

A photograph of a woman and a man in an urban setting. The woman, on the left, is wearing a white tank top, a brown fringed vest, and dark pants. She is leaning against a bicycle that is parked on a sidewalk. The man, on the right, is wearing a denim jacket, dark jeans, and glasses. He is sitting on a stool and looking towards the woman. The background is a blurred city street with buildings and a hanging plant.

**DBTR-SCR1 Fund, a Sub-Fund of the CWTC Multi
Family ICAV Players Wills Site, Dublin 8**

Shared Living Operational Management Plan

liv consult

Document Control Sheet

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Client

DBTR-SCR1 Fund, a Sub-Fund of the CWTC Multi Family ICAV

Project

Proposed Strategic Housing Development on the former Player Wills site and undeveloped land owned by Dublin City Council at South Circular Road, Dublin 8.

Document Title

Shared Living Operational Management Plan

Purpose and Scope

This report has been developed with information provided by the Applicant, in support of the application for a Strategic Housing Development incorporating an element of Shared Accommodation, 240 no. private living areas within the modified and repurposed former Player Wills factory building. The Applicant intends for this Shared Living development to stand-out in the Dublin market and offer a best-in-class, purpose-built community for the local area. Room sizes of 19sqm to 32sqm and extensive amenity space are provided to ensure resident wellbeing and modern lifestyle choices are catered for.

This report responds to information requested by An Bord Pleanála in their Opinion that issued on foot of a pre-application consultation meeting. Specifically point no.2 directing the Applicant to submit details of the operational management provision for the Shared Accommodation.

This report is designed to provide specific detail on how the development will be managed, the experience for Residents and, ultimately, ensuring that a successful community is facilitated through design and operations.

Development Description

DBTR-SCR1 Fund, a Sub-Fund of the CWTC Multi Family ICAV intend to apply to An Bord Pleanála for permission for a mixed-use Build to Rent Strategic Housing Development at the former 'Player Wills' site (2.39 hectares) and adjoining lands (0.67 hectares) under the control of Dublin City Council. A public park, public road and works to South Circular Road and to facilitate connections to municipal services at Donore Avenue are proposed on the Dublin City Council land. The former 'Player Wills' site incorporates Eircode's: D08 T6DC, D08 PW25, D08 X7F8 and D08 EK00 and has frontage onto South Circular Road, St. Catherine's Avenue and Donore Avenue, Dublin 8. The Dublin City Council undeveloped land adjoins the former 'Player Wills' site to the west and the former 'Bailey Gibson' site to the east. The total area of the proposed development site is 3.06 hectares.

The design rationale is to create and deliver a high quality, sustainable, residential led mixed use strategic housing development within this inner city brownfield site which respects its setting and maximises the site's natural attributes while achieving maximum efficiency of existing infrastructure. The Proposed Site Layout is illustrated on Drawing No. PL0003 contained within the architectural suite of drawings.

The development will consist of;

