

PROPERTY MANAGEMENT STRATEGY REPORT

PROPOSED DEVELOPMENT:
PARKGATE ST SHD 2



CLIENT:
RUIRSIDE
DEVELOPMENTS
LTD

Contents

Section 1- Introduction	4
Executive Summary	4
Development Description	5
Schedule of Accommodation	5
Section 2 - Summary of Relevant Experience	9
Section 3 - Appointment of Property Managing Agent & Associated Responsibilities	11
Section 4 - Amenity Considerations & Management	13
Considerations	13
Management of Estate Community and Amenities	13
Section 5 – Summary of Service Charge Budget	17
Management Costs	17
Utilities	17
Cleaning	17
Waste Management	18
Health and Safety	18
Open Spaces & Landscaping	19
Building Management System (BMS)	20
Access Control	20
CCTV	20
Water Management	21
Fire	21
Section 6 – Parking & Mobility Management	23
Section 7 – Conclusion & Contact Details	26
Contact Details	26
Aramark Key Service Lines	26
Document Control Sheet	27



01

INTRODUCTION

Section 1- Introduction

Executive Summary

Aramark Property have been instructed by Ruirside Developments Ltd, to provide a report on the property management strategy for their proposed residential development, on a site currently occupied by Hickeys' Fabrics on Parkgate Street, Dublin 8.

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

In brief, permission is sought for Strategic Housing Development, with a life of 8 years, at 42A Parkgate Street, Dublin 8, for development comprising:

A 30-storey residential building ('Block A') (c.14,364 sq m gfa), including residential, café/restaurant, replacement office use and ancillary accommodation and works, located in the eastern apex of the site subject of otherwise consented development under ABP-306569-20.

The proposed new Block A building accommodates:

- 198no. 'Build To Rent' residential apartments (73no. studios, 97no. 1-bed, 27no. 2-bed & 1no. 3-bed) from 1st to 27th floors inclusive, including 53no. units with 'winter garden' balconies on the building's eastern elevation.
- Ancillary internal (c.384 sq m) and external (c.255 sq m) residents' private communal amenity areas and facilities, including ground floor reception/concierge area, lounge bars at mezzanine and 9th floors, and roof gardens at 9th and 28th floors. Also, access to residents' private communal amenity areas within the consented scheme ABP-306569-20.
- 1no. café/restaurant (c.223 sq m) at ground floor. Replacement office floor area (c.595.6 sq m total) accommodated between 1st and 8th floor levels of Block A.
- Ancillary residential bicycle storage (22no. spaces), refuse, circulation and plant, and non-residential back of house and circulation areas at ground and mezzanine floors.
- Building Maintenance Unit (BMU) at roof level.

Ancillary and associated site works and other structural and landscape works are proposed to tie the proposed new Block A building in with the consented development (ABP 306569-20). Proposed amendments to the consented scheme, include:

- At the interface of proposed Block A with the consented Block B2 office building:
 - a reduction by c.909 sq m total of office floor area over 6 floors within the consented Block B2 office building;
 - a reduction by c.35 sq m of external residential amenity and associated minor amendments to landscaping at roof level of consented Block B2; and,
 - localised changes to the northern Parkgate St façade of the consented Block B2 to include a shadow gap at its junction with proposed Block A.
- 16no. additional bicycle parking spaces accommodated within consented Block B1 undercroft area.
- Minor localised amendments to adjoining consented public realm area to tie in with proposed Block A at ground level.
- New telecommunications infrastructure at roof level of consented Block B1, including: 4no. 300mm microwave link dishes mounted on 2no. 2m high steel poles fixed to the consented lift shaft overrun, housed within GRP radio friendly shrouds, to mitigate potential for interference with existing telecommunication channels.

The site within which the proposed works sit, benefits from extant permission for residential-led mixed use strategic housing development under ABP 306569-20 (i.e. the consented development). Permission is not being re-sought for the consented development.

For avoidance of doubt, while the red line site boundary is drawn around the entire planning unit of ABP Ref. 306569-20, the development works for which permission is expressly sought are identified with a green dashed line, within the wider red line planning unit.

The overall site (c.0.82 ha) is principally bounded by Parkgate Street to the north, the River Liffey to the south, an existing electricity substation and the junction of Sean Heuston Bridge and Parkgate Street to the east, existing Parkgate Place office and residential development to the west. The application site includes areas of public footpath and roadway on Parkgate Street and a small landscaped area at the junction of Sean Heuston Bridge and Parkgate Street. There are Protected Structures on site.

Schedule of Accommodation

Level	Block A - BTR			
	Studio	1 Bed	2 Bed	3Bed
Undercroft				
Ground				
Mezz.				
1	2	3	1	
2	2	3	1	
3	2	3	1	
4	2	3	1	
5	2	3	1	
6	2	3	1	
7	2	3	1	
8	2	3	1	
9	3	3	1	
10	3	4	1	
11	3	4	1	
12	3	4	1	
13	3	4	1	
14	3	4	1	
15	3	4	1	
16	3	4	1	
17	3	4	1	
18	3	4	1	
19	3	4	1	
20	3	4	1	
21	3	4	1	
22	3	4	1	
23	3	4	1	
24	3	4	1	
25	3	4	1	
26	3	4	1	
27	3	2	1	1
28				
Subtotal	73	97	27	1
Total	Block A			198



02

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 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





04

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 various differing floor levels is provided for the residents:

Communal Amenity Schedule Breakdown		Block A
Level U	River Building Interior	
Level 00	Reception Foyer Post Room Gym (incl changing) Internal Amenity Co-working River Building (Gym) Communal Courtyard	75 321
Level Mezz	Internal Amenity Co- Lounge Bar	 132
Level 01		
Level 07	Internal Amenity Rooftop Amenity	
Level 08	Rooftop Amenity	
Level 09	Internal Amenity Rooftop Amenity	49 300
Level 28	Internal Amenity Rooftop Amenity	128 255
Total Blocks		639



Meeting Family & Friends

Rooftop with a skyline view



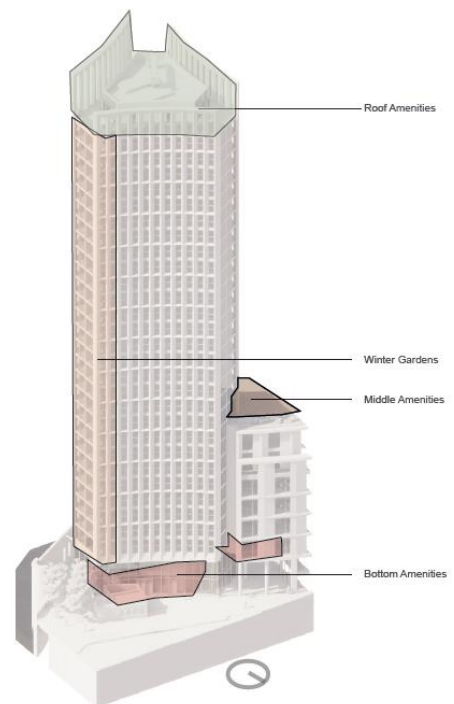
Lounge

Shared Cinema Room



Coworking

High-End Bar



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.

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





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 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.
- Public open space is as permitted under ABP Ref. 306569-20, with minor amendments to tie in with the new 'Block A' layout. As permitted under ABP-306569-20 public amenity open space is a significant feature of the overall scheme which includes the 'river walk' and public plaza, connecting to Parkgate Street and the River Liffey. As such, it will be essential for an appropriate maintenance schedule to be devised and implemented
- There will also be a schedule of maintenance in place for cleaning of hard surfaces, garden features throughout the communal garden areas, terraces and open amenity 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 dining experiences, and other events. These would be organised by the on-site team to the benefit of residents. Attendance at all community events will be organised and controlled centrally through the onsite 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. 9.00am to 11.00pm 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 entrance doors will be made.
- Keys / Fobs: Residents will also be provided with their access fob 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.



06

PARKING & MOBILITY
MANAGEMENT

Section 6 – Parking & Mobility Management

Parking Management Strategy

Car parking is located at basement level and on surface at the western end of the site. 11 no. secure car parking spaces will be provided at basement level and will be served by stair and lift cores, with a further 15 spaces at surface level as permitted under ABP. Ref. 306569-20.

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 the policies and leasing structure for the development.

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 occupation of a residential unit.

An additional 38 bicycle parking spaces have been provided (22no. located at ground level of Block A and 16no. located in permitted Block B undercroft). Bicycle park spaces will be provided at the development with a minimal amount located at ground level for both residents and office users, and the vast majority located within a secure undercroft facility.

Mobility Management Strategy

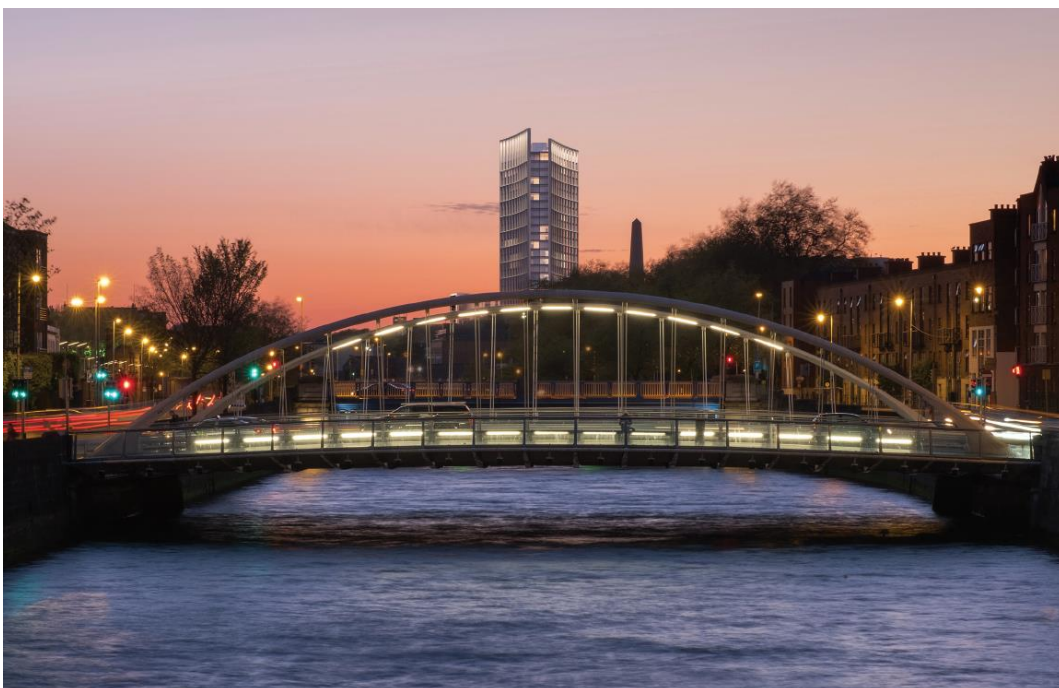
The onsite management team will perform the function of a mobility manager while creating a mobility management plan for the site. The primary duties of the Mobility Manager are:

- 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 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

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