

PROPERTY MANAGEMENT STRATEGY REPORT

COASTAL QUARTER SHD 2



CLIENT:
SHANKHILL
PROPERTY
INVESTMENTS LTD

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Section 1- Introduction

Executive Summary

Aramark Property have been instructed by Shankhill Property Investments Ltd, to provide a report on the property management strategy for their proposed residential development, Coastal Quarter, located off Ravenswell Road and the Dublin Road, Bray, County Wicklow and County Dublin.

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 occupier in the development carries 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 property management and public realm maintenance will work in practice and be maintained to the highest standards.



Development Description

The applicant intends to apply to An Bord Pleanála for permission for a Strategic Housing Development (SHD) comprising 586 no. residential units in a mix of apartments, duplexes and houses. In addition, a childcare facility, café, retail unit and 1 no. commercial unit (incorporating a gym and a juice bar) are proposed along with all associated and ancillary development and infrastructural works, hard and soft landscaping, open spaces, boundary treatment works, ancillary car and bicycle parking spaces at surface, undercroft and basement levels. The proposed houses and duplexes range in height from 2 – 3 storeys with the proposed 4 no. apartment blocks ranging in height from 3 – 12 storeys. Block A will accommodate 162 no. Build-to-Rent (BTR) units. It is proposed that 274 no. units will be located within the administrative area of Dun Laoghaire-Rathdown County Council and 312 no. units will be located within the administrative area of Wicklow County Council. The childcare facility, retail, café and commercial unit will all be located in the administrative area of Wicklow County Council.

Planning permission was granted on part of the subject site for 234 no. residential units, a childcare facility, café and retail unit subject to compliance with the terms of conditions attached to reference ABP-311181-21. The current proposed development includes the development as previously permitted under ABP-311181-21 including minor revisions chiefly addressing conditions and new proposals for Blocks A and B which were previously refused.



Schedule of Accommodation

Apartments & Houses

Apartments	458
Duplexes	52
Houses	76
Total	586

Apartment Mix

1B2P	52%
2B3P	1%
2B4P	43%
3B5P	4%

Duplex Mix

2B4P	50%
3B5P	50%

Dual Aspect Apartments

56% Dual Aspect

(Includes Block A and Block C Duplexes)

(Including duplexes and associated ground floor apartments)

Building Areas (GIA m2)

Childcare Facilities	627
Café	195
Convenience Store	249
Commercial (Gym/Juice Bar)	512
Apartments & Associated Areas	53,496
Own Door Duplexes & Associated Ground Floor Apartments	5,539
Houses	8,778
Total	69,396

Apartment / Duplexes Communal Amenity (m2)

Communal Amenity Space Required	3,156
Proposed	8,190
Private Amenity Space Required	7,768
Proposed	12,542

Site Area

Overall Site Area m2	78,426
Overall Site Area Ha	7.84
Net Site Area * m2	72,796
Net Site Area * Ha	7.28

*(Coastal Quarter Area less F Zone Area: To preserve and provide open space with ancillary active recreational amenities)

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 management would include:

- Beacon South Quarter
- Fernbank
- Opus
- Capital Dock

Our role within these developments include the property management of the common areas, tenancy management and estate areas, as well as management of some individual stakeholder's properties. 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 nine 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 property management agent would be appointed to manage the estate & common areas on behalf of the 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 be responsible for setting the operational service charge budget for the common areas and the estate. To effectively manage the development an annual budget would be billed to the management company on a quarterly in advance basis to ensure enough funds are received to enable effective management of the scheme.

