

Belgard Square East,
Belgard Road and Blessington Road, Dublin 24
Mixed Use Residential and Commercial Development
Operational Management Plan



23rd May 2022

	Page
1.0 Introduction and Property Management Approach	3
1.1 Introduction	4
1.2 Property Management Approach	5
2.0 Resident Amenities & Services Strategy	6
2.1 Resident Amenities	6
2.1.1 Reception	
2.1.2 Internal Residential Amenity Areas	
2.1.3 Additional Residential Internal Amenities	
2.1.4 External Residential Amenities	
2.1.5 Internet & Wifi	
2.1.6 Postal Deliveries (An Post)	
2.1.7 Parcel Storage Lockers	
2.1.8 Car Parking	
2.1.9 Motorbike Parking	
2.1.10 Car Sharing	
2.1.11 Bike Sharing	
2.1.12 Bike Storage Management	
2.2 Resident Support Services	12
2.2.1 Reception	
2.2.2 Meeting Room	
2.2.3 On-site Security	
2.2.4 On-site Caretaker	
2.2.5 Out of Hours Emergency Escalation	
3.0 Fire, Health & Safety Strategy	13
3.1 Fire Evacuation Strategy	13
3.2 Fire Prevention Equipment	13
3.3 Fire Risk Assessment	13
3.3.1 Fire alarm	
3.3.2 Sprinklers	
3.3.3 Dry risers	
3.4 Health and Safety – General risk assessment	13
3.5 Major Incident management (Escalation protocols)	13
4.0 Building Operational Strategy	14
4.1 Residential Waste Management – Refuse disposal and recycling	14

4.2	Lifts Maintenance	14
4.3	Cleaning	14
4.4	Courtyards & Landscaping	15
4.5	Access Control and Intercoms	15
4.6	Vehicle, Cycle and Pedestrian Gages	15
4.7	CCTV	15
4.8	Utility Provision & Management	15
4.8.1	Electricity	
4.8.2	Energy Strategy - Heating & Hot Water System	
4.9	Pest Control	15
4.10	Cold Water Storage & Feed	15
4.11	Risk Assessment	16
4.12	Tanks	16
4.13	Pumps	16
4.14	Vacant Apartment Management	16
4.15	Building Insurance	16
4.16	Staff Welfare Provision	16
5.0	Commercial Management	17
5.1	Waste Management	17
5.2	Car Parking	17
5.3	Access Control & Intercoms	17
6.0	Planned and Preventative Maintenance	18
6.1	Mechanical & Electrical (M&E) - Maintenance and Servicing	18
7.0	Defect Management	19
7.1	Defect Liability Period	19
7.2	Defect Classification	19
7.3	Reporting and Escalation Process	19
7.4	Key Contacts	19
7.5	Response Times	19
7.6	Post Defect Period Procedures	19
8.0	Contact Details for Hooke & MacDonald	20

1.0 Introduction and Property Management Approach

1.1 Introduction

The proposed strategic housing development comprises a mixed-use development including 310 no. "Build-to-Rent" residential apartments and commercial use (c. 2,289 sqm) on a c. 1.26 ha site at Belgard Square East, Belgard Road and Blessington Road, Tallaght, Dublin 24.

Residential / Apartments

Apartment Types	No. of Units
1 Bedroom Apartment	99
2 Bedroom Apartment	203
3 Bedroom Apartment	8
TOTAL	310

The proposed development will consist of the demolition of existing boundary wall and construction of:

1. c. 2,289 sqm of retail/commercial floor space across 10 no. units including retail, restaurant/café and Class 2 financial/professional services and office use, and a crèche (257sqm) at ground and first floor levels;
2. 310 no. build to rent residential apartments including 99 no. one bedroom units, 203 no. 2 bedroom units and 8 no. three bedroom units within a part 6 to part 12 no. storey development across 3 blocks over partial basement;
3. c. 2,223 sqm of communal external amenity space provided in the form of a ground floor garden and external terraces at fifth, sixth, seventh and eighth floor levels; c. 1,026 sqm of public open space provided in the form of a central courtyard with landscaped areas at site perimeters;
4. c. 1,785 sqm of resident support facilities and services and amenities provided at basement, ground and first floor levels;
5. Vehicular access to the basement development from a new access point at Belgard Square East;
6. A new tertiary route will be provided in the southern part of the site linking Belgard Square East and Belgard Road;
7. Provision of 130 no. car parking spaces (including 8 no. club car spaces and 6 no. disabled access spaces) at basement level in addition to 5 no. set down spaces (4 no. serving creche) and 1 no. disabled access space at ground level, layby on Belgard Square East, 6 no. motorcycle spaces and a total of 763 no. bicycle parking spaces;
8. Provision of 4 no. Ø0.3m microwave link dishes to be mounted on 2 no. steel support pole affixed to lift shaft overrun, all enclosed in radio friendly GRP shrouds, together with associated equipment at roof level at Block B;
9. Provision of 3 no. ESB substations with switch rooms and plant rooms at basement level, hard and soft landscaped areas, bin and bicycle stores, public lighting, attenuation, green roof, plant at roof level, service connections and all ancillary site development works.

1.2 Property Management Approach

It is planned that there will be active property management of the development with a hands-on operational team, a large proportion 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 Teams' key responsibility will be for the management of day to day operations including customer engagement, both in person and electronically. It is envisaged that the Resident Management Team will be on site 7 days per week during the following hours; 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 (BuildingLink <http://www.buildinglink.com>). 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). There will also be availability of traditional email and phone availability and out-of-hours contact details for emergencies.

2.0 Resident Amenities & Services Strategy

2.1 Resident Amenities

2.1.1 Reception

There will be a substantial reception area located on the ground floor of Block A2. It is planned that this area will accommodate the majority of resident pedestrian inflows and outflows, with residents passing through this facility and making their way to their apartment from reception.

The reception will accommodate a visible reception desk and office facilities for the Resident Management Team and out-of-hours security staff to be stationed at. This facility will be staffed at certain hours (outlined in Section 1.2). For convenience and supervision, the parcel storage area will be located adjacent to this amenity. 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 with the purpose of and will be managed to promote social engagement and a sense of community for residents. Examples of resident's reception and adjoining residents lounge below (London - Embassy Gardens development).



London - Embassy Gardens



London – Embassy Gardens

2.1.2 Internal Residential Amenity Areas

Bespoke resident amenity areas are to be situated at ground floor and first floor level and have been designed to promote social engagement and to create a sense of community amongst residents. These areas will provide for a broad range of uses that are consistent with the needs and expectations of the residential market for a Built to Rent development. Hooke & MacDonald currently manage almost 3,000 PRS units and in our experience, the types of amenities sought by renters are those that allow them to socialise with their neighbours, areas that allow for community building, spaces that facilitate remote working as well as spaces and initiatives focused on wellness and wellbeing. The proposed amenity spaces are consistent with those on offer in existing Built to Rent schemes.

It is expected that these spaces will be used informally by residents for relaxation, working and socialising with neighbours and for various resident events which will be organised by the Resident Management Team. Examples of events which may be held include book clubs, communal viewing of sports events, guest talks, work networking etc.

The communal resident amenity areas provide spaces for residents to relax outside of their apartments.

Features of the resident amenity areas at ground and first floor level include;

- Lounge areas located on the ground and first floor of Block B and ground floor of Block C with a total floor area of 275 sq. m. These multifunctional rooms will allow for a range of uses including business meetings, resident social events, private parties or to provide residents with a space to either relax or work from outside of their apartments. The operator may permit certain lounges to be pre-booked for private events / functions. These bookings will be managed through the building and relationship management application.
- Two co-working areas will be located at ground floor level of Block A adjacent to the main reception area. In total 155 sq. m. will be allocated as co-working space within the development. These areas will provide comfortable areas for residents to work from home and will be equipped with all necessary facilities to foster an efficient working environment (e.g. power / data points, wifi, printing facilities). It is envisaged that the fit-out of these areas will be designed to facilitate both private and collaborative working spaces. It is envisaged that these areas will cater to changed working norms brought about by the

Covid 19 pandemic where remote working has become more commonplace for certain industry sectors. The provision of high quality co-working areas within the proposed development will provide residents with a comfortable, functional workplace option other than the office or their home. This will also have the intended effect of lessening the reliance on public transport for those living in the development as they will have a viable workspace option on their doorstep.

