

# Property Management Planning Submission

**For Creamfields Site, (Former CMP Dairy Site) Tramore  
Road / Kinsale Road, Cork**



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## 1.0 Introduction and Property Management Approach

### 1.1 Introduction

The proposed scheme provides for the development of a new life cycle scheme with a neighbourhood layout and feel, while still within the environs of Cork City. The proposed development will consist of a Strategic Housing Development of 609no. dwellings (561no apartments (of which 257no are Build to Rent) and 48no townhouses) in 12 no buildings of between 1-15 storeys in height over ground, to include a coffee kiosk, gym, café, retail use, creche and community hub, public square, car parking, cycle parking and all associated site development, infrastructural and landscaping works on the site of the former CMP Dairies site, Kinsale Road and Tramore Road, Cork.

The breakdown of dwelling accommodation across the scheme is as follows:

- 1 bed – 189 dwellings – 31%
- 2 bed – 338 dwellings – 55%
- 3 bed – 48 dwellings – 8%
- 4 bed – 34 dwellings – 6%

This varied mix of dwelling types and sizes will allow the scheme to provide for life cycle opportunities, whereby tenants can progress from 1 bed to 2 bed to 3 bed to townhouse units as their family situations change and grow.

The scheme will also offer a range of services for both residents and the surrounding area with a purpose built 7,767 sq m Primary Care Centre on site, which is the subject of a separate application, in addition to crèche café / restaurant, retail space and public gym which form part of this application.

The proposed scheme will also allow for 3 semi-private community areas between the various blocks, including the town square, garden court and meadow park.

The proposed scheme will allow for a density of approximately 180 units per hectare.

### 1.2 Property Management Approach

There will be a structured management approach to the entire scheme. In essence there will be at least two Management Companies across the entire site which will be responsible for:

- a) The Common Areas throughout the estate; and
- b) Each individual block.

There will be an Estate Management Company which will be responsible for all common areas including roads, landscaping, lighting, pumping station, insurances and car parking as well as a combined waste management system for the entire estate.

There will then be an individual Management Company for each specific building on the site who will be responsible for the maintenance, repair and day-to-day management of each individual building.

The delineation of responsibility will be created as and when individual blocks are developed within the scheme to ensure that there is a consistency of approach across the entire scheme for the management team which will include house rules with regard to noise, anti-social behaviour, treatment of exterior façade to ensure the delivery of a consistent and positive residential environment for everybody who lives and works on the site.

There will be a dedicated Estate Manager on the site at all times and within each building there will then be a Resident Management Team.

The Resident Management Teams' key responsibility will be for the management of day-to-day operations including customer engagement, both in person and electronically. There will be staff on site during the week and the main hours will be 8.30am-8.30pm Monday-Friday; 10am-4pm Saturday; Sunday & Bank Holidays 11am-2pm.

It is planned that there will be an internationally recognised internet based building and relationship management application utilised as part of the management approach for the development. This will be used to provide effective and streamlined maintenance and operations, to keep residents, contractors and the Property Management Company engaged and informed (e.g. resident events; maintenance alerts). There will also be availability of traditional email and phone availability and out-of-hours contact details for emergencies.

## **2.0 Resident Amenities & Services Strategy**

### **2.1 Resident Amenities Reception**

Each building will have its own dedicated reception area that will provide a base for the support of the occupiers of each building.

#### Residential Community Facilities

There is a dedicated residential community facility within the Scheme which extends to 547.5 sq m which will allow for a dedicated co-working space and leisure space for the community within the development.

### Gym

There is a dedicated gym facility within the Scheme which extends to 550 sq m located adjacent to Block F which the residents of the scheme will have access to, in addition to it serving the public.

### Creche

There will be a creche on site to cater for 63 children which will support families within the development.

### Internet & WiFi

WiFi will be available to residents in reception, residents lounge, gym and games room areas.

### Postal Deliveries (An Post)

Post boxes will be situated in the residential core. A fob will be provided to An Post which will be restricted to allow access within the development. Residents will be able to collect their post with their post box keys. An Post will not be permitted to enter the residential corridors of the building.

### Car Parking

There are a total number of 209 car parking spaces located around the scheme and within the car park area located to the northern end of the site beneath the podium. In addition, there will be an element of surface car parking within the development all of which will be strictly controlled by fob access and permits.

Access to this car park will be restricted for the residents on site.

### Motorbike Parking

Motorbike parking will be in car spaces and located within the dedicated parking block. There will be 21 motor bike parking spaces.

### Bike Storage Management

There are a total of 1,145 cycle spaces available. The Property Management Company will be responsible for maintaining secure bike storage areas. Individual users will be liable should they choose to store their bicycles in the area. Signage will be displayed to ensure liability is clear.

## 2.2 Resident Support Services

### Reception

There will be an onsite Estate Manager presence for the entire scheme. Within each block there will be a dedicated occupier management presence to provide support, information and a timely response for occupiers and visitors to the scheme alike.

