



Build to Rent Management Plan

Proposed Build to Rent Accommodation Scheme at Canal Bank, Limerick
On Behalf of Revington Developments Ltd

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Introduction

Management Plan

This Management Plan provides an overview of the management process and the policies which will be put in place in order to ensure the effective administration and supervision of the proposed build to rent accommodation at Canal Bank, Limerick.

The proposed 363 build to rent units and 18 dwelling houses will be managed by a dedicated and experienced operator who will be responsible for the full – time management of the scheme on behalf of the owner. During the pre-planning phase of the project, the applicant consulted with potential operators and their agents, who provided directed advise and experience of the operational, design and specification needs of a purpose-built multi-user residence.

If a grant of planning permission is forthcoming, Revington Developments Ltd will construct the private residences and the company will then appoint a Management Company to manage and oversee the day to day operation of the residence. Where the proposed management of the residence differs significantly from the set out in the report, the council will be notified in writing in advance.

2. Overview of the Proposed Private Residence

There is a total of 363 built to rent units comprising of 66 x studio, 67 x one bedroom, 230 x two bedroom

Each unit will have a kitchen / dining and living area with main bathroom and 1 or 2 bedrooms, one of which will have an en-suite.

There are 149 car parking spaces located across the development.



Figure 1: Proposed Apartments at Canal Bank



Figure 2: Side View of the Canal Bank Development



Figure 3: Aerial View

3. Staffing and Management

The Management Company will appoint an in-house professional management team which will oversee the day-to-day operation of the accommodation block. The building will be staffed adequately to ensure efficient and effective management of the block.

Out of hours support will be provided by an on-call member of management. Maintenance operatives and cleaning staff will be employed on a part-time basis.

Increased management support will be provided as required during particularly busy periods. All staff will be employed by the Management Company and will be supported as required by third parties.

The management company will be responsible for the implementation of the Management Plan policies and procedures and will be the main point of contact for all residents. It is envisaged that staff will regularly monitor and appropriately manage the facility.

4. Security Arrangements

Security

Security is an important requirement when considering development proposals and is especially relevant in this instance given the proximity of the site to existing residential units. A fundamental requirement of the scheme is therefore a visually secure site for the use of occupiers.

Access zones will be strictly designated and monitored by security CCTV. Security procedures will be in place throughout the development. All residents will be provided with a proximity card which will give access to the bin store and units. Proximity cards will be registered to unit occupiers and a clause will be included within the tenancy agreement requiring that cards are not passed to outside individuals.

On termination of a tenancy, the card will expire and will be returned to the Management Company. Should a card be lost or stolen, the Management Company will de-activate the card remotely.

Managing Visitors

Visitors of the private resident's area will be required to use the intercom system which will be located at the entrance of each block. The intercom system will allow the visitor to communicate with the apartment. The occupier can grant access to the visitor at the intercom. A security company will be retained by the Management Company and will provide on-call and out-of-hours supervision of the premises. The buildings and grounds will be monitored by CCTV.

5. Cleaning, Maintenance and Waste Management

In line with the SSPR7 guidelines, an annual maintenance schedule will be put in place by the Management Company. Maintenance issues will be dealt with on a priority basis, with life or building risk issues repaired and made good as soon as possible; this service will be provided by specialists which will be identified during the mobilization phase of construction.

A weekly cleaning schedule will be adhered to by cleaning staff ensuring that the communal amenity space, building entrances and common areas are kept in a clean and safe manner. The cleaning of each apartment will be the responsibility of the tenant, however bi-annual inspections by the Management Company will be carried out with 24 hours' notice provided to tenants. A damage deposit will be retained by the Management Company and utilized for repairs in cases of unreasonable damage. On completion of the tenancy, the Management Company will organize for each unit to be deep cleaned to the next rental period.

Storage of waste generated by the occupants of the development will be stored in a Waste Storage area. There will be one storage area per block.

Waste from the complex will be segregated as follows:

- Dry recyclables (cardboard, paper and plastic)
- Organic Waste
- Mixed non-recyclable waste.

