

# PROPERTY MANAGEMENT STRATEGY REPORT

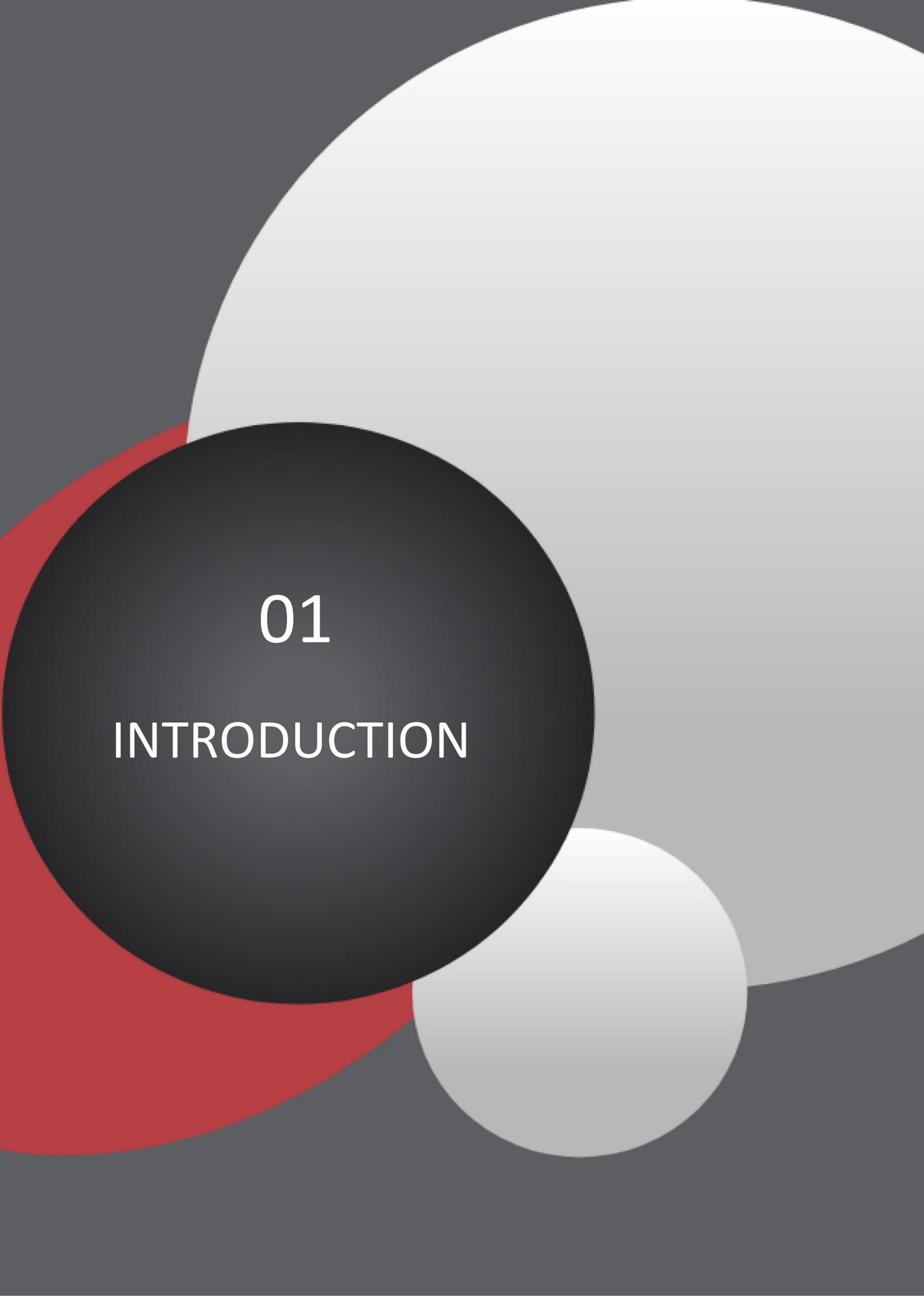
PROPOSED DEVELOPMENT:  
CARMANHALL ROAD SHD



CLIENT:  
ATLAS GP LTD

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INTRODUCTION

# Section 1- Introduction

## Executive Summary

Aramark Property have been instructed by Atlas GP Ltd, to provide a report on the property management strategy for their proposed residential development, Carmanhall Road, located at the Former Avid Technology International Site, Carmanhall Road, Sandyford Industrial Estate, Dublin 18.

As with any residential 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.

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.