- Two games rooms will be provided at ground and first floor levels of Block B. Measuring 87 sq. m. and 78 sq. m. respectively, the exact fit out of these areas will be determined at a later date however, typically resident games rooms are equipped with pool / futsal tables, table tennis, board games and computer consoles. The fit out will ensure that the areas are attractive to residents and provide fun and engaging equipment to facilitate community development. It is envisaged that the Resident Management Team would organise resident events in these areas from time to time (e.g. pool tournaments) to further foster a sense of community amongst residents.

These facilities will be available through key fob access for residents. Precedent for lounge area is shown below (Dublin – Honeypark development). This is a scheme managed by Hooke & MacDonald on behalf of an investor.



2.1.3 Additional Residential Internal Amenities

Areas for residents' gyms are to be located on ground level of Block C and first floor of Block B and it is envisaged that it will be available 15 hours a day for resident use (7am – 10pm). In total, there will be 389 sq. m. of internal floor space designated for gym use. Residents will also have access to an external Yoga Deck (59 sq. m.) accessed via the ground level gym space at Block C.

The fit out of the gym areas is to be determined but is expected to include equipment such as free weights, resistance machines, cardiovascular machines, Swiss Balls and a studio area for aerobic exercise.

The Resident Management Team, as part of a community event programme, will arrange for various events focused on Resident Wellbeing such as Yoga / Pilates classes, boot camp classes, running clubs and nutrition lectures.

Resident access to the gym will be controlled through key fob.

Cleaning and facilities management of all equipment will be arranged through the Property Manager. A design precedent is shown below (London – Embassy Gardens).



2.1.4 External Resident Amenity Areas

2,223 sq. m. of communal external amenity space is provided in the proposed development. This includes a ground floor garden adjacent to the Yoga Deck and roof terraces at fifth, sixth, seventh and eighth floor levels. There is an additional 1,026 sq. m. of public open space planned comprising a central courtyard and landscaped areas around the perimeter of the site.

2.1.5 Internet & Wifi

It is planned that there will be Wi-Fi provided at no charge to residents in reception and all internal amenity areas.

2.1.6 Postal Deliveries (An Post)

Post boxes will be situated in residential core entrance lobbies. These areas will be accessible to all residents and the postal services via key fob.

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.

2.1.7 Parcel Storage Lockers

A bespoke storage locker system for the use of residents will be located in the residential reception area. This will accommodate oversized items and courier deliveries. This facility will be supervised by the Residents Management Team. An example of this type of facility is below – this example is of a BringMe company facility which is operational in a number of Dublin developments.



Example of Bringme Box Parcel Management System

2.1.8 Car Parking

There are a total of 135 no. car parking spaces provided including 8 no. disabled spaces, 8 no. club car spaces and 5 no. set down spaces. There will also be electric car charging points in the basement.

Access to the basement car parking area will be controlled through steel gates and access control via Belgard Square East. Residents will lease spaces directly with the landlord. Access for this area will be restricted to residents only.

2.1.9 Motorbike Parking

Motorbike parking will be in car spaces and located in the basement parking area. There will be a total of 6 no. motorbike spaces in this area.

2.1.10 Car Sharing

It is envisaged that there will be a Go Car station positioned in the basement car park providing an additional transportation option for residents. See Go Car station example (Tallaght) below. 8 no. Go Car spaces will be provided.



2.1.11 Bike Sharing

It is intended that a partnership will be arranged in order to provide Bleeperbikes bike sharing service in the vicinity of development and accessible to the public – exact location to be confirmed. See example Bleeperbike station below from South Dublin.



