

PROPERTY MANAGEMENT STRATEGY REPORT

PROPOSED DEVELOPMENT:
LANDS AT “ST. TERESA’S”
TEMPLE HILL, MONKSTOWN,
BLACKROCK, CO. DUBLIN



CLIENT:
OVAL TARGET
LIMITED

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01

INTRODUCTION

Section 1- Introduction

Executive Summary

Aramark Property have been instructed by Oval Target Limited, to provide a report on the property management strategy for the proposed residential development, on a site of c. 3.9 ha at 'St. Teresa's House' (A Protected Structure) and 'St. Teresa's Lodge' (A Protected Structure) Temple Hill, Monkstown, Blackrock, Co. 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 proposed development comprises 493 residential units delivered in a combination of new apartment buildings (ranging in height from 3- 10 storeys overall in height) and a relocated St. Teresa's Lodge.

St. Teresa's House provides for 6 apartments, comprising 5 no. 2-bed units and 1 no. 3-bed unit. The new build element of 487 units is set out in 11 no. residential development blocks (Blocks A1-C2 and D1 – E2) ranging in height from 3-10 storeys over basement comprising:

- Block A1 (5 storeys) comprising 37 no. apartments (33 no. 1 bed units and 4 no. 2 bed units)
- Block B1 (10 storeys) comprising 55 no. apartments (37 no. 1 bed units, 10 no. 2 bed units and 8no. 3 bed units)
- Block B2 (8 storeys) comprising 42 no. apartments (28 no. 1 beds, 9 no. 2 beds and 5 no. 3 beds)
- Block B3 (8 storeys) comprising 42 no. apartments (28 no. 1 beds, 9 no. 2 beds and 5 no. 3 beds)
- Block B4 (5 storeys) comprising 41 no. apartments (4 no. studio units, 4 no. 1 bed units, 27 no. 2 bed units and 6 no. 3 bed units).
- Block C1 (3 storeys) comprising 10 no. apartments (1 no. studio unit, 3 no. 1 bed units and 6 no. 2 bed units).
- Block C2 (3 storeys) comprising 6 no. apartments (2 no. 1 bed units, 4 no. 2 bed units,) together with a creche facility of 392 sq. m at ground floor level and outdoor play area space of 302sq.m
- Block C3 (1 storey plus basement level) comprising residential amenity space of 451 sq. m.
- Block D1 (6 storeys) comprising 134 no. apartments (12 no. studio units, 22 no. 1 bed units, 90 no. 2 bed units and 10 no. 3 bed units).
- Block E1 (6 storeys) comprising 70 apartment units (34 no. 1 bed units, 26 no. 2 bed units and 10 no. 3 bed units).
- Block E2 (6 storeys) comprising 50 units (1 no. studio unit, 29 no. 1 bed units, 18 no. 2 bed units and 2 no. 3 bed units).

Each residential unit has associated private open space in the form of a terrace/balcony.

Resident amenity space c. 451 sq. m. accommodating a gym and studio space at basement level; residents' lounge/café, work booths/meeting room and reception/foyer/parcel store at ground floor.

Crèche facility of 392. sq. m.

252 no. residential car parking spaces (161 no. at basement level and 91 no. at surface level) and 20 motorcycle spaces at basement level are proposed. 8 no. car parking spaces for creche use are proposed at surface level.

1056 no. bicycle parking spaces (656 no. at basement level and 400 no. at surface level).

15,099.7 sq. m. public open space in the form of a central parkland, garden link, woodland parkland (incorporating an existing folly), a tree belt, entrance gardens, plazas, terraces, gardens, and roof terraces for Blocks B2 and B3.

