

PROPERTY MANAGEMENT STRATEGY REPORT

PROPOSED DEVELOPMENT:
O'DEVANEY GARDENS SHD



CLIENT:
BARTRA ODG
LIMITED

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01

INTRODUCTION

Section 1- Introduction

Executive Summary

Aramark Property have been instructed by Bartra ODG Limited, to provide a report on the property management strategy for their proposed residential development, at Former O’Devaney Gardens site and lands previously part of St Bricin’s Military Hospital, Dublin 7.

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

Bartra ODG Limited intends to apply to An Bord Pleanála for permission for a Strategic Housing Development at this site (c.5.2ha) at Former O’Devaney Gardens site and lands previously part of St Bricin’s Military Hospital, Dublin 7. The application site is bounded to the north-east by housing on Ross Street, Ashford Place, Ashford Cottages and Ashford Street; to the east by Thor Place/ Thor Park and St. Bricin’s Military Hospital; to the south by Montpellier Gardens and Montpellier Park; to the west by Montpellier Gardens and Findlater Street, Kinahan Street, Aberdeen Street, Black Street, Sullivan Street; and to the north-west by properties fronting North Circular Road. Phase 1A (56 units) of the former O’Devaney Gardens site is also under construction to the north east of the site (ABP Ref. PL29N.JA0024)

The development will consist of 1,047no. residential units and all associated ancillary accommodation, site and development works. The Total Gross floorspace (GFA) of the overall development is 102,940sqm, of which 100,646sqm is residential and 2294sqm are non-residential uses.



Schedule of Accommodation

Site Area	5.2 ha
Density	201 units/ha
GFA	102,940 sqm
Plot Ratio	2.0
Site Coverage	44%
Public Open Space	16%

Overall Mix	No. of Units		Area (sqm)
1 Bed	318	30%	15,947
2 Bed	567	54%	44,678
3 Bed	162	16%	15,901
Total	1047		

Gross Floor Area (sqm), excluding Car Park

Block 2	5,649
Block 3	489
Block 4	1,202
Block 5	30,430
Block 6	8,482
Block 7	26,924
Block 8	2,995
Block 9	18,281
Block 10	8,489
Total	102,940

Residential Gross Floor Area (sqm)

100,646

Note: Including residential amenity, bike stores and plant, excluding car park

Non-residential Gross Floor Area (sqm)

Cafe	155
Creche	489
Community Use	157
Retail	1,393
ESB Sub-Stations	100
Total	2,294



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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



03

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 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 owners 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.

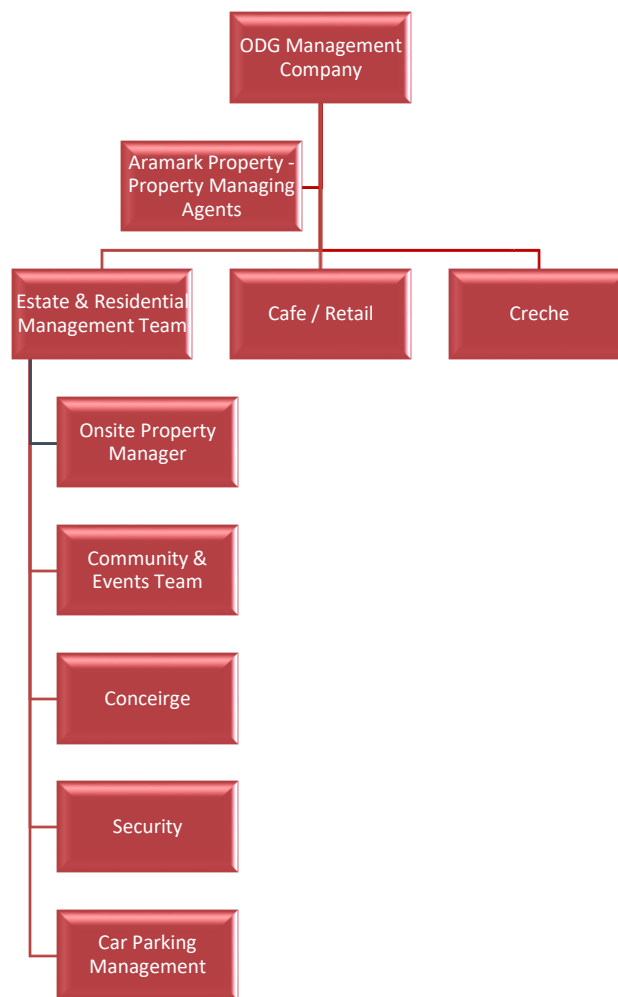
The property agents will be responsible for setting the operational service charge budget for the common areas and the estate. To effectively manage the development an annual budget would be billed to the management company on a quarterly in advance basis to ensure enough funds are received to enable effective management of the scheme.

