

# PROPERTY MANAGEMENT STRATEGY REPORT

PROPOSED SHD DEVELOPMENT:  
BLACKGEN ROAD, SANDYFORD,  
DUBLIN 18



CLIENT:  
ZOLBURY  
LIMITED

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01

# INTRODUCTION

# Section 1- Introduction

## Executive Summary

Aramark Property have been instructed by Zolbury Limited, to provide a report on the property management strategy for their proposed strategic housing development located at Blackglen Road and Woodside 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 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 development shall consist of a new residential scheme comprising 360 no. residential units, associated resident amenity facilities and a childcare facility in the form of 9 no. new apartment buildings (A1 – C3) as follows:

- Block A1 (4 storeys) comprising 18 no. apartments (3 no. 1 bed units and 15 no. 2 bed units); a crèche facility of approx. 401 sq. m with associated outdoor play space of approx. 20 sq. m; and resident amenity facilities of approx. 30 sq. m.
- Block A2 (3-4 storeys) comprising 24 no. apartments (2 no. 1 bed units and 22 no. 2 bed units) and resident amenity facilities of approx. 390m2.
- Blocks B1 and B2 (2-6 storeys) comprising 69 no. apartments (30 no. 1 bed units, 34 no. 2 bed units, 5 no. 3 bed units).
- Blocks B3 and B4 (2-6 storeys) comprising 62 no. apartments (30 no. 1 bed units, 27 no. 2 bed units and 5 no. 3 bed units).
- Blocks C1, C2 and C3 (3-6 storeys) comprising 187 no. apartments (58 no. 1 bed units, 126 no. 2 bed units and 3 no. 3 bed units); and resident amenity facilities of approx. 187.5 sq. m.

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

Total Open space (approx. 22,033 sq. m) is proposed in the form of public open space (approx. 17,025 sq. m), and residential communal open space (approx. 5,008 sq. m).

Podium level / basement level areas are proposed adjacent to / below Blocks A2, B1, B2, B3, B4, C1, C2 and C3 (approx. 12,733 sq. m GFA). A total of 419 no. car parking spaces (319 no. at podium/basement level and 100 no. at surface level); to include 80 no. electric power points and 26 no. accessible parking spaces; and 970 no. bicycle spaces (740 no. long term and 230 no. short term), and 19 no. Motorcycle spaces are proposed. 10 no. car spaces for creche use are proposed at surface level.

Vehicular/pedestrian and cyclist access to the development will be provided via Blackglen Road to tie in with the Blackglen Road Improvement Scheme. A second access is also proposed via Woodside Road for emergency vehicles, pedestrian and cyclist access only.

The proposal also provides for Bin Storage areas and 4 No. ESNB substations to supply the development. 3 no. sub-stations shall be integrated within the building structures of Blocks B and Blocks C. In addition, one Sub-station shall be classed as a unit sub-station mounted externally on a dedicated plinth.

The associated site and infrastructural works include provision for water services; foul and surface water drainage and connections; attenuation proposals; permeable paving; all landscaping works; green roofs; boundary treatment; internal roads and footpaths; electrical services; and all associated site development works.

## Schedule of Accommodation

Site Area	37,041 m2 (3.70 hectares)
Total Residential Units	360
Density	97.3 units/ Hectare (Gross)
Site Coverage (excl podium)	23.6% (8,766 m2 / 37,041 m2)
Total Development Area	46,075 m2
Car Parking Provisions	419 Spaces (Ratio 1.16)
Bicycle Parking Spaces	970

### Unit Mix

1-Bed	123	34.2%
2-Bed	224	62.2%
3-Bed	13	3.6%
	360	100%
Dual Aspect Ratio	181	50%

### Amenities + Facilities

Resident Amenities	607 m2 (Rate 1.68m2 / Unit)
Childcare Facility (72 Childcare Places)	401 m2

### Open Space Provisions

Public Open Space	17,564 m2 or 47% site area
Communal Open Space	5,008 m2

<b>Total</b>	22,572 m2 (16.1 m2 per person)
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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 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