Bleeper Bike Station – South Dublin

2.1.12 Bike Storage Management

There will be a total of 763 no. cycle spaces available, both at surface and basement level for use by residents, commercial unit staff and visitors. The basement spaces are accessed via the vehicle entrance gate and the bicycle stairs.

There will be a number of bicycle storage areas within the basement which will accommodate the majority of the bicycles; and there are multiple areas across surface level for bicycle storage.

It is planned that 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 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. An indicative design example outlined below (exact specification to be finalised).



2.2 Resident Support Services

2.2.1 Reception

The Resident Management Team will be located 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.

2.2.2 Meeting Room

The Resident Management Team will have access to a meeting room adjacent to reception for the purposes of both internal and external meetings with residents, contractors and suppliers.

2.2.3 On-site Security

It is planned that there will be static on-site security provided and stationed in at Reception during specified hours e.g 10pm – 8am, 7 days per week. It is planned that the security personnel will carry out regular patrols of the internal and external residential and commercial areas. The development will be secure and well-lit at all entrances along with the appropriate CCTV coverage and recording mechanism.

2.2.4 On-site Cleaning / Caretaker Team

As a result of the scale of the development it is intended to have an on-site cleaning / caretaker team present 7 days per week. The cleaning / caretaker team will have responsibility for cleaning, waste area upkeep and general ad hoc duties in respect of the common areas and amenity areas

2.2.5 Out of Hours Emergency Escalation

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

As outlined above, the development will be staffed during out of hours periods by static security staff. These staff will be trained and will have knowledge and understanding of the emergency procedures on-site.

3.0 Fire, Health & Safety Strategy

3.1 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 and a fire evacuation plan placed within all residential units.

3.2 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.

3.3.1 Fire alarm

The property manager will arrange for the fire alarm panel to be serviced in accordance with manufacturer guidelines and regulatory requirements

3.3.2 Sprinklers

The Property Manager will be responsible for arranging the servicing and maintenance of the communal sprinkler system. This includes the plant which services the apartments.

3.3.3 Dry risers

The property manager will arrange for the fire alarm panel to be serviced in accordance with manufacturer guidelines.

3.4 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.

3.5 Major Incident management (Escalation protocols)

The Property Manager will complete a risk register upon receipt of the Fire Risk and General Risk Assessments. The Major Incident Management Plan is to be reviewed annually.



CGI of Belgard Square Development

4.0 Building Operational Strategy

4.1 Residential Waste Management – Refuse disposal and recycling

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

The residential bins stores will be located in the basement and residents will be responsible for delivery of their own waste bags.

There are three residential bin stores within the basement; it is planned that these areas will be inspected on a daily basis to ensure they are secure and free from hazards.

It is expected that collections will take place once a week for each of the residential waste streams. This will be assessed as operations are up and running.

The caretaker will arrange for the bins to be brought from the residential waste storage areas in the basement to the bin collection areas on collection days and then back to the waste storage areas following collection along the same route.

4.2 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.

4.3 Cleaning / Soft Services

The Property Manager will be responsible for the management of service contractors for soft services such as pest control, cleaning and exterior window cleaning for the residential areas through boom lift, cherry picker and / or abseiling where appropriate.



CGI of Belgard Square Development

It is planned that 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 brand.

4.4 Courtyards & 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.

The Property Manager will ensure that the tertiary route and all areas of the site not taken in charge are included in the landscaping maintenance regime.

4.5 Access Control and Intercoms

It is planned that the building will have a smart access system which will be operated through pre-registered user cards. It is planned that each resident will be provided with a door entry fob which will be registered to their name and address; in the event a resident loses their door entry fob, these can be instantly cancelled and prevent any unauthorised access to the development.

It is planned that each apartment will have its own intercom equipment that will be connected to the multiple call points at pedestrian entries.

Visitors to the building will be encouraged to dial directly to the apartments via the door entry system and will not be permitted access into the residential amenity areas without this access being permitted.

