

# PROPERTY MANAGEMENT STRATEGY REPORT

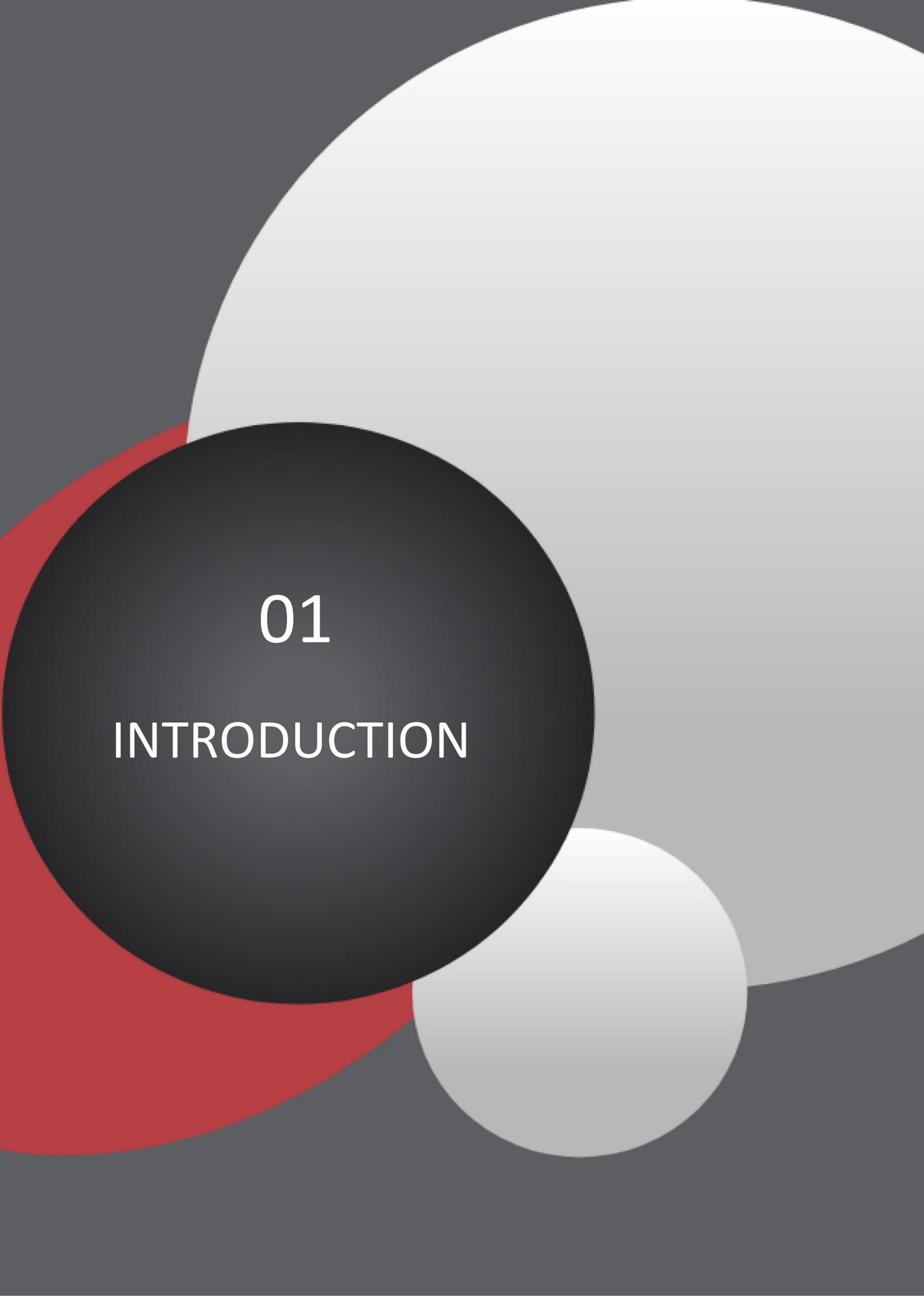
PROPOSED DEVELOPMENT:  
SANDFORD ROAD SHD



CLIENT:  
SANDFORD  
LIVING LIMITED

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01

INTRODUCTION

# Section 1- Introduction

## Executive Summary

Aramark Property have been instructed by Sandford Living Limited, to provide a report on the property management strategy for their proposed residential development, Sandford Road, located at Milltown Park, Sandford Road, Dublin 6.

