

PROPERTY MANAGEMENT STRATEGY REPORT

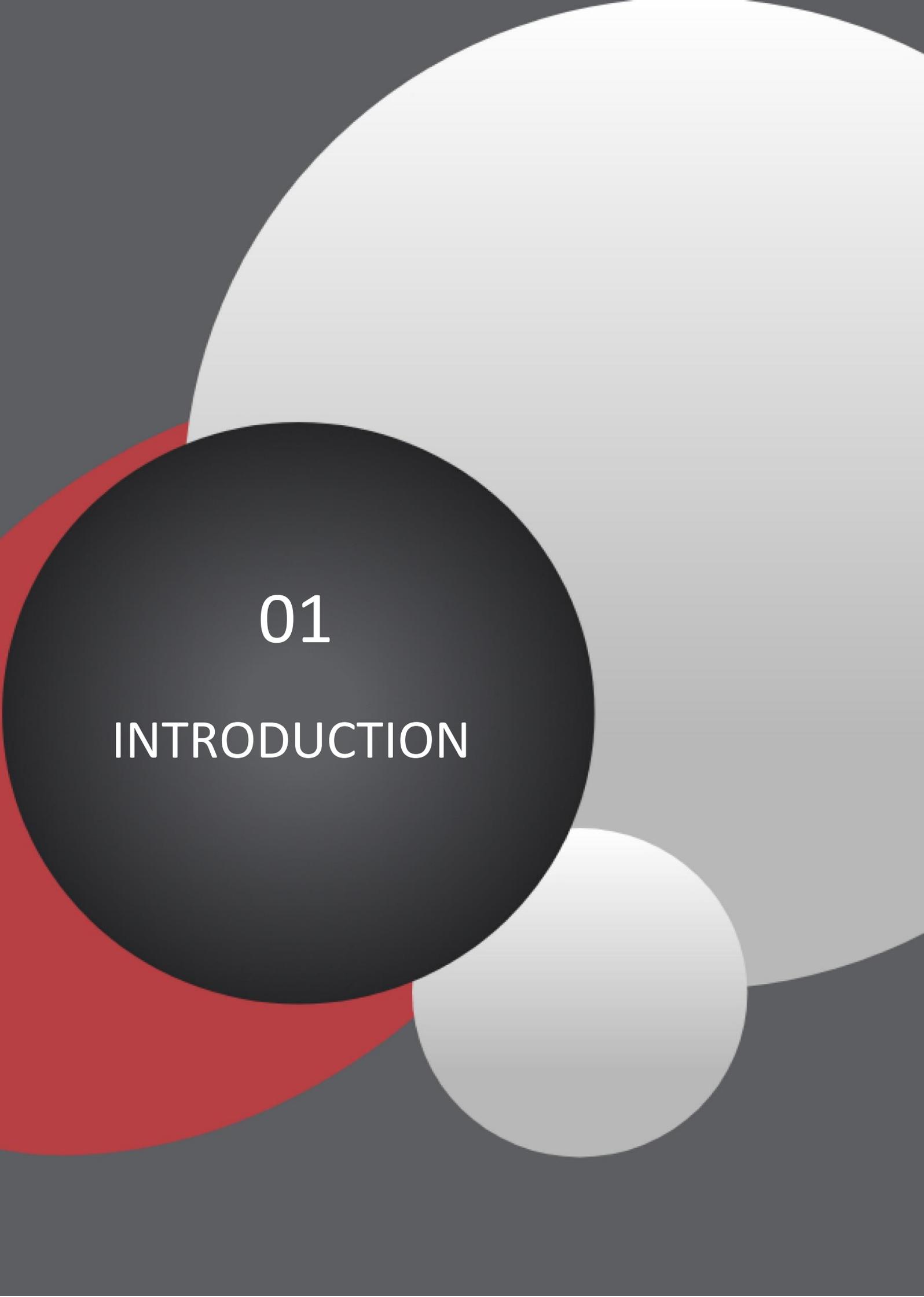
PROPOSED DEVELOPMENT:
ARDAROSTIG SHD



CLIENT:
ARDSTONE
HOMES LTD

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INTRODUCTION

Section 1- Introduction

Executive Summary

Aramark Property have been instructed by Ardstone Homes Ltd, to provide a report on the property management strategy for their proposed residential development, Ardarostig, located at Bishopstown, Co. Cork.

