

Operational Management Plan

For

Omni Plaza, Omni Park, Swords Road, Santry, Dublin 9



Contents Table

1. Introduction	2
2. Proposed Development Scheme	3
3. Property Management Team	4
4. Property Management According to Use Type	5
4.1 Residential	5
4.2 Offices	5
4.3 Retail / Café /Restaurant	5
4.4 Creche	5
5. Building Amenities	6
5.1 Onsite Gym	6
5.2 Onsite Lounge / Break-Out Area / Cinema Room / Workspace	7
5.3 Public Plaza & Open Residential Amenity Space	8
5.4 Play Area	8
5.5 Wifi	9
5.6 Laundry Facilities	9
5.7 Cleaning	9
5.8 Waste	9
5.9 Post	14
5.10 Shared Living Experience	14
6. Mode of Transport	15
6.1 Car Parking	15
6.2 Bicycle Spaces	15
7. Security	16
8. Additional Services	17
9. Local Amenities	18
9.1 Transport	18
9.2 Shopping	19
9.3 Business Hubs	20
9.4 Schools and Sports Clubs	21
9.5 Recreation	21

1. Introduction

This document sets out the operational management strategy for the proposed mixed-use scheme located at the north west corner of the Omni Park Shopping Centre, Santry and at Santry Hall Industrial Estate, Dublin 9. This proposal is in draft form and will be agreed with Dublin City Council prior to the completion of the build.

2. Proposed Development Scheme

Permission for a 7 year duration is sought by Serendale Limited for a Strategic Housing Development which comprises the demolition of the existing industrial / warehouse buildings northwest of Omni Park Shopping Centre, Santry, Dublin 9 and the construction of 457 no. apartments across 4 no. blocks, ranging in height from 4-12 storeys (over basement). The proposal includes 2 no. retail/café/restaurant units, 1 no. community building, 1 no. childcare facility, 1no. residential amenity space and 5 no. ESB substations.

The development also provides for a basement carpark of 213 no. spaces and 7 no. motorcycle spaces with 7 no. creche drop-off parking spaces and 6 no. carshare parking spaces located in newly reconfigured surface carpark. The proposal provides for 768 no. bicycle parking spaces.

The proposal includes the provision of a new public open space plaza, with consequential revisions to existing commercial car parking areas, to integrate the proposals with the wider District Centre.

The proposal includes the provision of pedestrian and cycle connections and improvements through Omni Park Shopping Centre, including a plaza and cycle/pedestrian link substantially in the form permitted as part of the Omni Living Strategic Housing Development (Ref. ABP-307011-20).

Access to the proposed 213 no. basement car parking spaces is via the existing Omni Park Shopping Centre. A secondary servicing and emergency access is via the existing service road to the rear of existing retail premises at Omni Park Shopping Centre and accessed from the Swords Road.

The development provides for all associated and ancillary site development, demolition and clearance works, hoarding during construction, revisions to car parking within the Omni Park Shopping Centre, soft and hard landscaping, public realm works, public lighting and signage, ancillary spaces, plant including photovoltaic panels, water infrastructure, utilities and services.

3. Property Management Team

A property management team will be appointed at an early stage in the completion of this SHD build-to-sell development to ensure all management functions are agreed for the entire development, including the basement and external grounds. The development will be managed by a professional, well established property management company with experience in schemes of a similar nature.

Occupiers of the scheme will be provided with a welcome pack which will include the contact details of the property management team. The management company will also be given the contact details of all occupiers to enable them to notify residents of any management activities where appropriate.



4. Property Management according to Use Type

4.1 Residential

The proposed scheme comprises of 457 build-to-sell apartments across four blocks. The occupiers will be responsible for the general up-keep of their own private units whilst the management company will be responsible for the maintenance and up-keep of all communal areas including the residential amenity space. All hallways and lobbies will be kept clean and tidy at all times, be well ventilated and all maintenance issues will be resolved within a timely manner. The management company will also be responsible for ensuring the fire alarms and any sprinkler systems are tested and working on a regular basis.