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

Sandford Living Limited intend to apply to An Bord Pleanála for permission for a strategic housing development at this c. 4.26 hectare site at Milltown Park, Sandford Road, Dublin 6, D06 V9K7. Works are also proposed on Milltown Road and Sandford Road to facilitate access to the development including improvements to pedestrian facilities on an area of c. 0.16 hectares. The development's surface water drainage network shall discharge from the site via a proposed 300mm diameter pipe along Milltown Road through the junction of Milltown Road / Sandford Road prior to outfalling to the existing drainage network on Eglinton Road (approximately 200 metres from the Sandford Road / Eglinton Road junction), with these works incorporating an area of c. 0.32 hectares. The development site area, road works and drainage works areas will provide a total application site area of c. 4.74 hectares.

The development will principally consist of: the demolition of c. 4,883.9 sq m of existing structures on site including Milltown Park House (880 sq m); Milltown Park House Rear Extension (2,031 sq m); the Finlay Wing (622 sq m); the Archive (1,240 sq m); the link building between Tabor House and Milltown Park House rear extension to the front of the Chapel (74.5 sq m); and 36.4 sq m of the 'red brick link building' (single storey over basement) towards the south-western boundary; the refurbishment and reuse of Tabor House (1,575 sq m) and the Chapel (768 sq m), and the provision of a single storey glass entrance lobby to the front and side of the Chapel; and the provision of a 671 No. unit residential development comprising 604 No. Build-to-Rent apartment and duplex units (88 No. studios, 262 No. one bed units, 242 No. two bed units and 12 No. three bed units) and 67 No. Build-to Sell apartment and duplex units (11 No. studios, 9 No. one bed units, 32 No. two bed units and 15 No. three bed units).

Block A1 will range in height from part 5 No. storeys to part 10 No. storeys and will comprise 94 No. Build-to-Rent apartments; Block A2 will range in height from part 6 No. storeys to part 8 No. storeys (including part double height at ground floor level) and will comprise 140 No. Build to-Rent apartments and duplex units; Block B will range in height from part 3 No. to part 7 No. storeys and will comprise 91 No. Build-to-Rent apartments; Block C will range in height from part 2 No. storeys to part 8 No. storeys (including part double height at ground floor level) and will comprise 163 No. Build-to-Rent apartments; Block D will range in height from 3 No. storeys to 5 No. storeys and will comprise 39 No. Build-to-Sell apartments; Block E will be 3 No. storeys in height and will comprise 28 No. Build-to-Sell duplex units and apartments; Block F will range in height from 5 No. storeys to part 7 No. storeys and will comprise 92 No. Build-to-Rent apartments; and the refurbished Tabor House (4 No. storeys including lower ground floor level) will comprise 24 No. Build-to-Rent apartments.

The development also includes a creche within Block F (400 sq m) with outdoor play area; and the provision of communal internal amenities (c. 1,248.8 sq m) and facilities (c. 158.3 sq m) throughout the residential blocks, Tabor House and the converted Chapel building including co-working space, gym, lounges, reading rooms, games room, multi-purpose space, concierge, mail rooms and staff facilities.

