



Barrington Tower, Brennanstown Road, Dublin 18

Cairn Homes Properties Ltd.



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Contents

Contents	2
Applicant	4
Development Description	4
Purpose and Scope	4
1.0 Management Structure	5
1.1 Responsibilities	5
2.0 Customer Service	5
2.1 On site Management Team.....	5
3.0 Leasing and Tenant Management	6
3.1 General.....	6
3.1.1 Discipline	6
3.1.2 Living Together.....	6
3.1.3 Personal Belongings	6
3.1.4 Respect	6
3.1.5 Health and Safety.....	6
3.1.6 Illegal Drugs and other Illegal Substances	6
3.2 Move-in & Move-out	6
3.2.1 Arrival Procedure.....	6
3.2.2 Move-Out Procedure.....	6
3.2.3 Furniture	7
3.2.4 Concierge Service.....	7
3.2.5 Security and Access Control.....	7
4.0 Development Facilities & Operational Management Strategy	7
4.1.1 Set Down Area / Unloading Area.....	7
4.1.2 Post	7
4.1.3 Parcel Storage.....	7
4.1.4 Car Parking.....	8
4.1.5 Car Sharing Club	8
4.1.6 Bicycle Storage.....	8
4.1.7 Bicycle Maintenance Area	8
4.1.8 Staff Welfare.....	9

4.1.9 Landscaping and Management of External Areas.....	9
4.2 Children/ Play Areas.....	9
4.2.1 Marketing.....	10
4.2.2 Social Media.....	10
4.2.3 Smart Building Technology.....	10
4.2.4 Lease Length and Contract Terms.....	10
4.2.5 Management of Leasing Suite.....	10
4.2.6 Leasing of Furniture.....	10
4.2.7 Home Working.....	10
4.2.8 Management of Communal Facilities.....	10
4.2.9 Accessibility for Wider Community Use.....	10
4.3 Customer Experience.....	11
5.0 Operation and Management of Resident Amenity.....	11
5.1.1 Lounge/Social Space.....	12
5.1.2 Meeting Rooms/ Bookable Space.....	12
5.1.3 Media/Entertainment Rooms.....	12
5.1.4 Gym/ Fitness Studio.....	12
5.1.5 Dining/ Chefs Kitchen.....	12
5.1.6 Work Pods.....	13
6.0 Building and Operational Management Strategy.....	13
6.1.1 Fire Strategy.....	13
6.1.2 Waste Management & Recycling.....	13
7.0 Soft Services.....	14
7.1.1 Cleaning and Pest Control.....	14
7.1.2 Window Cleaning.....	14

Applicant

Cairn Homes Properties Ltd

Development Description

The proposed 'Build-to-Rent' (BTR) development will consist of the construction of 8 no. blocks in heights up to 10 storeys comprising 534 residential units, a creche, a retail unit, residential support facilities and residential services and amenities. The proposal also includes car and cycle parking, public and communal open spaces, landscaping, bin stores, plant areas, substations, switch rooms, and all associated site development works and services provision. A full description of the development is provided in the statutory notes and in Chapter 3 of the EIAR submitted with this application.

Purpose and Scope

This report has been developed with information provided by the Applicant, in support of the application for a 534 unit Build to Rent Development at Barrington Tower, Brennanstown Road, Dublin 18. The Applicant intends for this development to significantly enhance the local area through creating a new professionally owned and managed rental community.

This report is designed to provide specific detail on how the development will be managed, the experience for residents and, ultimately, ensuring that a successful community is facilitated through design and operations.

About Cortland Property Management

Cortland Property Management (formerly known as LIV Group) is headquartered in Leeds, UK and operates in the United Kingdom and Ireland.