4.2 Community Space

Located within Block D will be approximately 195.3 sq m of community space located on the ground floor. The unit will be leased on an IRI basis meaning the tenant is responsible for internal repairs and the landlord is responsible for the maintenance and upkeep of all external and core areas.

4.3 Retail / Café/ Restaurant

At ground floor level of Block C and D will be two retail/café/ restaurant units totaling approximately 430.9 sq m. Should the units be leased as a café/restaurant, there will be indoor and outdoor seating. The units will be leased on an IRI basis with relatively flexible lease terms depending on the requirements of the tenants.

4.4 Creche

The 225.7 sq m creche will be located at ground floor level within Block B. The unit will be leased on an IRI basis with flexible lease terms.

5 Building Amenities

The proposed scheme will offer a variety of amenities for residents to enjoy. These will include a gym, lounge area for social gatherings, work space, communal gardens and children's play areas. Together with organised events, these will give residents an opportunity to meet and interact, creating a sense of community within the development.

5.1 Onsite Gym

A resident's only gym will occupy part of the ground floor in Block B providing space for exercise classes such as Yoga and Pilates. The gym will be cleaned and maintained by the central management team.



5.2 Onsite Lounge / Break-out Area /Cinema Room /Work-space

The resident's amenity space on the ground floor of Block B will serve as a communal area for residents to meet and socialise as well as to work and study. Only residential occupiers of the scheme will be able to access the area by way of an electronic door fob or access code which the management company will provide. The central management team will be responsible for keeping this area clean, resolving any maintenance issues and organising social events.



5.3 Public Plaza and Open Residential Amenity Space

At the southern end of the site will be a Public Plaza for residents and members of the public to enjoy. It has been designed in such a way that allows flexible use of the space whilst also being used for outdoor seating for the cafés/restaurants.

Surrounding the four blocks will be private landscaped grounds with built in seating, attractive planting and a play areas for children. The management company will be responsible for the maintenance and operation of the public plaza and residential amenity space.

5.4 Play Areas

Located to the west of the site will be two children's play areas. The play area located to the north of Block A will be for older children whilst the play area between Blocks A and B will be for younger children and will include timber equipment such as stilts and a rocker, all with a low critical fall height. A third play area will be provided for use by the Creche.



5.5 Wifi

A communal wifi system will be provided in all internal amenity spaces for use by the residents. Each apartment and commercial unit will also be wifi enabled to allow each resident or occupier to set up a contract with their preferred service provider.