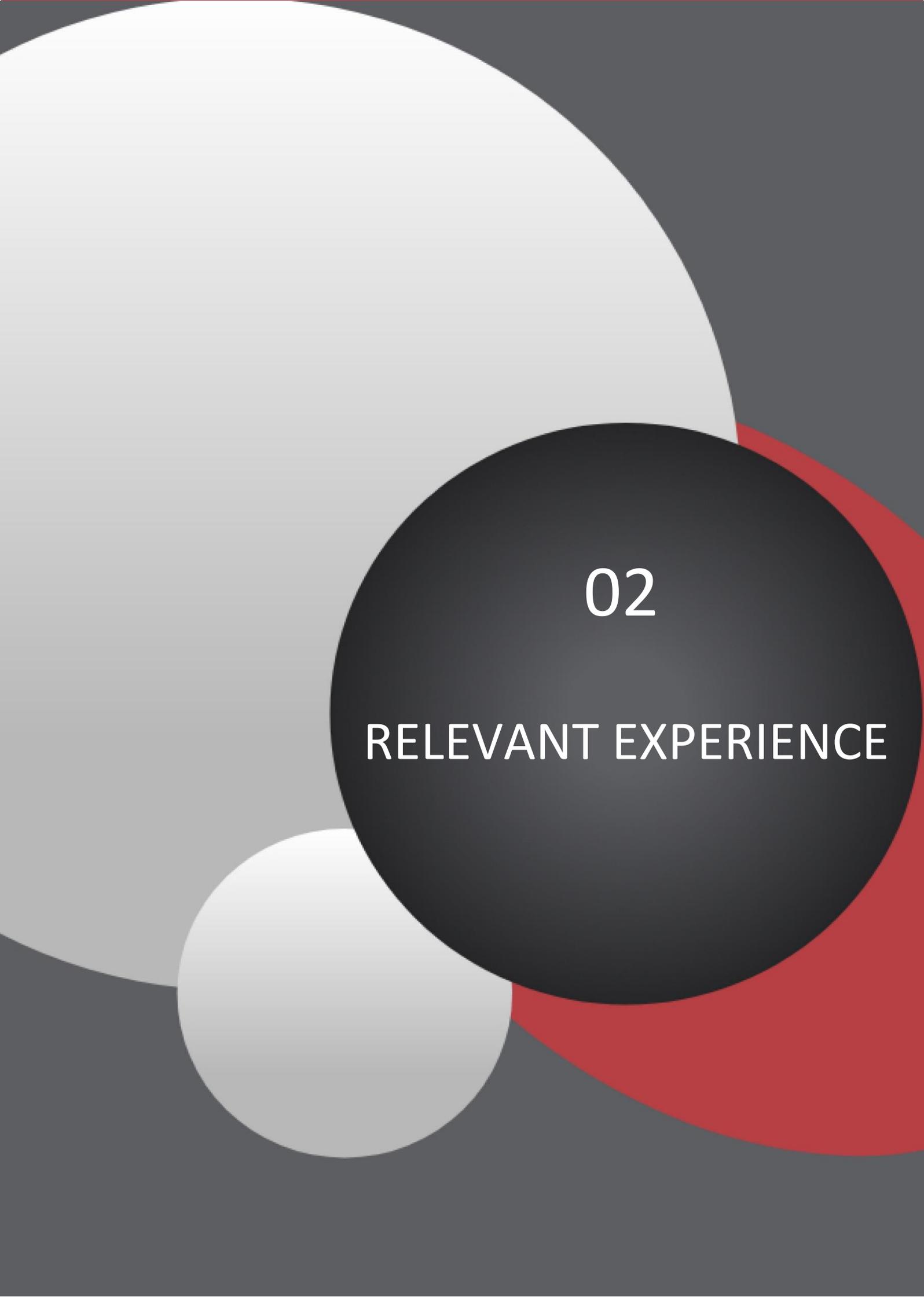
The proposed works also include a new 2.4 metre high boundary wall across the site from east to west (towards the southern boundary) requiring the demolition of a portion of the red brick link building that lies within the subject site towards the south-western boundary (36.4 sq m) and the making good of the façade at the boundary. The existing Link Building is the subject of a separate application for permission (DCC Reg. Ref. No. 3866/20) that includes a request for permission to demolish that Link Building, including the part of the building on the lands the subject of this application for SHD permission. If that application is granted and first implemented, no demolition works to the Link Building will be required under this application for SHD permission. If that application is refused permission or not first implemented, permission is here sought to demolish only that part of the Link Building now existing on the lands the subject of this application for permission and to make good the balance at the red line with a blank wall.

The development also provides a new access from Milltown Road (which will be the principal vehicular entrance to the site) in addition to utilising and upgrading the existing access from Sandford Road as a secondary access principally for deliveries, emergencies and taxis; new pedestrian access points; pedestrian/bicycle connections through the site; 344 No. car parking spaces (295 No. at basement level and 49 No. at surface level) which includes 18 No. mobility impaired spaces, 10 No. car share spaces, 4 No. collection/drop-off spaces and 2 No. taxi spaces; bicycle parking; 14 No. motorcycle spaces; bin storage; boundary treatments; private balconies and terraces facing all directions; external gantry access in sections of Blocks A1, A2 and C; hard and soft landscaping including public open space and communal open space (including upper level communal terraces in Block A1, Block B and Block C which will face all directions); sedum roofs; PV panels; substations; lighting; plant; lift cores; and all other associated site works above and below ground. The proposed development has a gross floor space of c. 54,871 sq m above ground level over a partial basement (under part of Block A1 and under Blocks A2, B and C) measuring c. 10,607 sq m, which includes parking spaces, bin storage, bike storage and plant.

