



ARAMARK PROPERTY

**CORNELSCOURT VILLAGE, OLD
BRAY ROAD, CORNELSCOURT
DUBLIN 18**

ESTATE & COMMON AREA STRATEGY REPORT
December 2019



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SECTION I

INTRODUCTION

Section 1 Introduction

1.1 Executive Summary

Aramark Property were instructed by Cornel Living Limited, to provide a report on the estate management strategy for facilities / public realm maintenance & management of their proposed strategic housing development at a c. 2.14 hectare site at Cornelscourt Village, Old Bray Road, Cornelscourt, Dublin 18.

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.

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

Cornel Living Limited intends to apply to An Bord Pleanála for permission for a Build - to - Rent Strategic Housing Development on lands (c. 2.14 ha) at Cornelscourt Village, Old Bray Road, Cornelscourt Dublin 18.

The proposed development shall provide for the construction of a new residential development of 468 no. units in the form of 452 no. apartment units (41 no. studio apartment units, 257 no. 1 bed apartment units, 136 no. 2 bed apartment units; and 18 no. 3 bed apartment units) and 16 no. house units (10 no. 3 bed semi-detached house units and 6 no. 1 bed bungalow units). A café / restaurant of c. 140 sq m; office space of 149 sq m; concierge of c. 149 sq m and central residential tenant amenity space of c. 458 sq m is also proposed.

The following build - to - rent residential development is provided:

1. 452 build to rent apartment units (ranging from 1 - 12 storeys in height) in the form of 8 no. new residential blocks (Blocks A - H) as follows:
 - Block A (8 - 12 storeys) comprising 134 no. apartments (12 no. studio units, 93 no. 1 bed units and 29 no. 2 bed units);
 - Block B (2 - 9 storeys) comprising 103 no. apartments (18 no. studio units, 65 no. 1 bed units; 14 no. 2 bed units and 6 no. 3 bed units);
 - Block C (6 - 7 storeys) comprising 82 no. apartments (6 no. studio units, 60 no. 1 bed units and 16 no. 2 bed units);
 - Block D (5 storeys) comprising 36 no. apartments (1 no. studio unit, 5 no. 1 bed units; and 30 no. 2 bed units);
 - Block E (4 storeys) comprising 29 no. apartments (4 no. 1 bed units; and 25 no. 2 bed units);
 - Block F (2 - 4 storeys) comprising 56 no. apartments (4 no. studio units, 24 no. 1 bed units; and 16 no. 2 bed units and 12 no. 3 bed units);
 - Block G (3 storeys) comprising 6 no. apartments (3 no. 1 bed units and 3 no. 2 bed units); and
 - Block H (3 storeys) comprising 6 no. apartments (3 no. 1 bed units and 3 no. 2 bed units).
2. 10 no. 3 bed semi-detached houses (2 storey) and 6 no. 1 bed bungalows (1 storey) are proposed.

Adjacent to the existing pedestrian and vehicular access point from Old Bray Road there will be a café/restaurant of 140 sq m and residential amenity area at ground and first floor providing resident support services and concierge services of 149 sq m. At first floor level is a proposed commercial office space of c. 149 sq m. Located centrally within the development attached to the southern gable of Block B there is a two storey residential amenity space of c. 458 sq m; providing for resident support facilities and amenities including reading room, lounge, gym and terrace.

Each residential unit will be afforded with private open space in the form of a balcony/terrace/roof terrace or private rear garden area. Public open space is also proposed in the form of external residential amenity spaces, play areas, courtyards and gardens.

274 car parking spaces (273 at basement level and 1 at ground level), 616 bicycle parking spaces (512 at basement level and 104 at ground level) and 12 motorcycle spaces (12 at basement level) are proposed.

Basement areas of c. 9,024 sq m are proposed (Level -1) and include car parking, waste management areas and plant areas. 3 no. ESB substations and 3 no. Switch Rooms (c. 77 sq m combined) are proposed at ground level.

The development shall be served via the existing vehicular access point from the Old Bray Road. Upgrade works are proposed to this vehicular access point to facilitate the proposed development and to provide for improved access and egress for the overall development.