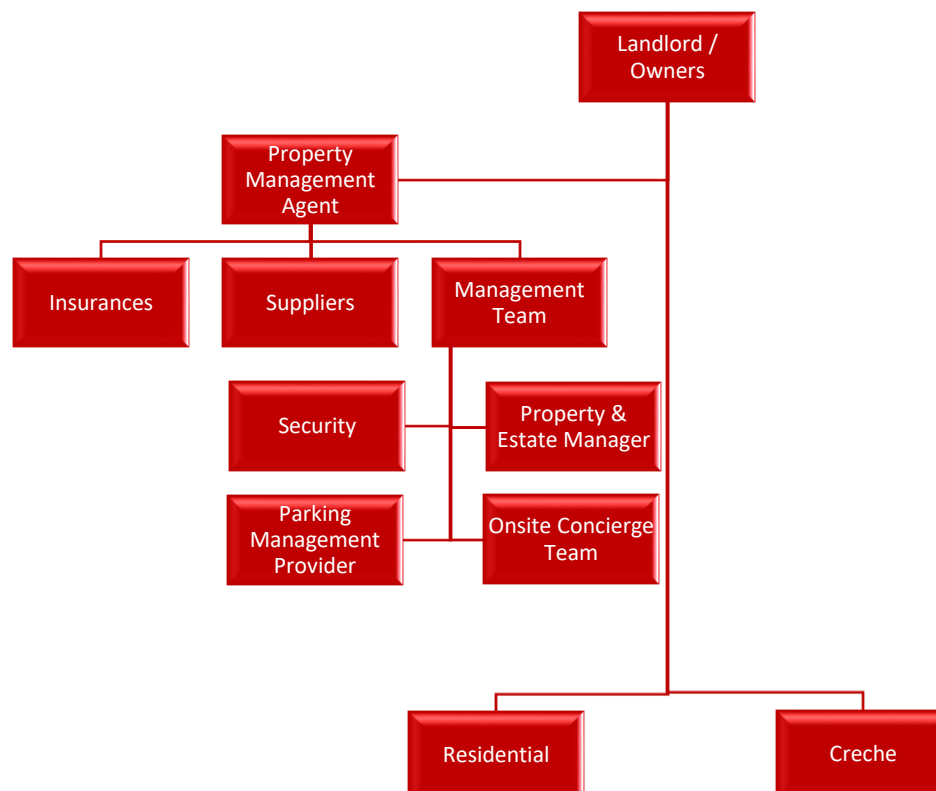
## Section 3 - Appointment of Property Managing Agent & Associated Responsibilities

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 Landlord / Owner's Management Company will appoint a managing agent to manage the development on behalf of the members 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 service charge budget for the development. In order to effectively manage the development an annual budget would be billed to the Landlord / Owner's on an annual basis to ensure enough funds are received to enable effective management of the scheme.

### Proposed Structure – Hierarchy of Title



## **Proposed Management Company Structure**

It is the developer's 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 is drafted by legal counsel and the shareholding will be calculated by the apportionment of the buildings and tenants that occupy the scheme. The management company will retain control of all shared areas and external public realm. Each owner / tenant will be legally contracted to contribute to the service charge regime through leasing and sale arrangements established.

## **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 sale of any of the blocks or units within the development so as the structure and legal entity is set out prior to any sale. In order 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 estate common area 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.

The residential amenities are located to address both the entrance plaza and the central public open space in order to activate the urban realm at ground floor.

Childcare facility provisions have also been made to accommodate different ages groups which will cater for residents of the proposed development and families in the wider community.



### Key

Residential Amenities

## **Management of Resident Community and Amenities**

### **Management Offices**

The development will have a designated management office / concierge suite within the development. This area will focus on management of the residential 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.

### **Residential Concierge Team**

The development may have a Residential Concierge Team onsite. 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 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) 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.

#### **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 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

Car Parking Provisions	419 Spaces (Ratio 1.16)
Bicycle Parking Spaces	970

### Car Parking Management Strategy

Podium level / basement level areas are proposed adjacent to / below Blocks A2, B1, B2, B3, B4, C1, C2 and C3 (approx. 12,733 sq. m GFA). A total of 419 no. car parking spaces (319 no. at podium/basement level and 100 no. at surface level); to include 80 no. electric power points and 26 no. accessible parking spaces); and 970 no. bicycle spaces (740 no. long term and 230 no. short term), and 19 no. Motorcycle spaces are proposed. 10 no. car spaces for creche use are proposed at surface level.

The managing agent will ensure an active parking management strategy is regularly enforced in the development via the on-site estate management team. Car parking spaces will be allocated in accordance with Management Company policies and leasing structure for perspective owners within the development. 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.

Owners 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 owner will be informed of this prior to occupation of a residential unit.

## Bicycle Parking Management Strategy

Bicycle storage is also provided for a total of 970 spaces.

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 owners / 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.

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### Aramark Key Service Lines



## Document Control Sheet

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