- i. the demolition of all buildings (15,454 sq.m GFA), excluding the original fabric of the former Player Wills Factory, to provide for the development of a mixed use(residential, community, arts and culture, creche, food and beverage and retail) scheme comprising predominantly build to rent apartment dwellings (492 no.) together with a significantly lesser quantity of single occupancy shared accommodation private living areas (240 no.), with an average private living floor area of 24.6 sq.m (double the minimum private living space size required for single occupancy shared accommodation) and a arts/culture/community hub within the repurposed ground floor of the former factory building;
- ii. change of use, refurbishment, modifications and alterations to the former Player Wills Factory building (PW1) to include the removal of 1 no. later addition storey (existing 4th storey) and the later addition rear (northern) extension, retention and modification of 3 no. existing storeys and addition of 2 no. storeys set back on the building's south, east and west elevations with an 8-storey projection (max. height 32.53m) on the north eastern corner, with a cumulative gross floor area of 17,630 sq.m including ancillary uses, comprising;
 - a. at ground floor 852 sq.m of floor space dedicated to community, arts and cultural and exhibition space together with artist and photography studios (Class 1 and Class 10 Use), 503 sq.m of retail floor space (Class 1 Use), 994 sq.m of café/bar/restaurant floor space, 217 sq.m of co-working office floor space (Class 3 Use) and ancillary floor space for welfare facilities, waste management and storage;
 - b. 240 no. single occupancy shared accommodation private living areas, distributed over levels 1-4, including 2 no. rooms of 30 sq.m, 49 no. rooms of 25 sq.m; 14 no. rooms of 23 sq.m, 58 no. rooms of 22.5 sq.m, 8 no. rooms of 20 sq.m, 104 no. rooms of 19 sq.m and 5 no. disabled access (Part M) rooms (3 no. 32 sq.m and 2 no. 26 sq.m); 21 no. kitchen/dining areas, and, 835 sq.m of dedicated shared accommodation services, amenities and facilities distributed across levels 1-4, to accommodate uses including lounge areas, entertainment (games) area, 2 no. external terraces (Level 03 and 04), laundry facilities, welfare facilities and waste storage;
 - c. 47 no. build-to rent apartments distributed across levels 1-7 including 12 no. studio apartments; 23 no. 1 bed apartments, 8 no. 2 bed apartments: and, 4 no. 3-bed apartments;
 - d. 1,588 sq.m of shared (build to rent and shared accommodation) services, amenities and facilities including at ground floor reception/lobby area, parcel room, 2 no. lounges and administration facilities; at Level 01 entertainment area, TV rooms, entertainment (games room), library, meeting room, business centre; at Level 02 gym and storage and at Level 07, a lounge area.
 - e. Provision of communal amenity outdoor space as follows; PW1 - 450 sq.m in the form of roof terraces dedicated to shared accommodation and 285 sq.m roof terrace for the proposed apartments .
 - f. a basement (190 sq.m) underlying the proposed 8-storey projection to the northeast of PW1 to accommodate plant.

- iii. the construction of 445 no. Build to Rent apartment units, with a cumulative gross floor area of 48,455 sq.m including ancillary uses distributed across 3 no. blocks (PW 2, 4 and 5) comprising;
 - a. PW2 (45,556 sq.m gross floor area including ancillary uses) - 415 no. apartments in a block ranging in height from 2-19 storeys (max. height 63.05m), incorporating 16 no. studio units; 268 no. 1 bed apartments, 93 no. 2 bed apartments and 38 no. 3-bed apartments. At ground floor, 2 no. retail units (combined 198 sq.m) (Class 1 use), and a café/restaurant (142 sq.m). Tenant services, amenities and facilities (combined 673 sq.m) distributed across ground floor (lobby, mail room, co-working and lounge area), Level 06 (terrace access) and Level 17 (lounge). Provision of communal amenity open space including a courtyard of 1,123 sq.m and roof terraces of 1,535 sq.m
 - b. Double basement to accommodate car parking, cycle parking, waste storage, general storage and plant.
 - c. PW4 (1,395 sq.m gross floor area including ancillary uses) - 9 no. apartments in a part 2-3 storey block (max. height 10.125m) comprising, 2 no. 2-bed duplex apartment units and 7 no. 3-bed triplex apartment units. Provision of communal amenity open space in the form of a courtyard 111 sq.m
 - d. PW5 (1,504 sq.m gross floor area including ancillary uses) - 21 no. apartments in a 4 storey block (max. height 13.30m) comprising 12 no. studio apartments, 1 no. 1-bed apartment, 5 no. 2-bed apartments, and 3 no. 3-bed apartments. Provision of communal amenity space in the form of a courtyard 167sq.m. Provision of communal amenity open space in the form of a courtyard 167 sq.m
- iv. the construction of a childcare facility (block PW4) with a gross floor area of 275 sq.m and associated external play area of 146 sq.m;
- v. the provision of public open space with 2 no. permanent parks, 'Players Park' (3,960 sq.m) incorporating active and passive uses to the northwest of the former factory building on lands owned by Dublin City Council; 'St. Catherine's Park' (1,350 sq.m) a playground, to the north east of the Player Wills site adjacent to St. Catherine's National School. A temporary public park (1,158 sq.m) to the northeast of the site set aside for a future school extension. The existing courtyard (690 sq.m) in block PW1 (former factory building) to be retained and enhanced and a public plaza (320 sq.m) between proposed blocks PW and PW4.
- vi. 903 no. long-stay bicycle parking spaces, with 861 no. spaces in the PW2 basement and 42 no. spaces at ground level in secure enclosures within blocks PW4 and PW5. 20 no. spaces reserved for non-residential uses and 110 no. short-stay visitor bicycle spaces provided at ground level.
- vii. 4 no. dedicated pedestrian access points are proposed to maximise walking and cycling, 2 no. from South Circular Road, 1 no. from St. Catherine's Avenue and 1 no. from Donore Avenue.
- viii. in the basement of PW2, 148 no. car parking spaces to serve the proposed build to rent apartments including 19 no. dedicated disabled parking spaces and 6 no. motorcycle spaces. 20 no. spaces for a car sharing club ('Go Car' or similar). 10% of parking spaces fitted with electric charging points.

