

BUILD TO RENT MANAGEMENT PLAN

Development at Former Blakes and Esmonde Motors Site,
Stillorgan, Co. Dublin



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Development Description

The development will consist of the construction of a mixed use scheme of 377 no. “Built to Rent” BTR apartments, Community Sports Hall (933 sq. m), along with 5 no. restaurant/cafés (c. 841.2 sq.m), creche (c. 215 sq. m), office hub (195.3 sq m) and ancillary residents’ support facilities/services (1,016 sq. m) laid out in 6 no. blocks ranging in height from 3-9 storeys (over basement) comprising 21 no. studio apartments, 189 no. 1 bedroom apartments, 159 no. 2 bedroom apartments & 8 no. 3 bedroom apartments (selected no. with balconies), and public realm upgrades as follows:

Building 01 (Part 3 - 6 & 7 storeys over basement) consists of 77 no. apartments comprising 13 no. studio apartments, 30 no. 1 bedroom apartments, 33 no. 2 bedroom apartments, 1 no. 3 bedroom apartment (with a creche of c. 215 sq. m with associated play area at ground floor);

Building 02 (Part 3 – 5, & 8 storeys over basement) consists of 95 no. apartments comprising 7 no. studio apartments, 57 no. 1 bedroom apartments, 24 no. 2 bedroom apartments, 7 no. 3 bedroom apartments;

Building 03 (Part 7 and 9 storeys over part basement) consists of 54 no. apartments comprising 18 no. 1 bedroom apartments and 36 no. 2 bedroom apartments (and office hub of c. 195.2 sq. m);

Building 04 (7 storeys over basement) consists of 60 no. apartments consists of 42 no. 1 bedroom apartments & 18 no. 2 bedroom apartments;

Building 05 (6 storeys, over basement to Lower Kilmacud Road & 7 storeys to the south and west) consists of 62 no. units comprising 1 no. studio apartment, 26 no. 1 bedroom apartments, & 35 no. 2 bedroom apartments (restaurant/café unit c. 219.2 sq. m at lower ground floor/plaza level & 2 no. restaurant/café units c. 234.1 sq. m and c. 133.9 sq. m respectively at ground floor level onto Lower Kilmacud Road) along with a double height Community Sports Hall including ancillary areas (c. 933 sq. m);

Building 06 (5 & 6 storeys) consists of 29 no. units comprising 16 no. 1 bedroom apartments and 13 no. 2 bedroom apartments (restaurant/café unit c. 185.9 sq. m at lower ground floor/plaza level & 68.1 sq. m restaurant/café unit at ground floor level onto Lower Kilmacud Road);

The BTR development will also include ancillary Residents’ Support Facilities/Services (c. 1,016 sq. m at ground floor of Building 03 and 04) as well as open space areas and improvements to the public realm along the Lower Kilmacud Road and The Hill, new road layout (omission of left turning lane) to The Hill, hard and soft landscaping, set down area on the Lower Kilmacud Road.

Provision of 2 no. vehicular access points from ‘The Hill’ into 2 no. separate basements to include basement car parking spaces (119 no.); 1 no. set down surface car parking space as well as 771 no. cycle spaces (basement and surface levels); pumping station at basement level, along with solar panels and green roofs at roof level, temporary construction phase pedestrian access from N11 (to serve adjacent Dun Fanoir);

All associated site development works, open spaces, landscaping, boundary treatment, plant areas, waste management areas, and services provision (including single storey ESB substation).

1. Management Responsibilities

1.1. Responsibilities

The Build to Rent (BTR) residential development will be managed by an operational team with resident service managers on-site during typical working hours i.e., 08:30 to 17:30 Monday to Saturday. It is likely there will also be 24-hour on-site presence for security purposes.

The key responsibility for day-to-day operations will be from the Resident Services Managers (RSM) who will be the customer-facing representative for the operator.

All lettings will be published on Daft.ie and social media advertising, whereby the progress of those potential residents will be handled through the operator's Head Office. The Head Office will receive all enquiries, complete background checks and will be responsible for the management of leases. The RSM is supported by an Asset Management team member based in the Head Office.

2. Customer Service Contacts

2.1. On-Site Management Team

Contact details of the key on-site management team will be dealt with upon appointment. The on-site management team will be provided with mobile phones for the provision of swift service to residents. Residents will also be able to communicate with the management team through an App which encourages communication on events, maintenance alerts and other notifications.

2.2. Partnerships

Residents will benefit from the provision of on-site transportation options including an electric car club operated by Go-Car.

