

# PROPERTY MANAGEMENT STRATEGY REPORT

PROPOSED  
DEVELOPMENT:  
CARMANHALL SHD



CLIENT:  
ATLAS GP  
LIMITED

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01

INTRODUCTION

# Section 1- Introduction

## Executive Summary

Aramark Property have been instructed by Atlas GP Ltd to provide a report on the property management strategy for their proposed residential development located at the 'Former Avid Technology site', at the junction of Blackthorn Road and Carmanhall Road Sandyford, Dublin 18.

As with any residential 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

Atlas GP Ltd, intend to apply to An Bord Pleanála for planning permission for a strategic housing development at this site of c.0.99 ha at the Former 'Avid Technology site', at the junction of Blackthorn Road and Carmanhall Road, Sandyford, Dublin 18.

The development will consist of 334 Build to Rent residential apartment units within 4 no. apartment blocks and as follows:

- 79 No. Studio
  - 175 No. 1 bed
  - 80 No. 2 bed
- 
- I. All residential units provided with private balconies/terraces to the north/south/east and west elevations
  - II. Crèche 272 sq.m.
  - III. Residential amenity spaces 893 sq.m. (including a unit of 146.5 sqm open to the public, resident's gym, business centre, multipurpose room, staff facilities, multimedia/cinema room, shared working space, concierge, and games room)
  - IV. Height ranging from 5 to 16 storeys (over basement)
  - V. Landscaped communal space in the central courtyard
  - VI. Provision of a new vehicular entrance from Carmanhall Road and egress to Blackthorn Road
  - VII. Provision of pedestrian and cycle connections
  - VIII. 125 No. Car Parking, 6 No. Motorcycle Parking and 447 cycle spaces at ground floor/undercroft and basement car park levels
  - IX. Plant and telecoms mitigation structures at roof level

The development also includes 2 no. ESB substations, lighting, plant, storage, site drainage works and all ancillary site development works above and below ground.

## Schedule of Accommodation

### Block D

Floor	Studio Apt 1 Person	1 Bed Apt 2 Person	2 Bed Apt 4 Person	3 Bed Apt 5 Person	Total
Lower Ground Floor	0	0	0	0	0
Ground Floor	2	5	3	0	10
First Floor	4	5	4	0	13
Second Floor	4	5	4	0	13
Third Floor	4	5	4	0	13
Fourth Floor	4	5	4	0	13
Fifth Floor	4	5	4	0	13
Sixth Floor	4	5	4	0	13
Seventh Floor	4	5	4	0	13
Eight Floor	4	5	4	0	13
<b>Total</b>	<b>34</b>	<b>45</b>	<b>35</b>	<b>0</b>	<b>114</b>
	29.8%	39.5%	30.7%	0.0%	

Aspect	
Single	Dual
0	0
9	1
11	2
11	2
11	2
11	2
11	2
11	2
11	2
11	2
<b>97</b>	<b>17</b>
85.1%	14.9%

Public / Communal Open Space			
Required	No	DSNA*	SQM
Studio Apt	79	4	316
1-bed Apt	175	5	875
2-bed Apt	80	7	560
3-bed Apt	0	9	0
<b>Total</b>	<b>1751.00</b>	<b>731.07</b>	
<b>% OF SITE AREA</b>	<b>23.95%</b>	<b>10.00%</b>	
<b>Provided</b>	<b>AREA (sqm)</b>	<b>%</b>	
Site Area	7310.69	100%	
Public Open Space	Lower GFL	38.50	1%
Communal Open S.	GFL (Podium)	1311.00	18%
Communal Open S.	Block G Roof Terrace	405.10	6%
<b>Total</b>	<b>1754.60</b>	<b>24%</b>	

\* DSNA= Sustainable Urban Housing: Design Standards for New Apartments: Guidelines for Planning Authorities  
 \*\* SRDUA= Sustainable Residential Development in Urban Areas - Planning Guidelines