Cortland Property Management was established in 2008 to provide corporate Residential management services for the banking sector, specialising in Block Management, Facilities Management and Lettings. In 2014, Cortland transitioned into the UK's Build-to-Rent (BTR) sector and has since been the first to introduce a dedicated operating model that defines every stage of a development from acquisition to operation. Together our people, skills and experience have helped us develop a market-leading advisory and management capability, which is increasingly recognised as delivering the best BTR-specific model for the UK private rented sector. In 2016, Cortland Consult (formerly LIV Consult) was created to provide bespoke and specialist consultancy advice to the BTR market in the UK and internationally and is currently advising on the development of more than 35,000 BTR homes in developments from high-rise apartment communities to suburban masterplans as well as some of the UK & Ireland's foremost BTR developments.

Today, Cortland Consult is based in 4 offices across Ireland and the UK, and working internationally within advisory, delivery and capital funding roles. Its market-leading operational model is informed by our wealth of experience in having managed over 12,000 properties in over 250 Residential sites throughout the UK. LIV has delivered operational management advice on nearly 3,000 BTR homes including both urban and suburban developments including some that we have overseen from the initial advisory stage through to their operational management. LIV occupies a unique position in having live operational schemes in both urban and suburban locations as case studies to inform our continually developing BTR approach to consultancy in the UK & Ireland.

Information available here: <https://cortland.co.uk/services/build-to-rent/>

1.0 Management Structure

1.1 Responsibilities

Barrington Tower will be managed by the operational team with resident services managers on-site during the working hours of a typical week: 8:30am–5:30pm from Monday to Saturday. It is likely that there will be 24-hour onsite presence for security purposes and any events during in the evening.

The key responsibility for day-to-day operations will be from the Resident Services Managers (RSM) who will be the customer-facing representative for the Operator. The RSM will be supported by staff Resident Services Assistant for holidays and coverage when the RSM is not available. It is expected that a community of this scale is likely to have 8-10 permanent staff on site at various times through the course of the day and evening.

All lettings will be published on Daft.ie and residents will also be attracted to the community through social media advertising. The lettings experience of potential residents will be handled through Head Office for the more formal tenant referencing process. The Head Office will receive all enquiries, complete background checks and will be responsible for the management of leases. The RSM is supported by an Asset Management team member based in the Head Office who will facilitate all third-party contracts and service providers.

In addition, there will be an on-site leasing team, which can accept inquiries at very short notice and will be available to show potential residents apartments and the marketing suite.

2.0 Customer Service

2.1 On site Management Team

The operational requirements of a BTR development are extensive. We are expecting that the community will have at least 8-10 staff on site including a General Manager, 4 x Resident Services/Community Managers and 3-4 technician/ maintenance staff. In addition to the presence of the full-time staff, residents will also be able to communicate with the management team through the white-label app which encourages communication on events, maintenance alerts and other notifications.

3.0 Leasing and Tenant Management

3.1 General

3.1.1 Discipline

All residents will be required to sign a tenancy agreement which outlines their responsibilities to avoid disrupting the comfortable enjoyment of the property by any other fellow tenants and the escalation procedures relevant if this is not adhered to.

3.1.2 Living Together

Residents will be encouraged to live harmoniously with each other and forge friendships in shared interest clubs. In the event of disagreements between residents, the RSM will facilitate any conflict resolution within the conditions of their contract.

3.1.3 Personal Belongings

Residents will be required to take personal responsibility for their belongings and will be requested to not leave them in the communal areas for fire-safety / evacuation reasons but also to avoid management operations risk.

3.1.4 Respect

The community will incorporate a charter for residents to adhere relating to mutual respect between residents and also between residents and management team.

3.1.5 Health and Safety

The management team will ensure that all areas where residents are not able to access or areas where third-party operatives are undertaking services to the property are kept secure to avoid safety concerns.

3.1.6 Illegal Drugs and other Illegal Substances

There will be a zero-tolerance policy for the development relating to illegal drugs and illegal substances.

