

PROPERTY MANAGEMENT STRATEGY REPORT

PROPOSED DEVELOPMENT:
CORNELSCOURT



CLIENT:
CORNEL LIVING
LIMITED

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INTRODUCTION

Section 1- Introduction

Executive Summary

Aramark Property have been instructed by Cornel Living Limited, to provide a report on the property management strategy for their proposed residential development, on a site located at Cornelscourt Village, 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

The proposed residential development provides for 419 no. Build-to-Rent dwellings on a site located at Cornelscourt Village, Dublin 18.

The proposed residential development comprises 412 no. apartment units (consisting of 294 no. one-bed apartments, 111 no. two-bed apartments, and 7 no. three-bed apartment units) and 7 no. three-bed houses. The proposed apartments are arranged in 5 no. Blocks which range in height from 4 no. storeys to 12 no. storeys over basement/podium level. The proposed houses are two storey in height.

The proposed development will be for long-term rental and will remain owned and operated by an institutional entity for a minimum period of not less than 15 years. The apartments benefit from a range of internal residential amenities and facilities provided throughout the scheme and include a gym; a variety of tenant amenity lounges including a concierge; a single storey multipurpose pavilion building within the communal courtyard between Blocks A and B; and a clearly defined range and hierarchy of public, communal, and private open spaces.

In addition, the proposed development provides a childcare facility (approximately 258sqm) with capacity for in the order of 50-60 children to serve the needs of the proposed development. A café/retail unit is proposed fronting onto the Old Bray Road (total 264sqm GFA).

Vehicular access to basement level will be via the existing vehicular access point from the Old Bray Road. A total of 237 no. car parking spaces (236 no. at basement level and 1 no. at ground level), 819 no. bicycle parking spaces (664 no. at basement level and 155 no. at ground level), and 10 motorcycle spaces (all at basement level), are proposed.

The proposed development includes on-site pump station integrated with an underground foul sewer balancing storage tank (approx. 2,150m³), at the eastern corner of the site, together with all associated works.

The proposed development includes a new pedestrian connection along the N11, from the subject site to N11/Old Bray Road junction, with the bus stop beyond, together with future potential pedestrian and/or cycle connections to the Old Bray Road and Willow Grove.

The proposed development provides for all associated and ancillary infrastructure, landscaping, boundary treatments and development works on a total site of approximately 2.15 hectares.

Schedule of Accommodation

419
UNITS

0.57
ratio
CAR
SPACES

1.95
per unit
BICYCLES

2.15ha
SITE
AREA

1.56
ratio
PLOT
RATIO

28%
SITE
COVERAGE

195
units/ha
DENSITY

779
sqm
RESIDENTIAL
AMENITY

1.9
sqm/unit
AMENITY

54%
DUAL
ASPECT

294
70%
1BED

111
26.5%
2BED

14
3.5%
3BED

33,506
sqm
QFA

32,125
sqm
RESIDENTIAL

264
sqm
RETAIL

258
sqm
CRECHE



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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

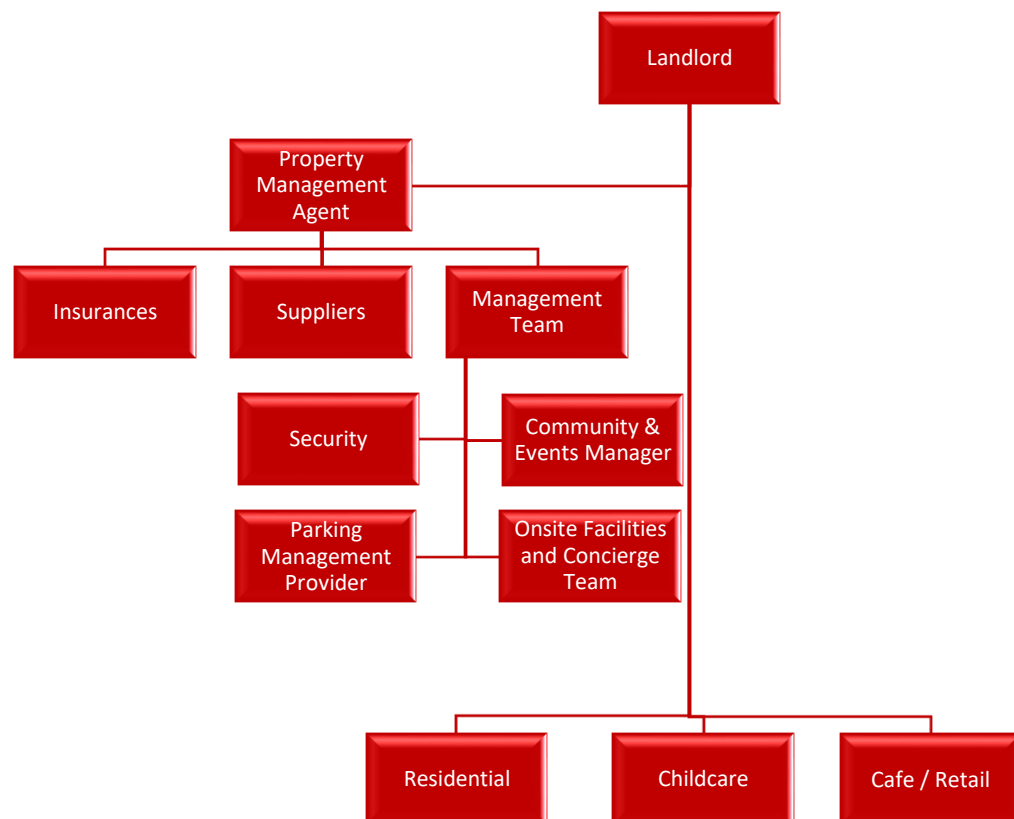
Section 3 - Appointment of Property Managing Agent & Associated Responsibilities