Schedule of Accommodation

1706A-OMP-ZZ-ZZ-SA-A-0005 - SUMMARY SCHEDULE

01.11.2021

Site Area	39,917 sq.m.
Number of residential units	493 apartments
Residential density - taking whole site area	123 units / ha
Residential density (site area – Tree belt 1) = $493 / 34229.1$ Tree belt 1 (defined on Drawing 2) is estimated at 5688 m2	144 units / ha
Residential density (site area – Tree belt 1 & Tree belt Avenue) = $493 / 33022.1$ Tree belt – Avenue is estimated at 1207 m2	149 units / ha
Residential density (site area – Tree belt 1 & Tree belt Avenue & Tree belt St Teresa's & gatelodge) = $493 / 29823.1$ Tree belt – St.Teresa's & gatelodge is estimated at $2635 + 564 = 3199$ m2 m2	165 units / ha
Plot Ratio (LAP 1.5 - 2.0)	1.08
Site coverage	25.11 %

	sq.m.	
Total gross residential area	41,919.0	GIA of all buildings in residential use
Total gross resident's amenity area	451.0	GIA Block C3-resident's amenity
Total gross internal area	43,185.2	GIA all buildings excluding basement areas
Total gross creche area	392.0	GIA Block C2-(GF)-Creche
Total gross café/retail area	67.4	GIA Block G-café/retail
Total gross utility bldgs. & stores	356.2	GIA surface level sub-stations,bin & bike stores
Total gross basement areas	7,295.0	GIA basement A,B & D
Total gross area of development	50,480.2	GIA all buildings and basements



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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 management would include:

- Beacon South Quarter
- Fernbank
- Opus
- Capital Dock

Our role within these developments includes the property management of the common areas, internal demises, 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

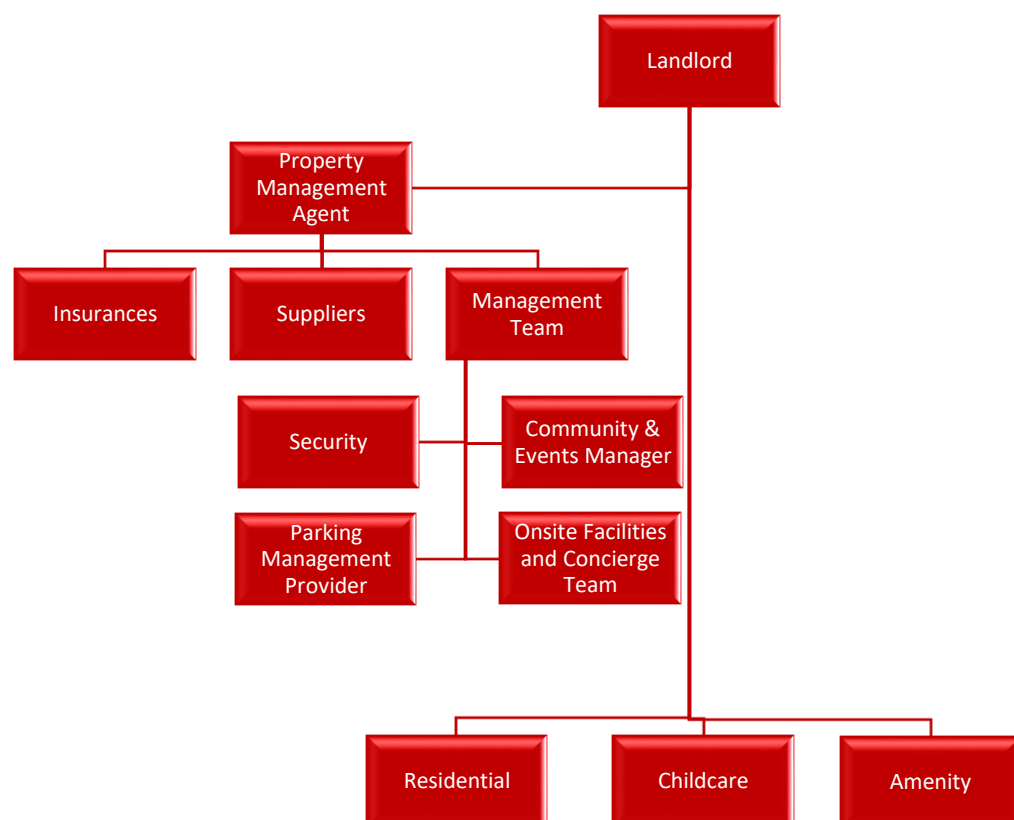
APPOINTMENT OF
PROPERTY MANAGING
AGENT

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 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 client on a quarterly in advance basis to ensure enough funds are received to enable effective management of the scheme.