Provision is made for new pedestrian connections to Willow Grove; the N11; and Cornelscourt Village. Provision is also made for a new cyclist connection to the N11. A drop-off zone is also proposed at the entrance to the site.

The associated site and infrastructural works include provision for water services; foul and surface water drainage and connections; attenuation proposals; permeable paving; all landscaping works; boundary treatment; internal roads and footpaths; and electrical services.



Source: HJL Architectural – Site Plan



SECTION 2

RELEVANT EXPERIENCE

Section 2 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 MANAGING
AGENT

Section 3 Appointment of Property Management Agent & 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 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 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 SUPPORT, SERVICES
& AMENITY CONSIDERATIONS
& MANAGEMENT**

Section 4 Tenant Support, Services & Amenities 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.

Permeability & Connectivity

One of the main design concepts that has been considered as part of this development is the overall permeability and connectivity of the development, with consideration given the interaction between public, semi-public and private spaces.

Priority has been given to walking, cycling and public transport with the need for cars to pass over the main surface level through fares having been minimized.



Source: HJL Architectural Design Report

Community & Amenity

A range of residential amenities (total 652 sq. m.) and communal amenity spaces form a central design feature and operational function for the development.

417 sq. m. of residential amenities are located within the Central Garden next to the gable end of Block B. This area will include a gym, residents lounge, reading room and terrace. The amenity building is easily accessible from podium level. The central location of the BTR amenities will ensure that a sense of community is established amongst tenants developing a sense of belonging with their neighbours. The provision of such amenities is important to ensure that a collaborative relationship develops also between the developer/landlord and the tenants.

4.2 Management of Resident Support Facilities

Management Offices

The development will have a designated management office, this office will focus on management of the overall estate management, with an emphasis on security, surveillance of basement, pedestrian access, waste management, 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.

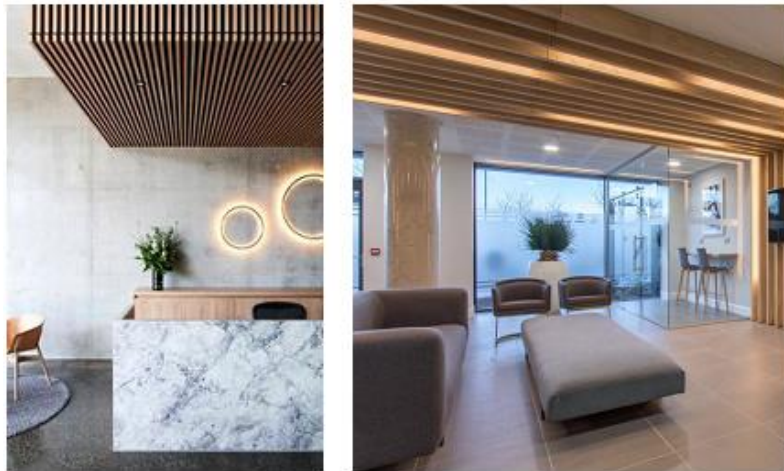
The provision of a Management Office will play a significant role in assisting in the establishment of community, providing a central point of information for all residents in the development.

Concierge/Amenity Events Co-Ordinator

A concierge type service will be provided within the completed development. The concierge would be able to deal with initial resident queries and direct as needed to the amenity spaces, security or the on site management team. The concierge will be based in the ground floor area of Block F at the entrance to the development.

A concierge type service will operate within the completed development on a 24/7 basis. The concierge would be responsible for achieving a sense of community within the scheme and organising events in the residential amenity spaces provide. The services provided include, residents' lounge, gym, reading room and terrace. 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 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 units. 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

There will 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.

4.3 Management of Resident Services & Amenities

Residents Lounge

The residents lounge access will be located in Block B with views over the central garden area. The residents lounge will be fob controlled, with the on-site management team having ability to restrict access to individual fob holders as required.

The Lounge will be a relaxed environment where residents can meet neighbours, friends and get to know their fellow renters. The lounge will be available for normal day to day use but may also be utilized by the on-site Management Team for “neighbor-hood meets”, events and promotions solely for the benefit of the residents.