- ix. in the basement of PW2, use for 81 no. car parking spaces (1,293 sq.m net floor area) including 5 no. dedicated disabled parking spaces, 3 no. motorcycle spaces and 10% of parking spaces fitted with electric charging points to facilitate residential car parking associated with future development on neighbouring lands. The area will not be used for carparking without a separate grant of permission for that future development. In the alternative, use for additional storage (cage/container) for residents of the proposed development.
- x. 37 no. surface level car parking spaces including 3 no. disabled access and 3 no. creche set down spaces and 10% fitted with electric charging points. 2 no. loading bays and 2 no. taxi set-down areas.
- xi. development of internal street network including a link road (84m long x 4.8m wide) to the south of the proposed 'Players Park' on land owned by Dublin City Council that will provide connectivity between the former 'Bailey Gibson' site and the 'Player Wills' site.
- xii. vehicular access will be provided via Donore Avenue with a one-way exit provided onto South Circular Road to the east of block PW1(the former factory building);
- xiii. replacement and realignment of footpaths to provide for improved pedestrian conditions along sections of Donore Avenue and South Circular Road and realignment of centreline along sections of Donore Avenue with associated changes to road markings;
- xiv. a contra-flow cycle lane is proposed at the one-way vehicular exit to the east of PW1 (former factory building) to allow 2-way cycle movements via this access point;
- xv. decommissioning of existing 2 no. ESB substations and the construction of 2 no. ESB substations and associated switch rooms, 1 no. single ESB substation in PW 1 (43.5 sq.m) and 1 no. double ESB substation in PW2 (68 sq.m);
- xvi. the construction of a waste and water storage building (combined 133 sq.m, height 4.35m) to the west of building PW1;
- xvii. all ancillary site development works; drainage, rooftop solar photovoltaics (20 no. panels total), landscaping, boundary treatment and lighting.

Shared Living Description

The Shared Living element of the proposed development located in the former Players Wills Factory, Dublin 8 is designed to be operated to encourage interaction amongst Residents and the local community. The building is designed to offer a sense of place to the local area with a focus on inclusion and community. All individual units and amenity areas will be designed to feel warm, welcoming and of a high-quality.

The shared accommodation aspect of the proposed development includes; 240 no. single occupancy shared accommodation units distributed over levels 1-4 including 2 no. rooms of 30 sq. m, 49 no. rooms of 25 sq. m, 14 no. rooms of 23 sq. m, 58 no. rooms of 22.5 sq. m, 8 no. rooms of 20 sq. m, 104 no. rooms of 19 sq. m and 5 no. disabled access (Part M) rooms (3 no. 32 sq. m and 2 no. 26 sq. m); 54 no. communal kitchens/dining areas, and, 727 sq. m of dedicated shared accommodation amenities and facilities to accommodate uses including lounge areas, games rooms and laundry facilities.

About LIV

LIV is headquartered in Leeds, UK and operates in the United Kingdom, Ireland and Spain.