5.6 Laundry Facilities

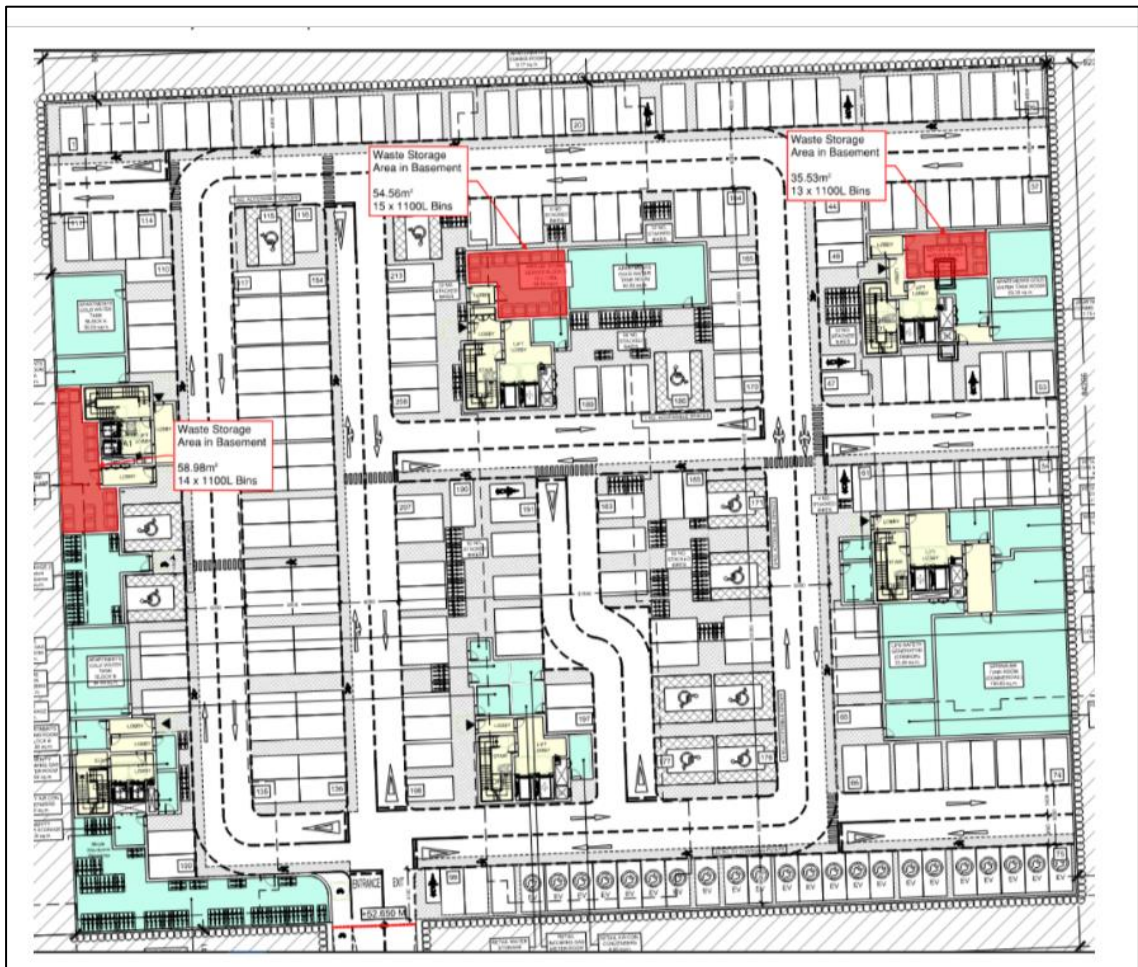
Each apartment will be fitted with a means to install an integrated washing machine/tumble dryer which will eliminate the need for communal laundry facilities.

5.7 Cleaning

The building will have an onsite contract cleaner to ensure all communal areas such as the lounge, lifts, hallways and windows are kept clean and tidy at all times. The management company will assess how often cleaning is required and adjust the rota accordingly.

5.8 Waste

The proposed scheme will include three waste storage areas in the basement which will contain wheeled containers for use by the residential and commercial occupiers.



The stores will be divided into two areas, one for residential use and the other for commercial use, by way of signage on the walls. The bins will also be labelled and colour coded to avoid cross contamination of different waste streams. The labels will show exactly what waste type can be placed in each bin.

It will be the responsibility of all occupiers to segregate waste and dispose of it in the appropriate bins provided in the basement.

Waste categories will include:

Dry mixed recyclables

Organic waste

Glass

Mixed non-recyclables

Other waste streams may include:

Non-hazardous WEEE

Landscaping waste

Printer cartridges/toner

Chemicals

As per the 'Operational Waste Management Plan', the following sets out the predicated waste generated per person per day for the residential element. A value of 0.942 kg of waste generated per person per day has been assumed to estimate the volume of waste to be generated as detailed in the table below.