Sample Residents Lounge

Gym

A purpose built gym area will be available for residents to use, with organised classes and training sessions being arranged by the on site management team. Use of the gym will be subject to completion of an induction class, and all classes/instruction will be carried out by qualified trainers/instructors.

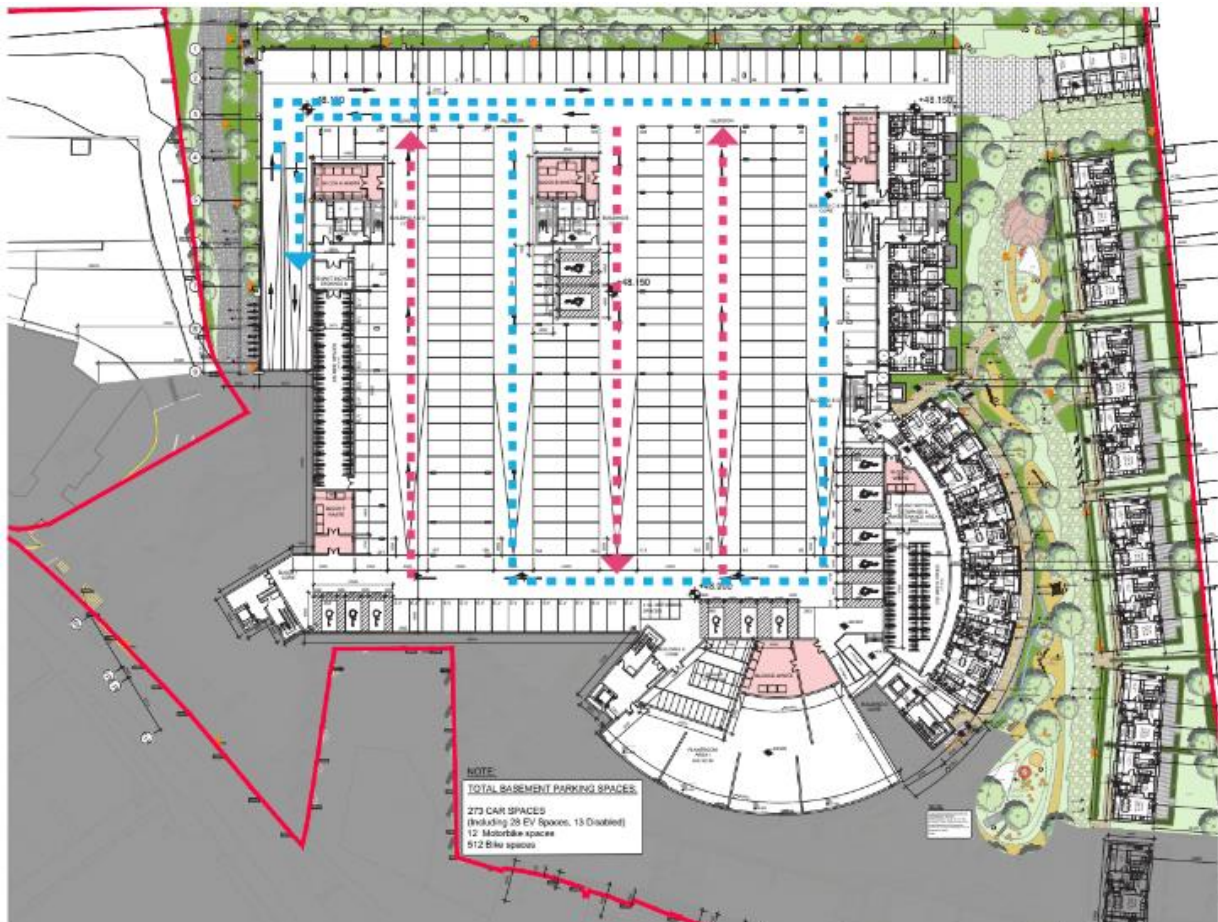


Sample Residents Gym Area

Bicycle Storage Facilities

The development includes provision for 616 cycle parking spaces. 512 of these cycle parking spaces are located in the basement in close proximity to main entry/exit points.

There are 104 visitor bicycle parking spaces located at various easy to find locations throughout the development.