Each resident will be required to segregate their own waste at source. Each unit will be provided with a chart explaining exactly how waste materials should be segregated. Residents will be required to bring the suitable waste streams from their units to the labelled bin storage areas. We would intend for the caretaker to monitor this area and guide any residents that are having difficulty with the process.

The grounds of the residences will be maintained by a caretaker as part of the overall scheme Facilities Management Team.

6. Bicycles

Bicycle parking will be provided within each individual apartment block. This will be secure, covered communal parking which will be provided at ground floor level as close as possible to the main entrances. There is a space allocated for each unit. The spaces will be identified by a number which will correspond to the units. Secure outside bicycle storage will be provided at the entrance of each block also. There is a total of 420 bicycle spaces available.

7. Built to Rent Facilities

The proposed development has the potential to create a more diverse community in the Canal Bank Development. It is important to ensure appropriate social infrastructure is in place to cater for the needs of the incoming occupants of the development. Revington Developments Ltd propose to build a community facilities building service tenants of the build to rent apartments. This building will consist of a creche, café, management offices and social space.

The creche is an 441.8m² internal childcare space consisting of 3 play rooms /sleep rooms for the 0 - 12month age group, with a kitchen, store, office and toilets on the ground floor. On the first floor it is proposed to build 3 play rooms, a store and toilets.

Outside there will be a large secure enclosed play area of 110m² and further adjacent outside – public playground and public park

The creche can accommodate approximately 70 children and will require up to 15 staff members if maximum capacity is reached. It is noted that under the current requirements, this size development would necessitate approximately 50 places to be provided.

The social space located on the second floor of the community facilities building will provide tenants of the build to rent apartments a social space to relax, work or meet friends.

A café is provided on the ground floor level to cater for people dropping/collecting children from the creche and also provides a service to tenants in the development.

The building also holds management offices for the development and will be the contact point for any queries from tenants in the build to rent apartments.