Unit Type	No. Units	Occupancy Rate (no. of people)	Total Occupants	Total Waste Generated per Day	Total Waste Generated per Week
Studio	1	2	2	2	13
1 bed	221	2	442	416 kg	2,915 kg
2 bed	211	3	633	596 kg	4,174 kg
3 bed	24	5	120	113 kg	791 kg
Total	457		1,197	1,127 kg	7,893 kg

The quantity of waste generated by the commercial elements has also been estimated in the following table:

Commercial Type	Area (m2)	Equation for Daily Waste Generation	Total Waste Generated per Day	Total Waste Generated per Week
Retail	431	18.605 kg/100m2	81.19 kg	568.33 kg
Creche	226	15.85 kg/100m2	35.82 kg	250.74 kg
Amenity Area	604.9	7.93 kg/100m2	47.97 kg	335.79 kg
Community Space	195.3	7.93 kg/100m2	15.49 kg	108.41 kg
Total			180.47 kg	1,263.27 kg

The management company will arrange collection of the bins and monitor their use to prevent overspill. Should the management company find that the bins are not being filled enough or are being filled too quickly, they will decrease or increase the number of bin collections accordingly.

The management company will arrange for the bins to be brought from the basement level to a dedicated area at surface level via a bin tow or similar on collection days. All waste leaving the scheme will be collected and transported by permitted contractors and taken to licensed or permitted facilities. A detailed waste management plan will be issued to and agreed with Dublin City Council before being implemented.



5.9 Post

All blocks will have letter boxes dedicated to each apartment in the lobby area. Located next to the individual letter boxes will be a storage unit where large items can be left by the delivery/post service. The day-to-day operation of these will be overseen by the management company. The commercial units will have their own letterboxes located at the entrance to each unit.

5.10 Shared Living Experience

The management company will be responsible for setting up and organising groups and events in order to create a sense of community within the development. These may include a Facebook page and Whats App group to allow residents to interact and communicate electronically. Quarterly events may be arranged in the residential amenity space. A notice board will be put up in the lobby of all blocks to advertise such events and community groups. The management team will also issue mail drops or send emails to residents with information about community events.

6 Mode of Transport

6.1 Car Parking

Located in the basement will be 213 car spaces and seven motorbike spaces which will be available for use by all occupiers. In the basement will be 180 standard car spaces, 11 accessible spaces and 22 electric charging point spaces. The management company will be responsible for ensuring that the spaces are fairly distributed between the residential units and commercial units according to demand.

In addition to basement car spaces will be six car club spaces and seven creche drop off spaces located at surface level. These will be monitored by on site security with clamping in place.

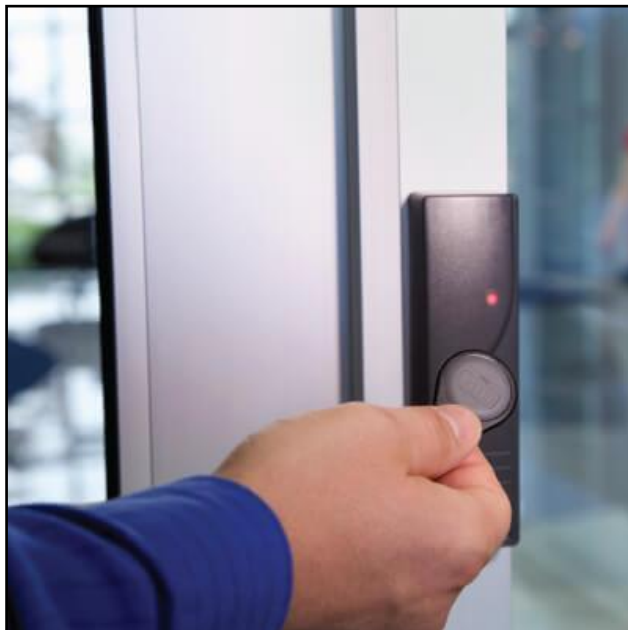
6.2 Bicycle Spaces

Given the site is centrally located with strong public transport facilities, a popular mode of transport for residents and other occupiers will be by bicycle. The proposed scheme includes a total of 768 bicycle spaces with 504 located in the basement and an additional 264 spaces at surface level. The spaces located in the basement will be accessible to occupiers of the development scheme only. All bikes at basement and surface level will be stored in secure bike racks.