## Schedule of Accommodation

<b>Accommodation Mix</b>	<b>Units (No)</b>	<b>%</b>
Studio	99	15%
1 Bed Apartment	271	40%
2 Bed Apartment	274	41%
3 Bed Apartment	27	4%
<b>Total Residential Units</b>	<b>671</b>	

<b>Development Summary</b>	<b>(No)</b>	<b>%</b>
Developable Site Area:	4.26 Ha	
Wider Site Area	4.74 Ha	
Site Coverage:	23.4%	
Total Residential units:	671	
BTR Mix:	604	90%
BTS Mix:	67	10%
Part V:	67 Units	10%
Dual Aspect:	343	51%
Density:	157.5/Ha	
Car Spaces:	344	
Bicycle Spaces:	1361	
Tenant Amenity Ratio:	1,248.8	1.86 sqm
Communal Open Space	5,875	
Public Open Space	14,848	34.9%



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

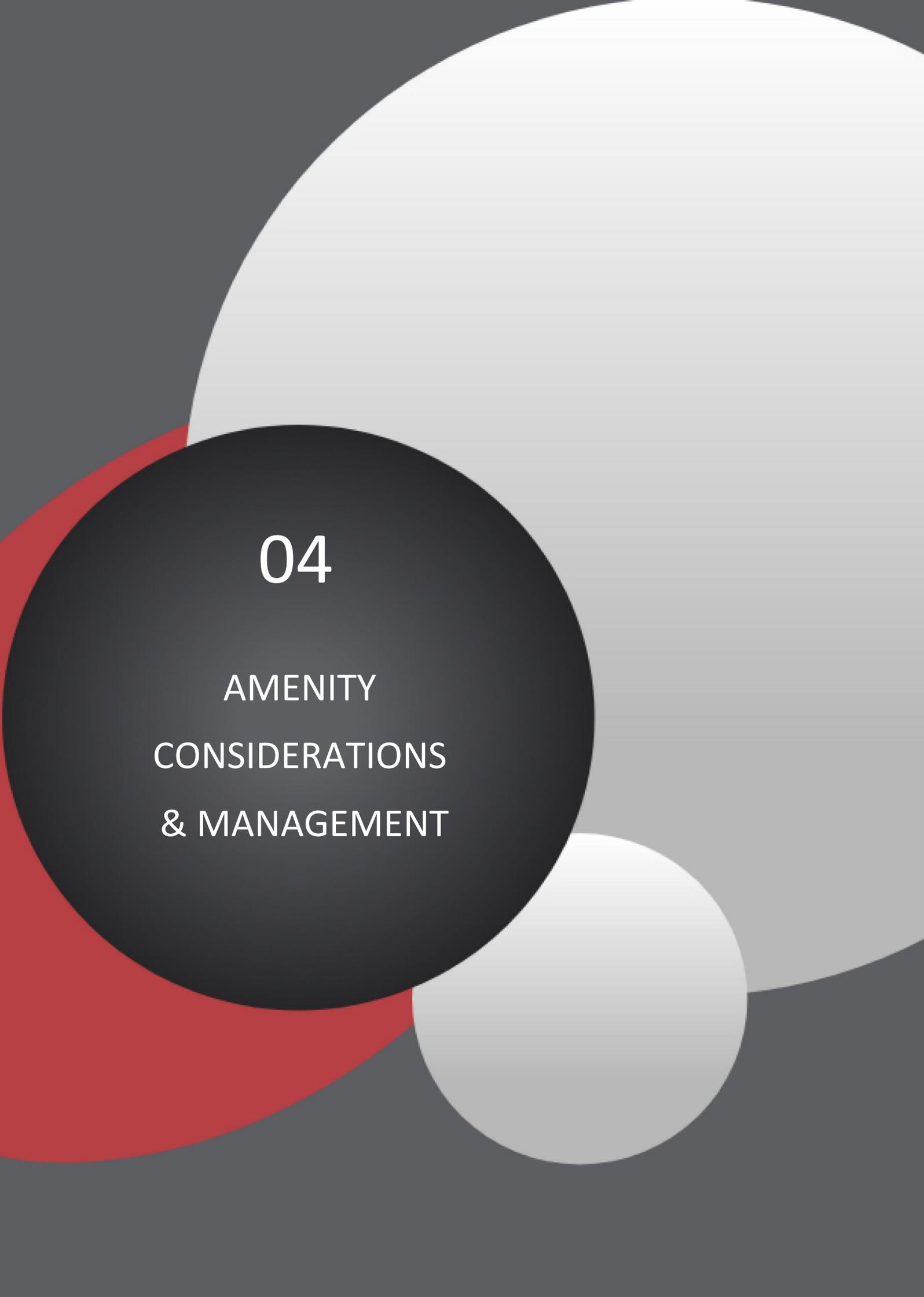
The timing of the appointment of an experienced property management agent by the applicant and subsequent engagement between the agent and the developer would be recommended to take place at least nine months in advance of completion. Our experience shows that the successful outcome on completion can 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 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 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 for both residents and the wider community.

