

PROPERTY MANAGEMENT STRATEGY REPORT

PROPOSED DEVELOPMENT:
DUNDRUM VILLAGE
STRATEGIC HOUSING
DEVELOPMENT (SHD),
MAIN STREET, DUNDRUM,
DUBLIN 14



CLIENT:

Dundrum Retail GP DAC
(ACTING FOR AND ON BEHALF
OF DUNDRUM RETAIL
LIMITED PARTNERSHIP)

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01

INTRODUCTION

Section 1- Introduction

Executive Summary

Aramark Property have been instructed by Dundrum Retail GP DAC (ACTING FOR AND ON BEHALF OF DUNDRUM RETAIL LIMITED PARTNERSHIP), to provide a report on the property management strategy for their proposed mixed-use development located in Dundrum

As with any mixed-use scheme, the main challenge for the developer will be to maintain a secure, peaceful, and attractive environment on a 24/7 basis while each residential occupier and commercial tenants in the development carry 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 residential and estate property management will work in practice and be maintained to the highest standards.



Development Description

The development comprises 11no. urban blocks arranged around the central pedestrian spine and a series of 4 courtyards corresponding to 4 separate “zones” or character areas.

The buildings range in height from 4-5 storeys on Main Street to 9-16 storeys to the Dundrum Bypass.

The development will consist of c. 881no. residential units. This development also includes a food store, retail, café/restaurant and a creche are at ground floor level, fronting Main Street, as detailed in the Schedule of Accommodation included with this submission.

The development will include the demolition of all existing structures on the site with the exception of No.'s 1-3 Glenville Terrace which will be refurbished.

Vehicular and cycle parking is provided below podium with visitor cycle parking spaces in the public realm. Vehicular access to serve the proposed development will be provided via Dundrum Bypass. The existing vehicular entrance on Main Street will be closed.

Pedestrian connections and linkages are proposed through the site, forming connections that are not currently possible from within the site to Main Street; to the south via Church Square and Ballinteer Road Bridge; and west via the proposed new Sweetmount Bridge connecting Main Street to the residential communities west of the Bypass.

Schedule of Accommodation

Proposed Residential Development

| Apartments | | |
|--------------|--------------|-------------------------------------|
| Unit Type | No. of Units | Gross floor space in m ² |
| Studio | 1 | 43.0 |
| 1-bed | 335 | 18,044.2 |
| 2-bed | 463 | 36,347.2 |
| 3-bed | 82 | 8,280.9 |
| Total | 881 | 62,717.3 |

| | |
|--|----------|
| Total number of residential units in proposed | 881 |
| Cumulative gross floor space of residential accommodation, in m ² | 83,983.3 |

| | |
|---|-----------------|
| Zone 1 Cumulative gross floor space, in m ² | 29,965.2 |
| Zone 2 Cumulative gross floor space, in m ² | 23,127.8 |
| Zone 3 Cumulative gross floor space, in m ² | 22,152.8 |
| Zone 4 Cumulative gross floor space, in m ² | 13,196.2 |
| Total cumulative gross floor space, in m² | 88,442.0 |

Proposed Ancillary and Other Uses in the Proposed Strategic Housing Development

| Class of Development | Gross floor space in m ² |
|--|-------------------------------------|
| Creche | 523.1 |
| Retail (Including Foodstore 2028m ²) | 3,424.7 |
| Cafe/ Restaurant | 403.3 |
| Commercial Plant / Ancillary | 107.4 |

| | |
|---|----------|
| Cumulative gross floor space of non-residential development, in m ² | 4,458.7 |
| Cumulative gross floor space of residential accommodation and other uses, in m ² | 88,442.0 |
| Gross floor space of non-residential as a percentage of gross floor space of residential accommodation and other uses | 5% |

| Car Parking Spaces | | | | |
|--|-----------------|-----------------|--------------|------------|
| Zone | Standard Spaces | Disabled Spaces | Parent Space | Totals |
| Zone 1 | 41 | 4 | 7 | 52 |
| Zone 2 | 137 | 7 | | 144 |
| Zone 3 | 108 | 4 | | 112 |
| Zone 4 | 62 | 3 | | 65 |
| Totals | 348 | 18 | 7 | 373 |
| Residential Ratio (Zone 2, 3 and 4) 318 to 881 Units = 0.361 | | | | |
| Note: Total includes 3no. Creche staff car parking spaces within Zone 4, not included with residential ratio | | | | |