LIV Group was established in 2008 to provide corporate residential management services for the banking sector, specialising in Block Management, Facilities Management and Lettings. In 2014, LIV transitioned into the UK's Build-to-Rent (BTR) sector and has since been the first to introduce a dedicated operating model that defines every stage of a development from acquisition to operation. Together our people, skills and experience have helped us develop a market-leading advisory and management capability, which is increasingly recognised as delivering the best BTR-specific model for the UK private rented sector. In 2016, LIV Consult was created to provide bespoke and specialist consultancy advice to the BTR market in the UK and internationally and is currently advising on the development of more than 35,000 BTR homes in developments from high-rise apartment communities to suburban masterplans as well as some of the UK & Ireland's foremost Shared Living developments.

Today, LIV is based in 3 offices across the UK and Ireland and working internationally within advisory, delivery and capital funding roles. Its market-leading operational model is informed by our wealth of experience in having managed residential assets for over 12,000 properties in over 250 residential sites throughout the UK. LIV currently has delivered operational management on nearly 3,000 BTR homes including both urban and suburban developments including some that we have overseen from the initial advisory stage through to their operational management. LIV occupies a unique position with live operational schemes in both urban and suburban locations as case studies to inform our continually developing BTR approach to consultancy in the UK, Ireland and Spain.

Information available here: <https://www.liv-group.co.uk/buildtorent>

Vision

As part of Dublin's exciting renewal and rejuvenation, particularly in D8, the coliving community at Players Wills Factory will provide Residents with an exceptional living experience with shared interests of Residents at its core focus.

Resident amenity spaces have been designed to create best-in-class spaces for shared experiences, including kitchen, lounge, and work from home facilities. Individual studios will offer a range of price points and affordability levels to provide purpose-built rental housing for Residents in a desirable neighbourhood from a recognized and trusted landlord.

1.0 Management Structure

1.1 Responsibilities

The community at Players Wills Factory will be managed by the operational team with resident services managers on-site during the working hours of a typical week: 8:30am – 5:30pm from Monday to Saturday. There will be 24-hour onsite presence as well for security purposes and any events in the evening.

The key responsibility for day-to-day operations will be from the Resident Services Managers (RSM) who will be the customer-facing representative. The RSM will be supported by part-time staff Resident Services Assistant for holidays and coverage when the RSM is not available. It is expected that a community of this scale will have around 10 permanent staff on site at various times through the course of the day and evening arranging events, providing customer services and coordinating the facilities management.

All lettings will be published on Daft.ie and Residents will also be attracted to the community through targeted social media advertising. The lettings experience of potential Residents will be handled through Head Office for the more formal resident referencing process, however, it is expected that Residents will not pay a deposit. Specific targeting of Dublin's main city centre employers will be commenced during development of the new community to understand their requirements for shared accommodation, alongside wider marketing campaigns.

The Head Office will receive all enquiries, complete background checks and will be responsible for the management of licenses/agreements to occupy. The RSM is supported by an Asset Management team member based in the Head Office who will facilitate all third-party contracts and service providers relating to cleaning and other areas of facilities management.

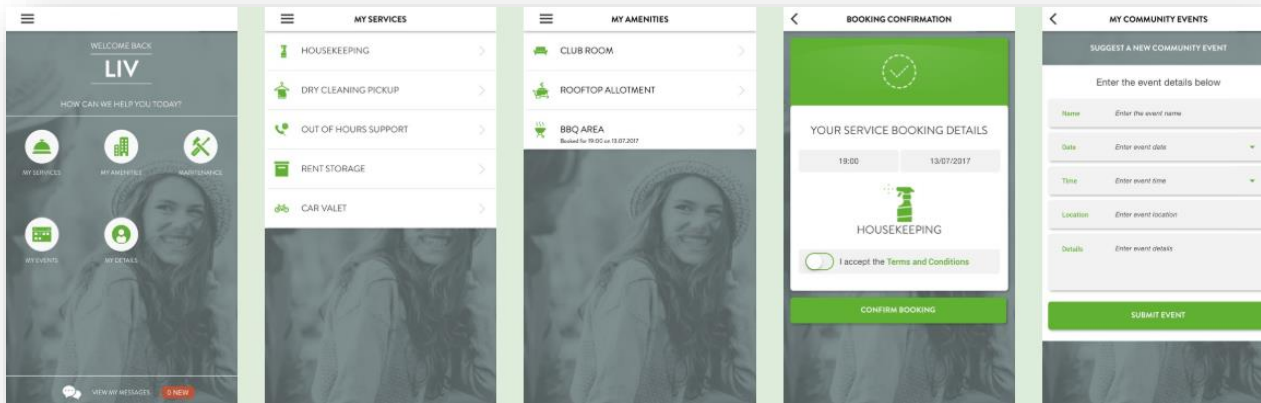
In addition, in the early stages of operation the on-site leasing team, which can accept inquiries at very short notice, will be available to show potential Residents' apartments and the marketing suite. It is also anticipated that Residents will have access to Virtual Reality software available on their personal devices so they can feel what the space will be like to live in.