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 construction of a mixed use residential development of 276 no. residential units with ancillary single storey crèche (271 sq. m), café (147 sq. m), landscaping, road improvements, pedestrian / cycleway and associated site development works.

The proposed development makes provision for 137 houses comprising of 40 no. 2-storey 3-bedroom semi-detached, 12 no. 2-storey 3-bedroom detached, 56 no. 2-storey 3-bedroom terraced, 14 no. 2-storey 4-bedroom semi-detached and 15 no. 3-storey 4-bedroom terraced.

The proposed development includes 139 no. apartments / duplexes to be provided as follows:

Block 1 (11 no. 1-bedroom & 7 no. 2-bedroom over 4 storeys),

Block 2 (11 no. 1-bedroom & 7 no. 2-bedroom over 4-storeys),

Block 3 (10 no. 1-bedroom & 8 no. 2-bedroom over 4-storeys),

Block 4 (10 no. 1-bedroom & 8 no. 2-bedroom over 4-storeys),

Block 5 (12 no. 1-bedroom & 15 no. 2-bedroom over 5 storeys),

Block F (16 no. 2-bedroom duplex apartments & 16 no. 3-bedroom duplex apartments over a 4-storey split level building)

Block G (4 no. 2-bedroom duplex apartments, 4 no. 3-bedroom duplex apartments over 3 storeys).

Apartment Block No. 5 makes provision for a café fronting Waterfall Road at ground floor level.

The proposed development will provide for a new vehicular access and pedestrian entrances onto Waterfall Road, a two-way cycle track and pedestrian footpath along the site frontage to Waterfall Road which will continue via the site, and to the rear of properties fronting onto Waterfall Road, to link to an existing shared surface pathway south of the N40, upgrades to this shared surface path to provide two-way cycle track and pedestrian footpath, upgrades to Waterfall Road to extend the existing pedestrian pathway to the subject lands, pelican crossing on Waterfall Road opposite The Rise/Halldene Villas junction (approximately 445 metres north east of the main development site), uncontrolled pedestrian crossing at the Audi Cork/Heiton Buckley entrance junction adjacent to N40 (approximately 370 metres north east of the main development site), infrastructure development works comprising the relocation/undergrounding of ESB powerlines, wastewater infrastructure upgrades, surface water attenuation, water utility services, public lighting, CCTV and all ancillary site development works.

