

Outline Operational Management Plan

Proposed SHD

Lands at Broomhill Road,
Tallaght, Dublin 24,
D24 XA52 and Unit 51 Broomhill Road,
Tallaght, Dublin 24, D24E124

On behalf of
Garyaron Homes

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1 INTRODUCTION

This report sets out the Garyaron Homes Management Plan for the proposed development at Broomhill Road, Tallaght, Dublin 24, D24 XA52 and Unit 51 Broomhill Road, Tallaght, Dublin 24, D24E124 which seeks to deliver a residential development consisting of 1 bed, 2 bed and 3 bed apartments. This document sets out the key principles by which the proposed residential apartments will be managed.

The proposed development is a residential led mixed use development that will consist of: (a) the demolition (total area approx. 4,319.9 sqm) of the existing buildings on site and the existing front boundary treatment; and (b) the construction of a new residential and mixed use scheme of 242 no. apartment units in 5 no. blocks (Blocks A to E) ranging from 4 to 7 storeys in height as follows:

- Block A (5 storeys) comprising 40 no. apartments (4 no. 1 bed, 31 no. 2 bed and 5 no. 3 bed units)
- Block B and C (7 storeys) comprising 102 no. apartments (45 no. 1 bed and 57 no. 2 bed units)
- Block D (5 - 7 storeys) comprising 36 no. apartments (16 no. 1 bed and 20 no. 2 bed units)
- Block E (4 - 5 storeys) comprising 64 no. apartments (31 no. 1 bed and 33 no. 2 bed units)

Block D will accommodate a Childcare Facility/creche of approx. 465sqm at ground floor level.

The proposal will also provide for a café of approx. 50.9 sqm at the ground floor of Block C. Residential amenity areas will be provided in the form of a reception of approx. 125.1sqm, resident lounge of approx. 45sqm, a letting office of approx. 11.8sqm, a rentable room/studio space of 39sqm, a public gym of approx. 128.5sqm and a public co-working space of approx. 128.4sqm, all at the ground floor level of Blocks B & C. Each residential unit will be afforded with private open space in the form of a balcony or terrace.

Communal open space of 1797.4sqm is proposed in the form of play areas, courtyards, rooftop terraces, outdoor seating and planting and pedestrian and cyclist links. Public open space of 1400sqm is also proposed in the form of outdoor seating, paved areas, a lawn area, play area and an outdoor seating area to the front of the proposed café at Block C.

A total of 136no. car parking spaces are provided at ground floor level, including 7 no. Accessible spaces at surface level; and 426 no. bicycle spaces (Visitor and Resident in bike stands and secure stacked bike spaces) are proposed.

The development shall be served via a new vehicular access point from Broomhill Road. Upgrade works are proposed to the vehicular access point to facilitate the proposed development and to provide for improved access and egress for the overall development. New pedestrian and cyclist access points will be provided on to Broomhill Drive from the site.

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; boundary treatment; internal roads and footpaths; waste storage areas and electrical services and all associated site development works. This document is a proposed operational management plan for the completed development.

2 Property Management Approach

It is planned that there will be active property management of the development with a hands-on operational team, a number of whom will be located on-site. A professional property management services provider will be appointed (the “Property Manager”) which will include an on-site resident management team (“Resident Management Team”).

The Resident Management Team’s key responsibility will be for the management of day to day operations including resident engagement, both in person and electronically. There will be multiple staff on site during the week and the main hours would typically be 8.30am-8.30pm Monday-Friday; 10am-4pm Saturday; Sunday & Bank Holidays 11am-2pm.

It is planned that there will be an internationally recognised internet based building and relationship management application utilised as part of the management approach for the development, This will be used to provide effective and streamlined maintenance and operations, to keep residents, contractors and the Property Manager engaged and informed (e.g. resident events; maintenance alerts, local information). There will also be availability of traditional email and phone availability and out-of-hours contact details for emergencies.

3 Resident Amenities and Services Strategy

3.1 Resident Amenities - Reception

There will be a substantial reception area located on the ground floor on the western side of the development, in Block C.

The reception will accommodate a visible reception desk and office for the Resident Management Team and out-of-hours security staff to be stationed at. Access to this area will be conveniently located opposite pedestrian access via Broomhill Road. This facility will be staffed at certain hours (outlined above). There will be access controls to this facility during out-of-hours times.