Proposed Management Company Structure

It is Bartra ODG Limited's intention that the development will be run by a management company which will in turn appoint a property management agent to manage the common areas and estate of the development.

The purpose of this management company will be to establish a controlling entity that will assume ownership over the development post construction phase. This will ensure the estate common areas, public realm and shared areas of the development are retained as the legal responsibility of this Management Company.

The constitution of the management company will be drafted by legal counsel and the shareholding will be made up pro-rata by the apportionment of the buildings and residents that occupy the scheme. The management company will retain control of all shared areas and external public realm. Each unit will be legally contracted to contribute to the service charge regime through leasing arrangements established.



Legal Entity

The Management Company will be formed as a separate legal entity for the sole purpose of management of the shared common areas. The entity will be formed prior to the rental / sale of the retail units within the development so as the structure and legal entity is set out prior to any lease implementation. To effectively maintain the development, the Management Company will then be responsible for appointing an independent property management agent to manage the operational, financial and legal aspects associated with the common area management.



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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 for both residents and the wider community. The proposals combine a varied mix of uses, ranging from retail, to resident uses and community uses to support the new community.

The vision is for the project to be set within an attractive, vibrant environment that integrates successfully with its local setting. In addition to the provision of high-quality apartment accommodation, is provide exemplary tenant amenities to encourage an active and integrated community.



In addition to communal and private open space, residents have access to enjoy a range of residential amenities totaling 1,107 sqm.

Internal residential amenity spaces will provide additional communal facilities to the residents of the buildings including reception, lounge and entertainment areas, storage facilities, studios and communal workspaces.

Communal Amenity Provisions

The intent is to engage the community and raise awareness of environmental and sustainable issues, as well as providing childcare facilities for the community and providing a space that the community can take ownership of and engage with. The proposed functions add to the life and vibrancy of this new development.

The community crèche is located at the entrance to the scheme from Ross Street and creates a setting or back drop to the northern park. This building will act as a beacon to the wider community facilitating integration within the neighbourhood.

The creche of 489sqm is designed to cater for 42 no. children with drop off and parking provided within the podium carpark of Block 05, a short walk across the public open space.

In addition to the community creche facility of Block 3, at the gateway to Ross Street a Community Center space is proposed at the ground floor of Block 05.

This Community Center of 157sqm is located on a pedestrian intersection within the scheme. The center is sites at the gateway into the scheme from Thor Place and Swords St at the corner of the new Local Street and also terminates the vista along the public walkway through the central park from Montpelier Gardens.

The centres design and location at this key pedestrian junction endeavours to attract, integrate and engage the new and existing community into the heart of the scheme both physically and socially.

Management of Estate Community and Amenities

Management Offices

The development will have a designated management office and concierge suite, this office will focus on management of the residential management and the overarching management of the scheme, with an emphasis on security, surveillance of vehicular & pedestrian access, waste marshalling area, parcel deliveries, car parking, events management and community and stakeholder engagement.

It will serve as a meeting place for residents, additional security, and a central hub where key estate and resident management services will be offered. For the management team, it provides a single space or base from which these elements can be pooled and managed efficiently.

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 and drop offs.

The service would operate from the amenity 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



05

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 will be 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 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 onsite team where they are required to deposit their waste and fobs/keys for access to their dedicated storage areas will be provided.
- An Operational Waste Management Plan has been completed by AWN and will be used as a basis of reference by the onsite team.
- Waste storage rooms are located at basement levels. The stores are adjacent to or near cores for ease of access.

Collections:

- Collections frequency and designated collection points to be confirmed.
- Regarding waste collection, the waste bins will be collected at allotted times during the week with grey, green and brown bins collected on different days. The bins will be brought onto the street by the management team.

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, fire evacuation and any planned shutdowns of the water.
- 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.