3.2 Move-in & Move-out

3.2.1 Arrival Procedure

The main reception/concierge will be located at the ground floor level of Block E and the Lower Ground Floor Area of Block I . Residents arriving at reception will be greeted by a Resident Services Manager for initial (and subsequent) lettings viewings as well as during the move-in process. Residents will be provided with their keys upon successful finalisation of all aspects of their tenancy agreement. The management team will assist with the booking of lifts for move-in and all other logistics. It is expected that residents will avail of the loading bay located at the east of Block E adjacent to the reception area, and designated car spaces in the car park to unload their belongings for transportation to their new home.

3.2.2 Move-Out Procedure

Residents choosing to leave the property will be subject to a third-party check of the property condition in order to clarify any damage and subsequent release of deposit (if taken).

3.2.3 Furniture

All of the apartments will be let with furniture as standard, thus reducing the major of heavy-load movement in the on-site lifts.

3.2.4 Concierge Service

Barrington Tower will feature a concierge located in the main receptions in Block E and I. Their responsibilities include welcoming all visitors, residents and collecting oversized parcels when received. It will also be their responsibility to greet all third-party service providers who may be visiting the community. The concierge team act as the public-facing team for potential residents who may be enquiring about renting.

3.2.5 Security and Access Control

The development's access control system will be detailed during the detailed design process, post-planning, however security for residents will be of paramount importance for the management team and Asset Manager.

Across the site, there are number of areas that will be only accessible to the public during restricted hours to prevent nuisance being caused to residents through noise. All access points to the property (entrances etc) will be properly lit and will have fob only access.

Public realm will be monitored through CCTV systems overseen by the on-site staff when they are on site and an external service provider outside of working hours.

4.0 Development Facilities & Operational Management Strategy

4.1.1 Set Down Area / Unloading Area

The Resident Services Manager will oversee the delivery and unloading of materials and items from the loading bay located to the east of the development directly adjacent to Block E accessible off the main Brennanstown Road. A second set down area is also provided at Block I. This will provide easy access to the entrances, reception and central courtyard which provides convenient access to all blocks. Designated loading bays will be assigned to the undercroft car parking spaces nearby lobby entrances which will provide residents easy access to cores and lifts. Residents will be provided with a time slot ahead of move-in and move-out to manage traffic effectively. Residents will be able to avail of "Move in" trolleys to transport their belongings to their individual apartments.

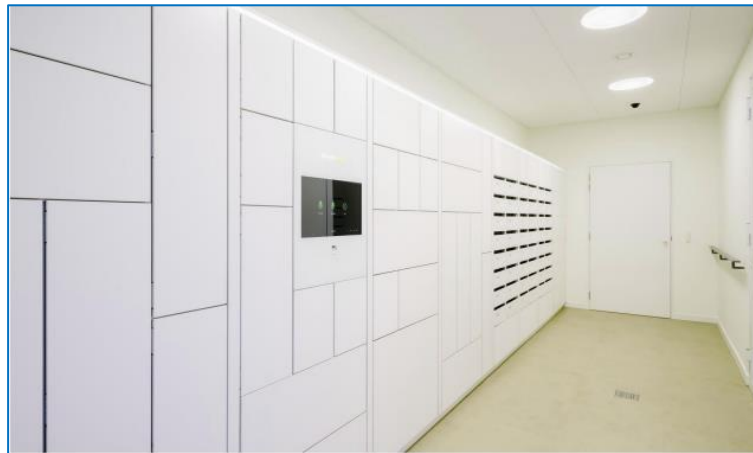
4.1.2 Post

The cores in Block AB, CD, E, F, G, H, I, J and will contain post boxes for residents of the individual blocks. The postal boxes will be located at the ground floor. All areas will be accessible to Residents and the postal services without the need for a tradesman entrance button. If deemed necessary, a fob will be provided to An Post which will be restricted to allow access into the reception/ lobby areas only. Residents can collect their post with their post box keys.

4.1.3 Parcel Storage

The development will feature parcel management systems alongside dedicated parcel storage rooms. The Parcel management systems will place an emphasis on security and ease of access for delivery personnel and collection for residents. The parcel management system (e.g. Bringme boxes) will be located in the Concierge area at ground floor level of Block E and the lower ground floor level of Block I. Providing dedicated locations in the wider development will provide convenient, centralised parcel storage for the entire development. Once a package is delivered, Residents will be notified and will be provided with a 4-digit code through the Resident App.