3. Development Facilities & Operational Management Strategy

3.1. Resident Support Facilities

A key consideration of this Build to Rent (BTR) development is the adequate provision of amenities and services to enhance the resident and operator experience. In accordance with SPPR 7(b) of the 2018 Apartment Guidelines and Section 5.5 of the Guidelines, the proposed BTR units will be suitably provided with both Resident Support Facilities as well as Resident Services and Amenities as follows:

Resident Support Facilities:

- Concierge areas,
- Management offices,
- Waste management areas,
- Storage areas for bicycles, and
- Postal rooms.

Resident Services and Amenities:

- Resident lounges,
- Multi-use rooms,
- Gym and exercise suites, and
- Work zones for residents.

3.2. Lobby/Reception

It is suggested there will be a Resident Services Manager (RSM) to provide support on the day-to-day requirements of all residents including the move-in and move-out process, lease agreements, management of contracts and other requirements for efficient building operation.

The Resident Management Team will be responsible for the following:

- Resident communication,
- Management of the move-in and move-out process,
- Management of lease agreements,
- Management of contractors and other requirements for efficient building operations,
- Co-ordination of post/parcel deliveries,
- Co-ordination of resident events and engagement,
- Ensuring that the appropriate standards for residential behaviour are upheld, creating a secure and friendly environment.

3.3. Meeting Room

Associated with the management support facilities, the Resident Service Manager will have access to a meeting room for the purposes of both internal and external meetings with suppliers or residents.

Assuming that the meeting room would be open to residents, the RSM would be responsible for managing the booking of the room. Cleaning of this space will be organised and managed by the operator.

3.4. Postal Deliveries

Post boxes will be situated within the entrance lobby which will be accessible to all residents and the postal service without the need for a tradesman entrance button. If necessary, a fob will be provided to An Post which will be restricted to allow access into the reception areas only. An Post or other courier services will not be permitted to enter the residential areas of the building. Residents will be able to collect their post with their post box keys.

The delivery store located on the ground floor between the concierge office and circulation corridor is to be fitted with parcel lockers with a 4-digit numeric keypad. The on-side management team will be responsible for taking in and holding these parcels and will notify the residents of their delivery through the Resident app.

3.5. Resident Services and Amenities – Resident Lounge

A residents' lounge and other amenity spaces will be available to all residents via key fob access. The lounge and other spaces will be for residents to relax, watch the shared TV and take advantage of the shared facilities provided.

3.6. Gym

As part of a commitment to ensure residential wellbeing, the operator will provide a suitable gym facility which will be available for residents' use. The facility will have high-quality equipment and all residents will have to be instructed on how to use the equipment before use. It will be the responsibility of the RSM to manage and organise the gym inductions for residents' safety when using the equipment. This may involve third-party gym trainers and instructors for demonstrations and to run fitness classes. Cleaning and facilities management of all equipment will be arranged through the operator.

3.7. AV/Multi-media Room

Residents will have access to a multi-media room, which will be cleaned and maintained as arranged by the operator. It will be the RSM's responsibility to manage resident events and screenings that take place.

3.8. Drop Off Point – Loading and Unloading

The RSM will oversee the delivery and unloading of materials and items from the main concierge entrance. Residents will be provided with a time slot ahead of move-in and move-out to manage traffic effectively. As it is a build to rent development which will be furnished prior to occupation, there will only be small amounts of bulky items being moved which can be easily managed from the designated loading area.

3.9. Lifts – Goods Lift and Furniture Removal

The operator will be responsible for ensuring the lift maintenance contracts are in place for all lifts and will ensure the maintenance is completed in line with the agreed maintenance schedule. The developer will provide commissioning certificates and warranty arrangement with the lift manufacturer. These will be in place and agreed prior to building completion.

3.10. Courtyard & Landscaping

The operator will appoint an approved landscape maintenance contractor to maintain landscaped areas on site. The landscaping will be regularly inspected and kept in order. A 12-month defects period will also be in place to address any defects that may arise.

3.11. Car Parking

Based on the site's convenient transport links and on-site electric car option there are a total number of 119 basement car parking spaces. Access to the car parking area will be controlled through the steel gate and access control at each entrance. Residents will lease spaces directly through the operator. Access to the car parking areas will be through a remote-control access system or Automatic Number Plate Recognition (ANPR) system which will be specified on occupation of the units.

3.12. Motorbike Parking

Motorbike parking is also located in the secure car parking area in the basement.

3.13. Bike Storage and Management

The development will feature 771 bicycle parking spaces in total located at surface and basement level across all blocks. The visitor spaces will be in the form of Sheffield-type stands located at ground level between the courtyards. The operator will be responsible for maintaining the private areas. Individual users will be liable should they choose to store their bicycles in the secure basement area and signage will be displayed to ensure liability is clear. Signs will be displayed advertising that CCTV is in operation and reminding residents that the operator is not liable for any items stored in these areas.