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 common 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 displayed 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.



06

PARKING & MOBILITY
MANAGEMENT

Section 6 – Parking & Mobility Management

Schedule of Car Parking

Car Parking Provision	7,992 sqm (not included in GFA)						Total
	Residential	Retail	Community	Café	Creche	Set-Down	
Block 5	87	3	1		5	96	
Block 7	92	2		1		95	
Block 9	35					35	
On-street	47					50	
Total Spaces						276	
ratio per unit						0.26	

Car Parking Management Strategy

Car spaces are provided under two solutions;

1. On-street parking
2. Below podium of the apartment buildings.

A total of 50 on-street parking is located adjacent to housing, duplexes, and the streetscapes of Montpellier Gardens and the new Local Street to serve disabled access to apartments and the local retail and community uses.

It is proposed that all on-street parking will be taken in charge and thus cars parked within these spaces will be managed through a pay-and-display system and/or permit parking through Dublin City Council.

Residential Parking and parking to support the creche facility are provided below a podium deck within blocks 05 ,07 and 09. These spaces are secure within the form of the building and subject to the management of the buildings.

14no. of Disabled Accessible spaces are provided across the scheme at key locations along streetscapes and within podium buildings to provides ease of access.

11no. Motorbike spaces are also provided across the scheme as identified within the ground floor layout plan.

The onsite management team will ensure an active parking management strategy is regularly enforced in the estate, particularly below podium. Car parking spaces will be allocated in accordance with management teams’ policies and leasing structure for the development. The rental or purchase of an apartment will not guarantee the right to a designated parking space.

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

A limited quantum of on street parking spaces will be provided in the development for visitors / residents and these will be paid parking to control potential residential overspill.

In order to combat abuse of car parking facilities and abandonment of cars, the managing agent will implement a clamping regime in the areas controlled by the management company. The clamping regime will be tailored to suit the management structure and will start off by engaging in a contract with a preferred supplier.

As a starting point to the clamping regime a comprehensive signage package will be delivered. This will make all aware that parking is prohibited (or limited). Identification of cars will be provided by way of a disc system, and visitor parking will be managed by a park and text system.

Signage will be installed throughout the development by the third-party provider advising of the risk of clamping, however they will not actively patrol the area. Any clamps or actions would be carried out on a call-out basis via the managing agent.



Schedule of Bicycle Parking

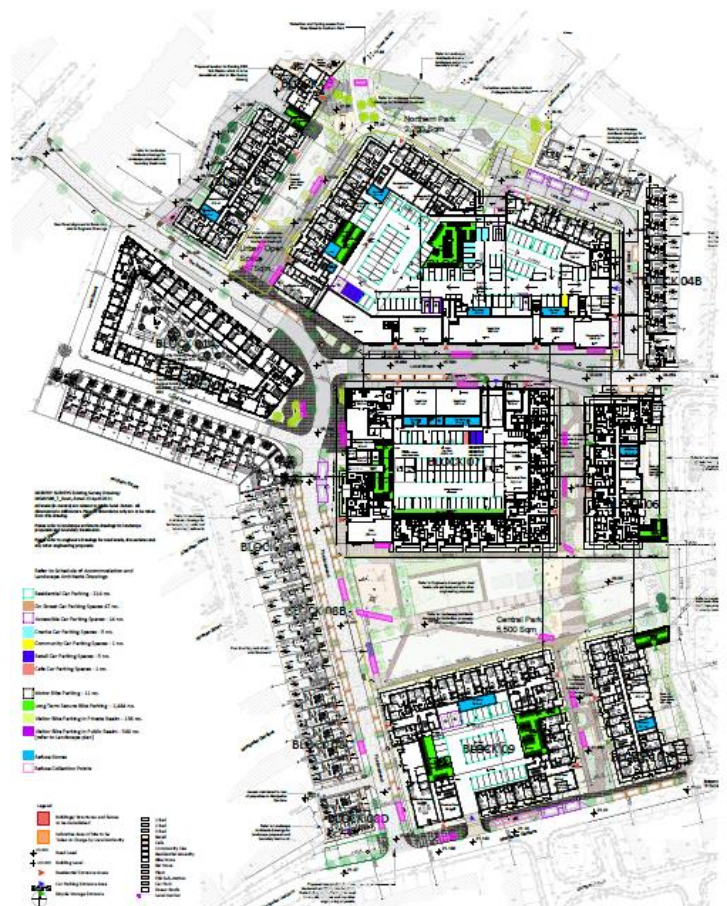
Bicycle Parking	
Block 2	48
Block 3	10
Block 4	22
Block 5	344
Block 6	76
Block 7	600
Block 8	40
Block 9	264
Block 10	80
Sub-total Long Term	1484
Visitor Spaces within public realm	380
Visitor Spaces within private threshold	136
Total Bicycle Spaces	2000
ratio per unit	1.9