| Zone | Standard EV Spaces | Disabled EV Spaces | Car Share Spaces |
|--|--------------------|--------------------|------------------|
| Note: Total include provision of EV and Car Share Spaces | | | |
| Zone 1 | 4 | 1 | 0 |
| Zone 2 | 19 | 1 | 6 |
| Zone 3 | 11 | 1 | 3 |
| Zone 4 | 5 | 1 | 2 |
| Totals | 39 | 4 | 11 |

| Zone | Motorcycle Spaces (4 per 100 spaces) |
|---------------|--------------------------------------|
| Zone 1 | 2 |
| Zone 2 | 7 |
| Zone 3 | 3 |
| Zone 4 | 3 |
| Totals | 17 |

| Internal Bicycle Parking Spaces | | | | |
|---|--------------|------------|----------|--------------|
| Zone | Two Tier | Shelved | Cargo | Totals |
| Zone 1 | 442 | 80 | 3 | 525 |
| Zone 2 | 398 | 26 | 1 | 425 |
| Zone 3 | 358 | 30 | 1 | 389 |
| Zone 4 | 232 | 14 | 1 | 247 |
| Totals | 1,430 | 150 | 6 | 1,586 |
| Note: Residential spaces allowance for 1 space per bedroom = 1,508 Internal Spaces provided | | | | |
| Note: Visitor space allowance = 242 Visitor spaces (78 spaces internally, 164 externally) | | | | |
| Total Spaces provided = 1,750 (1,508 Residents spaces and 242 Visitor spaces) | | | | |



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 and estate management, include:

- Beacon South Quarter
- Fernbank
- OPUS
- Capital Dock

Our role within these developments includes the property management of the common areas, tenancy management and estate areas, as well as management of some individual stakeholder's demises. 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

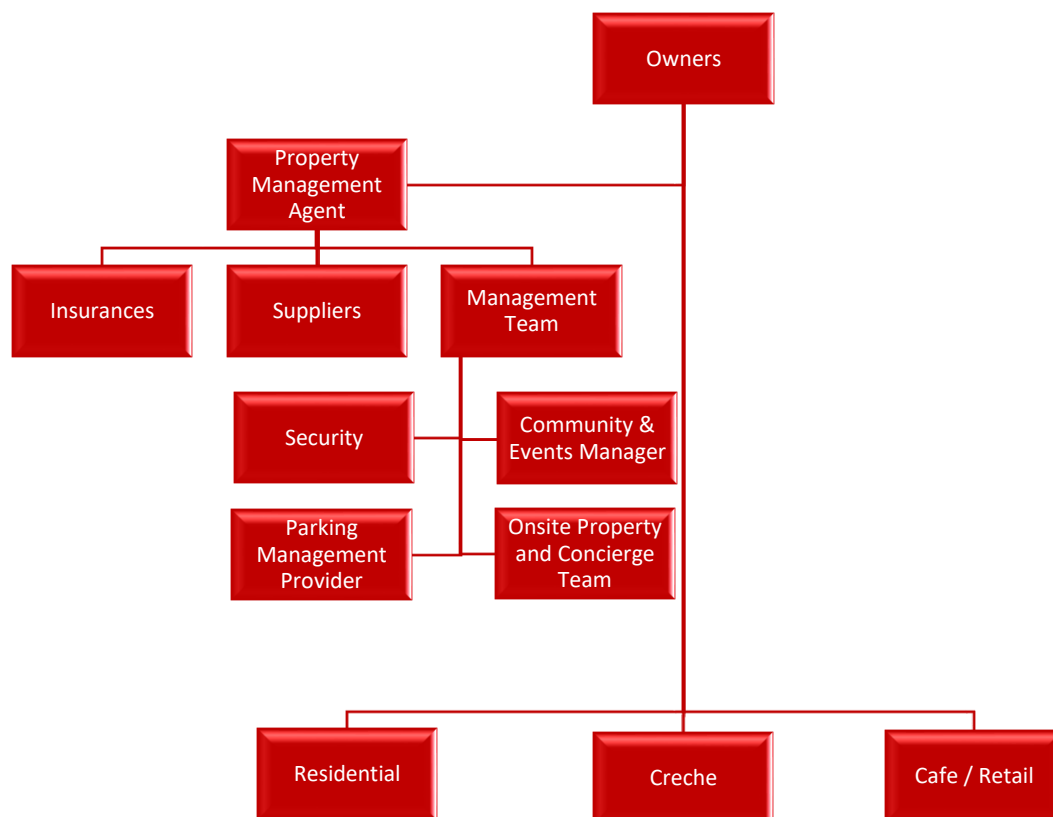
Section 3 - Appointment of Property Managing Agent & Associated Responsibilities

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 twelve 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 developer / landlord may appoint a managing agent to manage the development on behalf of the landlord / 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 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 owners on a quarterly in advance basis to ensure enough funds are received to enable effective management of the entire 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. Residents arrive at the front door of each zone via a shared courtyard.