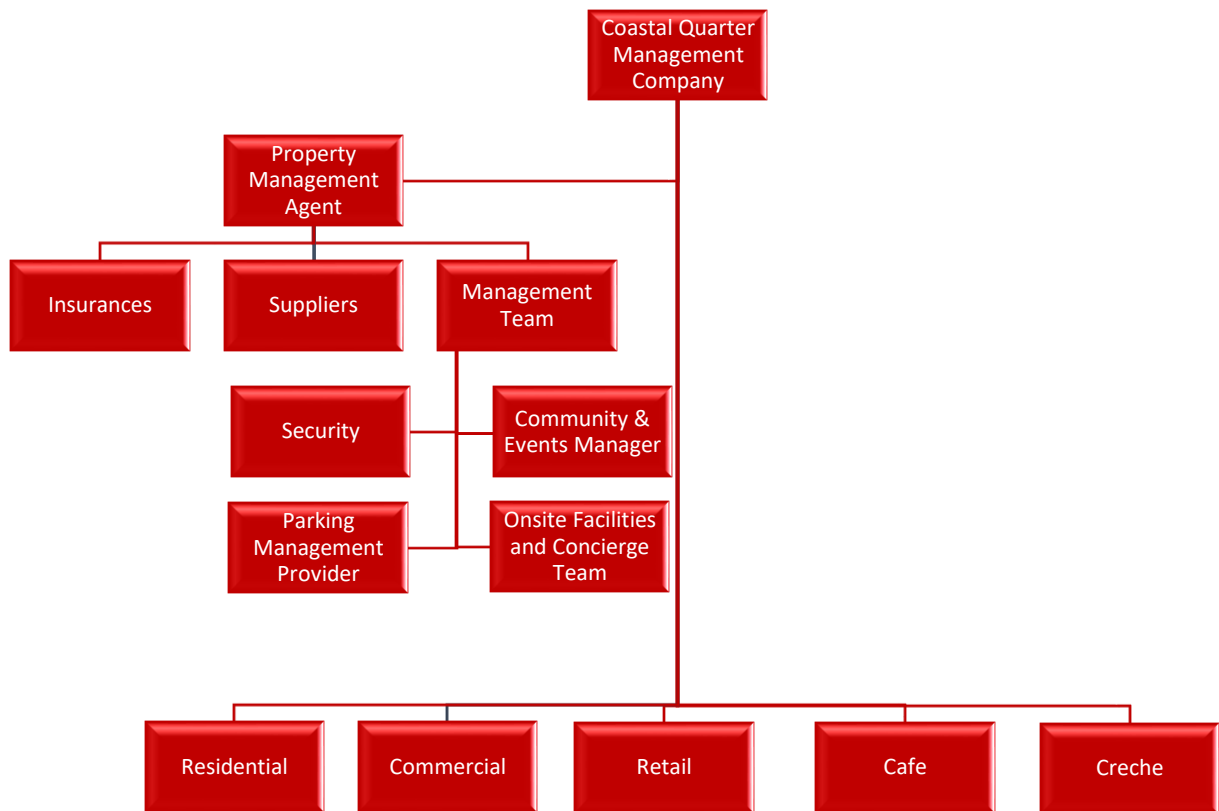
Proposed Management Company Structure

It is Shankhill Property Investments Ltd intention that the development will be run by a management company which will in turn appoint a property management agent to manage the common area and estate of the development.

The purpose of this management company will be to establish a controlling entity that will assume ownership over the development post construction phase. This will ensure the estate common areas, public realm and shared areas of the development are retained as the legal responsibility of this Management Company.

The constitution of the management company will be drafted by legal counsel and the shareholding will be made up pro-rata by the apportionment of the buildings and residents that occupy the scheme. The management company will retain control of all shared areas and external public realm. Each unit will be legally contracted to contribute to the service charge regime through leasing arrangements established.

Proposed Structure – Hierarchy of Title



Legal Entity

The Management Company will be formed as a separate legal entity for the sole purpose of management of the shared common areas. The entity will be formed prior to the rental / sale of the units within the development so as the structure and legal entity is set out prior to any lease implementation. To effectively maintain the development, the Management Company will then be responsible for appointing an independent property management agent to manage the operational, financial and legal aspects associated with the common area & estate management.



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.

Throughout the scheme there are several areas which are dedicated to Community & Resident use. Ranging in size and functions, these include.

- External residents' communal amenity space
- Public Open Spaces & Play Areas
- Creche
- Café
- Retail
- Gym / Juice Bar
- Residents Services
- Multi Use Games Area



The intent is to engage the community and raise awareness of environmental and sustainable issues, as well as providing childcare facilities for the community and providing a space that the community can engage with. The proposed functions add to the life and vibrancy of this new development.

Public and Communal Amenity Spaces

The quantity of resident communal amenity space exceeds the requirements of the standards as set out in Appendix 1 of the Sustainable Urban Housing Design Standards for New Apartments. External resident communal amenity space has been provided at podium levels of Blocks A, B and C, and at ground floor level of Block D. Block C also includes a roof terrace. There is a clear separation between the public realm and the semi-private spaces used as resident's communal amenity space.

The Multi-Use Games Area (MUGA) will be managed and controlled by the onsite management team. Access to the MUGA would ideally have the capability of being time restricted daily and with CCTV coverage fed back to the management offices. This would allow a managing agent to control who has access and to restrict access at certain times if needed. A booking system may be implemented to ensure effective management and to avoid over-crowding and anti-social behaviour. Access will be gained via pre-booking and authorisation using the resident's app and portal. The MUGA is for the exclusive use of Coastal Quarter residents.