The bike storage facilities provided will be a mixture of accessible short term bike locking facilities e.g. Sheffield stand type facilities, and more long term secure facilities for residents e.g. Cyc-Lock. In addition to parking facilities for residents' bicycles, an agreement with a shared cycle scheme provider such as BleeperBike will be put into place to ensure that short term rental bikes are also available at the scheme.



SECTION 5

Summary of Cost Headings
covered in the Service Charge
Budget

Section 5 Summary of Cost Headings covered in the Service Charge Budget

Summary of Cost Headings covered in the 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 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 & Landscaping

Based on the landscape plans received the garden and outside open space will be of the forefront of management's maintenance priorities. A masterplan for the Cornelscourt residential development was prepared by Henry J Lyons and Cameo. The masterplan, which has been adjusted by Cameo places a particular emphasis on the public and private open space, with a particular emphasis on creating a pedestrian friendly environment, consideration for family living and associated requirements, establish a green and ecologically minded community and enhance key areas, including the entrance area etc.

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.

Source: Cameo – Landscape Ground Floor General Arrangement





Source: Cameo – Architectural Design Statement

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

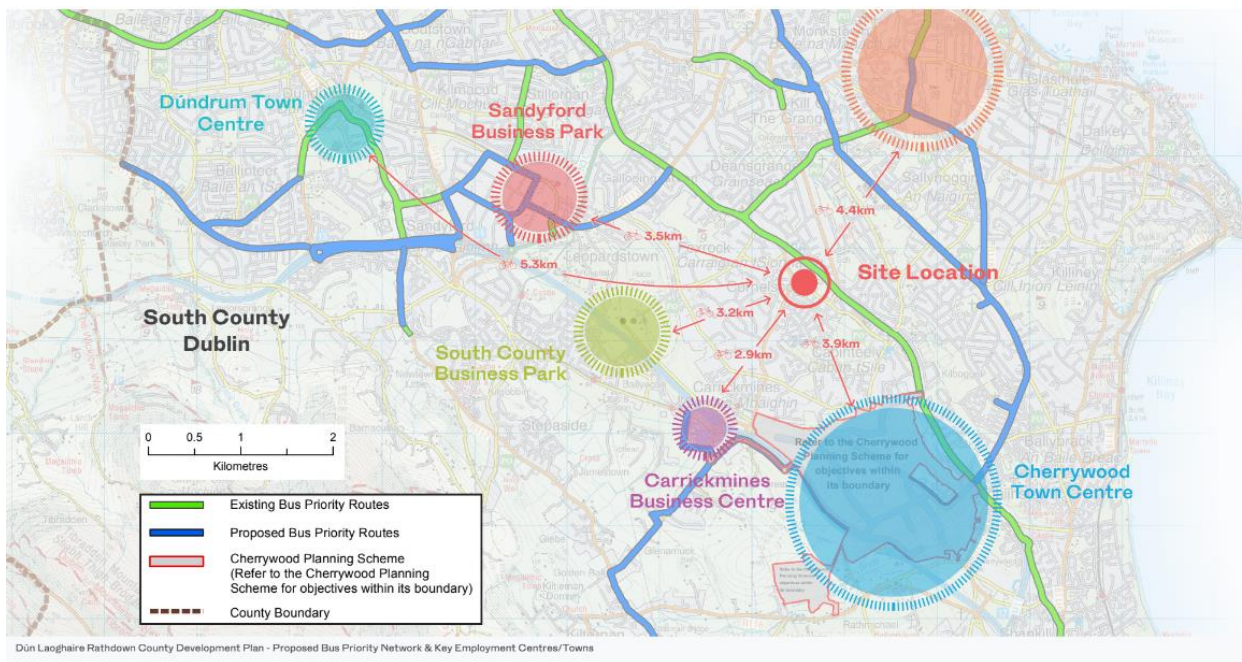
The development has provided for 278 car park spaces and 612 bicycle park spaces. Resident vehicular parking and a secure bike store will be located at basement level along with a mix of surface and underground parking.

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 development provides availability to alternative modes of transportation, particularly along the N11 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.



Source: HJL Architectural Design Statement



SECTION 6

CONCLUSION

Section 6 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 scheme, the future occupiers and the wider community.

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.