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 operator may appoint a managing agent to manage the development on behalf of the operator 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 have overall responsibility for setting the operational service charge budget for the development. In order 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 for the residents.

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

Amenities	Sq m
Reading Room	150
Residents Lounge	150
Concierge	140
Gym	132
Multipurpose Space	125
Pavilion	88
Total	779

779
SQM
RESIDENTIAL
AMENITY



Reference Images - Residential Amenity Areas

Management of Residential 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 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 Property Manager

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

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

The Property 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 development.
- Management of contractors and other requirements of efficient building and estate operation.
- Co-ordination of tenant events and engagement.
- Ensuring that the appropriate standards for tenant 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





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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 residential 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 scheme. 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 onsite team 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 development.

- 1. Entrance Plaza and Drop Off Zone
- 2. Tenant Amenity / Community Hub
- 3. Sculptured residential courtyard/ The scented garden
- 3A. Sculptured residential courtyard/ The mounded garden
- 4. Residential amenity gardens
- 5. Recreation active green
- 6. Terraced landscape with native planting
- 7. Crèche playground
- 8. Private rear garden



Landscape Character Areas - Extract from Cameo Design and Access Statement

Communal Outdoor Amenity Areas

- The outdoor residential amenity areas would allow for events such as barbecues, outdoor cinema, and coffee meets. These would be organised by the on-site team to the benefit of tenants. Attendance at all resident events will be organised and controlled centrally through the management team, with the assistance of the on-site security team.

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 onsite management team would be granted the ability to access the apartment for purposes of inspection, emergency and maintenance works in line with 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

Schedule of Car Parking

Land Use Description	No. of Units / GFA	Development Parking Provision			
		No. Spaces	Combined	Surface Level Parking	Basement Car Parking
Residential	419	227		1 (1 Mobility Impaired Spaces)	226 (12 Mobility Impaired Spaces)
Car Share		10 (5 GoCar + 5 Development Car Share)		-	10
Collection/ Drop-Off	-	2	3	2	-
Loading Bay		1 (2 Vehicle Spaces)		1	-
Total				4	236
Total Car Parking Ratio* = 0.57 Spaces/Unit					

*Ratio excludes set-down and loading bay spaces

Table 3.1: Car Parking Provision & Allocation

Car Parking Management Strategy

The development vehicle parking proposals include the provision of a total 237 no. car parking spaces of which 236 will be provided within the basement car park and 1 no. space will be at surface level.

The management agent will ensure an active parking management strategy is regularly enforced in the estate via the on-site management team. Car parking spaces will be allocated in accordance with Management Company policies and leasing structure for the development. The 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 occupation of a 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 onsite team. 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 managing 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.