Bicycle Management Strategy

Bike parks are proposed for designated bike spaces for the residents of the scheme. The diagram identifies the secure and sheltered locations of bike parks which are sized to meet the needs of the residents per block at a ratio of 1.9 per unit. These parks are secure, covered and ventilated and separated from the public realm.

Visitor bikes are also proposed in two design solutions. Sheffield stands are provided for convenience within the private realm to ground floor own-door units, duplexes, and houses to allow the resident or visitor to that unit secure their bike within their private realm.

Banks of Sheffield stands are also provided across the public realm, adjacent to playground, parks, creche, café and adjacent to entrance of the apartment buildings. These spaces are provided for the visitors to the scheme who may access the amenities, mixed uses, and facilities available across the development.

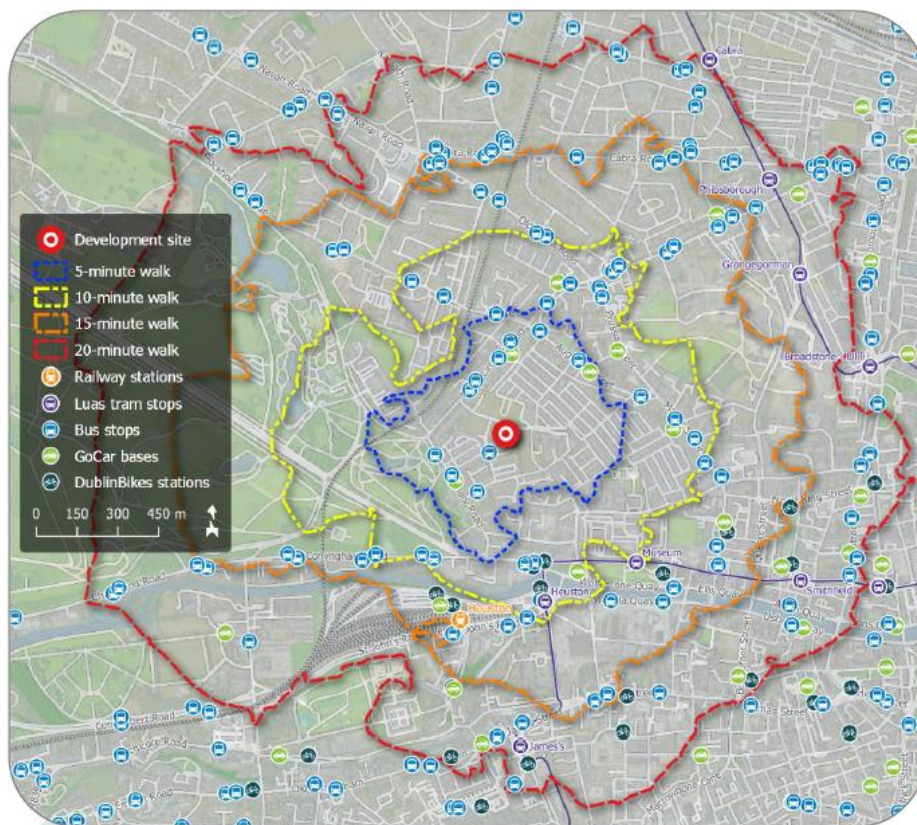


These secure facilities will assist in preventing theft or abandoned bikes becoming common and taking up spaces, however in the event of significant abandoned bicycles, managing agents typically “cull” bicycle parking by removing abandoned bicycles after a short time has elapsed. Each storage system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

Residential Travel Management Strategy

The onsite management team will perform the function of a residential travel manager while implementing a Residential Travel management plan for the site. The primary duties of the residential travel 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.



CS Consulting Group – Residential Travel Plan



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

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