7 Security

The main entrance points to all blocks will be operated by an electronic security system to ensure authorised access only. Occupiers will be provided with the relevant door code or fob for access to common areas and a key to individual units. Commercial occupiers will not be provided with a means of access to private residential areas. All residents and other occupiers will be prohibited from making copies of the fob and key and will be required to give them back to the management company when they permanently vacate the premises. Should door codes be used, the management company will be responsible for setting these and distributing the codes out to all relevant occupiers. From time to time, they will also be required to change the door codes to ensure the building remains as secure as possible.

Surveillance cameras will be positioned externally and on the ground floor of the blocks which will be monitored by the management team. As an additional safety measure, external lighting will be in operation at night.



8 Additional Services

As the development is a mixed-use complex, the property management company will be required to enlist the services of other professionals to maintain the up-keep and safety of the buildings. This will include, but is not limited to, the following services:

- Providing and implementing fire prevention equipment such as fire alarms and fire extinguishers. These will need to be tested on a regular basis.
- Ensure possible sprinkler systems are in working order and arrange for them to be tested on a regular basis.
- Instruct a waste management company to provide an adequate number of bins in the bin store and arrange collection of these as and when required. The management company will ensure that the bins are clearly labelled and colour coded to prevent cross contamination of different waste streams.
- Organise regular cleaning of all communal areas including window cleaning.
- Instruct an on-site management team to keep the grounds tidy and to maintain the landscaping and external lighting at all times.
- To ensure a facilities manager monitors car and bicycle parking in the basement and at surface level.

9 Local Amenities

9.1 Transport

Santry benefits from excellent public transport facilities providing access in and around the area as well as to Dublin City Centre and north towards Dublin Airport. There are several bus stops located within walking distance of the subject site which include bus routes 16, 16D, 33, 33E, 41, 41B, 41C, 41D and 101. There are also additional planned bus services as part of Bus Connects. This will result in reduced dependence on the car as a primary mode of travel.



9.2 Shopping

The development scheme forms one part of a much larger scheme, known as Omni Park. Within Omni Park is one of Ireland's leading shopping centres comprising of over 40,000 sq ft of retail units including a variety of popular high street fashion retailers, food and beverage and leisure facilities. Key retailers include Penney's, McDonald's, Tesco, Lidl and an 11-screen cinema. The high number of local amenities within Omni Park means less are required within the proposed scheme creating more space for other uses.



In addition to Omni Park Shopping Centre, the subject site is located just 5.5 km from Henry Street, north Dublin's primary retail thoroughfare. Popular retailers include Arnott's Department Store, Dunnes Stores and River Island.

9.3 Business Hubs

Given the subject site's location within Santry, the site offers an array of opportunities for those wanting to limit their daily commute to the workplace.

The proposed scheme will include work spaces within the residential amenity area giving residents who work from home additional space to do so. The scheme will also create additional jobs in the area with the provision of an on-site creche, retail units/café/restaurants and a community centre.

Due to the proximity of the site to Omni Shopping Centre, residents will have a number of already well-established job opportunities on the doorstep. Following an increase in footfall from the new residential schemes in the area, Omni will likely have an increased number of job openings to ensure required staff levels are met.

Positioned within approx. 6.5 km of the subject property is Eastpoint Business Park, a 40-acre business centre with over 50 occupiers including Deutsche Bank, Oracle and Top Oil. The subject site is also within a 20-minute drive of the IFSC and the Dublin Docklands which houses commercial tenants Facebook, Google, KBC and Matheson.



9.4 Schools and Sports Clubs

The subject site is located within a 1km radius of over 10 educational facilities making it a popular location for families and students alike. The area also benefits from several sports and fitness facilities and clubs including Santry Park, Sports Link FC, Grange Gymnastics Club, and St. Kevin's Boys Football Club.

9.5 Recreation

Although located on the outskirts of Dublin City Centre, there are still plenty of large open spaces for residents and occupiers to enjoy beyond those within the proposed scheme. Santry Park is located within a few minutes walk of the subject site. Fairview Park is located within 5km and offers over 50 acres of parkland. Clontarf All Weather Pitches and St. Anne's Park, which extends to over 300 acres, are also located nearby.



End