The area will have lounge furniture and it will also provide a social amenity for the development. It has been designed and will be managed to promote social engagement and a sense of community for residents. Examples of resident's reception below.



3.2 Resident Lounges and Co-working Spaces

The ground floor in Block B and C will be the main area for the resident amenities. This area will encompass a resident's lounge, gym, co-working space, a rentable room/studio and a letting office. The lounge will provide additional space for residents to relax outside of their apartments.

There will be a shared TV and an area for coffee / refreshments. The co-working space will allow residents to work from home, independently of their own accommodation or for third parties to rent a space for working.

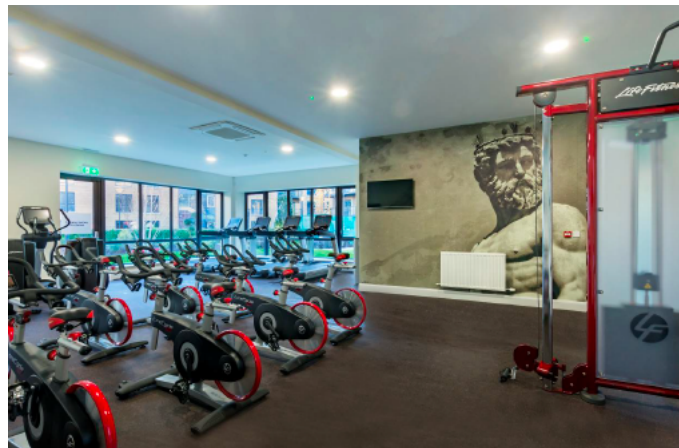
There will be an outdoor terrace of 42 sqm associated with the co-working space for additional amenity and public realm enhancement. Precedent for these areas is shown below.



3.3 Public Gym

A public gym with an area of 28 sq.m. will be located on the ground floor of Block B and it will be typically available 19 hours a day for use (5am - 12 midnight). Access to the gym will be controlled through key fob.

Cleaning and facilities management of all equipment will be arranged through the Property Manager. The facility will have high-quality equipment and be a boutique gym with limited membership. A design precedent is shown below.



3.4 Internet and Wifi

There will be wifi provided at no charge to residents in reception, residents lounge, gym and co-work space areas. Individual apartments will require their own private internet provider contract.

3.5 Postal Deliveries (An Post)

It is envisaged that Post boxes will be situated in a central point in Block B and C. This area will be accessible to all residents. The area will be open during the day and accessed via key fob out of hours.

A fob will be provided to An Post which will be restricted to allow access within the development. Residents will be able to collect their post with their post box keys. An Post will not be permitted to enter the residential corridors of the building.

3.6 Parcel Storage

It is envisaged parcel storage facilities for the use of residents will be provided. This will accommodate oversized items and courier deliveries. These facilities will be supervised by the Residents Management Team within the reception area.

3.7 Car Parking

There are a total number of 136 car parking spaces in the surface level car park. Spaces will be provided with electrical charging points.

Access to the surface car parking area will be directly from Broomhill Road. Parking will be managed by the management company and will be designated to individual apartments. Apartments without a parking space will be advised to residents at the time of letting/sale to ensure all are aware of the limited parking within the development and availability of public transport in the area.

3.8 Car Sharing

It is envisaged that there will be a Go Car station with dedicated spaces positioned in the surface car park providing an additional transportation option for residents. Details of exact provision will be agreed with Go Car post planning as is standard practice. See Go Car station example (Tallaght) below.



3.9 Bike Storage Management

There are a total of 426 cycle spaces available throughout the development in secure bike storage for residents and at bike stands dotted throughout the development for visitors.

It is planned that there will be bike store in each block for the storage of resident bikes. There will also be dedicated bike parking for visitors in the courtyard areas providing a total of 118 surface level spaces.

The bicycle storage areas will be inspected twice daily to ensure the area is secure and free from hazards. Signs will be displayed advising that CCTV is in operation and also reminding residents that the landlord is not liable for any items stored in this area.

The Property Manager will be responsible for maintaining the bike storage areas. Individual users will be liable should they choose to store their bicycles in the area. Signage will be displayed to ensure liability is clear.