## Development Description

(i) construction of a Build-To-Rent residential development within a new part six, part eight, part nine, part eleven storey rising to a landmark seventeen storey over basement level apartment building (40,814sq.m) comprising 428 no. apartments (41 no. studio, 285 no. one-bedroom, 94 no. two-bedroom & 8 no. three-bedroom units) of which 413 no. apartments have access to private amenity space, in the form of a balcony or lawn/terrace, and 15 no. apartments have access to a shared private roof terrace (142sq.m) at ninth floor level;

(ii) all apartments have access to 2,600sq.m of communal amenity space, spread over a courtyard at first floor level and roof terraces at sixth, eight and ninth floor levels, a 142sq.m resident's childcare facility at ground floor level, 392sq.m of resident's amenities, including concierge/meeting rooms, office/co-working space at ground floor level and a meeting/games room at first floor level, and 696sq.m of resident's amenities/community infrastructure inclusive of cinema, gym, yoga studio, laundry and café/lounge at ground floor level. The café/lounge will primarily serve the residents of the development and will be open for community use on a weekly/sessional basis;

(iii) provision of 145 no. vehicular parking spaces (including 8 no. mobility parking spaces, 2 no. club-car spaces and 44 no. electric charging spaces), 5 no. motorcycle parking spaces, bin stores, plant rooms, switch room and 2 no. ESB sub-stations all at ground floor level; provision of bicycle parking (752 no. spaces), plant and storage at basement level; permission is also sought for the removal of the existing vehicular entrance and construction of a replacement vehicular entrance in the north-western corner of the site off Carmanhall Road;

(iv) provision of improvements to street frontages to adjoining public realm of Carmanhall Road & Blackthorn Road comprising an upgraded pedestrian footpath, new cycling infrastructure, an increased quantum of landscaping and street-planting, new street furniture inclusive of bins, benches and cycle parking facilities and the upgrading of the existing Carmanhall Road & Blackthorn Road junction through provision of a new uncontrolled pedestrian crossing; and,

(v) All ancillary works including provision of play equipment, boundary treatments, drainage works - including SuDS drainage, landscaping, lighting, rooftop telecommunications structure and all other associated site services, site infrastructure and site development works. The former Avid Technology International buildings were demolished on foot of Reg. Ref. D16A/0158 which also permitted a part-five rising to eight storey apartment building. The development approved under Reg. Ref. D16A/0158, and a subsequent part-seven rising to nine storey student accommodation development permitted under Reg. Ref. PL06D.303467, will be superseded by the proposed development.

## Schedule of Accommodation

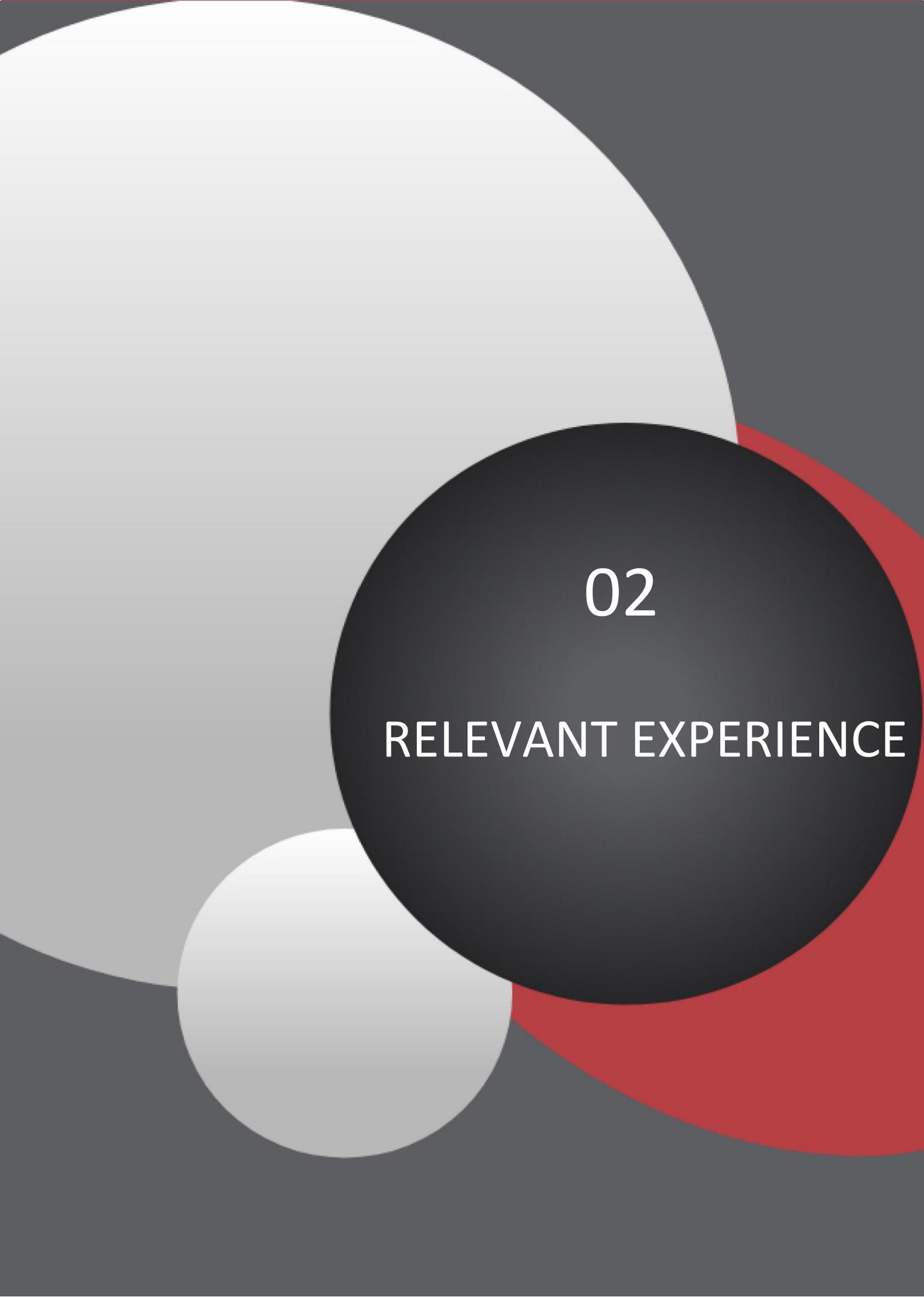
SITE	
Planning Application Site Area (Ha)*	1.03
Ownership Site Area (Ha)	0.73
Total Number of Residential Units	428
Residential Units per Hectare Red Line	417
Residential Units per Hectare Ownership	588
Total Gross Floor Area	4.05
Plot Ratio	3.94
Building Footprint Ground Floor	0.57
Building Footprint First Floor	0.38
Site Coverage Ground Floor	0.56
Site Coverage First Floor	0.37