2.0 Customer Service

2.1 On site Management Team

The operational requirements of a Shared Living development are extensive. We are expecting that onsite management team will have the following key roles: Community Host, Concierge, Events Management team, as well as the staff of commercial units within the blocks themselves. Residents will be able to communicate with the management team through the white-label app which encourages communication on events, maintenance alerts and other notifications.

An example of such an app is below:



3.0 Leasing and Tenant Management

3.1 General

3.1.1 Resident Behaviour

All Residents will be required to sign an agreement which outlines their responsibilities to avoid disrupting the comfortable enjoyment of the property by any other fellow Residents and the escalation procedures relevant if this is not adhered to.

3.1.2 Living Together

Residents will be encouraged to live harmoniously with each other and forge friendships in shared interest clubs. In the event of disagreements between Residents, the RSM will facilitate any conflict resolution within the conditions of their contract.

3.1.3 Personal Belongings

Residents will take personal responsibility for their belongings and will be requested to not leave them in the communal areas for fire-safety / evacuation reasons but also to avoid management operations risk.

3.1.4 Respect

The community will incorporate a charter for Residents to adhere to, relating to mutual respect between Residents and also between Residents and management team.

3.1.5 Health and Safety

The management team will ensure that all areas where Residents are not able to access (rooftop spaces etc) or any areas where third-party operatives are undertaking services to the property are kept secure to avoid safety concerns.

3.2 Move-in & Move-out

3.2.1 Arrival Procedure

Residents arriving at the main entrance, along South Circular Road will be greeted by the Resident Services Manager for initial lettings viewings as well as during the move-in process. Residents will be provided with their keys upon successful finalisation of all aspects of their tenancy agreement. The management team will assist with the booking of lifts for move-in and all other logistics.

3.2.2 Move-Out Procedure

Residents choosing to leave the property will be subject to a third-party check of the property condition in order to clarify any damage and subsequent release of deposit (if taken).

3.2.3 Furniture

All of the apartments will be let with furniture as standard, thus reducing heavy-load movement in the on-site lifts.

3.2.4 Concierge Service

A 24-hour concierge will be located at the main entrance. Their responsibilities include welcoming all visitors, Residents and collecting all parcels when received. It will also be their responsibility to greet all third-party service providers who may be visiting the community. The concierge team act as the public-facing team for potential Residents who may be enquiring as well.

3.2.5 Security and Access Control

The Shared Accommodation access control system will be detailed during the detailed design process, post-planning, however security for Residents will be of paramount importance for the management team and Asset Manager. Across the site, there are number of areas that will be only accessible to the public during restricted hours to prevent nuisance being caused to Residents through noise. All access points to the property (entrances etc) will be properly lit and will have fob only access.

All access control will be contactless to ensure cleanliness and appropriate risk control during day-to-day operations of the building.

4.0 Development Facilities & Operational Management Strategy

4.1 Post and Parcel Delivery

The Scheme will feature a parcel management system to ensure that security and ease of access are prioritised. A parcel system will be located in reception with the potential for overflow packages to be stored in the concierge office located behind the reception.

Deliveries – either food or parcels – will be taken by the reception team and collected by individuals ideally as soon as possible after delivery to avoid operational impact.