### Block E

Floor	Studio Apt 1 Person	1 Bed Apt 2 Person	2 Bed Apt 4 Person	3 Bed Apt 5 Person	Total
Lower Ground Floor	0	0	0	0	0
Ground Floor	2	5	1	0	8
First Floor	2	5	1	0	8
Second Floor	1	6	1	0	8
Third Floor	1	6	1	0	8
Fourth Floor	1	6	1	0	8
Fifth Floor	1	6	1	0	8
Sixth Floor	1	6	1	0	8
Seventh Floor	1	2	3	0	6
Eight Floor	1	2	3	0	6
Ninth Floor	1	2	2	0	5
Tenth Floor	1	2	2	0	5
Eleventh Floor	1	2	2	0	5
Twelfth Floor	1	2	2	0	5
Thirteenth Floor	1	2	2	0	5
Fourteenth Floor	1	2	2	0	5
<b>Total</b>	<b>17</b>	<b>56</b>	<b>25</b>	<b>0</b>	<b>98</b>
	17.3%	57.1%	25.5%	0.0%	

Aspect	
Single	Dual
0	0
3	5
3	5
3	5
3	5
3	5
3	5
3	5
2	4
2	4
1	4
1	4
1	4
1	4
1	4
1	4
<b>31</b>	<b>67</b>
31.6%	68.4%

Site Density Calculation	
Site Coverage	3535
Residential Units	334
Gross Internal Area	27067
Net Site Area	7311
Plot Ratio	4
<b>Density (units/ha)</b>	<b>337</b>

Parking Provision			
Car	Required	Provided	Area (sqm)
Visitor	1/10 Units	33	
Private	1/2 Units	167	125
Motorcycle			
<b>Total</b>	<b>204</b>	<b>131</b>	<b>4800.60</b>
<b>Bike Provision</b>			
<b>Total</b>	<b>447</b>	<b>429.92</b>	

External Storage Provision			
Storage Type	Required	Provided	Area (m3)
Studio/1 Bed Storage	254	1016	43
2 Bed Storage (4 person)	80	640	41
Additional		3	90.42
<b>Total</b>	<b>334</b>	<b>1656</b>	<b>341.22</b>

Non-residential area	
	Area (sqm)
Shared amenity Block D	312.94
Shared amenity Block E	421.87
Shared amenity Lower Ground Floor	156.34
<b>Total</b>	<b>891.15</b>
Creche	275.08
<b>Total</b>	<b>275.08</b>
Block D FSB	33.49
Block G FSB	33.25
Plant Lower Ground Floor	63.98
Plant Basement	339.40
<b>Total</b>	<b>470.12</b>
Bin Stores	108.83
<b>Total</b>	<b>108.83</b>

### Block F

Floor	Studio Apt 1 Person	1 Bed Apt 2 Person	2 Bed Apt 4 Person	3 Bed Apt 5 Person	Total
Lower Ground Floor	2	5	0	0	7
Ground Floor	2	6	1	0	9
First Floor	2	6	1	0	9
Second Floor	2	6	1	0	9
Third Floor	2	6	1	0	9
Fourth Floor	2	6	1	0	9
Fifth Floor	2	6	1	0	9
Sixth Floor	2	6	1	0	9
<b>Total</b>	<b>16</b>	<b>47</b>	<b>7</b>	<b>0</b>	<b>70</b>
	22.9%	67.1%	10.0%	0.0%	

Aspect	
Single	Dual
5	2
5	4
5	4
5	4
5	4
5	4
5	4
5	4
<b>40</b>	<b>30</b>
57.1%	42.9%

### Block G

Floor	Studio Apt 1 Person	1 Bed Apt 2 Person	2 Bed Apt 4 Person	3 Bed Apt 5 Person	Total
Lower Ground Floor	2	5	0	0	7
Ground Floor	2	6	4	0	12
First Floor	3	6	4	0	13
Second Floor	3	6	4	0	13
Third Floor	2	4	1	0	7
<b>Total</b>	<b>12</b>	<b>27</b>	<b>13</b>	<b>0</b>	<b>52</b>
	23.1%	51.9%	25.0%	0.0%	