PUBLIC OPEN SPACE		
	Min Required	Provided
Public Open space (sqm)	1,027	2,746
		26.75%

Note: Public Open Space Provided within the ownership line 693.4 sqm

COMMUNAL OPEN SPACE		
	Min Required	Provided
Communal Open space (sqm)	2,309	2,600

AMENITIES AND INFRASTRUCTURE		
Resident's Amenities	Location	Area (sqm)
Concierge/ Meeting Rooms	Ground	159
Office Space	Ground	168
Residents Childcare Facility	Ground	142
Resident's Meeting/Games	First	66
Resident's Amenities/Community Infrastructure	Location	Area (sqm)
Café/Lounge	Ground	278
Cinema	Ground	105
Gym	Ground	216
Yoga Studio	Ground	77
Laundry	Ground	22



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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 residential, office, retail, and mixed-use developments. Some of our relevant case studies on major schemes that involve residential management would include:

- Beacon South Quarter
- Fernbank
- Opus
- Capital Dock

Our role within these developments includes the property management of the common areas, internal demises, and estate areas, as well as management of some individual stakeholder's properties. Each estate has several interested parties and it is Aramark's role to maintain the estate and common areas to a high standard as well as meeting the requirements of the different interested parties.



**BEACON SOUTH QUARTER**



**FERNBANK**



**OPUS**



**CAPITAL DOCK**



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APPOINTMENT OF  
PROPERTY MANAGING  
AGENT

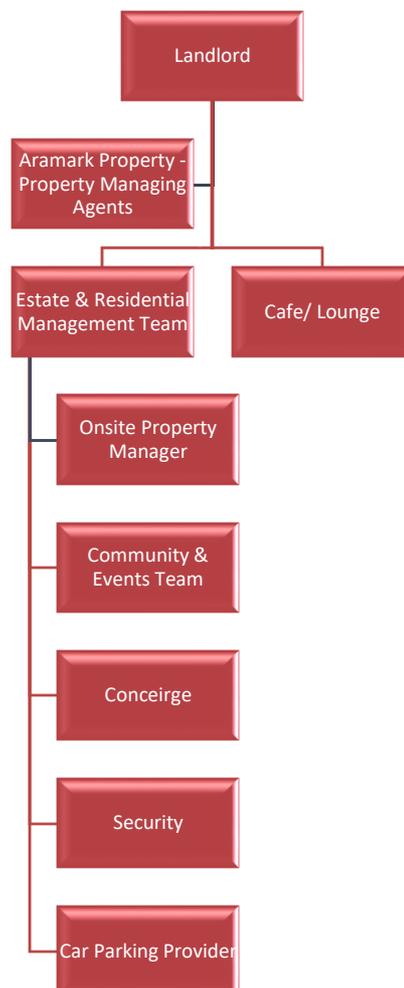
## Section 3 - Appointment of Property Managing Agent & Associated Responsibilities