There is a concierge location to each zone. This allows the concierge to be placed in a convenient and prominent location where residents pass by enroute to and from their blocks. This has the benefit of convenience for residents and gives a central hub which fosters a greater sense of community and ownership for each zone of the development.

Post and deliveries are collected by residents from the concierge with larger items being delivered to the dedicated parcel rooms off the bypass service road.



Amenity spaces are located at and around the entrances of the Bypass blocks and with a strong connection to the external amenity spaces. This places them at the centre of each zone which maximises footfall, increasing the likelihood of use and fostering social interaction between residents.



Residential: Arrival and Concierge Strategy Plan

Communal rooftop amenity is provided in all of the zones. These unique spaces are provided with a mix of play areas, lawn space, exercise areas, BBQ areas with seating, rooftop allotment space and dog walking zones. Wind tolerant planting and glazed screens provide shelter to residents on the upper levels.



Illustrative Examples of Rooftop Private Amenity Spaces

Management of Resident 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.

The ground floor of 1-3 Glenville Terrace will serve as the staff/management facilities. The lower ground floor will provide further residential amenity space, possibly 'Work from Home' spaces. The basement of No.2 and 3 will be opened up to provide a flexible co-working office space.



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 Property Manager

The Onsite Property Manager would also be responsible for overseeing and coordinating resident move in/out strategy in terms of deliveries.

The service would operate from the support and internal facilities areas 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 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 behaviour 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 Residential Concierge Team. The service hours are envisaged to be from 08.00 to 20.00 Monday to Friday, Saturday - Sunday 09.00 to 14.00. There may be a requirement change these times depending on residents' requirements.

Contact details of the key Residential Concierge 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.



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 development. 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).

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 and access control systems.

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.
- A maintenance schedule will be put in place and will ensure common areas are checked and cleaned daily.
- Any common furniture, water features, sculptures and litter bins will form part of the cleaning and maintenance protocols which will be defined by the onsite team.
- Window cleaning and external façade cleaning to be carried out 2 – 4 times per annum using boom lift / cherry picker / abseiling or reach and wash systems where appropriate.
- Any common areas with furniture 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 waste chutes in the Bypass Buildings will regularly be inspected and cleaned accordingly as per the maintenance and installation requirements.
- Facilities and guidance to residents will be provided to ensure high levels of recycling/brown bin recycling and to encourage a 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 will be provided to their dedicated storage areas.
- Collection's frequency and designated collection points to be communicated to residents upon move in.
- Please refer to the Operational Waste Management Plan for further details.

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. This will be provided to the residents and also staff/contractors that will be managing and working in the development.
- The Handbook will contain protocols for the times of operation, weather events and planned shutdowns of the water amongst other things.
- 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 a 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 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 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.
- Given the scale of the proposed public/communal 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.
- A schedule of maintenance will be implemented for cleaning of hard surfaces and garden features throughout the landscaped 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 & Roof 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 the residents. Attendance at all community events will be organised and controlled centrally through the 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.

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, emergencies and maintenance works in line with management policies and leases. Visitors will be required to request access through electronic intercom/access system installed at the block entrance doors and gates.

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 displayed in high traffic areas advising of the fire action policy.
- Prevention Equipment: The Management Team will ensure Fire Protection Equipment is provided.
- A Risk Assessment will be instructed to be carried out by an independent consultant and a comprehensive Fire Risk Assessment will be completed 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

| Car Parking Spaces | | | | |
|--------------------|-----------------|-----------------|--------------|--------|
| Zone | Standard Spaces | Disabled Spaces | Parent Space | Totals |
| Zone 1 | 41 | 4 | 7 | 52 |
| Zone 2 | 137 | 7 | | 144 |
| Zone 3 | 108 | 4 | | 112 |
| Zone 4 | 62 | 3 | | 65 |
| Totals | 348 | 18 | 7 | 373 |