Throughout the scheme there are several areas which are dedicated to Community & Resident use. Ranging in size and functions, these include.

	Amenities	Sq m
Block A1 - GF	Lounge, Reading room	198.8
Block A1 - o4	Residents club	111.4
Block B - GF	Lounge, Reading room	52.1
Block B - o5	Residents Lounge	117.4
Block C - GF	Co- working space	115.1
Block TH - GF	Lounge	15.2
The Chapel GF (Residents Hub)	Gym, Games rooms, Kitchen, Garden room	288.9
The Chapel o1 (Residents Hub)	Lounge, co working, Meeting room, Multipurpose space	349.9
<b>TOTAL</b>		<b>1248.8</b>

	Facilities	Sq m
Block A1 - GF	Concierge, Mail, WC	70.7
Block B - GF	Concierge & Mail	45.6
Block TH - o1	Lobby & Mail	18.8
The Chapel GF (Residents Hub)	Staff facilities	23.2
<b>Total</b>		<b>158.3</b>



● Entrance Lobby



● Lounge



● Gym

## Residents Hub

The Chapel will house the main Amenity hub for the new development with an impressive multi-purpose hall on the first floor which will be used for a number of activities from movie screenings to gatherings or simply somewhere to lounge and relax.

While the lower level will provide further games rooms, a gym, meeting rooms, and flexible break out spaces, which might be hired by residents for parties as required.

There will also be some kitchen facilities here to support any events or gatherings above in the 'great hall'. This lower level will also connect to the formal garden to the rear of Tabor house which will be planted as an edible garden with natural produce ranging from fruit bearing shrubs, herb gardens and a variety of fruit trees, such as apple, pear and plum



## 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

The estate manager would also be responsible for overseeing and coordinating resident / tenant move in/out strategy in terms of deliveries and loading bays.

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

The 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 Property Management Team. The service 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 Property 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 Property Management 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.
- Collection's 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 and public 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 & 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 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 block entrance doors will be made.
- Apartment access: Residents will be provided with keys/fobs/app enabled access control depending on the system installed. The property management team would be granted the ability to access the apartment for purposes of inspection, emergency and maintenance works in line with estate management policies and contracts. Visitors will be required to request access through electronic intercom/access system installed at the block entrance doors.

### **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 surveyor 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

### Schedule of Car Parking

Land Use Description	No. of Units / GFA	Development Parking Provision			
		No. Spaces	Combined	Surface Level Parking	Basement Car Parking
Apartment	671	325		36 (4 Mobility Impaired Spaces)	290 (14 Mobility Impaired Spaces)
Crèche	400m <sup>2</sup>	3	13	3	-
Car Share		10 (5 GoCar + 5 Development Car Share)		5	5
Collection/ Drop-Off	-	4	6	4	-
Taxi		2		2	-
<b>Total</b>		<b>344</b>		<b>49</b>	<b>295</b>
<b>Total Car Parking Ratio* = 0.50 Spaces/Unit</b>					

### Car Parking Management Strategy

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 / rental of a unit will not guarantee the right to a designated parking space. Residents who request a private car parking space will be allocated on a 'first come, first served' basis

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. All prospective residents will be notified that the proposed scheme is a 'low car allocation' or 'Car Lite' development with no guarantee of access to the on-site residents' car parking provision.