Oversized packages will be held by the RSMs in the secure dedicated storage rooms in Block E and I. This will be managed by the on-site team and residents can contact the on-site team to arrange collection of over-sized parcels during on-site working hours or at a pre-arranged time.



Example Parcel Storage – Source: Bringme

4.1.4 Car Parking

A total of 419 car parking spaces are located at basement and surface level which is accessible by ramp under block E and is directly connected via a side road onto Brennanstown Road. The parking provision includes disabled parking spaces as well as a 10% EV charging point provision. All spaces have provisions for ducting for EV as required. Access to the parking area is via a gate at the East of the site by Block E. Access to this area will be through a steel gate with a remote-control access system or Automatic Number Plate Recognition (ANPR) system.

4.1.5 Car Sharing Club

The development will provide residents with access to a Car Sharing Club with designated spaces for an operator such as Go Car or Yuko. The cars will be for the exclusive use of residents and a booking system will be available through the Resident App or through the Concierge. The provision of this service will promote sustainable travel as residents will have access to a car when required, eliminating the need for their own private vehicle.

4.1.6 Bicycle Storage

The development provides for a total of 1,266 resident spaces which include, 1,058 basement spaces and 208 surface spaces. Provisions have been made for 267 visitor spaces. The majority of the resident bike spaces will be suitably located next to the cores in the car park whereby residents can securely store their bikes with direct access to lifts for individual blocks.

The Operator will be responsible for maintaining the private areas. Individual users will be liable should they choose to store their bicycles in the area and signage will be displayed to ensure liability is clear. Signs will be displayed advising that CCTV is in operation and reminding residents that the Operator are not liable for any items stored in these areas.

4.1.7 Bicycle Maintenance Area

Within the bike storage area, there will be a dedicated maintained space equipped with tyre pump tool station and work bench to assist with any onsite repairs.

4.1.8 Staff Welfare

The resident services managers will be provided with their own lockers, food preparation area and facilities for breaks located in the staff room in Block I of the development in the management area. This will enhance on-site staff wellbeing.

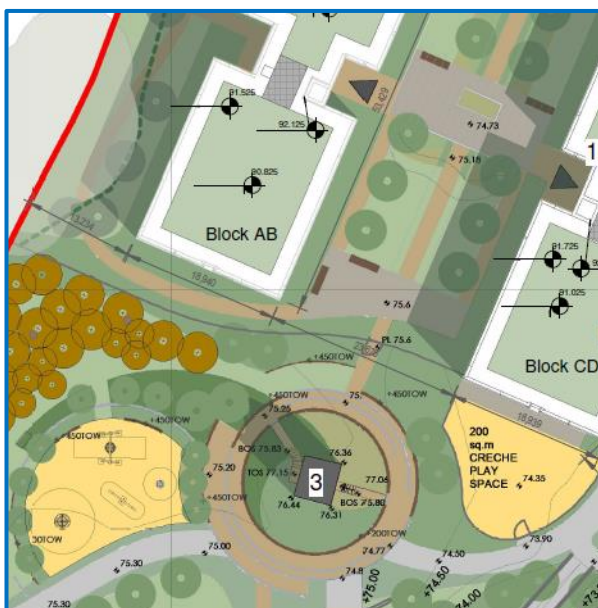
4.1.9 Landscaping and Management of External Areas

The Operator will appoint an approved landscape maintenance contractor to maintain landscaped areas on site. The landscaping and maintenance of external communal areas will be regularly inspected and kept in order. A 12-month defects period will also be in place for any landscape defect works completed.