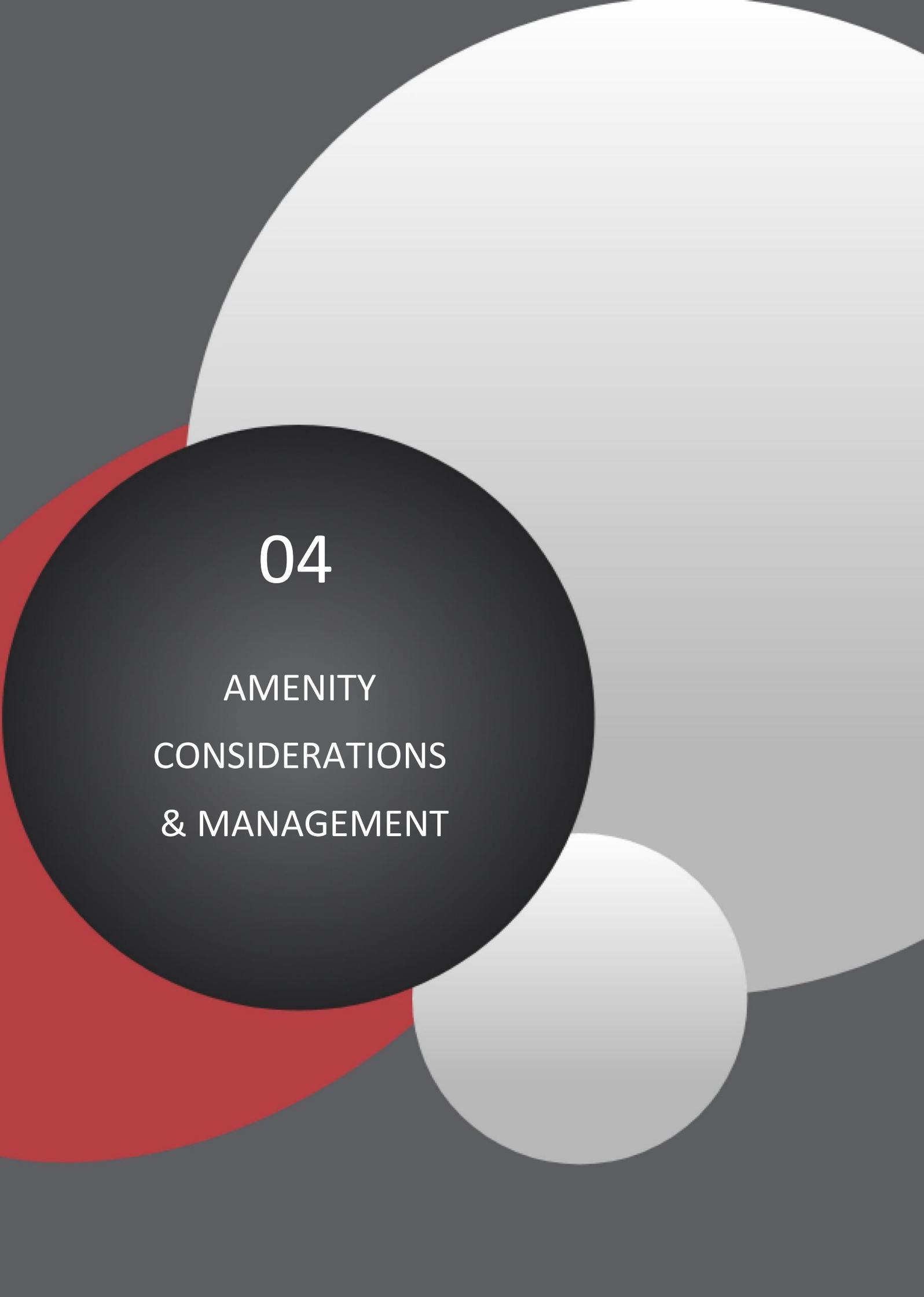
The timing of the appointment of an experienced property management agent by the applicant and subsequent engagement between the agent and the developer would be recommended to take place at least nine months in advance of completion. Our experience shows that the successful outcome on completion can be aided when a property management agent is in place in order to consult and advise on the operational management strategy.

The property management agent would be appointed to manage the estate & common areas on behalf of the landlord 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 and the estate. To effectively manage the development an annual budget would be billed to the client on a quarterly in advance basis to ensure enough funds are received to enable effective management of the scheme.

### Proposed Structure – Hierarchy of Title





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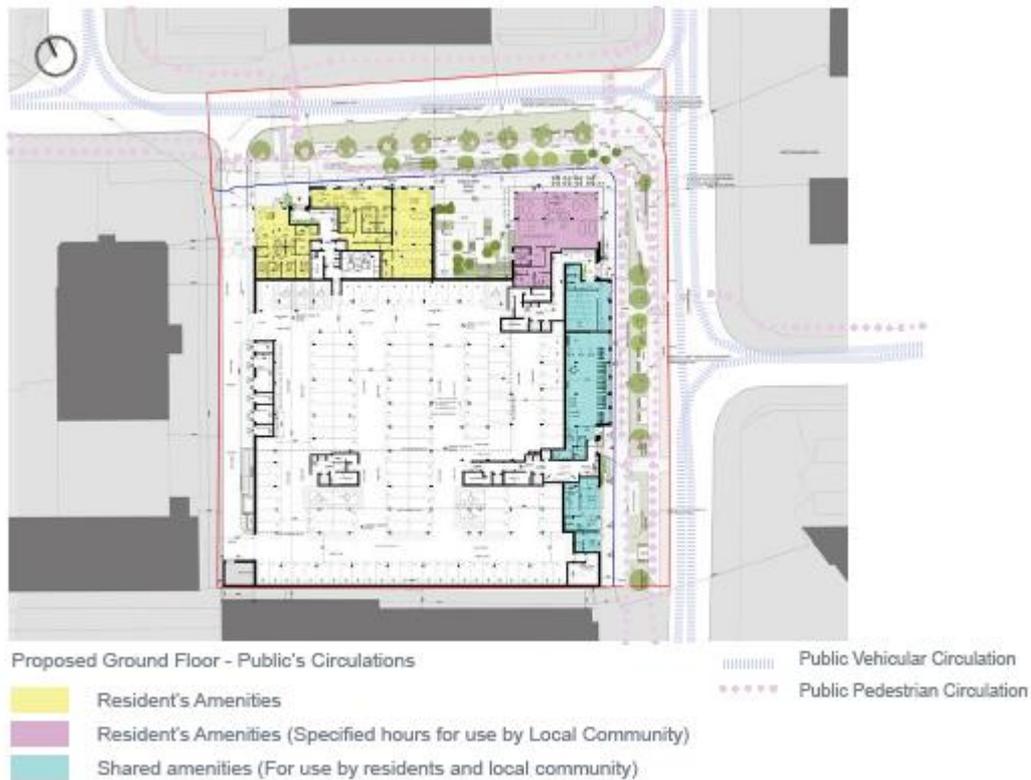
AMENITY  
CONSIDERATIONS  
& MANAGEMENT