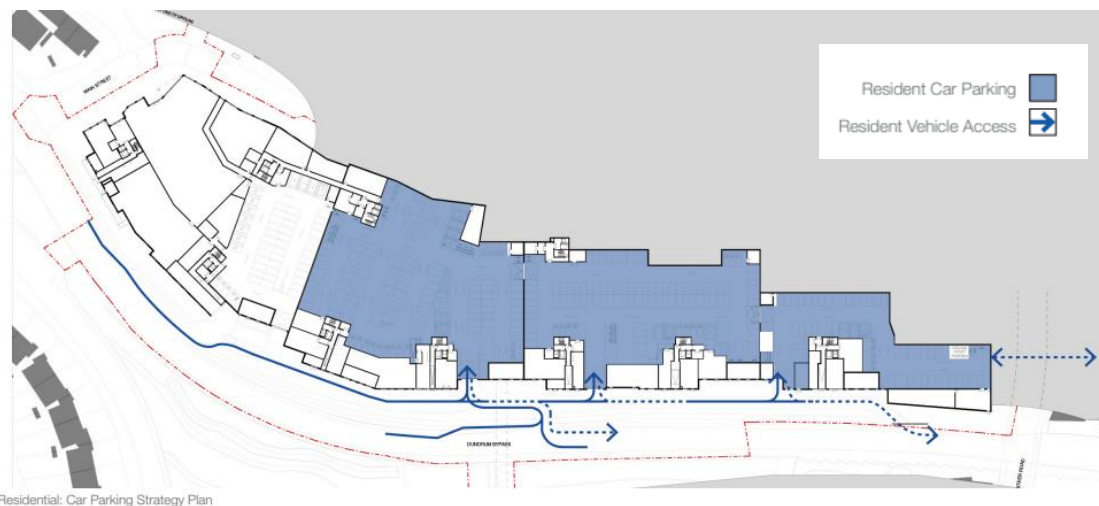
Residential Ratio (Zone 2, 3 and 4) 318 to 881 Units = 0.361
 Note: Total includes 3no. Creche staff car parking spaces within Zone 4, not included with residential ratio

| Zone | Standard EV Spaces | Disabled EV Spaces | Car Share Spaces |
|--------|--|--------------------|------------------|
| | Note: Total include provision of EV and Car Share Spaces | | |
| Zone 1 | 4 | 1 | 0 |
| Zone 2 | 19 | 1 | 6 |
| Zone 3 | 11 | 1 | 3 |
| Zone 4 | 5 | 1 | 2 |
| Totals | 39 | 4 | 11 |

| Zone | Motorcycle Spaces (4 per 100 spaces) |
|--------|--------------------------------------|
| Zone 1 | 2 |
| Zone 2 | 7 |
| Zone 3 | 5 |
| Zone 4 | 3 |
| Totals | 17 |

Car Parking Management Strategy

Car parking for residents is accessed via the service road with 3 points of connection to the Dundrum Bypass as shown below. This will take car movements away from the Main Street, providing spaces for EV charging points and for car share spaces. There is also a vehicular link below the Ballinteer Bridge linking the development to Dundrum Town Centre.



The managing agent will ensure an active parking management strategy is regularly enforced in the development via the on-site management team. Car parking spaces will be allocated in accordance with Management Company policies for the development. 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. The link across from Dundrum Town Centre will be barrier controlled and will prevent unwanted vehicles obtaining access to the car park.

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 alternative to car ownership will be available through a car club scheme, this scheme will be implemented and managed by the onsite management team.

Schedule of Bicycle Parking

| Internal Bicycle Parking Spaces | | | | |
|---|----------|-----------|-------|--------|
| Zone | Two Tier | Sheffiled | Cargo | Totals |
| Zone 1 | 442 | 80 | 3 | 525 |
| Zone 2 | 398 | 26 | 1 | 425 |
| Zone 3 | 358 | 30 | 1 | 389 |
| Zone 4 | 232 | 14 | 1 | 247 |
| Totals | 1,430 | 150 | 6 | 1,586 |
| Note: Residential spaces allowance for 1 space per bedroom = 1,508 Internal Spaces provided | | | | |
| Note: Vistor space allowance = 242 Visitor spaces (78 spaces internally, 164 externally) | | | | |
| Total Spaces provided = 1,750 (1508 Residents spaces and 242 Visitor spaces) | | | | |

Bicycle Parking Management Strategy

Resident cycle stores are provided both on the podium (Main Street) level and also the lower ground floor (Bypass) level.

All of the residential cycle spaces and one third of the visitor spaces are provided in secure indoor parking rooms. In addition there are plenty of additional external visitor spaces provided in convenient, safe and well-lit locations. Additional Cycle Stores are located at the lower ground level - accessed from the service road. All stores are secure and have level access from the store to the public realm.





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.

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, and visitor car & bicycle 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.



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: | DUNDRUM RETAIL GP DAC (ACTING FOR AND ON BEHALF OF DUNDRUM RETAIL LIMITED PARTNERSHIP) |
| Project Title: | DUNDRUM VILLAGE STRATEGIC HOUSING DEVELOPMENT (SHD), MAIN STREET, DUNDRUM, DUBLIN 14 |
| Document Title: | PROPERTY MANAGEMENT STRATEGY REPORT |

| Rev. | Status | Author | Reviewed By | Issue Date |
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