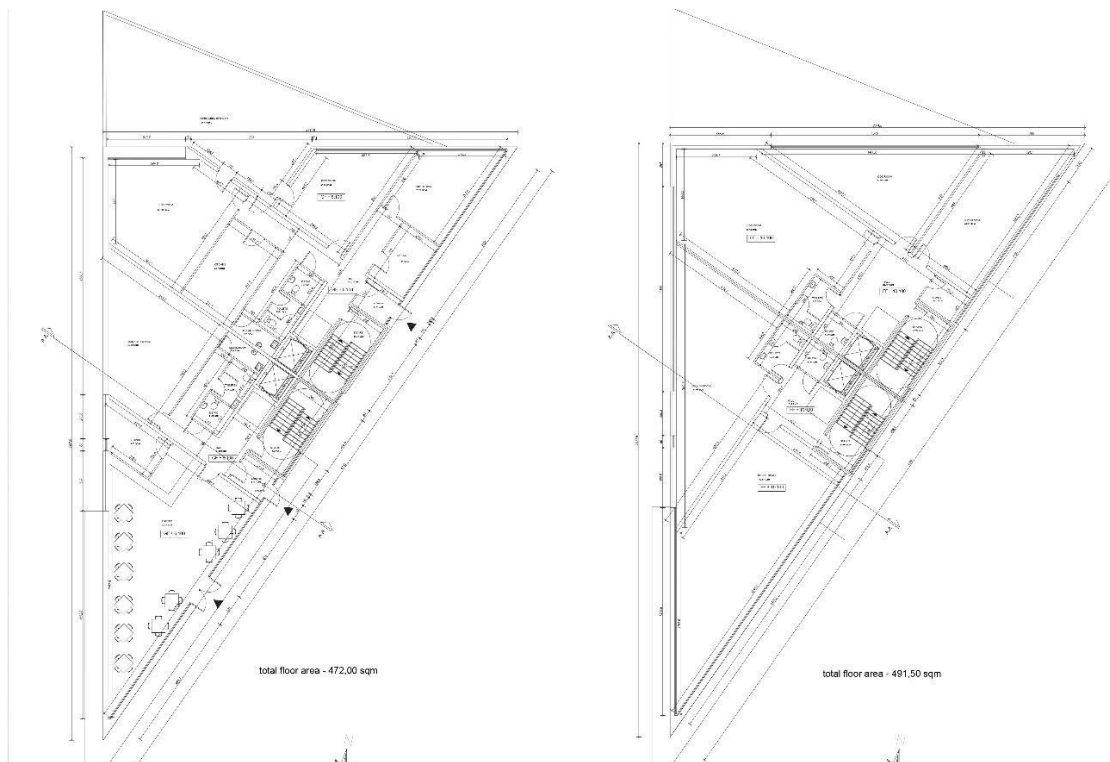


Figure 4: Layout of Proposed Creche area

8. Anti-Social behavior

The creation of a safe and enjoyable environment for residents and the protection of the amenities of residents will be a priority for the Management Company. The Management Company will work closely with local Gardai, emergency services and residents to ensure that resident behavior does not impact other tenants or neighboring residents. Residents will be encouraged to engage with the Management Company in respect of any concerns that they may have.

Good Neighbor Policy

It is important to employ a good neighbor policy as consultation is the most effective way in managing local requirements and local relationships. If for whatever reason people may want to make complaints, a structure would be put in place which allows complaints to be acknowledge, logged and escalated as required.

Code of Behavior and Conduct

Resident behavior will be managed and closely monitored through their compliance with their tenancy agreement which they have signed and agreed to prior to moving into the accommodation. The responsibilities of each resident will be detailed in the welcome pack and tenancy agreement which must be signed by each resident. The creation of noise nuisance will be particularly monitored and addressed.

9. Safety and Crime Prevention

Tenants will be provided with information regarding personal safety and crime prevention measures. Where necessary, the Management Company will arrange meetings with residents to discuss any issue of particular concern. The monitoring of CCTV throughout the grounds and building's in addition to regular patrols by the security company will reduce opportunities for crime within the development.

10. Health and Safety Policy

The Management Company will strictly adhere to its Health and Safety Policy and will utilize the services of a qualified Health and Safety specialist to ensure the minimization of risk to staff, tenants and visitors. Section 20 of the Safety, Health and Welfare at Work Act 2005 required that a Safety Statement is undertaken which should outline the following:

- Specify how safety and health of all employees will be secured and managed.
- Specify the hazards identified and risks assessed.
- Give details of how the employer is going to manage his or her safety and health responsibilities, including a commitment to comply with legal obligations, the protective and preventive measures taken, the resources provided for safety and health at the workplace and the arrangements used to fulfil these responsibilities.
- Include the plans and procedures to be used in the event of an emergency or serious danger.
- Specify the duties of employees, including the co-operation required from them on safety and health matters.
- Include the names and job titles of people appointed to be responsible for safety and health or for performing the tasks set out in the statement.
- Contain the arrangements made for appointing safety representatives, and for consulting with and the participation by employees on safety and health matters, including the names of the safety representatives and the members of the safety committee, if appointed.
- Be in written form, manner and language that will be understood by all.
- Include a review mechanism.
- Have regard to the relevant safety and health legislation.

In addition, fire drills will be undertaken bi-annually and residents will be familiarized with the evacuation protocol. All common areas will be equipped with fire safety equipment including networking fire alarm systems. Specific fire procedures for mobility impaired persons will be prepared.

9.1 Plant and Equipment

Repair and maintenance work will be carried out as quickly as possible. Urgent work will be carried out within 24 hours., and seven days' notice will be provided for planned work. All plant and equipment will conform to the relevant safety standards.

9.2 Training

All staff members will have necessary qualifications and will be provided with appropriate training to enable them to undertake their allocation tasks.

11. Conclusion

This Management Report has detailed the policies and processes which will be enacted by the Management Company in order to ensure that residents enjoy a quality living environment within the block and that the local community do not experience disruption or annoyance from any tenant. The Management Company will engage fully with the local community, emergency services and local Gardai and will act quickly to address any issues or concerns which may arise. It is considered that in the majority of cases, residents observe the rules and meet their responsibilities as tenants ensuring that they become a positive addition to the local community.