# Section 4 - Amenity Considerations & Management

## Considerations

The development has been designed with quality of amenity space as a central consideration. A proposed mix of amenities at basement, ground floor & first floor level is provided for the Residents and the Local Community:

AMENITIES AND INFRASTRUCTURE		
<b>Resident's Amenities</b>	<b>Location</b>	<b>Area (sqm)</b>
Concierge/ Meeting Rooms	Ground	159
Office Space	Ground	168
Residents Childcare Facility	Ground	142
Resident's Meeting/Games	First	66
<b>Resident's Amenities/Community Infrastructure</b>	<b>Location</b>	<b>Area (sqm)</b>
Café/Lounge	Ground	278
Cinema	Ground	105
Gym	Ground	216
Yoga Studio	Ground	77
Laundry	Ground	22



## Management of Estate Community and Amenities

### Management Offices

The development will have a designated management / concierge office, this office will focus on management of the residents as well as the overall estate and the overarching management of the scheme, with an emphasis on security, pedestrian access, waste marshalling area, parcel deliveries, car parking, events management and community and stakeholder engagement. The manager's offices are located in proximity to the vehicular access and fronting the courtyard entrance to provide security to the development. . Particular attention was given to ensuring active frontage and overlooking balconies on to the courtyard to provide supervision at all hours of the residents' communal amenity space.

### Onsite Estate Manager

There will be an on-site estate manager employed during 'normal' working hours 9am – 6.00pm weekdays to deal with issues which are escalated from the onsite staff / concierge daily. The on-site estate manager would ultimately be responsible for the standard of service provided by either the other on-site staff or third-party contractors.

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

The service would operate from the community space provided. The onsite estate manager would be responsible for promoting a sense of community within the scheme.

The Onsite Estate Management Team will be primarily responsible for the following: -

- Management and implementation of the parking and mobility strategy.
- Management of lease agreements and operational budgeting for the effective management of the common areas.
- Management of contractors and other requirements of efficient building and estate operation.
- Co-ordination of stakeholder and community events and engagement.
- Ensuring that the appropriate standards for resident behavior are upheld, creating a secure and friendly environment.
- Management of delivery strategies to ensure full access to facilitate deliveries for all stakeholders as required.

## Residential Concierge Team

The development will have a concierge onsite. The opening hours are envisaged to be from 08.00 to 20.00 Monday to Friday, Saturday - Sunday 09.00 to 14.00.

Contact details of the key onsite Management Team will be shared on move-in, which include a centralised mobile phone number. It is intended that residents will also be able to communicate with the Management Team via a dedicated building website/portal. This will encourage communication on events, maintenance alerts and other notifications.

The Residential Concierge Team will be primarily responsible for the following: -

- Resident communication.
- Management of the move-in and move-out process.
- Management of contractors and other requirements of efficient building operation.
- Co-ordination of post/parcel deliveries.
- Co-ordination of resident events and engagement.
- Ensuring that the appropriate standards for resident behavior are upheld, creating a secure and friendly environment.
- Work closely with the estate managing agent





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SUMMARY OF SERVICE  
CHARGE BUDGET

## Section 5 – Summary of Service Charge Budget

The operational service charge budget will cover all aspects of the estate and common area management. 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).

### **Soft Services**

#### **Security**

- This element of the budget will allow for any Security Guarding or patrol requirements that may be required outside of the onsite staff teams working hours. It will also make a provision for the maintenance and repair to any security systems including CCTV, access control systems amongst others.

#### **Cleaning**

- The cleaning of the external and internal common areas will be covered under this section. 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 be put in place and will ensure common areas are checked and cleaned daily.
- Any common furniture, water feature, sculpture and litter bins will form part of the cleaning and maintenance protocols which will be defined by the appointed agents.
- Window cleaning and external façade cleaning carried out 2 – 4 times per annum using boom lift, cherry picker, abseiling or reach and wash system where appropriate.
- Any common areas with furniture and litter bins will form part of the cleaning and maintenance protocols.