Proposed Structure – Hierarchy of Title





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AMENITY
CONSIDERATIONS
& MANAGEMENT

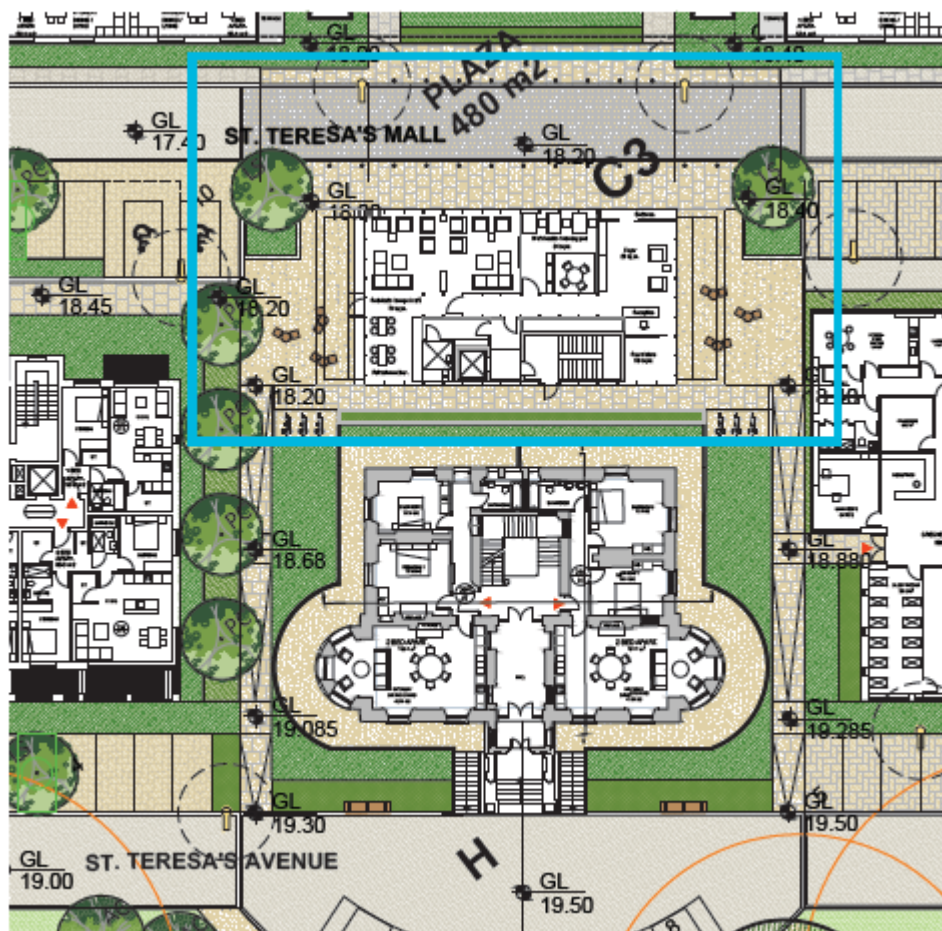
Section 4 - Amenity Considerations & Management

Considerations

The development has been designed with quality of amenity space as a central consideration for the residents.

Block C3, the resident amenity building, is proposed as a single storey over basement pavilion building located to the north of St Teresa's House, addressing the plaza.

The resident facilities serving the development comprise reception and entrance foyer, residents lounge, parcel room, meeting room, workspaces, management office, gym & studio.



Management of Residential 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 resident management services will be offered. For the management team, it provides a single space and base from which these elements can be pooled and managed efficiently.

Onsite Property Manager

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

The service would operate from the concierge space 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 development.
- Management of contractors and other requirements of efficient building and estate operation.
- Ensuring that the appropriate standards for tenant 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.
- Co-ordination of tenant events and engagement.