Aspect	
Single	Dual
6	1
10	2
11	2
11	2
4	3
<b>42</b>	<b>10</b>
80.8%	19.2%

	Studio Apt 1 Person	1 Bed Apt 2 Person	2 Bed Apt 4 Person	3 Bed Apt 5 Person	Total	
Block D	34	45	35	0	114	34.1%
Block E	17	56	25	0	98	29.3%
Block F	16	47	7	0	70	21.0%
Block G	12	27	13	0	52	15.6%
<b>Total</b>	<b>79</b>	<b>175</b>	<b>80</b>	<b>0</b>	<b>334</b>	
	23.7%	52.4%	24.0%	0.0%		

Aspect	
Single	Dual
<b>210</b>	<b>124</b>
62.9%	37.1%

Public / Communal Open Space			
Required	No	DSNA*	SQM
Studio Apt	79	4	316
1-bed Apt	175	5	875
2-bed Apt	80	7	560
3-bed Apt	0	9	0
<b>Total</b>	<b>1751.00</b>	<b>731.07</b>	
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<b>Total</b>	<b>1754.60</b>	<b>24%</b>	

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 \*\* SRDUA= Sustainable Residential Development in Urban Areas - Planning Guidelines



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

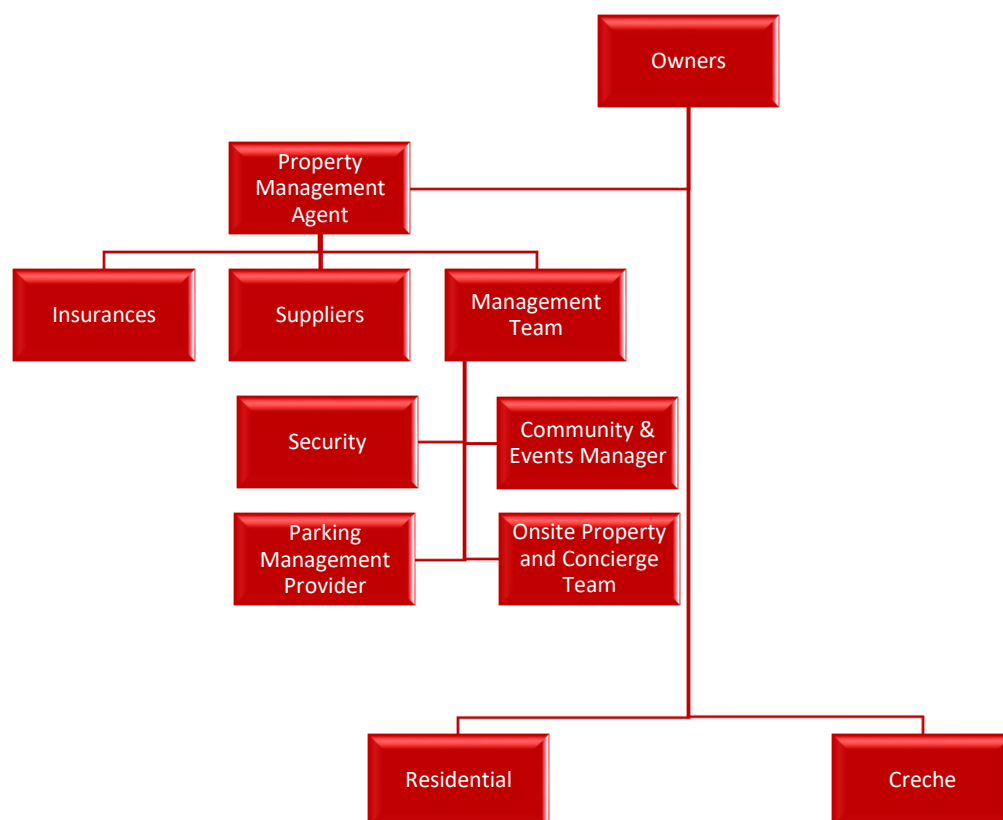
## Section 3 - Appointment of Property Managing Agent & Associated Responsibilities