### **Waste Management**

- Bin stores will be regularly inspected to ensure the area is clean, secure and free from hazards.

The residents will take all waste and recycling to this location for disposal.

- Facilities and guidance to residents will be provided to ensure high levels of recycling/brown bin recycling and reduction of waste. Residents will be required to segregate waste within their own units. This will be closely monitored by the onsite resident's management team.
- Signage will be posted on or above the bins to show which wastes can be put in each receptacle. Residents will be informed by the management company where they are required to deposit their waste and fobs/keys for access to their dedicated storage areas will be provided.

Collections:

- Collections frequency and designated collection points to be confirmed.

### **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, planned shutdowns of the water etc.
- The amenity areas will be the focal point of the development and will have a specific health and safety focus. The 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 any outdoor areas.
- This document will also govern the protocols for contractors visiting site to carry out works.
- A comprehensive General Risk Assessment to be completed by an appointed surveyor prior to occupation of the building.

## Hard Services

- An allowance will also be made for any maintenance required on plant and equipment. This includes the servicing and management of any pumps, lifts, gates and any 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 communal areas will be of the forefront of management's maintenance priorities.
- Given the scale of the proposed public space it will be essential for an appropriate maintenance schedule to be devised and implemented by the managing agents, with a 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 throughout the communal garden areas and open spaces.
- The landscape maintenance schedule will include annual contracts that specify weekly visits by the external contractors and this service will be closely managed and tailored to suit the scheme specifics to ensure a high standard is upheld.
- A policy document will be developed around this process and issued to all residents of the overall estate.



### **Communal Outdoor Amenity Areas & Roof Terraces**

- The outdoor communal amenity areas would allow outdoor events, such as barbecues, outdoor cinema, and other events. These would be organised by the on-site team to the benefit of tenants, residents, and the wider community. Attendance at all community events will be organised and controlled centrally through the estate management team, with the assistance of the on-site security team.
- Access to communal terrace areas would ideally have the capability of being time restricted e.g. 8.00am to 8.00pm daily and with CCTV coverage fed back to the management offices. This would allow the managing agent to control who has access to each communal terrace and to restrict access to certain times if needed.



### **Building Management System (BMS)**

- The Building Management System will be maintained in accordance with manufacturer guidelines

### **Access Control**

- Provision for all electronic access control systems including access control devices that control barriers to bicycle storerooms and block entrance doors will be made.
- Keys: Residents will also be provided with keys for their apartments; the on-site Management Team will retain one set of keys for inspection and access purposes. Visitors to the building will be encouraged to dial directly to the apartments via the door entry system and will not be permitted access into the Residential areas without this access being permitted.

## **CCTV**

- Location: CCTV will be in operation in key circulation areas as part of the overall security strategy.
- Monitoring: All CCTV systems shall be configured such that they form one site wide system that can be remotely monitored from the management office.
- Maintenance: Provision will be in place for camera maintenance and routine checks in accordance with manufacturer guidelines.
- GDPR compliance will be paramount.

## **Water Management**

- Cold Water Storage & Feed: The cold-water storage and feed will be maintained in accordance with manufacturer guidelines.
- Risk Assessment: An independent and comprehensive Legionella Risk Assessment and Water Testing will be completed. Both are to be completed by an approved survey prior to occupation.
- Tanks: The water tanks will be maintained in accordance with manufacturer guidelines.
- Pumps: The pumps will be maintained in accordance with manufacturer guidelines.

## **Fire**

- Evacuation:
  - Excavation Strategy / Resident Guide: 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.
  - Signage: Appropriate exit signage will be in place throughout the property.
  - Notices: Notices will be display in high traffic areas advising of the fire action policy.
- Prevention Equipment: The Management Team will ensure FPE is provided following the recommendation from an independent survey.
- Risk Assessment will be instructed to be carried out by an independent and comprehensive Fire Risk Assessment to be complete prior to occupation of the building.
- Alarm: The fire alarm panel will be maintained and serviced in accordance with manufacturer guidelines. Each unit will have its own fire alarm system.

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





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PARKING & MOBILITY  
MANAGEMENT

## Section 6 – Parking & Mobility Management

### Schedule of Car Parking

PARKING FACILITIES					
CARS					
	Type	Quantity	Long stay Space Requirements	Long Stay Spaces Required	
Apartments	Studio	41	1 per 1 bed	41	
	1 Bed	285	1 per 1 bed	285	
	2 Bed	94	1.5 per 2 bed	141	
	3 Bed	8	2 per 3 bed	16	
<b>TOTAL REQUIRED</b>				<b>483</b>	
<b>TOTAL PROVIDED (and as a percentage of total required)</b>				<b>145</b>	<b>30.02%</b>
From which designated parking spaces:				8	6%
From which electrical car charging spaces:				44	30.34%

### Car Parking Management Strategy

The car parking is accessed from Carmanhall Road and is allocated on the rear portion of the site. The car parking entrance is located adjacent to the manager's office/security which will provide surveillance to the area. A vehicle gate and side pedestrian gate are to remain opened during the day and are to be closed at night only for additional security.