There are also a number of public open spaces throughout the development contain play and recreational facilities for residents and visitors.

OPEN SPACE PROVISION



FIG 14. OPEN SPACE PROVISION



PLAY AREA LOCATIONS



FIG 104. PLAY AREA LOCATIONS

- COMMUNAL SPACE PLAY AREAS 0-6 YEARS (375 M²)
- SMALL PLAY POCKETS & NATURAL PLAY 0-6 YEARS (377M²)
- COMMUNITY PLAY AREA 0-14 YEARS (469 M²)
- MULTI-USE GAMES AREA 7-ADULT (1817 M²)

Management of Estate 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.

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.

Estate Manager

The estate manager would also be responsible for overseeing and coordinating resident / tenant move in/out strategy in terms of deliveries and loading bays.

The service would operate from the community space provided. The onsite estate manager would be responsible for achieving a sense of community within the scheme.

The Estate 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 behavior 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 Property Management Team

The development will have a Property Management Team. The service hours are envisaged to be from 08.00 to 20.00 Monday to Friday, Saturday - Sunday 09.00 to 14.00.

Contact details of the key Property Management 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 Property Management 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.
- Work closely with the estate managing agent





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 estate. 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).
- Energy conservation has been incorporated into the design in many ways. Measures such as LED lighting systems including a specification that all internal common light fittings, where safely practical, have been designed to include passive infra-red sensors (PIR's).

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, access control systems amongst others.

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.
- The maintenance schedule will be put in place and will ensure common areas are checked and cleaned daily.
- Any common furniture, water feature, sculpture and litter bins will form part of the cleaning and maintenance protocols which will be defined by the appointed agents.
- Window cleaning and external façade cleaning carried out 2 – 4 times per annum using boom lift, cherry picker, abseiling or reach and wash system where appropriate.
- Any common areas with furniture and litter bins will form part of the cleaning and maintenance protocols.

- A maintenance schedule will be implemented to manage the upkeep and repainting of the apartment and houses rendered facades. This cost of this will be accumulated over the years via the sinking fund contributions.

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 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 to their dedicated storage areas will be provided.

Collections:

- Collections frequency and designated collection points to be confirmed.

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 which ensure the wellbeing of the residents and the staff/contractors that will be managing the development.
- The Handbook will contain protocols for the times of operation, weather events, planned shutdowns of the water etc.
- 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 this 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 also 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 also 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.
- The managing company will assume responsibility for implementation of the house rules that each apartment owner and house owner will abide by and sign prior to completion of each asset. Within these house rules, no owner or tenant will be allowed to paint or decorate the external of their unit without prior approval from the management company. The management company may offer an alternative or set a paint code or colour that the resident can choose from in due course. This will all be detailed in the house rules.
- The House rules will also stipulate any fixtures or fittings externally will not be permitted without prior consent. This will include any satellites or aerials.

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 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 being maintained and enhanced as the scheme develops.



Landscape Design Strategy Report prepared by Park Hood

- There will also be a schedule of maintenance in place for cleaning of hard surfaces, garden features throughout the communal garden 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 Terrace within Block C

- 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 tenants, residents, and the wider community. Attendance at all community events will be organised and controlled centrally through the estate 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.



Building Management System (BMS)

- The Building Management System will be maintained in accordance with manufacturer guidelines

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

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 survey 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 display in high traffic areas advising of the fire action policy.
- Prevention Equipment: The Management Team will ensure FPE is provided following the recommendation from an independent survey.
- Risk Assessment will be instructed to be carried out by an independent and comprehensive Fire Risk Assessment to be complete 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

Parking & Mobility Management Plan

Schedule of Car Parking

Parking Location	Total Car Parking Provision	Resident Car Parking	Visitor	Gym & Juice Bar	Staff	Set-down / Club Car
At Grade (on-street & In-Curtilage)	223	182	14	4 – Café 5 – Retail 5 – Juice Bar / Gym	0	8 - set down 4 - creche set down 2 - car share
Block A Undercroft	125	117	8		0	0
Block B Undercroft & Basement	165	143	14		8	0
Block C Undercroft	23	23			0	0
Block D Undercroft	13	13			0	0
Total	549	478	36	14	8	14

As taken from the Traffic and Transport Assessment prepared by Atkins

Car Parking Management Strategy

The parking will be split between, surface level on street & curtilage parking within the development and beneath podium parking for the apartment blocks and lower ground floor for Block B.

