

# PROPERTY MANAGEMENT STRATEGY REPORT

PROPOSED DEVELOPMENT:  
TEMPLAR PLACE SHD



CLIENT:  
RHONELLEN  
DEVELOPMENTS  
LTD

# Contents

<b>Section 1- Introduction</b>	<b>3</b>
Executive Summary	3
Development Description	4
Schedule of Accommodation	5
<b>Section 2 - Summary of Relevant Experience</b>	<b>7</b>
<b>Section 3 - Appointment of Property Managing Agent &amp; Associated Responsibilities</b>	<b>9</b>
<b>Section 4 - Amenity Considerations &amp; Management</b>	<b>11</b>
Considerations	11
Management of Estate Community and Amenities	14
<b>Section 5 – Summary of Service Charge Budget</b>	<b>16</b>
Management Costs	17
Utilities	17
Cleaning	17
Waste Management	18
Health and Safety	18
Open Spaces & Landscaping	19
Building Management System (BMS)	19
Access Control	19
CCTV	20
Water Management	20
Fire	20
<b>Section 6 – Parking &amp; Mobility Management</b>	<b>23</b>
<b>Section 7 – Conclusion &amp; Contact Details</b>	<b>28</b>
Contact Details	28
Aramark Key Service Lines Are:	28
Document Control Sheet	29

# Section 1- Introduction

## Executive Summary

Aramark Property have been instructed by Rhonellen Development, to provide a report on the property management strategy for their proposed residential development, Templar Place, High Street and Quay Street, Balbriggan, 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 will work in practice to ensure the property is maintained to the highest standards.



## Development Description

The proposed development comprises a Build to Rent (BTR), Strategic Housing Development (SHD) as follows: Demolition of the existing buildings (former shopping centre and associated structures). Construction of 3 no. apartment blocks (Blocks A - C) ranging in height from 3 to 6 storeys (with Block B over 3 no. lower courtyard floors) providing a total of 101 units (19 no. studios, 41 no. 1-beds, 41 no. 2-beds). Provision of Resident Support Facilities/Resident Services and Amenities, 2 no. retail units, car parking (at ground floor), cycle parking, ESB substation/switch room, plant, bin stores, open space, landscaping, boundary treatments, all associated site works and services provision.

For a full description of the development please see the Statutory Notices.



## Schedule of Accommodation

Unit Type	No. of Units	As a %
STUDIO	19	18.81%
1 BED	41	40.59%
2 BED	41	40.59%
<b>TOTAL</b>	<b>101</b>	<b>100.00%</b>

SITE OVERVIEW			%	NOTES
Total Site Area	0.42	ha		
Total Building Footprint Area	0.25	ha		
Public Realm (Front of Block A)	0.002	ha		
Communal Open Space (Podium)	0.14	ha		
Total Green Roof Area	<b>0.16</b>	ha		
No. of Apartments	101	units		
No. of Retail Units	2	unit		
Shared Amenity Space	2	units		
<b>No. of Residential Units</b>	<b>101</b>	units		Total No. of Units (Excl. Shared Amenity)
No. of Dual Aspect Units (Apartments only)	47	units		
Part V Provision	10	units		
Density-Residential/Total Area	240	units/ha		Total No. of Residential Units / Site Area
Total Car-Parking Spaces	25			
Total Bicycle Parking Spaces	182			



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 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 Landlord / Owners / Retail on a quarterly in advance basis to ensure enough funds are received to enable effective management of the scheme.





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 proposals combine a mix of uses, ranging from retail, to resident uses and community uses to reinforce a sense of community.

Throughout the scheme there are several areas which are dedicated to community and resident use. Ranging in size and functions, these include a communal garden courtyard, children's playground, and number of shared residential amenities, all of which can be easily accessed by residents.

It is proposed to provide two small retail units along with 217 sqm. of high quality shared residential amenities on the ground floor of Block A, 2.14Sqm/residential unit. These will activate the street frontage onto Quay Street and provide generous spaces for the residents of Blocks A, B and C to meet, relax and exercise together, reinforcing a sense of community. The proposed shared residential amenities include a residents' lounge/library, gym, co-working spaces, meeting room, children indoor play area, a kitchenette and entertaining space. There will be an on-site management of shared residential amenities and facilities as described in this document.



## Potential Amenity Uses



### ***Shared Residential Amenity Plan***

The central garden courtyard located at 1<sup>st</sup> floor level will be used as an outdoor amenity space designed to provide active break out areas for relaxation, formal and informal gathering, and play-for-all concept. The play opportunities are provided for all residents and include lawns and seating areas for relaxing, reading and picnicking, BBQ areas and social spaces. The courtyard will also provide a safe place for children to play. There will be on-site management of shared residential amenities and facilities as described in this document

### ***Courtyard Play Plan***



Priority within this development has been given to sustainable modes of transport such as walking, cycling and public transport. Ample secure, short stay and long stay bicycle parking facilities serving residents of the scheme are located on the ground floor of each block. The site's immediate proximity to a number of transport nodes opens up multi-modal transport options to the residents of the development.