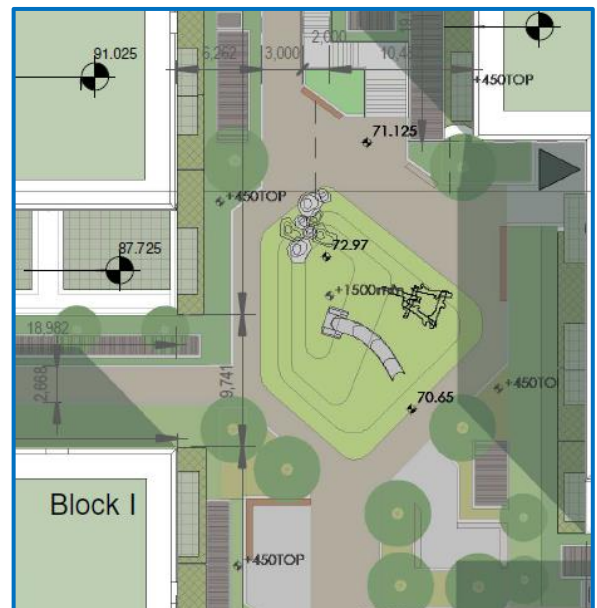
4.2 Children/ Play Areas



The development will include communal outdoor children’s play areas strategically located around the development. Timber play structures and equipment will make up the play zone areas including climbing structures, trails of timber logs and balancing equipment. These areas will be located directly adjacent to the open plaza, in the central courtyard between Block G and J and at the southern end of the site, South of Block I & F. All children’s play areas are sited where they will be overlooked and can be passively supervised from many points within the development. Extensive open public space (0.93 ha) will be provided to enhance the Public Realm of the scheme. The maintenance will be the responsibility of the landscape maintenance contractor.



North Eastern Section of Barrington



Central Courtyard at Barrington

4.2.1 Marketing

Demonstrating to potential residents what they will receive in terms of amenities, customer service and experience is paramount to successful lease-up. At the heart of this strategy is the aim to achieve the highest possible resident satisfaction, which we see as being the best way to ensure a high rate of referrals within any local market.

4.2.2 Social Media

It will be expected that the community will have its own social media pages for residents to connect, and for targeted online advertising campaigns to galvanise interest in the scheme from prospective renters across Dublin, Ireland and overseas.

4.2.3 Smart Building Technology

Specific smart building technology remains to be confirmed during detailed design development, but the Applicant anticipates providing significant resident controls on various aspects including smart heating systems, facilities booking systems and integration with external service providers for the benefit of residents.

4.2.4 Lease Length and Contract Terms

Tenancies will be registered with the Residential Tenancies Board with 12-month tenancies available as standard. Longer tenancies up to 3 years and shorter tenancies may be proposed if there is sufficient demand.

4.2.5 Management of Leasing Suite

The leasing suite will be contained within Block E at ground floor level. The on-site team will have the responsibility of staffing the leasing suite where potential residents will meet to discuss terms of the lease, pricing and availability of rental homes once they have visited the communal facilities and wider development.

4.2.6 Leasing of Furniture

Furniture in the BTR development is provided as part of the resident's living cost and is managed by the on-site team.

4.2.7 Home Working

The community is placing a key focus on the facilities available to residents in order to successfully work from home, and in the communal areas. Amenity space in the form of three dedicated Co Working spaces (150m²), four Bookable Meetings Rooms (70m²), dedicated individual working pods (14m²) as well as a vast amount of Lounge spaces (415m²) are provided across the lower ground floor, ground floor and first floors of Block E & I to cater for working from home requirements. In times of good weather, residents will be able to use the courtyards as additional working space as well as private terraces.

4.2.8 Management of Communal Facilities

Resident managers will bear the responsibility of ensuring that the communal facilities are kept tidy and clean. For co-working/private meeting spaces, residents will have the responsibility for keeping these areas tidy and presentable throughout usage.