4.1.2 Set Down Area / Unloading Area

The Resident Services Manager will oversee the delivery and unloading of materials and items in the Drop off and Deliveries area along South Circular Road. Residents will be provided with a time slot ahead of move-in and move-out to manage traffic effectively.

4.1.3 Car Parking

Residents of the Shared Accommodation can avail of the car sharing club (eg. Go Car) within the development. Booking of vehicles can be made through the dedicated Resident's App.

4.1.4 Bicycle Storage

The development provides for bicycle spaces at basement level in PW2. A lift located adjacent to the car park ramp will provide access for Residents. It would be expected that BleeperBikes or similar will be provided on site will enable Residents to avail of bikes through an app. BleeperBikes have designated parking racks located throughout the city.

The RSM will control access for the PW1 Residents and their access into the basement car park. The RSM will be responsible for maintaining the bicycle parking area. Individual users will be liable should they choose to store their bicycles in the area and signage will be displayed to ensure liability is clear. Signs will be displayed advising that CCTV is in operation and reminding Residents that management are not liable for any items stored in these areas.

4.1.5 Bicycle Maintenance Area

Within the bike storage area, there will be a dedicated maintained space equipped with tyre pump tool station and work bench to assist with any onsite repairs.

4.1.6 Parcel Storage

A parcel room will be situated at ground floor level within the development. This area will be accessible to all Residents and the postal services without the need for a tradesman entrance button. If deemed necessary, a fob will be provided to An Post which will be restricted to allow access into the reception areas only, if required to speak with the Concierge. Residents are able to collect their post with their post box keys. An Post will not be permitted to enter the Residential areas of the building.

The parcel room will be fitted with a secure parcel storage facility (e.g. Bringme – see image below). Residents will be notified of their deliveries and provided with a 4-digit code through the Resident app for collection. Oversized items can be redirected to the Concierge where they will be held securely.



Source: Bringme

4.1.7 Staff Welfare

The resident services managers will have their own lockers, kitchen space and facilities for breaks located in the management suite in order to enhance on-site staff wellbeing.

4.1.8 Landscaping and Management of External Areas

An approved landscape maintenance contractor will be appointed to maintain landscaped areas on site. The landscaping and maintenance of external communal areas and the internal courtyard will be regularly inspected and kept in order. A 12-month defects period will also be in place for any landscape defect works completed.

4.1.9 Pedestrian Access

As part of the overall vision, the project provides for permeability and a primary route linking Players Wills Factory to the wider community and through to the South Circular Road in particular. Pedestrians are prioritised throughout the development, where possible.

4.2 Marketing

Demonstrating to potential Residents what they will receive in terms of amenities, customer service and experience is paramount to successful lease-up. At the heart of this strategy is the aim to achieve the highest possible resident satisfaction, which we see as being the best way to ensure a high rate of referrals within any local market.

4.2.1 Social Media

It will be expected that the community will have its own social media pages for Residents to connect, and for targeted online advertising campaigns to galvanise interest in the scheme from prospective renters across Dublin, Ireland and overseas.

4.2.2 Music and Entertainment

It is intended that the onsite resident team will organise a significant calendar of onsite events and social gatherings to encourage resident interaction. These events may be outsourced to external providers. To ensure inclusion of the local community, certain event may be open to the public, whereby they can register to attend. The bookable space within the development will also be available for booking by the local community.

4.2.3 Smart Building Technology

Specific smart building technology remains to be confirmed during detailed design development, but The Applicant anticipates providing significant resident controls on various aspects including smart heating systems, facilities booking systems and integration with external service providers for the benefit of Residents.

4.2.4 Lease Length and Contract Terms

Specific lease length remains to be confirmed but there will be an emphasis on flexibility, whilst balancing the resident demand.

4.2.5 Management of Leasing Suite

The leasing suite will be contained at the northern end of the block. The on-site team will have the responsibility of staffing the leasing suite where potential Residents will meet to discuss terms of the lease, pricing and availability of rental homes once they have visited the communal facilities and wider development.

4.2.6 Leasing of Furniture

Furniture in the Shared Living development is provided as part of the resident's living cost and is maintenance/consistent quality is of paramount focus.