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.

Contact details of the key Residential Concierge Team will be shared on handover, which includes a centralised mobile phone number. It is intended that residents will also be able to communicate with the Residential Concierge 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 procedures.
- Management of contractors and other requirements of efficient building operation.
- Co-ordination of post/parcel deliveries.
- Ensuring that the appropriate standards for resident behavior are upheld, creating a secure and friendly environment.
- Co-ordination of resident events and engagement.





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 residential management. The following is an 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).

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 prepared by AWN Consultancy 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 and public 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.
- A schedule of maintenance will be implemented for cleaning of hard surfaces and 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 development.



Communal Outdoor Amenity Areas

- 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 residents. Attendance at all community events will be organised and controlled centrally through the management team, with the assistance of the on-site security team.

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, 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.

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 FPE is provided following the recommendation from an independent survey.
- Risk Assessment will be instructed to be carried out by an independent 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

Schedule of Car Parking

1706A-OMP-ZZ-ZZ-SA-A-0003 - PARKING SCHEDULE

01.11.2021

Car parking provision-Residential	spaces	accessible spaces	Total spaces
Surface level car parking	86	5	91
Basement A (level -1)	42	2	44
Basement B (level 0)	34	2	36
Basement D (level -1)	77	4	81
TOTAL RESIDENTIAL CAR PARKING SPACES	239	13	252

Car parking provision-residential (number of spaces 252 / number of units 493)
 $252/493 = 0.51$ car spaces per residential unit

Accessible parking space provision
 5% of spaces $252 \times 5\% = 12.6$ spaces
 Accessible residential car spaces provided = 13 spaces

Car parking provision - Creche	spaces	accessible spaces	Total spaces
Surface level car parking	7	1	8
TOTAL CRECHE CAR PARKING SPACES	7	1	8

Accessible parking space provision
 5% of spaces $8 \times 5\% = 0.4$ spaces
 Accessible creche car spaces provided = 1 space

Motorcycle parking provision

Motor bike spaces in basement (A) level -1	10
Motor bike spaces in basement (D) level -1	10
Total motorcycle parking spaces provided	20

Car Parking Management Strategy

The development vehicle parking proposals include the provision of a total 260 no. car parking spaces of which 252 will be allocated to the residential element located at surface level and basement level and 8 no. space allocated to the Creche which will be at surface level.

There will also be 20 motorcycle parking spaces provided at basement level within the development. The parking includes 50 spaces assigned for car charging. The car parking spaces have been designed so that they can easily be upgraded to allow conversion for Electric Vehicles.

The management 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

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.

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.

Basement -01 & -02 level parking allocation



Schedule of Bicycle Parking

Cycle parking provision

Resident spaces in basement (A) level -1	100
Resident spaces in basement (B) level 0	226
Resident spaces in basement (D) level -1	246
Resident spaces in bike stores at ground level	232
Total resident cycle parking spaces provided	804
Visitor spaces on surface	168
Visitor spaces in basement (B) level 0	84
Total visitor cycle parking spaces provided	252
Total cycle parking spaces provided	1056

Bicycle Management Strategy

A total of 1,056 no. bicycle parking spaces with 804 at basement and ground level allocated to residents and 252 at basement and ground level allocated to visitor parking is proposed.

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. Access to the resident’s bike storage area will be controlled via the centralised access control system, with only those having a bike in the storage area being authorised to have access.