### **Sustainability**

The intent is to engage the community and raise awareness of environmental and sustainable issues, as well as providing facilities and amenities for the community and providing a space that the community can engage with.



## **Management of Estate Community and Amenities**

### **Management Offices**

The development will have a designated management/security office, 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.

Being located within the internal amenity provision It will serve as 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 Management Company may consider an estate manager being retained with responsibility 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. These hours may be reduced after a period of time or at the discretion of the Management Company to reflect the level of service required.

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

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.

### **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, suitable encouragement and education will be provided to residents to ensure compliance.
- 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, collections would commonly take place up to twice per week.

### **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 Amenity Areas**

- The outdoor communal amenity areas would allow outdoor events, such as barbeques. 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.

### **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 Bicycle & Car Parking

TOTAL			101	
			Required	Provided
	Private	1/2 Units	51	25
	TOTAL		51	25
	Visitor	1/2 Units	51	52
	Private	1/Bedroom	124	130
	TOTAL		175	182

#### Car Parking Management Strategy

The site is located in Balbriggan Town Centre, within easy walking distance of numerous public transport options and local employment opportunities. A reduced car parking provision has been provided for given the location and in order to encourage the use of more sustainable modes of transportation such as cycling and public transport. There will be 25 no. parking spaces provided at ground floor level of Block A, below the landscaped courtyard and accessed from Quay Street.

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 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.

The management company shall implement suitable measures to prevent unauthorised use of residents' and visitor 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.

Access to the residential car parking shall be regulated by means of barrier control systems located at the base of the access ramp from surface level. Residents shall gain access by means of an RFID key fob or similar automated system.



## **Bicycle Management Strategy**

Cycling will be positively encouraged within the scheme. 130 secure, covered long stay cycle parking spaces have been provided on the ground floor of Block A & B. A further 52 visitor cycle parking spaces have been provided on the ground floor with level access from Quay Street and High Street.

The secure bike stores 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.

The bicycle parking standard 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.

## Mobility Management Strategy

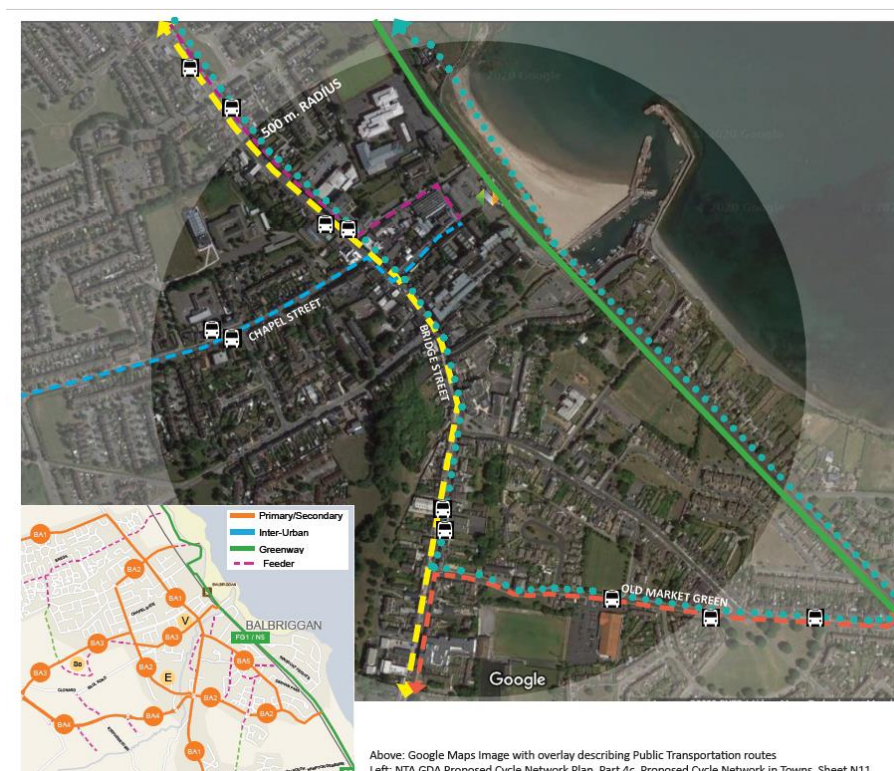
The management team will perform the function of a mobility manager while creating a mobility management plan for the site. The primary duties of the Mobility Manager are:

- To develop and oversee the implementation of the initiatives outlined in the plan
- To actively manage the residents 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 well served by public transportation. It is located within 350m of Balbriggan Train Station which is served by the Northern Commuter Train Line and is also within a 500m radius of several bus stops.

The location makes it well suited for multi-modal trips incorporating walking, cycling and public transport use, and this would be positively encouraged and enabled by on-site staff within the proposed development.







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 Are:



## Document Control Sheet

<b>Client:</b>	<b>RHONELLEN DEVELOPMENTS LTD</b>
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