### On-site Security

Static on-site security will be provided and will be stationed within the Estate Manager's facility during specified hours. This is budgeted for 10 hours nightly (10pm - 8am). Security will carry out regular patrols of the internal and external residential and commercial areas. The development will be secure and well-lit at all entrances along with the appropriate CCTV coverage and DVR recording equipment.

### On-site Caretaker

As a result of the scale of the development it is intended to have an on-site caretaker. The caretaker will have responsibility for minor repairs, painting, waste area upkeep and general ad hoc duties in respect of the common areas. They will work 37.5 hours per week.

### Out of Hours Emergency Escalation

As outlined above, the development will be staffed during out of hours periods by static security staff. These staff will be trained and will have knowledge and understanding of the emergency procedures on-site.

An emergency out of hours maintenance and repair line will be in operation for residents to contact in the event of a repair emergency within any of the buildings. This will apply irrespective of the ownership structure of the individual blocks.

### 3.0 Fire, Health & Safety Strategy

#### 3.1 Fire, Health & Safety Strategy

The Fire Health & Safety Strategy will be twofold. One in respect of the overall estate which will be controlled by the estate management company and secondly by the individual building management companies.

It is envisaged that the Estate Management Company will have an overriding control and influence to ensure consistency in terms of approach to Fire Health & Safety Strategy across each block and building within the scheme and this will be enshrined within the covenants contained within the lease contracts for each block. Below commentary reflects the approach of each individual building.

#### 3.2 Fire Evacuation Strategy

It is anticipated that this development will operate a stay put policy. 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 and displayed appropriately in the common areas.

#### 3.3 Fire Prevention Equipment

The Property Management Company will ensure Fire Prevention Equipment is provided following the recommendation from the independent survey and maintained in line with relevant regulatory requirements.

#### 3.4 Fire Risk Assessment

The Property Management Company will instruct an independent and comprehensive Fire Risk Assessment to be complete prior to occupation of each building. Notices will be display in high traffic areas advising of the fire action policy. Fire Risk Assessment to be completed post occupation in line with relevant regulatory requirements.

- Fire alarm - The fire alarm panel will be maintained by the Property Management Company and serviced in accordance with manufacturer guidelines and relevant regulatory requirements.
- Sprinklers - The Property Management Company will be responsible for arranging the servicing and maintenance of the communal sprinkler system. This includes the plant which services the apartments.
- Dry and wet risers - Dry and wet risers will be maintained by the Property Management Company in accordance with manufacturer guidelines and relevant regulatory requirements.

### 3.5 Health and Safety – General risk assessment

The Property Management Company will instruct an independent and comprehensive General Risk Assessment to be completed by an appointed surveyor prior to occupation of the building. General Risk Assessment to be completed post occupation in line with relevant regulatory requirements.

### 3.6 Major Incident management (Escalation protocols)

The Property Management Company will complete a risk register upon receipt of the Fire Risk and General Risk Assessments. The Major Incident Management Plan is to be reviewed annually.

## 4.0 Building Operational Strategy

### 4.1 Residential Waste Management – Refuse Disposal and Recycling

The Property Management Company will coordinate the waste management requirements for the residents and will ensure that the Refuse Stores are kept clean, orderly and pest free. The overall waste management for the entire scheme will be run by the estate management company and each property management company for the buildings will feed into that strategy. This is to ensure that there is a singular waste management service for the entire estate and will be provided in a serviced and coordinated way.

The bins stores are located within each block and residents will be responsible for delivery of their own waste bags to the bin stores.

The townhouses will have access to these bin stores also.

It is expected that collections will take place on a twice weekly basis for each of the residential waste streams. This will be assessed as operations are up and running.

### 4.2 Lifts Maintenance

The Property Management Company will be responsible for ensuring lift maintenance contracts are in place for all lifts and will ensure the maintenance is completed in line with the agreed maintenance schedule and regulatory requirements. The developer will provide commissioning certificates and warranty arrangement with the lift manufacturer. These will be in place and agreed prior to building completion.



### 4.3 Cleaning

The Property Management Company will be responsible for the management of service contractors for critical elements such as pest control, cleaning and exterior window cleaning for the residential areas through boom lift, cherry picker where appropriate. All external soft landscaped areas will be communal amenity space and as such will be maintained by the appointed contractor.

The common areas and amenity spaces will be kept clean, safe, presentable and welcoming at all times to maintain the reputation of the development and the brand.

### 4.4 Courtyards & Landscaping

The Property Management Company will appoint an approved landscape maintenance contractor to maintain landscaped areas. The landscaping will be regularly inspected and kept in order in line with seasonal requirements.

### 4.5 Exterior Building Walls - Maintenance

External facades will be subject to an annual planned preventative maintenance program. This will include inspection for general repairs (eg delaminated plaster) and cleaning.