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

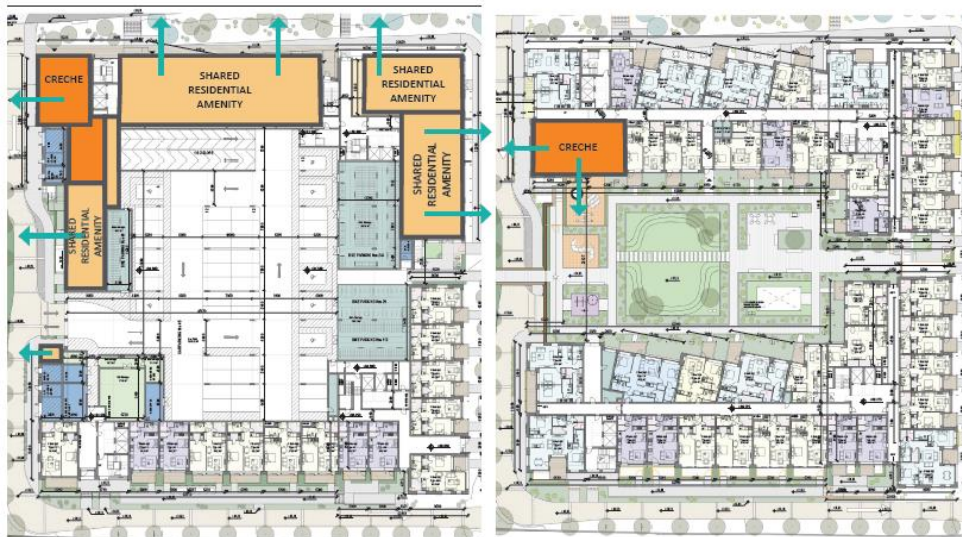
The development has been designed with quality of amenity space as a central consideration for both residents and the wider community. The proposed scheme offers amenity spaces 893 sq.m. (including a unit of 146.5 sqm open to the public, resident's gym, business centre, multipurpose room, staff facilities, multimedia/cinema room, shared working space, concierge, and games room).

Among the proposed uses are:

- Concierge
- Management facilities – staff room, staff kitchenette and toilets, IT support room
- Storage / Parcel drop-off room
- Residents' lounge, co-working space, library, gym, cinema
- Meeting room
- Multifunctional room with an outdoor sitting area which would allow for an occasional public use (e.g., mother and child meet-up group)



It is proposed to provide a variety of shared residential amenities on the ground floor of Block D and E overlooking DLR green verge on Carmanhall Road and Blackthorn Road, creating an active frontage and extend of the mix uses available in the development.



## 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 management and residents support services area 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 will provide 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 residents will take all waste and recycling to this location for disposal.
- 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.

### **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 & Bicycle Parking

Parking Provision			
Car		Required	Provided
Visitor	1/10 Units	33	125
Private	1/2 Units	167	
Motorcycle			
		4	6
<b>Total</b>		<b>204</b>	<b>131</b>
Bike Provision			
<b>Total</b>			<b>447</b>