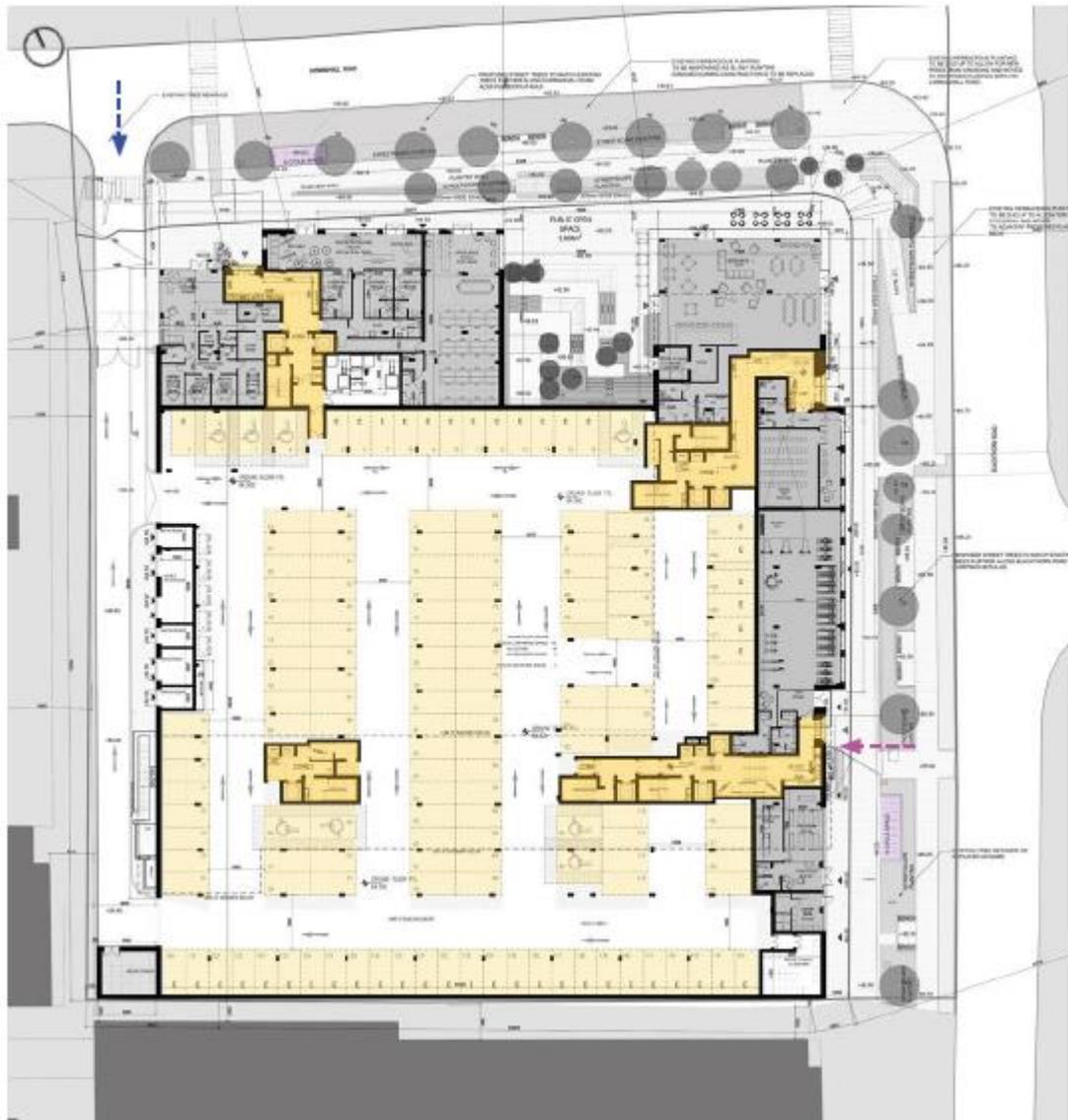
The management company will ensure an active parking management strategy is regularly enforced in the estate via the on-site estate management team. Car parking spaces will be allocated in accordance with Management Company policies and leasing structure for the development. The purchase of an apartment will not guarantee the right to a designated parking space.

The recommendation to combat abuse of parking facilities and abandonment of cars is generally to implement a clamping regime. A clamping regime can be tailored to suit the management structure and would start off by engaging in a contract with a preferred supplier.

Residents will only be able to utilise their allocated car parking space and the onsite management team will provide a permit to the resident who will display it on the window of the vehicle.

No additional car parking will be provided by the proposed development. If no car parking spaces are available, the future resident will be informed of this prior to purchase / occupation of a residential unit. An alternative to car ownership will be available through a car club scheme, this scheme will be implemented and managed by the onsite management team.