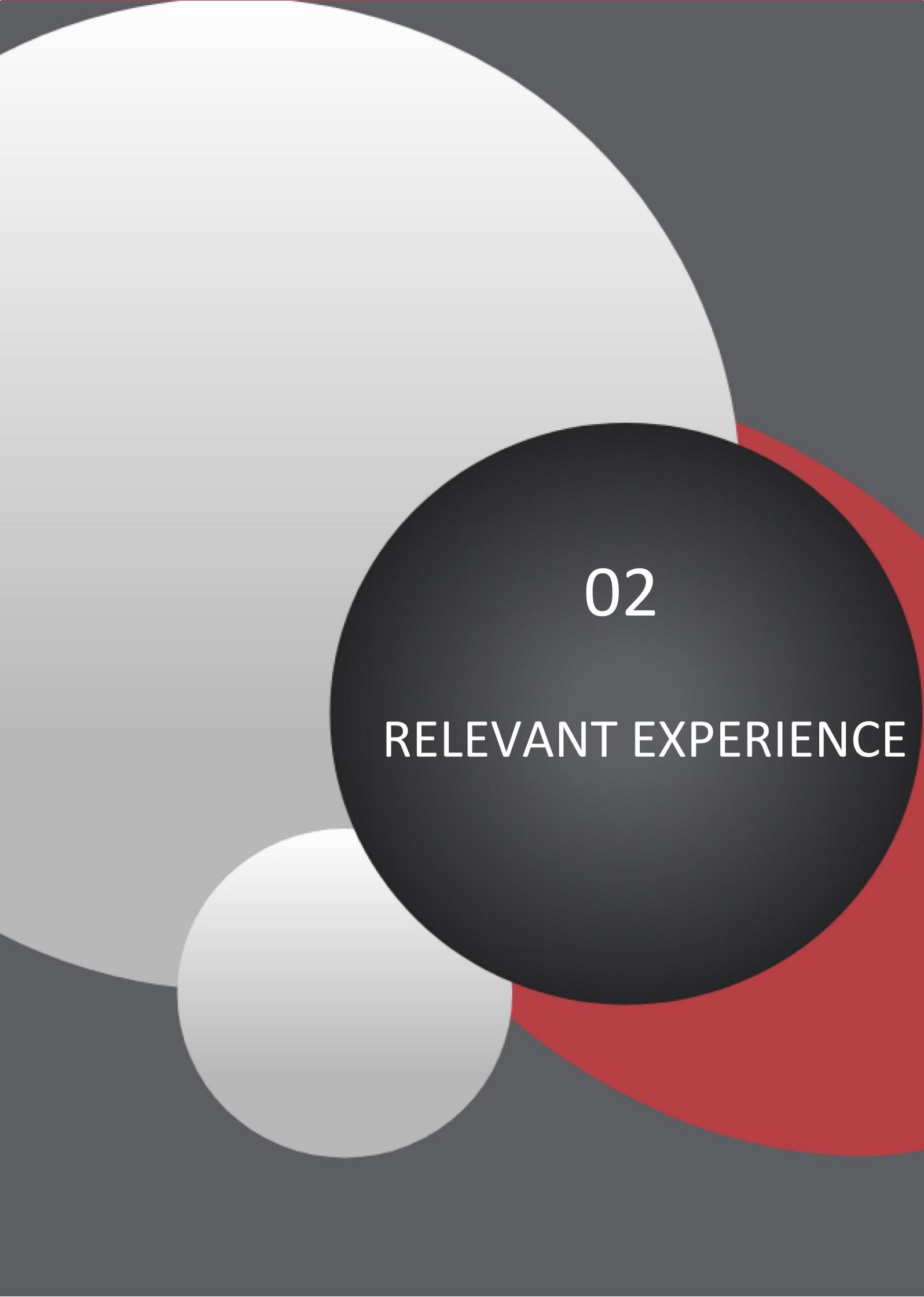
Schedule of Accommodation

Over all housing & unit breakdown			
Unit Type	Apartment blocks 1-5	Duplexes	Houses
No of units	99	40	137
Total	274		
Type	1 Bed (2P)	2 bed	3 bed (5P)
No of units	52	65	128
% of Total	19.0%	23.7%	46.7%

Gross internal floor area	
	SQM
Combined floor area of apartment blocks 1-5	8313
Duplex Apartments	3980
Houses	16326
Creche	271
Free standing bin store	23
Free standing bicycle store	70
TOTAL INTERNAL FLOOR AREA	28983

BREAKDOWN OF TOTAL 137 NO. APARTMENTS.	1 Beds	2 Beds	3 Beds
	54	65	20
	39%	47%	14%

BREAKDOWN OF TOTAL 137 DWELLING HOUSES.	3 Bed	4 Bed
	108	29
	79%	21%



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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