Figure 3.1: Podium Level Parking Spaces

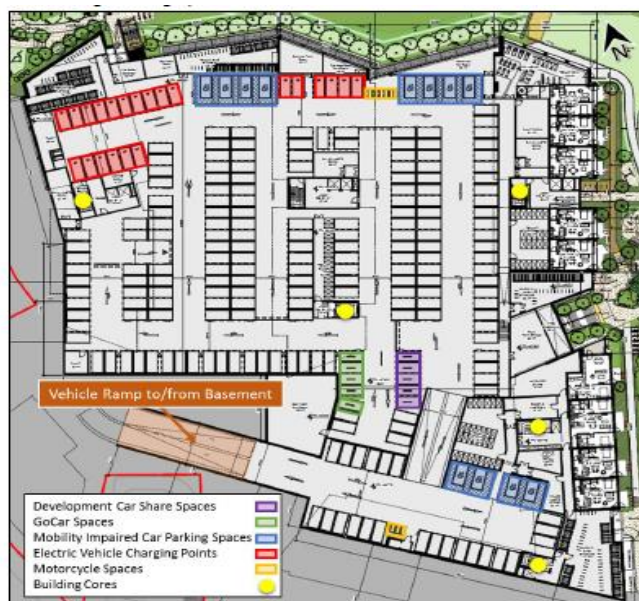


Figure 3.2: Basement Car Park Layout

Schedule of Cycle Parking



Bicycle Management Strategy

A total of 773 no. bicycle parking spaces (622 no. at basement level and 151 no. at ground level) are proposed.

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.

- On Surface Cycle Parking
- Secure Cycle Store
- ▶ Basement/LG Cycle Store Access



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.



Plan - Basement Layout - Cycle Parking Provision

Access via
Perimeter Route

- On Surface Cycle Parking
- Secure Cycle Store
- ▶ Basement/LG Cycle Store Access

Mobility Management Strategy

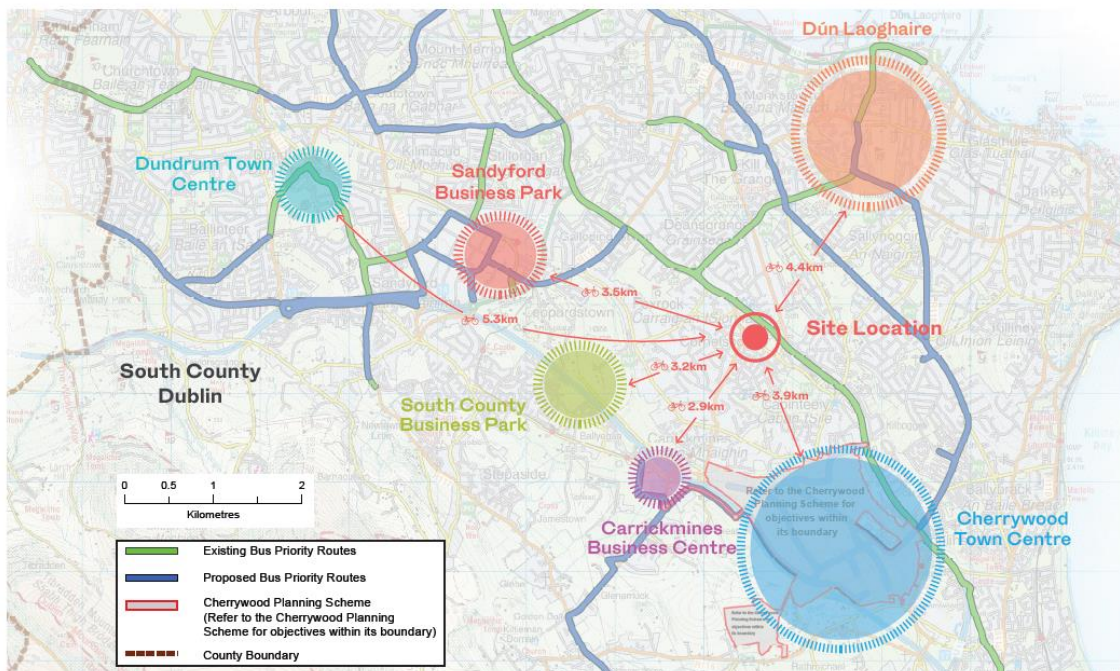
The onsite management team will perform the function of a mobility manager while creating a mobility management plan for the site. The primary duties of the Mobility Manager are:

- 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 several frequent bus routes and is conveniently located to the City Centre and other towns.

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. Access to the location is provided by good roads network as well as cycle 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.

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Aramark Key Service Lines



Document Control Sheet

Client:	CORNEL LIVING LIMITED
Project Title:	CORNELSCOURT
Document Title:	PROPERTY MANAGEMENT STRATEGY REPORT

Rev.	Status	Author	Reviewed By	Issue Date
AP 01.	DRAFT	Darren Davidson	Louise Phillips	19/10/2021
AP 02.	DRAFT	Darren Davidson	Louise Phillips	22/11/2021
AP 03.	FINAL	Darren Davidson	Louise Phillips	30/11/2021