Car spaces can be leased to residents by the Management Company. The duration of leases shall be for a minimum of 1 month and a maximum of 12 months, after which the lease can be renewed at the discretion of the Management Company and their agents, and subject to availability and demand, and strictly in accordance with the rules of the Car Park Management Strategy in force at that time.



- |   |                               |         |   |  |
|---|-------------------------------|---------|---|--|
|  | Resident pedestrian access    |         |  | Bicycle parking (22 no. at ground level) |
|  | Residents Pedestrian access   |         |  | Bicycle access to basement               |
|  | Car Parking                   | 145 no. |  | Car access to ground floor parking       |
|  | Bicycle Parking (at basement) | 752 no. |   |  |

## Schedule of Bicycle Parking

PARKING FACILITIES							
BICYCLES							
	Type	Quantity of Apartments	Long stay Space Requirements	Long Stay Spaces Required	Short Stay Space Requirements	Short Stay Spaces Required	
Apartments	Studio	41	1 per Bedroom	41	1 per 2 units	20.5	
	1 Bed	285	1 per Bedroom	285	1 per 2 units	142.5	
	2 Bed	94	1 per Bedroom	188	1 per 2 units	47	
	3 Bed	8	1 per Bedroom	24	1 per 2 units	4	
			Required for long stay	538	Required for short stay	214	
<b>TOTAL REQUIRED (long stay plus short stay)</b>				752			
<b>PROVIDED AT BASEMENT LEVEL</b>				752			
<b>PROVIDED FOR RESIDENTIAL SHORT STAY AT GROUND FLOOR LEVEL ON STREET (integrated with landscape design)</b>				22			
<b>TOTAL PROVIDED (and as a percentage of total required)</b>				774			103%

### Bicycle Management Strategy

A car-free basement is proposed on the south-east and south-west ends of the site with secure long-term bicycle parking and other Residential Support Facilities such as bicycle repair area, additional storage for the residential units and plant rooms serving the development.

The basement level is connected to the upper floors with cores 1, 2 and 3 of the development. Cores 1 and 2 can be directly accessed from Carmanhall and Blackthorn Roads by the residents. A bicycle dedicated lift allows the residents to access from Blackthorn Road the bicycle facilities at Ground Floor Level.

Short term bicycle parking has been located at ground level, integrated as part of the landscape design, for the convenience of visitors.

A secure facility will assist in preventing theft or abandoned bikes becoming common and taking up spaces, however in the event of significant abandoned bicycles, managing agents typically “cull” bicycle parking by removing abandoned bicycles after a short time has elapsed.

Each storage system will be carefully chosen and set out through consultation between the design team members to ensure the best system is used in the best and most practical locations. Access to the resident’s bike storage area will be controlled via the centralised access control system, with only those having a bike in the storage area being authorised to have access.



- |   |                               |         |  |
|---|-------------------------------|---------|--|
|  | Resident pedestrian access    |         |  |
|  | Residents Pedestrian access   |         |  |
|  | Car Parking                   | 145 no. |  |
|  | Bicycle Parking (at basement) | 752 no. |  |
|   |                               |         |  Bicycle parking (22 no. at ground level) |
|   |                               |         |  Bicycle access to basement               |
|   |                               |         |  Car access to ground floor parking       |

## Mobility Management Strategy

The onsite management team 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 actively manage the residential, retail, childcare facility, and visitor car & bicycle parking
- To actively manage the vehicle access routes to incorporate loading, deliveries, drop of visitor parking
- To manage public transport discount fare schemes, cycle promotion schemes and events
- To provide “travel advice and information” to residents.

## Site Location & Context

The site is well connected to transport links such as the M50 motorway, the Luas (Stillorgan and Sandyford Luas stops located approximately 350m north-east of the site), and a number of bus routes such as the No. 11, 47, 75, 114 and 116.

The location of the proposed development provides availability to alternative modes of transportation for the occupants. The subject site is located within very close proximity to public transport including the bus and Luas. Access to the location is provided by good roads network as well as bicycle routes.

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.





07

CONCLUSION & CONTACT  
DETAILS

## Section 7 – Conclusion & Contact Details

Based on the information provided, Aramark Property have considered the schemes proposals. From our experience to date of similar schemes we manage, 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 owners of this scheme, the future occupiers and the wider community.

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### Aramark Key Service Lines

## OUR KEY SERVICE LINE ARE:

 ASSET MANAGEMENT	 COMMERCIAL PROPERTY MANAGEMENT	 BUILT TO RENT/PRS MANAGEMENT (RESIDENTIAL PROPERTY MANAGEMENT)	 VALUATION, RENT REVIEWS & PROFESSIONAL SERVICES
 SUSTAINABILITY SERVICES	 BUILDING CONSULTANCY	 FACILITIES MANAGEMENT	 PROCUREMENT

## Document Control Sheet

<b>Client:</b>	ATLAS GP LTD
<b>Project Title:</b>	CARMANHALL ROAD SHD
<b>Document Title:</b>	PROPERTY MANAGEMENT STRATEGY REPORT

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