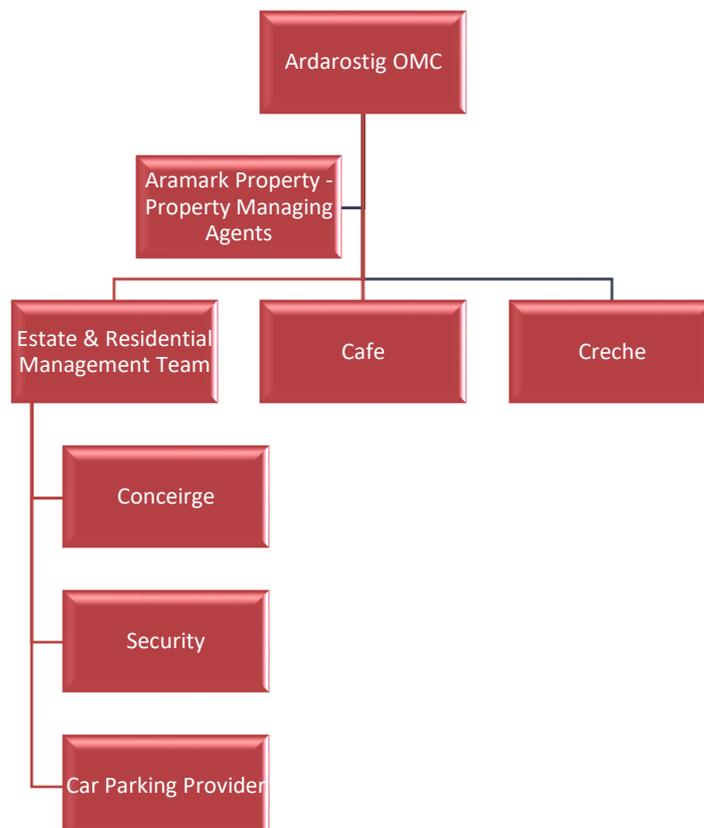
Section 3 - Appointment of Property Managing Agent & Associated Responsibilities

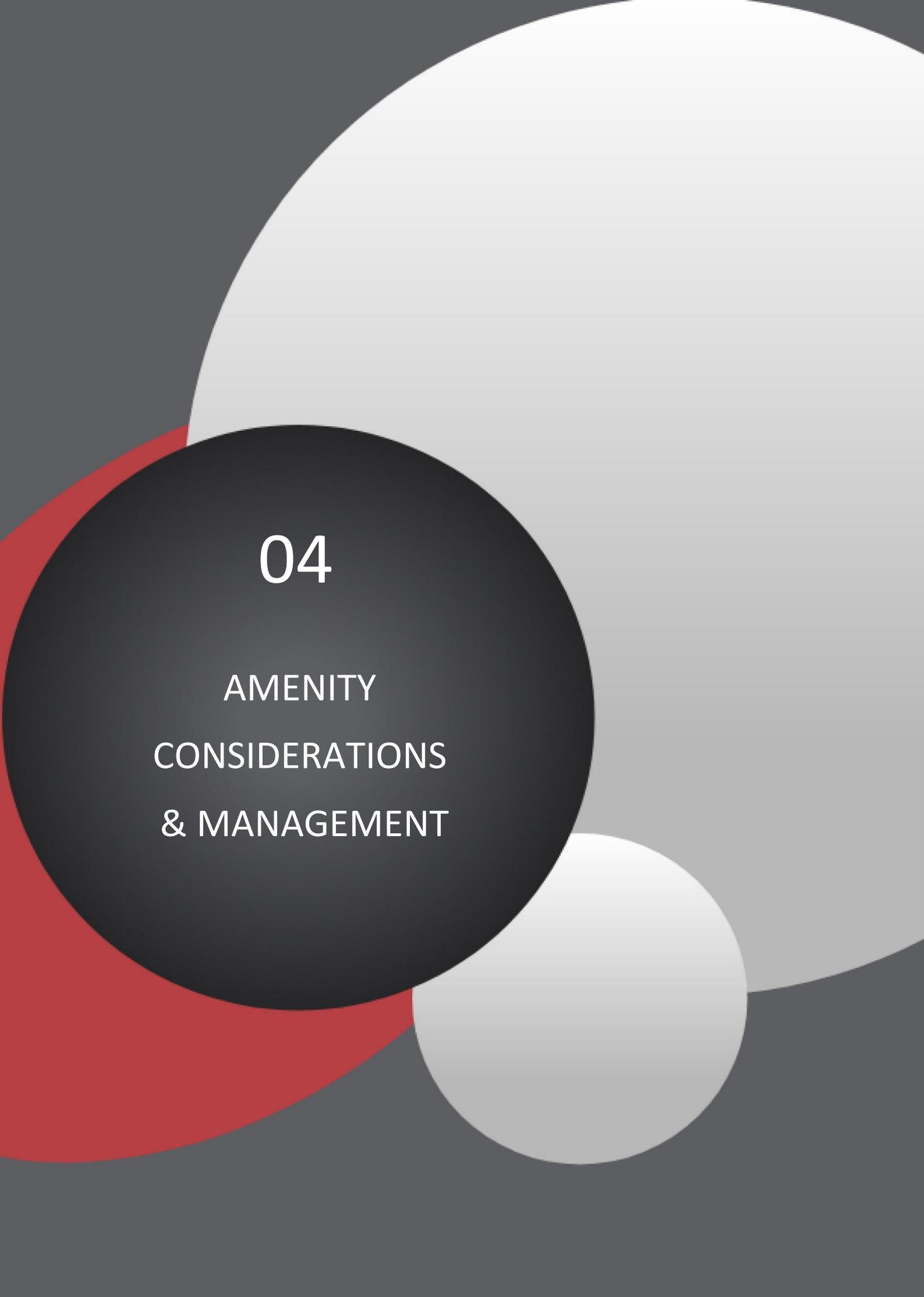
The timing of the appointment of an experienced property management agent by the applicant and subsequent engagement between the agent and the developer would be recommended to take place at least nine months in advance of completion. Our experience shows that the successful outcome on completion can be aided when a property management agent is in place in order 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 landlord 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 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. A proposed mix public space and landscaped gardens are proposed for the benefit of residents and the local community:



Management of the Residential Community and Amenities

Property Manager

There will be a property manager designated to manage the overall development.

The property manager would ultimately be responsible for the standard of service provided by either the other on-site staff or third-party contractors.

The property manager would also be responsible for overseeing and coordinating resident move in/out strategy in terms of deliveries and drop offs.

The service would operate remotely with an expectation that the property manager attends site on a regular basis. The property manager would be responsible for promoting 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 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 Concierge Team

The development may have a concierge onsite if required. The proposed opening 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 onsite 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 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 for the apartments.
- Co-ordination of resident events and engagement.
- Ensuring that the appropriate standards for resident behavior are upheld, creating a secure and friendly environment.





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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 of the overall development. 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, electricity, and gas.
- 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.

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.

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.
- 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 Public Space

- The outdoor communal amenity areas would allow outdoor events, such as barbecues, outdoor cinema, and other events. These would be organised by the management team to the benefit of tenants, residents, and the wider community. Attendance at all community events will be organised and controlled centrally through the management team.

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.
- Visitors to the apartment blocks will be encouraged to dial directly to the apartments via the door entry system and will not be permitted access into the Residential areas without this access being permitted.

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.





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PARKING & MOBILITY
MANAGEMENT

Section 6 – Parking & Mobility Management

Schedule of Car Parking

Car Parking Management Strategy

Car parking provision				
Area	Houses	Apartments & Duplex	Visitor/ set down	Creche
Car Parking Provided	274	125	3	9
Of which are: curtilage	132	-	-	-
Of which are: Disabled	4	4	-	2
Total	411			
Ratio	1.5 Spaces / Unit			

The house owners of semidetached and detached houses have been provided with 2 parking spaces. There are 2 parking spaces provided for all terraced houses immediately adjacent to the entrances. The Apartments/ duplexes parking is provided by way of on street parking with provisions made for electric vehicles. Accessible spaces are provided adjacent to entrances distributed across the proposal. Set down spaces are provided at the crèche and adjacent to the entrance plaza. Dedicated staff spaces are provided for the crèche.

The management company will ensure an active parking management strategy is regularly enforced in the estate via the management team. Car parking spaces will be allocated in accordance with Management Company policies and leasing structure for the development.

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 purchase / occupation of a residential unit. An alternative to car ownership will be explored through a car club scheme, this scheme may be implemented and managed by the onsite management team.