4.2.7 Management of Communal Facilities

Resident managers will bear the responsibility of ensuring that the communal facilities are kept tidy and clean, with strict regimes introduced. For co-working/private meeting spaces, Residents will have the responsibility for keeping these areas tidy and presentable throughout usage. Appropriate signage will be on display to ensure Residents are co-operating.

4.2.8 Customer Experience

Paramount to the success of any residential community is that the needs of Residents are catered to swiftly and efficiently by onsite staff. Implementing dedicated app technology will instantly link Residents to a range of essential services in the local area.

5.0 Operation and Management of Resident Amenity

Overall, the proposed Shared Accommodation provides 277 sq. m of dedicated internal amenity space. With the addition of the external terraces, this equates to a total of 727 sq. m.

The internal resident amenities include the following:

- Reception/ Concierge
- Parcel Room
- Party Rooms
- Master Chef Kitchens
- Lounges
- Gym with Studio space
- TV Room
- Games Rooms
- Library
- Business Centre
- Meetings Rooms
- Cultural/ Community Space
- Artist and Photographer Studios and Exhibition Space

The above is provided in addition to the amenities and facilities available in the wider development. Residents within the wider development will have shared access to these facilities which will help ensure inclusivity and community. The below details how each area will be managed by the operational team.

5.1.1 Café, Bar/ Restaurant and Retail

The ground floor will include three commercial retail spaces in the form of a café, a bar/ restaurant and a retail unit. The café and retail unit will be located along the main façade of the scheme, along South Circular Road. These units will give the scheme an active street presence which will be an integral part of linking the development with the local community.

The bar/ restaurant is located at the northern end of the scheme, fronting onto PW2. All commercial spaces will be operated independently and will be available for use of the Residents and the public.

5.1.2 Gym

A gym will be available at second floor level. The gym will be managed by the onsite team and will be available 24 hours a day to all Residents with access included in their rent. Cleaning and facilities management of all equipment will be the responsibility of the management team. The facility will have high-quality equipment and all Residents will have to be introduced and compliant with appropriate regulations before use. It will be the responsibility of the RSM to manage and organize the gym inductions for Residents' safety when using the equipment.

In addition to the gym area, there will be a Zen Studio that can be used as a Yoga/ Pilates room with high quality design and interiors. This will be designated as bookable space, managed by the RSM.



Precedent Images- Gym and Wellness

5.1.3 Artist's Studio

The ground floor provides a private space to be used as an artist's studio and exhibition space. This light filled area will be designed to encourage creativity and will be a quiet space for people to work. The exhibition space extends into the adjoining Cultural and Community space.

5.1.4 Cultural and Community Space

The cultural and community room provides a bright, open and welcoming area for Residents and the local community to gather. Artists can use this space to showcase their artwork, availing from the natural light coming in from the central courtyard. Regular events will be held in this space including resident meetings, book clubs and heritage events. Bookings for all events will be managed by the RSM.



5.1.5 Games Room

A dedicated games area will be available at first floor level. This area will be designed to encourage resident interaction and socializing.

5.1.6 Home Working/Business Centre

The community is placing a key focus on the facilities available to Residents in order to successfully work from home, and in the communal areas. Amenity space in the form of Coworking space is provided at ground floor level beside the café. This will be a social space where Residents can meet contacts and work in an active

environment. On the upper floors, a Library, Business Centre and Private Meeting Rooms are available and will be designated as bookable space, where Residents can work in a more private setting or host meetings.

All meeting areas will be cleaned and maintained by the management team after use and appropriate signage will be in place to ensure hygiene standards are maintained at all times.

5.1.7 Kitchens and Residents lounge

Each single occupancy bedroom will range in size from 19sqm to 32sqm, which is significantly in excess of the minimum standards which allows for 12 sq.m for single occupancy rooms and 18 sq. m for double occupancy. Communal kitchen and dining facilities and separate lounge areas will be available on each floor alongside satellite kitchens. It is intended that Residents will use the facilities available on their own floor, to help create a sense of community, however access to other floors will not be excluded. Each resident's lounge will be an area for relaxing and watching the shared TV where coffee / refreshments will be provided.