3.14. Staff Welfare Provision

The RSM will have their own lockers, kitchen space and facilities for breaks located in the management suite.

4. Building Operational & Management Strategy

4.1. Fire Evacuation Strategy

A step-by-step guide of what to do in the event of fire will be provided to all residents within the Residents Guide.

4.2. Fire Prevention Equipment

The operator will ensure Fire Prevention Equipment is provided following the recommendations from an independent survey.

4.3. Fire Risk Assessment

The operator will instruct an independent and comprehensive Fire Risk Assessment to be completed prior to the occupation of the development. Notices will be displayed in high traffic areas advising of the fire action policy.

4.4. Fire Alarm

The fire alarm panel will be maintained by the operator and serviced in accordance with the manufacturer guidelines. Each unit will have its own fire alarm system.

4.5. Sprinklers

The operator will be responsible for arranging the servicing and maintenance of any communal sprinkler system. This includes the plant that services the apartments.

4.6. Dry and Wet Risers

Dry and wet risers will be maintained by the operator in accordance with manufacturer guidelines.

4.7. Health & Safety – General Risk Assessment

The operator will instruct an independent and comprehensive General Risk Assessment to be completed by an appointed surveyor prior to the occupation of the development.

4.8. Building Management System (BMS)

The Building Management System (BMS) will be maintained by the operator in accordance with the manufacturer guidelines.

4.9. Cold Water Storage & Feed

The cold water storage and feed will be maintained by the operator in accordance with manufacturer guidelines.

4.10. Risk Assessment

The operator will instruct an independent and comprehensive Legionella Risk Assessment and Water Testing, both are to be completed by an approved survey prior to occupation.

4.11. Tanks

The water tanks will be maintained by the operator in accordance with manufacturer guidelines.

4.12. Pumps

The pumps will be maintained by the operator in accordance with manufacturer guidelines.

4.13. Security

Residents will have a 24-hour on-call system provided by a local security firm. All areas of the development will be secure and well-lit at all entrances, supplemented by appropriate CCTV coverage and recording mechanism.

4.14. Access Control

Each resident will be provided with a door entry fob registered to their name and address. In the event that a resident loses their door entry fob, these can be instantly cancelled to prevent an unauthorised access to the development. These fobs will not be branded. Residents will also be provided with keys for their apartments. The on-site management team will retain one set of keys for inspection and access purposes. Visitors to the building will be encouraged to dial directly to the apartments via the door entry system and will not be permitted to access into the residential areas without this access being permitted.

4.15. CCTV

CCTV will be in operation in key circulation areas as part of the overall security strategy. All CCTV systems shall be configured such that they form one site wide system that can be remotely monitored from the concierge area. Provision will be in place for camera maintenance and routine checks in accordance with manufacturer guidelines.

4.16. Waste Management – Refuse Disposal and Recycling

Two dedicated waste storage areas have been allocated at basement level under Block 1 and 5. The Resident Management Team will supply all residents with a document that shall clearly state the methods of source waste segregation, storage, reuse and recycling initiatives that shall apply within the development. Bin stores will be inspected at least twice daily to ensure the area is clean, secure and free from hazards. The bin stores will be accessible to all residents by means of a key or electronic fob.

Collections will take place on a weekly basis for each of the residential waste streams. The operator will ensure the bins are at the designated collection point at the time and day of collection.

4.17. Out of Hours Security / Emergency Escalation

The development will be staffed during out of hours periods. These staff members will be trained workers who will have a competent knowledge and understanding of on-site emergency procedures.

A licensed Irish Security Industry Association (ISIA) security company will be retained on an agreed SLA call-out timescale in the event of an emergency.

An emergency out of hours repair line will be in operation for residents to contact in the event of a repair emergency.

4.18. Vacant Apartment Management

Where an apartment is vacant, the operator will follow their internally agreed voids process.

4.19. Flushing Regime

Prior to first occupation, it is considered best practice to ensure the apartments are flush tested on a weekly basis to prevent bacteria build up within the pipework. This is the responsibility of the operator.

4.20. Major Incident Management (Escalation Protocols)

The operator will complete a risk register upon receipt of the Fire Risk and General Risk Assessments. The Major Incident Management Plan is to be reviewed on an annual basis.

5. Soft Services

5.1. Cleaning

The operator will be responsible for the management of services contractors for critical elements such as pest control, cleaning and exterior window cleaning for the residential areas through boom lift, cherry picker and abseiling where appropriate. All external soft landscaped areas will be communal amenity spaces and as such will be maintained by the appointed contractor.

The common areas and amenity spaces will be kept clean, presentable, and welcoming at all times to maintain the reputation of the development and operator brand.

5.2. Pest Control

The operator will appoint a certified pest control contractor to service the development and shared communal areas including bin store areas.