4.2.9 Accessibility for Wider Community Use

Across the development the wider community will have access to the open park and play area along the Northeastern side of the site. A Crèche (340m²) is located at the Northeastern corner of the development located directly off Brennanstown Road. As evidence from the

demographic composition of the area it is likely that a significant proportion of young families will require such facilities along with the residents of Barrington Tower. Furthermore, a Retail unit will front onto the Brennanstown Road and the North Eastern corner of the site a Café or similar will provide a wider community use while also creating a direct link with the Barrington Tower development.

4.3 Customer Experience

Paramount to the success of any residential community is that the needs of residents are catered to swiftly and efficiently by onsite staff. Implementing dedicated app technology will instantly link residents to a range of essential services in the local area.

5.0 Operation and Management of Resident Amenity

The development has been designed with a central resident amenity hub within Block E and I. All amenity spaces are conveniently located at ground, lower ground and first floor levels. For convenience and ease of access the all the amenity spaces will be accessible from the blocks within the courtyard. The amenities have been designed based on current resident preferences and all spaces will be designed to be welcoming to help foster community within the development.

The centralisation of these amenities within two Blocks allows for ease of management, given the placement of the reception, management office and concierge at the entrance of Block E and I easily accessible for the vehicular entrance or the Luas entrance.

Furthermore, thought has gone into the accessibility and convenience for residents in terms of accessing communal areas and shared services such as parcel storage when commuting by Luas. Given the location of Block I, located directly on the pedestrian access route to the Luas, shared services and amenities provided on this side of the development will facilitate convenient resident journeys.

Resident Amenities will include:

Floor	Block	Amenity
GF	E	Reception/ Concierge /Lounge Space
GF	E	Management Office (1)
GF	E	Parcel Storage
GF	E	Chef's Kitchen/ Communal Dining Space
GF	E	Media/ Entertainment Room (1)
GF	E	Meeting Room 1
GF	E	Casual Working/ Social Space (evenings)
1st	E	Gym 1
1st	E	Fitness Studio (1)
1st	E	Meeting Room (2)
1st	E	Work Pods
1st	E	Dedicated Co Working Room (1)
LGF	I	Media/ Entertainment Room (2)
LGF	I	Management Office (2)
LGF	I	Meeting Room (3)
LGF	I	Parcel Storage (2)
LGF	I	Concierge
LGF	I	Lounge Space
LGF	I	Casual Working/ Social Space (evenings)
LGF	I	Lounge/Breakout Area
GF	I	Gym (2)

GF	I	Fitness Studio (2)
GF	I	Meeting Room (4)
GF	I	Work Pods
GF	I	Dedicated Co Working Room (2)

5.1.1 Lounge/Social Space

Block E & I will both provide amenity space which will include a Lounge/Evening Social Space. These are located on the lower ground floor and ground floor levels with easy accessibility from the main courtyards. These areas will include individual seating booths and larger communal areas. This space will be adaptive and multi-functional for use as a social space in the evenings and at weekends. Dedicated Tea Stations will provide tea/ coffee facilities for residents to avail of whilst using the amenity spaces.

5.1.2 Meeting Rooms/ Bookable Space

A portion of the amenity space is allocated as bookable work and meeting space. The four meeting rooms have been allocated across Block E & I on the lower ground, floor, ground floors and first floors. This space will be furnished and available during hours to be agreed with the management operator. Booking these spaces can be done directly with the management team or RSM in each Block.

5.1.3 Media/Entertainment Rooms

Media/ Entertainment rooms will be an adaptive space with a retractable screen, high quality speakers, moveable furniture such as bean bags. The flexible nature of this space will make it suitable for many uses including resident entertainment, movie nights, social events, sports events, and relaxation. There are two dedicated Media/Entertainment rooms located in Block E & I. When required for private use bookings can be made directly with the management team.

5.1.4 Gym/ Fitness Studio

There are two gyms located within the development. These will be available for residents only and will be managed by the RSM with fob entry access. The gym will be available 24 hours a day. The facility will have high-quality equipment and all residents will have to be introduced and compliant with appropriate regulations before use.