Precedent Images

5.1.8 TV Room

A TV/ private screening room will be available at first floor level. The room will be an adaptive space with a retractable screen, making this suitable for many uses including resident entertainment, social events and relaxation.

5.1.9 Laundry Facilities

A communal laundry room is available on each floor (first to fourth floor). It will have 24 hour fob access to this area. Maintenance of the laundry room will be the responsibility of the management team.

5.2.1 Covered Outdoor Communal Space

The Players Courtyard acts as the central cultural hub to the entire proposed development. A flexible central space which acts as a gallery floor or event space when needed. A sculptural garden one day, exhibition space for local artists the next. Greenery interplays with light and heritage features from the existing building giving an authentic yet biophilic feel to the space. The red carpet leads members of the public through the space and onto the Players park green space.

Maintenance of this area will be the responsibility of the landscape maintenance contractor.

5.2.2 External Terraces

The third and eighth floors will feature outdoor terraces with seating for Residents. The third floor terrace will be located at the front of the development overlooking South Circular Road.

The eight floor terrace will be located to the rear of the building and will be access off a lounge. The terrace will feature extensive planting and seating pods for Residents.

These areas can be used by Residents for both passive and active functions all year round.



Precedent Images

6.0 Building and Operational Management Strategy

6.1 Fire 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. The Asset Manager and Management Team will ensure FPE is provided following the recommendation from the independent survey. Moreover, the management team will be responsible for instructing an independent and comprehensive Fire Risk Assessment to be complete prior to occupation of the building. Notices will be displayed in high traffic areas advising of the fire action policy. The fire alarm panel will be maintained by management team and serviced in accordance with manufacturer guidelines. Each unit will have its own fire alarm system. Finally, the management team will be responsible for arranging the servicing and maintenance of the communal sprinkler system. This includes the plant that services the apartments.

6.1.2 Waste Management & Recycling

Waste generated at the communal kitchens shall be managed by the onsite team who shall provide waste segregation bin systems for grey (mixed waste), green (dry recyclable), brown (organic) and cardboard/ plastic /paper packaging waste.

All bulk waste bins shall be brought from the development's communal bin storage areas to the designated demarcated bin collection areas within the development at road-level by the onsite team.

It is recommended that the bin area is inspected at least twice daily to ensure they are secure and free from hazards. Collections will take place on a thrice-weekly basis for each of the residential waste streams. The onsite team will ensure that the bins are at the designated collection point at the correct time and day of collection.

6.2 Ventilation and MEP

The community will be ventilated through both mechanical and natural methods in the building with a key focus on indoor air quality for Residents.

7.0 Soft Services

7.1 Cleaning and Pest Control

The management team will be responsible for the management of services contractors for critical elements such as pest control, cleaning and exterior window cleaning for the residential areas through boom lift, cherry picker and abseiling where appropriate. All external soft landscaped areas will be communal amenity space and as such will be maintained by the appointed contractor. The management team will appoint a certified pest control contractor to service the estate and shared communal areas, including the bin stores.

The common areas and amenity spaces will be kept clean, presentable and welcoming at all times to maintain the reputation of the development.

7.1.2 Window Cleaning

We anticipate that the cleaning cost will be based on a quote by a leading window cleaning contractor. The forecast cost should allow for the external cleaning of all windows and internal cleaning of communal area windows on a regular basis. A Window Cleaning strategy is based on the needs of building to meet Health &

Safety requirements and safe working practice, along with ensuring that the front of house is presentable to Residents.

8.0 Summary

The operational focus within the Player Wills Shared Living community will provide an exceptional customer experience, delivered through facilities management, events, and amenities to enhance resident's lifestyle. Ubiquitous technology will exceed the needs of Residents, from visual experience and work from home facilities to inspirational spaces in the artist studios provided at ground floor level. The extensive outdoor space and parks available on the wider site will provide Residents with space to relax, socialise and exercise.

The level of resident amenity is substantially more than a similarly-located rental community in Dublin. It will feature more than double the level of staff to deliver the experience for Residents and focus on ensuring enjoyment for long-term stay at Player Wills Shared Living.