3.10 Resident Support Services - Reception

The Resident Management Team will be in the reception of the development. The Resident Management Team will provide support on the day-to-day requirements of residents including maintenance queries, management of contractors and access, oversight of deliveries, move-in / move-out process, lease agreements, management of contractors and other requirements of efficient building operation and communications.

3.11 Security Patrols

The development will be secure and well-lit at all entrances along with the appropriate CCTV coverage and recording mechanism. It is envisaged that the Property Manager will engage the services of a security company to carry out periodic patrols of the development while there is no Residence Management Team presence on-site.

3.12 On-Site Caretaker

Due to the scale of the development it is intended to have an on-site caretaker. The caretaker will have responsibility for minor repairs, painting, waste area upkeep and general ad hoc duties in respect of the common areas and inside the apartments. They will work 37.5 hours per week.

3.13 Out of Hours Emergency Escalation

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

4 Fire, Health and Safety Strategy

4.1 Fire Evacuation Strategy

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. Signs will also be placed in apartment and common areas.

4.2 Fire Risk Assessment

The Property Manager will instruct an independent and comprehensive Fire Risk Assessment to be complete prior to occupation of the building. Notices will be display in high traffic areas advising of the fire action policy.

4.3 Fire Prevention and Detection Equipment

The Property Manager will ensure Fire Protection Equipment is provided following recommendations from an independent fire safety survey.

4.3.1 Fire Alarm

The fire alarm panel 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 system.

4.3.2 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 sprinkler system.

4.3.3 Dry/wet Risers

The dry/wet risers 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.

4.4 Health and Safety – General Risk Assessment

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

4.5 Major Incidental Management (Escalation Protocols)

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



CGI of Proposal

5 Building Operational Strategy

5.1 Residential Waste Management – Refuse Disposal and Recycling

The Property Manager will coordinate the waste management requirements for the residents and will ensure that the Refuse Stores are kept clean, orderly and pest free.

The bins stores are located at ground level and residents will be responsible for delivery of their own waste bags.

There are a number of bin stores located at ground level within each block; these areas are to be inspected on a daily basis to ensure they are secure and free from hazards. It is anticipated that there will be a total of 67 bins provided across the residential and commercial refuse stores. There will be a mix of general waste, recycling and green waste bins provided.

Collections will take place on a weekly basis for each of the residential waste streams.

5.2 Lifts Maintenance

The Property Manager 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.

5.3 Cleaning

The Property Manager will be responsible for the management of service contractors for critical elements such as pest control, cleaning and exterior window cleaning for the residential areas through boom lift, cherry picker (overhead extending lift arm) where appropriate. All external soft landscaped areas will be communal amenity space and public open space not to be taken in charge and as such will be maintained by the appointed contractor.



CGI of Proposal

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

5.4 Courtyards and Landscaping

The Property Manager will appoint an approved landscape maintenance contractor to maintain landscaped areas. The landscaping will be regularly inspected and kept in order in line with standard landscape management practices and as recommended in the Parkhood Landscape Management Strategy.

5.5 Access Control and Intercoms

An access control system will be installed and located at all entry exit points to the development. Residents will be provided with a fob to access doors and gates. Visitors will use call points.

Access control will be located at the below points;

- Entrance and exits from the apartment block foyers
- Controlled access to residential amenities such as bike storage areas, bins and others
- Communal facilities within the development
- All other areas that are deemed a necessity.

It is envisaged that the intercom system to be used in the development will be ButterflyMX. This is a cloud-based smartphone video Intercom system. The intercom provides a video intercom based on a cloud-based platform which is controlled by each occupier's smartphone. The Butterfly MX allows each occupier to receive video calls, text messages & access the front door. This is subject to final agreement at detailed design stage.

5.6 CCTV

Closed circuit television (CCTV) will be in operation in key circulation areas as part of the overall security strategy. The CCTV system shall be configured such that it forms one site wide system that can be remotely monitored from the reception area. Provision will be in place for camera maintenance and routine checks in accordance with manufacturer guidelines. Signs will be put up in common areas notifying of the presence of CCTV.

5.7 Utility Provision & Management

5.7.1 Electricity

Each apartment will have its own Pinery electricity system (<https://pinergy.ie/>) or similar. The smart technology system will enable residents to monitor and pre-pay for the electricity requirements on-line or in store.