All residents of the proposed residential development apartment scheme will have the opportunity to apply to the on-site management company for both a:

- (i) Residents' car parking permit (updated weekly, fortnightly, monthly, quarterly or annually) and subsequently access to a dedicated (assigned) on-site basement car park space or
- (ii) A visitor's car parking permit for a short period of time.

The duration of leases shall be a for a minimum of 1 month and a maximum of 12months, 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.

Approx. 10 no. car parking spaces have been allocated to car sharing for residents, 5 no. of which will be operated by Go Car and a further 5 no. spaces will be available for the development's own car share club, using development-owned vehicles. The management company will also ensure that the 5 spaces are used by Go Car only.



## Schedule of Bicycle Parking

Proposed	Short	336	26
	Long	999	
	<b>Total</b>	<b>1361</b>	

## Bicycle Management Strategy

A total of 1,361 no. bicycle spaces are proposed for this development which includes provision for residents and visitors. The development proposes 0.5/unit visitor parking (336 spaces) and 1.5/unit Long term (999 spaces) to be provided in secure lockup area within the development with an additional 26 spaces allocated to the Creche.

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.



## Mobility Management Strategy

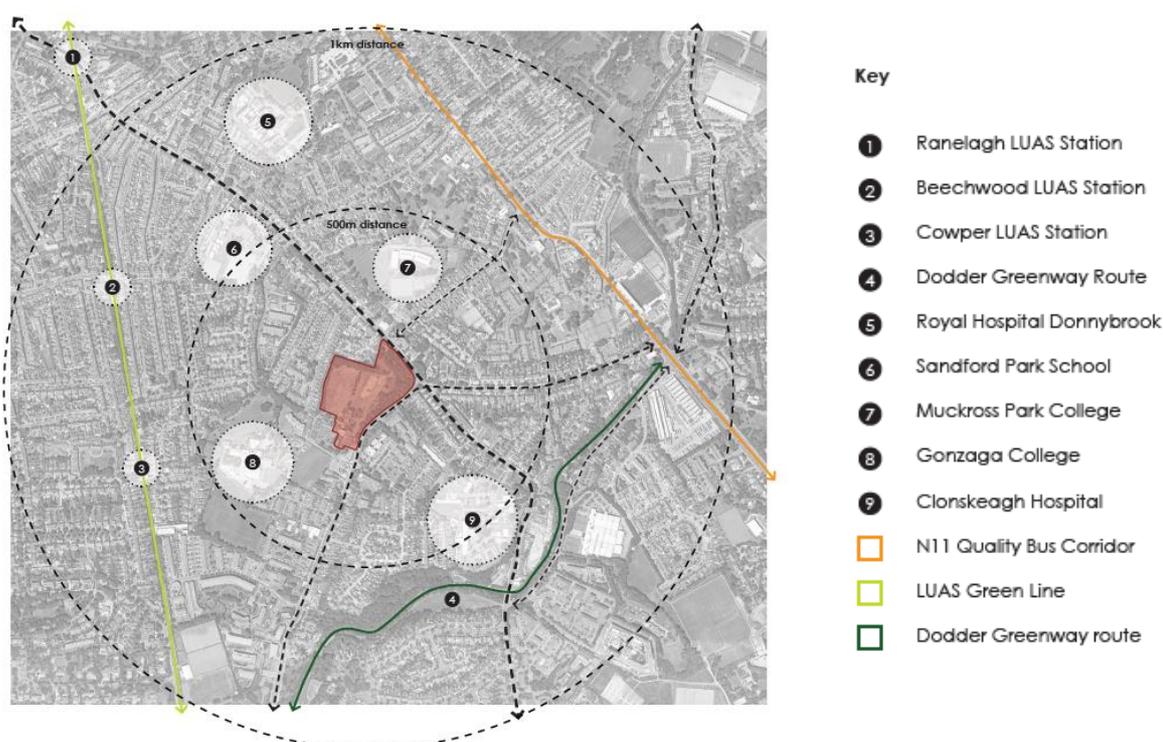
The onsite management team will perform the function of a mobility manager while creating a mobility management plan for the site. The primary duties of the Mobility Manager are:

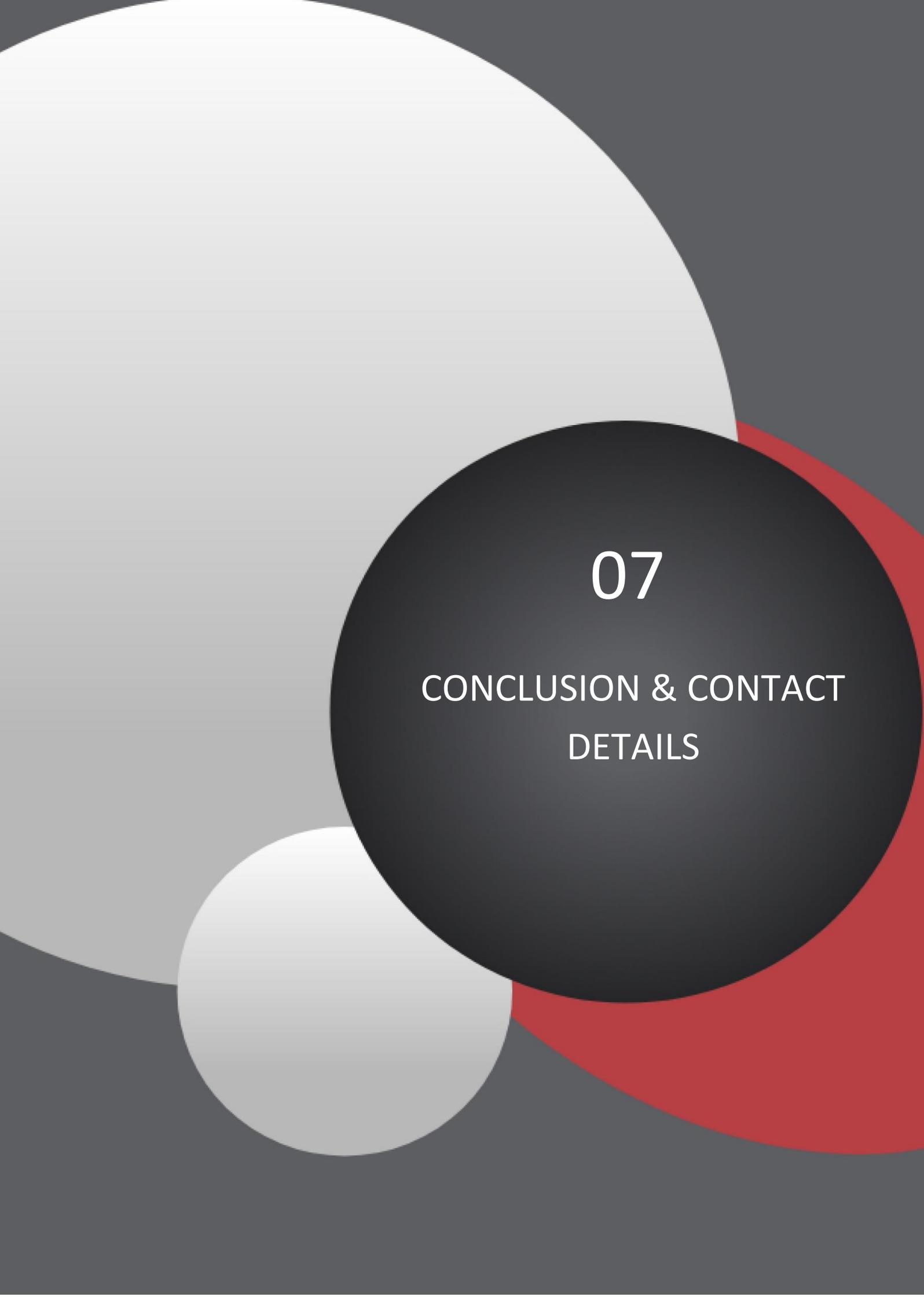
- To develop and oversee the implementation of the initiatives outlined in the plan
- To actively manage the residential, childcare facility, and visitor car & bicycle parking
- To actively manage the vehicle access routes to incorporate, deliveries, drop off visitor parking
- To manage public transport discount fare schemes, cycle promotion schemes and events
- To provide “travel advice and information” to residents.
- To monitor progress of the plan and to promote and market the plan.

## Site Location & Context

The site is well connected to transport links such as the Luas and a number of bus routes and is conveniently located to the City Centre.

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.





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.

### Contact Details

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### Aramark Key Service Lines



## Document Control Sheet

<b>Client:</b>	SANDFORD LIVING LIMITED
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<b>Document Title:</b>	PROPERTY MANAGEMENT STRATEGY REPORT

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