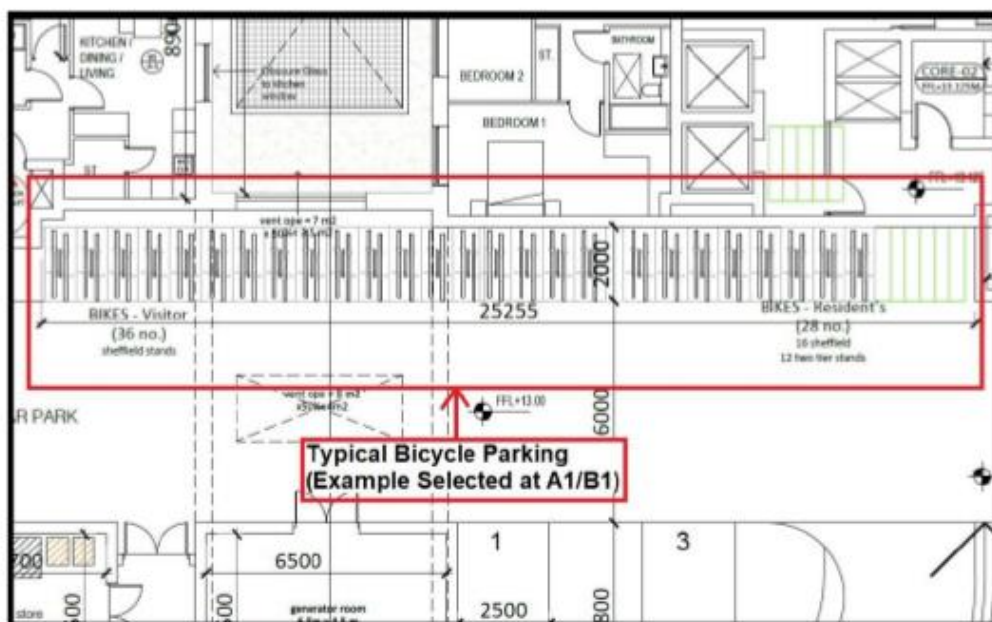


Figure 4.2 – Typical Provision of Basement Bicycle Parking

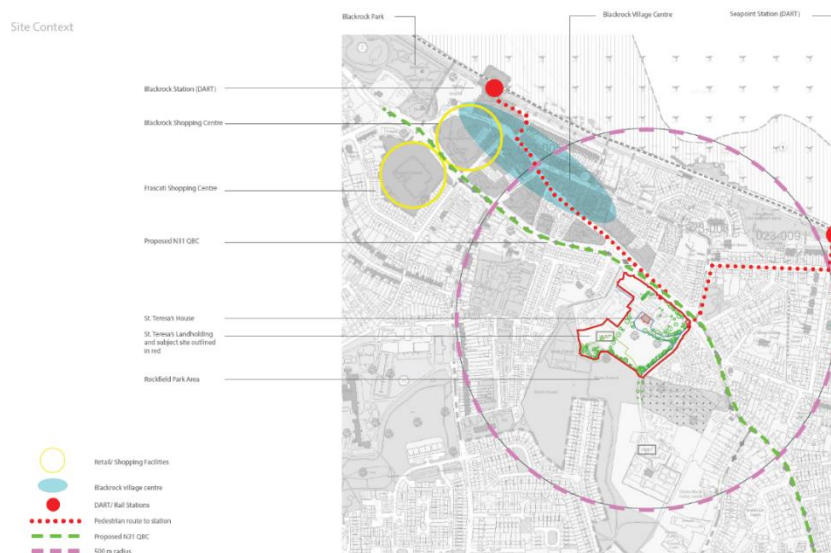
Mobility Management Strategy

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, childcare facility, and visitor car & bicycle parking
- To actively manage the vehicle access routes to incorporate, deliveries, drop off visitor 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.

Site Location & Context

The site is well connected several frequent bus routes and is conveniently located to the City Centre and other towns. The location of the proposed development provides availability to alternative modes of transportation for the occupants. The subject site is located within very close proximity to public transport and access to the location is provided by good roads network as well as cycle routes. The site is intensively serviced by public transport and the N31 is designated as a proposed Quality Bus Corridor (QBC).





07

CONCLUSION & CONTACT
DETAILS

Section 7 – Conclusion & Contact Details

Based on the information provided, Aramark Property have considered the schemes proposals. From our experience to date of similar schemes we manage, we have set out an overview of how we believe the overarching management of the scheme can be successfully managed in best practice for the benefit of the owners of this scheme, the future occupiers and the wider community.

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Aramark Key Service Lines



Document Control Sheet

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