Schedule of Bicycle Parking

Bicycle Parking				
	Houses	Secure storage	Sheffield stands	Creche
Spaces Provided	-	250	110	10
Total	370			

Bicycle Management Strategy

A mix of secure and visitor bicycle parking spaces are provided for all apartments and duplexes located close to entrances.

Short term bicycle parking in the form of sheffield stands has been located at ground level, integrated as part of the landscape design, for the convenience of visitors and residents.

A secure storage facility housing 250 bicycles will assist in preventing theft or abandoned bikes becoming common and taking up spaces. 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.

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:

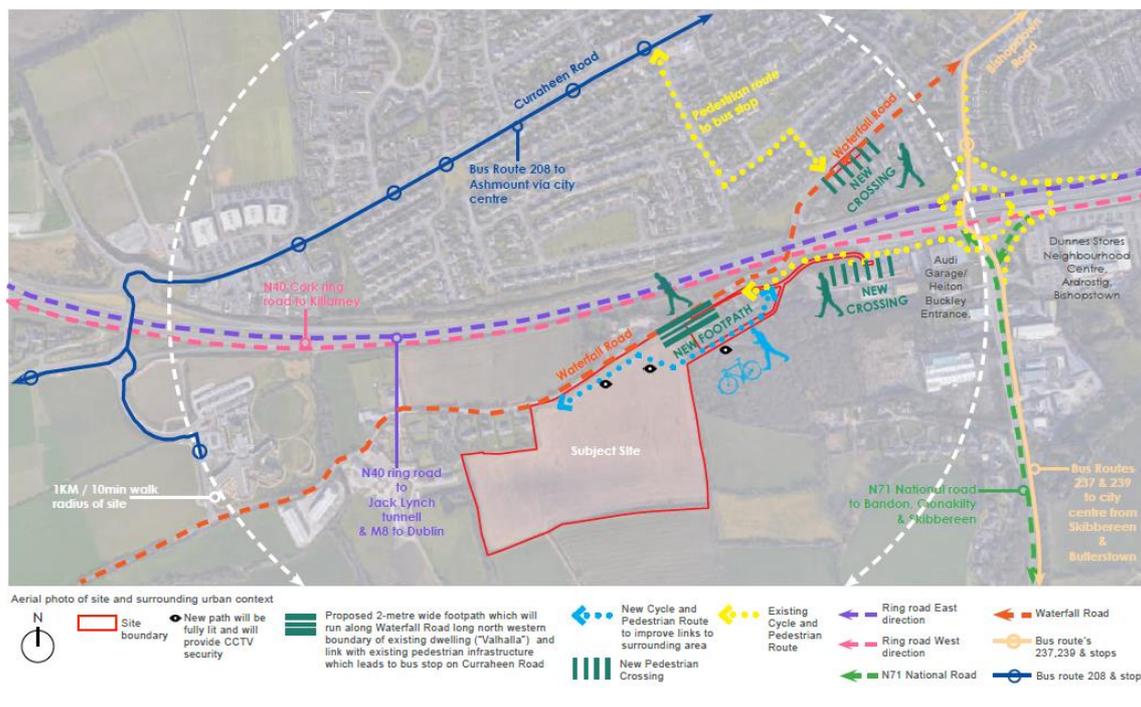
- To develop and oversee the implementation of the initiatives outlined in the plan
- To actively manage the residential, retail, childcare facility, and visitor car & bicycle parking
- To actively manage the vehicle access routes to incorporate loading, deliveries, drop of visitor parking
- To manage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