A soft wash cleaning program will be employed to complete a full render clean every two to three years (or as necessary per material specifications). Soft wash spot cleaning will be completed in interim years.

### 4.6 Access Control and Intercoms

Each building will have a smart access system which will be operated through pre-registered user cards. Each resident will be provided with a door entry fob which will be registered to their name and address. In the event a resident loses their door entry fob, these can be instantly cancelled and prevent any unauthorised access to the development. These fobs will not be branded.

Each apartment will have its own intercom equipment that will be connected to the multiple call points at pedestrian entries.

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 amenity areas without this access being permitted.

#### 4.7 CCTV

Closed circuit television (CCTV) will be in operation in key circulation areas as part of the overall security strategy. The CCTV system shall be configured such that it forms one site wide system that can be remotely monitored from the reception area. Provision will be in place for camera maintenance and routine checks in accordance with manufacturer guidelines. GDPR requirements and protocols will also be set in place and adhered to.

#### 4.8 Pest Control

The Property Management Company will appoint a certified pest control contractor to service the estate and shared communal areas, including the bin stores.

#### 4.9 Building Management System (BMS)

The Building Management System will be maintained by the Property Management Company in accordance with manufacturer guidelines.

#### 4.10 Cold Water Storage & Feed

The cold-water storage and feed will be maintained by the Property Management Company in accordance with manufacturer guidelines.

#### 4.11 Risk Assessment

The Property Management Company will instruct an independent and comprehensive Legionella Risk Assessment and Water Testing, both are to be completed by an approved surveyor prior to occupation.

#### 4.12 Vacant Apartment Management

Where an apartment is vacant, the Property Management Company will follow their internally agreed voids process.

Prior to occupation, it is considered best practice to ensure the apartments are flush tested on a weekly basis to prevent bacteria build up within the pipework. This is responsibility of the Property Management Company.

#### 4.13 Building Insurance

The Property Management Company will coordinate the building and public liability insurance for the development and will renew on a yearly basis.

#### 4.14 Staff Welfare Provision

The Resident Management Team and security will have their own lockers, kitchen space and facilities for breaks located adjacent to reception.

### 5.0 Primary Care Facility - Management

#### 5.1 Waste Management

There will be refuse stores for the storage of commercial general waste, recycling and brown bins. Collections by licenced waste contractors are expected to be twice weekly. Medical waste will need to be facilitated.

#### 5.2 Car Parking

The Primary Care Centre will have 98 dedicated car parking spaces, plus disabled spaces, located at ground and undercroft levels.

## 6.0 Planned and Preventative Maintenance

### 6.1 Mechanical & Electrical (M&E) – Maintenance and Servicing

The Property Management Company and Estate Management Company will be responsible for maintaining and servicing the Mechanical and Electrical equipment which is fundamental to the running of the development. This includes, but is not limited to:

- Door entry systems
- Fire prevention systems
- CHP
- Lightning conductor maintenance
- CCTV
- Lifts
- External lighting
- Roads and paths
- Pumping Station

With regard to the pumping station on site the pumps and any other ancillary assets within the station will typically require maintenance biannually but this is subject to the manufacturer manuals which will confirm frequency and maintenance requirements in detail. The station will also require routine inspections by management company staff or contractors (eg caretaker, property manager).

A full asset register will be compiled in advance of building handover and servicing contracts will be in place prior to completion. Certification of install for all M&E is to be provided as part of the O&M by the developers within 2 weeks of practical completion.

## 7.0 Defect Management

### 7.1 Defect liability period

During the first 12 months from Practical Completion, the contractor is responsible for maintaining the plant equipment as well as any issues that may arise in relation to defective workmanship, which provides piece of mind for the developer, owner and the Property Management Company.

The developer will provide a 10-year warranty to give certainty over quality and longevity through the life of the building. A Safety File will be furnished by the developer providing details of warranties, contractors, suppliers, as-built drawings, material/plant specifications and so forth as required under regulatory requirements.

### 7.2 Defect Classification

A defect is a fault or repair that occurs due to a failure of workmanship during the defect liability period. Please note that this period commences from the date of Practical Completion of the building.

Important – Any repair not related to defective workmanship or materials will not be covered by the defect liability period. Generally these are the responsibility of the individual resident, eg:

- Damage due to wear and tear
- Damage due to resident misuse
- Incorrect operation or maintenance of components – not following the user instructions.

### 7.3 Reporting and escalation process

All reporting of issues post-completion will be coordinated by the Property Management Company to the Contractor's aftercare team.

### 7.4 Key contacts

These will be confirmed closer to practical completion.

### 7.5 Response times

Defect issues will be dealt with within 7 days of becoming apparent with any emergency measures dealt with as soon as practicably possible.

## 7.6 Post defect period procedures

Maintenance issues will be reported through the Resident App and the residents have the ability to rate the service in relation to minor issues.