### Car Parking Management Strategy

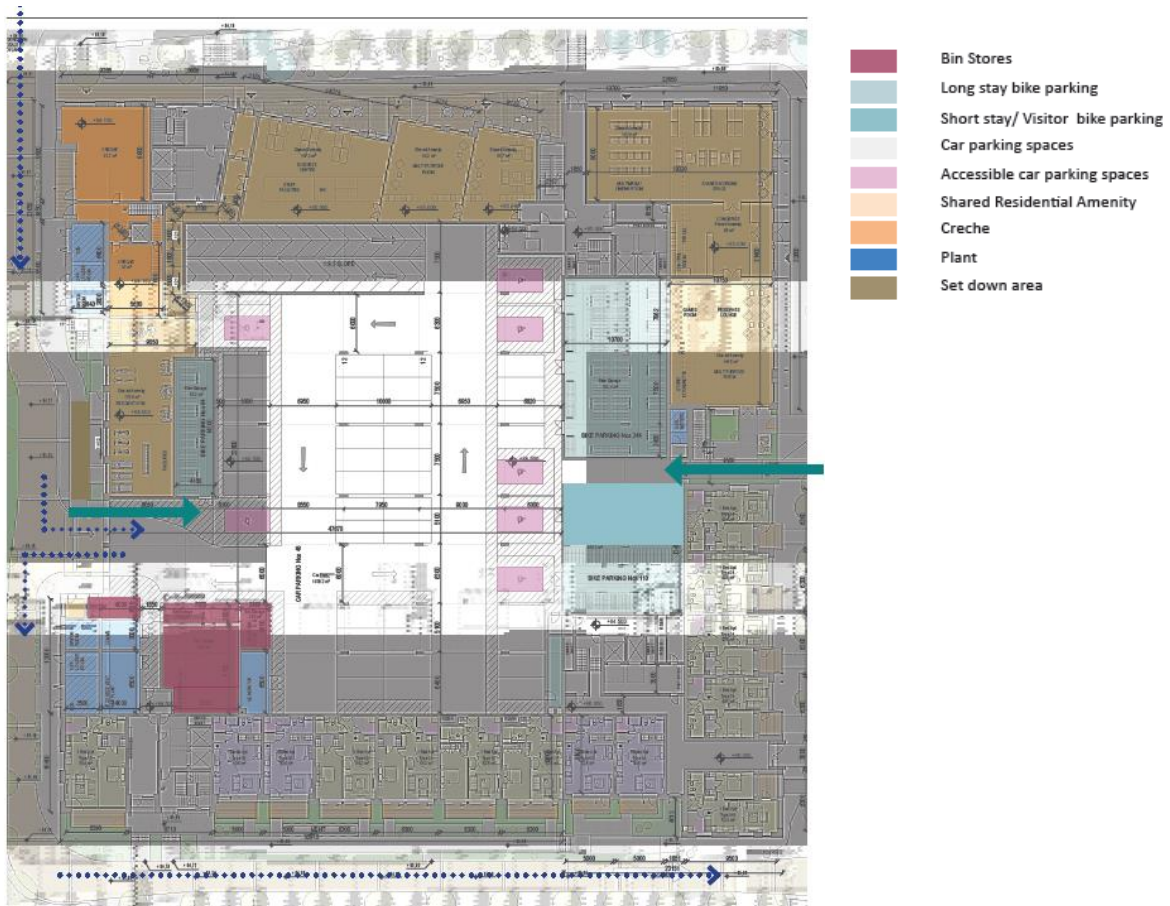
The scheme is proposed to provide 125 No. car parking spaces to be accessed from the inner lane within the site. The parking will be provided on the lower ground floor, below the landscaped courtyard.

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 and leasing structure for the development. The rental of a unit will not guarantee the right to a designated parking space. Residents who request a private car parking space will be allocated on a 'first come, first served' basis

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 unit.

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.



## Bicycle Parking Management Strategy

The scheme is supported by the bike stores provided at street level and accessible directly from outside as well as via each stair core. It provides 447 cycle spaces, in both forms: short and long-stay stands.

Cycling is positively encouraged within the scheme. 418 No. secure, covered long stay cycle parking spaces have been provided on the lower ground floor. A further 29 No. visitor cycle parking spaces have been provided on the same level. Even though both bicycle stores are located within the proposed car park, they have a direct access from outside, from Blackthorn Road or inner lane.

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.

### Contact Details

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### Aramark Key Service Lines



## Document Control Sheet

<b>Client:</b>	ATLAS GP LIMITED
<b>Project Title:</b>	CARMANHALL SHD
<b>Document Title:</b>	PROPERTY MANAGEMENT STRATEGY REPORT

Rev.	Status	Author	Reviewed By	Issue Date
AP 01.	DRAFT	Darren Davidson	Louise Phillips	29/07/2022
AP 02.	DRAFT	Darren Davidson	Louise Phillips	16/08/2022
AP 03.	FINAL	Darren Davidson	Louise Phillips	19/08/2022

