosion, storm damage to buildings, subsidence, involving the agent in an exceptionally heavy workload (say, in excess of four hours). In some cases the attendant professional fees may be recoverable in the subsequent insurance claim.
4. Attendance at Legal proceedings / Dispute resolutions / Court hearings.
5. Acting as Project Manager, or assisting the Consultant / Project Manager appointed to oversee major building refurbishments, upgrading and new works projects, eg., Renewal and upgrading entire intercom systems, rewiring of common electrical services, sourcing and fitting new front entrance doors, replacing letterboxes in a complex, replacing windows old for new, replacing water holding tanks, replacing lifts, new installations (eg., new automatic car-park entrance gates), upgrading fire ducts, emergency lighting and fire alarms to meet changing standards involving the agent in an exceptionally heavy workload over and above what would be considered normal (say, in excess of four hours). Any fees on such a project would be chargeable to the project.

Services where the cost is borne by 3rd parties:

- 1) Preparing detailed replies to Solicitors' Requisitions on the Management Company / pre-contract enquiries where properties are changing hands  
– the cost which the Agent charges is €275 + vat (payable by the 3rd party).
- 2) Providing a property service within an owner's private unit at the request of and by prior agreement with the unit owner.



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**(B) COMPANY SECRETARIAL SERVICE**

1. Act as Company Secretary to the OMC
2. Prepare returns for filing with the CRO including Annual Return; Change of director/secretary or their registered details, cessation of a director / secretary, change of registered office, filing Special Resolutions
3. Provide or make available to unit owners Memorandum and Articles of Association, upon request
4. Maintain the Membership Register of the OMC and issue new owners with Membership Certificates on change of ownership
5. Arrange, on the instructions of the OMC's Company Secretary, the General Meetings of the OMC, and prepare, produce and circulate the necessary reports and notices in accordance with Sections 17, 18, 19 and 23 of the Multi-Unit Developments Act 2011
6. Distribute minutes of general meetings to unit owners
7. Prepare draft minutes of meetings
8. Provide the registered office address
9. Keep the Company seal and minute book

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