5.7.2 Energy Strategy – Heating and Hot Water System

The Property Manager will ensure that a maintenance contract is in place with a suitable contractor for maintenance of heating and hot water plant and maintenance and routine checks will be carried out in accordance with manufacturer guidelines. Heating and energy strategies for the development will be completed at detailed design stage.

5.8 Pest Control

The Property Manager will appoint a certified pest control contractor to service the estate and shared communal areas, including the bin stores.

5.9 Building Management Systems (BMS)

The Building Management System will be maintained by a suitable qualified professional in accordance with manufacturer guidelines. The property manager will ensure that appropriate contracts are in place for maintenance of the system.

5.10 Cold Water Storage & Feed

The cold water storage and feed will be maintained by a suitable qualified professional in accordance with manufacturer guidelines. The property manager will ensure that appropriate contracts are in place for maintenance of the system.

5.11 Water Risk Assessment

The Property Manager will instruct an independent and comprehensive Legionella Risk Assessment and Water Testing. Both are to be complete by an approved survey prior to occupation. Follow up assessments will be carried out periodically.

5.12 Tanks

The water tanks are located in the basement and the Property Manager will coordinate the maintenance with suitably qualified contractors in accordance with manufacturer guidelines.

5.13 Pumps

The pumps are located in the basement and the Property Manager will coordinate the maintenance with suitably qualified contractors in accordance with manufacturer guidelines.

5.14 Vacant Apartment Management

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

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 responsibility of the Property Manager.

5.15 Building Insurance

The Property Manager will coordinate the building and public liability insurance for the development and will renew on a yearly basis.

5.16 Staff Welfare Provision

The Resident Management Team and security will have their own lockers, kitchen space and facilities for breaks located adjacent to reception.



6 Commercial Management

6.1 Waste Management

There will be one dedicated commercial refuse store for the storage of waste generated by the café unit. Collections by licenced waste contractors are expected to be twice weekly.

6.2 Loading Bay

It is planned that there will be a loading bay for deliveries located on Broomhill Road at the frontage of Blocks B and C (subject to agreement with SDCC Roads Department).

7 Planned and Preventative Maintenance

7.1 Mechanical & Electrical (M&E) – Maintenance and Servicing

The Property Manager will be responsible for ensuring that contracts are in place with suitably qualified contractors for the maintenance of Mechanical and Electrical equipment which is fundamental to the running of the development. This includes, but is not limited to:

- Door entry systems
- Fire prevention systems
- CCTV
- Lifts
- Heat Pumps
- Booster Pump Sets
- Emergency Lighting
- Fire Detection / Prevention Systems
- LV Distribution Board

A full asset register will be compiled in advance of building handover and servicing contracts will be in place prior to completion. Certification of install for all M&E is to be provided as part of the O&M by the developers within 2 weeks of practical completion.

8 Defect Management

8.1 Defect Liability Period

It is intended that during the first 12 months from Practical Completion, the contractor is responsible for maintaining the plant equipment as well as any issues that arise relation to defective workmanship, which provides piece of mind of the developer, owner and Property Manager.

The developer will typically provide a 10-year structural warranty to give certainty over quality and longevity through the life of the building. This will be confirmed at detailed design stage.

8.2 Defect Classification

A defect is a fault or repair that occurs due to a failure of workmanship during the defect liability period. Please note that this period commences from the date of Practical Completion of the building.

Important – Any repair not related to defective workmanship or materials will not be covered by the defect liability period. Generally, these are the responsibility of the individual resident, e.g:

- Damage due to wear and tear
- Damage due to resident misuse
- Incorrect operation or maintenance of components – not following the user instructions

8.3 Reporting and Escalation process

All reporting of issues post-completion, will be coordinated by the Property Manager to the Contractor's aftercare team.

8.4 Key contacts

These will be confirmed closer to practical completion.

8.5 Response times

Defects issues will be dealt with within 7 days of becoming apparent with any emergency measures dealt within as soon as practicably possible.

8.6 Post defect period procedures

Maintenance issues will be reported through the Resident App and the residents have the ability to rate the service in relation to minor issues.

9 Conclusion

It is hoped that the detail offered within the various sections of this management plan demonstrates the comprehensive approach taken by Garyaron Homes Ltd. in ensuring the residence will be expertly managed for the benefit of the future tenants, and the convenience of neighbours and surrounding businesses.

All details of the Operational Management Plan will be confirmed following planning approval of the scheme and upon appointment of a final management company.