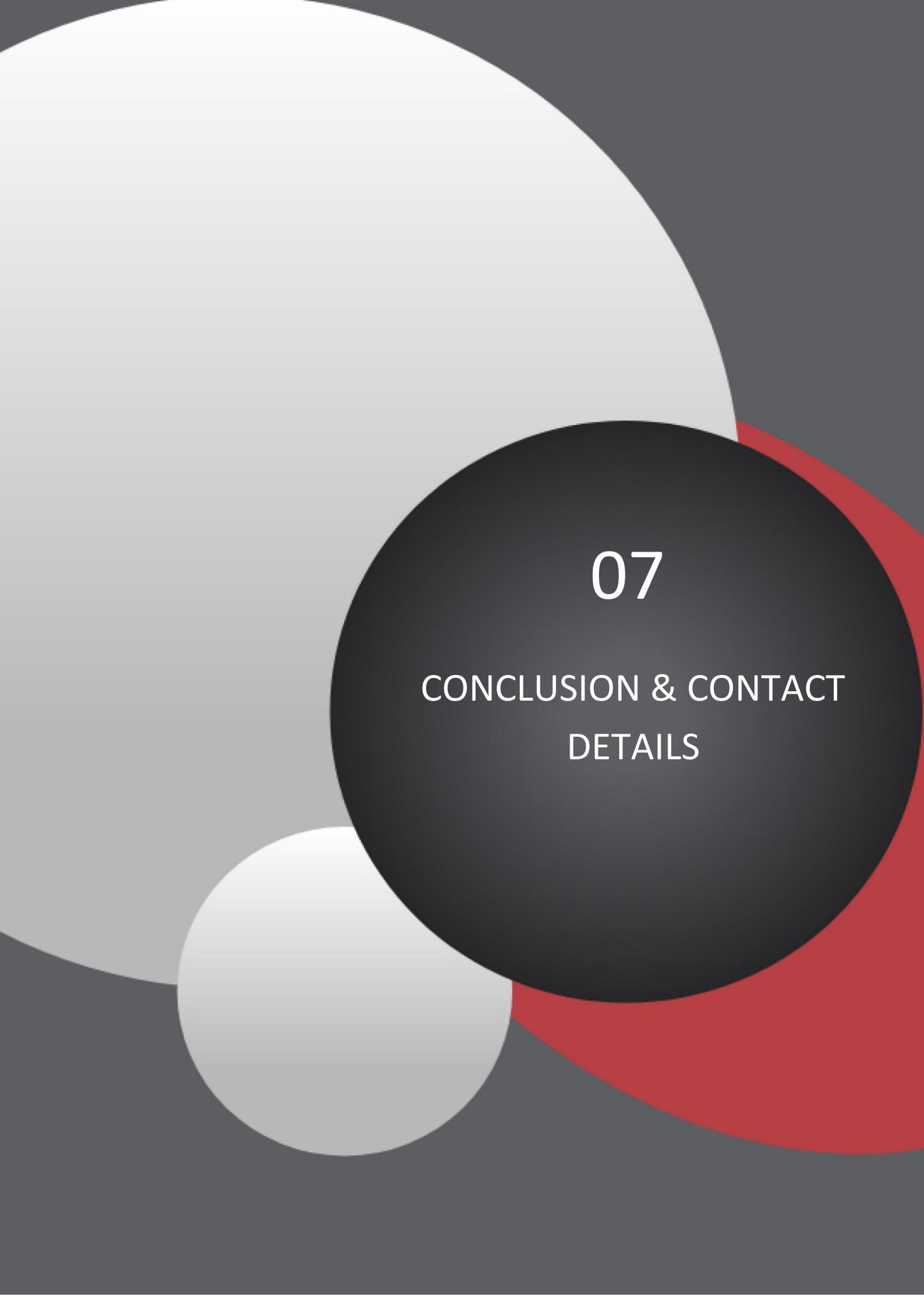
Site Location & Context

The site is well connected to transport links such as the N40 motorway, and a number of bus routes.

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 including bus stops. Access to the location is provided by good roads network as well as bicycle routes.

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.





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

OUR KEY SERVICE LINE ARE:

 ASSET MANAGEMENT	 COMMERCIAL PROPERTY MANAGEMENT	 BUILT TO RENT/PRS MANAGEMENT (RESIDENTIAL PROPERTY MANAGEMENT)	 VALUATION, RENT REVIEWS & PROFESSIONAL SERVICES
 SUSTAINABILITY SERVICES	 BUILDING CONSULTANCY	 FACILITIES MANAGEMENT	 PROCUREMENT

Document Control Sheet

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Project Title:	ARDAROSTIG SHD
Document Title:	PROPERTY MANAGEMENT STRATEGY REPORT

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