No parking space shall be used for any purpose not directly related to the development and no space shall be sold, leased, licensed, or sub-let in connection with any other use or purpose. The management company will ensure an active parking management strategy is regularly enforced in the via the on-site estate management team. Car parking spaces will be allocated in accordance with Management Company policies and leasing structure for the development.

The purchase / rental of an apartment will not guarantee the right to a designated parking space. 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 purchase / 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.

On Street Parking

Crucially the roads within the development will be open to the public, this ensures that a gated community situation does not arise however it also means that there will be a requirement to ensure that these spaces are actively managed.

In order to combat abuse of surface car parking facilities and roadside abandonment of cars we as managing agent will implement a parking enforcement regime. The Management Company shall implement suitable measures to prevent unauthorised use of surface-level residents' and visitor car parking spaces, as well as the non-residential/commercial car parking spaces.

This will make all aware that parking is prohibited (or limited). Identification of cars will be provided by way of a disc system, and visitor parking will be managed by a park and text system. Signage will also be installed throughout the development by the third-party car parking and clamping provider.

Schedule of Bicycle Parking

Apartment Unit	Resident (located within curtilage of Apartment Blocks)	Visitor (located within Under-croft Apartment Blocks)	Visitor (located at convenient locations adjacent Apartment Blocks))	Total Visitor
Block A	277	58	23	81
Block B	326	48	47	95
Block C	126	20	44	64
Block D	62	8	6	14
Total	791	134	120	254

As taken from the Traffic and Transport Assessment prepared by Atkins

Bicycle Management Strategy

Bike storage has been carefully designed into the private space at the front of houses that provide a buffer zone between front windows and the back of the pavement line. Houses located on the western boundary are the exception and these houses will share a secure communal bike stores located in the gaps between terraces. All duplexes will have bike parking in secure storage either under the stairs leading up to the first-floor unit or in bike stores (similar to the houses) on the side elevation or in rear gardens.

The apartment buildings will have secure residents bike storage rooms in the building undercroft area, located immediately adjacent to entrance points. Bike repair facilities are also available within storage rooms.

50% of the total visitor bike parking for apartment buildings will be covered and located at undercroft level with ease of access to the main apartment building entrances. Additional secure, lockable cycle parking spaces, including spaces for cargo bikes and other non-standard bikes, are available to residents in the Orchard. All bike storage will have sockets for charging of e-bikes.

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 certain time has elapsed.

Access to any shared resident’s bike storage area will be controlled via the centralised access control system.

Mobility Management Strategy

The 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:

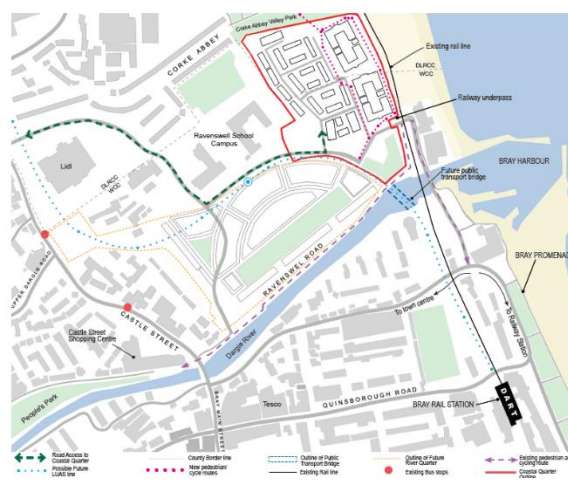
- To develop and oversee the implementation of the initiatives outlined in the plan
- To actively manage the residential, retail, childcare facility, and visitor car & bicycle parking
- To actively manage the vehicle access routes to incorporate loading, deliveries, drop of visitor parking
- To manage public transport discount fare schemes, cycle promotion schemes and events
- To provide “travel advice and information” to residents.

Site Location & Context

The location of the proposed development provides availability to alternative modes of transportation for the occupants. The site is located within very close proximity to public transport including the bus and rail. Access to the location is provided by good roads network as well as bicycle routes.

The proposed development is an excellent example of the 15 Minute City concept, with all key social and economic services within a 15-minute walk from the heart of the development.

The proposed development will offer occupants travelling to and from the subject site alternative modes of transport other than the need to rely on a car. Developing in an area that has strong public transport nodes offers users the opportunity to travel to and from the site using alternative modes of transport.



As taken from the Architects Design Statement



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 Property - Key Service Lines



Document Control Sheet

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