The dedicated Fitness Studios will provide a space for mat work such as Yoga, Pilates and Strength and Conditioning. The onsite team may engage with local providers to timetable ongoing classes for residents on the building.

Cleaning and facilities management of all equipment will be the responsibility of RSM. It will be the responsibility of the RSM to manage and organize the gym inductions for residents' safety when using the equipment.

5.1.5 Dining/ Chefs Kitchen

The Ground Floor Block E lounge will include kitchen facilities which will enable residents to host events such as dinner parties, children's birthday parties and gatherings, providing an extension of their living space outside of their apartments. This space may also be used for resident events such as wine tasting or a cooking demonstration. On a day-to-day basis the lounge will be used as an additional social and workspace for residents, with direct access onto the outdoor terrace.

Cleaning of the lounge will be the responsibility of the residents following any events, whilst the Resident Services Manager will arrange for regular cleaning by the on-site team.

5.1.6 Work Pods

Dedicated sound proofed work pods will provide residents with individual working/meeting spaces across the development. These pods will be for individual use only and will provide a private space for phone calls or personal online meetings across the development. Dedicated work pods have been incorporated into the amenity space in both Block E & I and will continue to facilitate hybrid working for residents from Barrington Tower.

6.0 Building and Operational Management Strategy

6.1.1 Fire Strategy

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. The Operator will ensure FPE is provided following the recommendation from the independent survey. Moreover, the Operator will be responsible for instructing an independent and comprehensive Fire Risk Assessment to be complete prior to occupation of the building. Notices will be displayed in high traffic areas advising of the fire action policy. The fire alarm panel will be maintained by the Operator and serviced in accordance with manufacturer guidelines. Each unit will have its own fire alarm system. Finally, the Operator will be responsible for arranging the servicing and maintenance of the communal sprinkler system. This includes the plant that services the apartments.

6.1.2 Waste Management & Recycling

Bin stores OR Waste Storage Areas (WSA) will be located predominantly in the lower basement level as detailed below:

Blocks AB and CD

One (1 no.) Waste Storage Area (WSA) has been allocated for residential use in Blocks AB and CD. This WSA is located at ground floor level in Block CD, and is for use by residents of Blocks AB and CD.

Block E

One (1 no.) WSA has been allocated for residential use in Block E. This WSA is located at lower ground floor level.

Block F

One (1 no.) WSA has been allocated for residential use in Block F. This WSA is located at lower basement level.

Block G

One (1 no.) WSA has been allocated for residential use in Block G. This WSA is located at lower ground floor level.

Block H

One (1 no.) WSA has been allocated for residential use in Block H. The WSA is located at lower basement level.

Block I

One (1 no.) WSA has been allocated for residential use in Block I. This WSA is located at lower basement floor level.

Block J

One (1 no.) WSA has been allocated for residential use in Block J. This WSA is located at lower ground floor level.

The on-site management team will have the responsibility of moving the waste containers to the collection point at, as designated in the Operational Waste Management Plan.

It is recommended that the bin area is inspected at least twice daily to ensure they are secure and free from hazards. Collections will take place on a weekly basis for each of the residential waste streams. The Operator will ensure that the bins are at the designated collection point at the correct time and day of collection.

7.0 Soft Services

7.1.1 Cleaning and Pest Control

The Operator will be responsible for the management of services contractors for critical elements such as pest control, cleaning and exterior window cleaning for the residential areas through boom lift, cherry picker and abseiling where appropriate. All external soft landscaped areas will be communal amenity space and as such will be maintained by the appointed contractor. The Operator will appoint a certified pest control contractor to service the estate and shared communal areas, including the bin stores.

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

7.1.2 Window Cleaning

We anticipate that the cleaning cost will be based on a quote by a leading window cleaning contractor. The forecast cost should allow for the external cleaning of all windows and internal cleaning of communal area windows on a regular basis. A Window Cleaning strategy is based on the needs of building to meet Health & Safety requirements and safe working practice, along with ensuring that the front of house is presentable to residents.