4.6 Vehicle, Cycle and Pedestrian Gate

A steel vehicle and on the eastern side of the development which provides access via the ramp to the basement off Belgard Sq. East. There will be a pedestrian gate in this location also. It is planned that the vehicle gate will be accessed by phone (GSM) for pre-registered users. .

The maintenance of the gate will be coordinated by the Property Manager and will be carried out by suitably qualified contractors in accordance with manufacturer guidelines, legislation and industry standards.

4.7 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.

4.8 Utility Provision & Management

4.8.1 Electricity

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

4.8.2 Energy Strategy - Heating & Hot Water System

Each apartment will be provided with an air to water heat pump providing heat and hot water to each individual unit. Each apartment / unit will be individually metered and will have their own thermostats for controlling the service within their unit.

The Property Manager will ensure that a maintenance contract is in place with a suitable contractor and maintenance and routine checks will be carried out in accordance with manufacturer guidelines.

4.9 Pest Control

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

4.10 Cold Water Storage & Feed

The cold-water storage and feed will be maintained by a competent contractor in accordance with manufacturer guidelines.

4.11 Risk Assessment

The Property Manager will instruct an independent and comprehensive Legionella Risk Assessment and Water Testing; both are to be completed by an approved surveyor prior to occupation and annually once the building is up and running.

4.13 Tanks

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

4.14 Pumps

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

4.15 Vacant Apartment Management

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

Prior to 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.

4.16 Building Insurance

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

4.17 Staff Welfare Provision

The Property Manager and security will have their own lockers, kitchen space and facilities for breaks located adjacent to reception area.

5.0 Commercial Management

5.1 Waste Management

There will be three dedicated commercial refuse stores for the storage of commercial general waste, recycling and brown bins – one located in the basement and two at surface level. Collections by licenced waste contractors are expected to be once weekly, however, the requirement will be reviewed on an ongoing basis.

The caretaker will arrange for the commercial bins to be brought from the waste storage areas to the waste staging areas on collection days.

5.2 Car Parking

There will be surface level car spaces available to the commercial units and a 'Drop Off' Zone allocated to the crèche off Belgard Square East; it is envisaged that there will be a 10-minute time limit on crèche drop offs.

It is planned that the surface level car park will have a 2-hour parking limit and will be monitored by a mobile patrol service and clamping will be arranged for cars parking beyond time restrictions.

There will be a designated loading and taxi drop off bay adjacent to the courtyard along the Townlink. This area will be reserved for bicycle / pedestrian and taxi / deliveries only.

A parking control company will be engaged to enforce parking rules and restrictions.

5.3 Access Control and Intercoms

All ground floor commercial units have private entrances. They will also have access to the basement to access the refuse stores and staff bicycle parking areas.

6.0 Planned and Preventative Maintenance

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

The Property Manager will be responsible for procuring suitably qualified contractors to maintain the 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
- Heat Pumps
- Lightning conductor maintenance
- CCTV
- Lifts
- Booster Pumps

A full asset register will be compiled in advance of building handover and servicing contracts will be in place prior to completion. It is planned for 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.

7.0 Defect Management

7.1 Defect liability period

It is planned 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.

It is planned that the developer, or their insurer, will provide a 10-year warranty to give certainty over quality and longevity through the life if the building.

7.2 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

7.3 Reporting and escalation process

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

7.4 Key contacts

These will be confirmed closer to practical completion.

7.5 Response times

It is planned that defects issues will be dealt with within 7 days of becoming apparent with any emergency measures dealt within as soon as practicably possible.

7.6 Post defect period procedures

It is planned that maintenance issues will be reported through the on-line Residents App and the residents will have the ability to rate the service in relation to minor issues.



8. Contact Details for Hooke & MacDonald

Contact details for Donald MacDonald, Director

Name:	Donald MacDonald BA FCA MSc Planning & Dev. MIPAV
Telephone:	+353 1 631 8403
Mobile:	+353 87 207 0283
Email address:	donald@hmd.ie

Contact details for Gavin Fitzpatrick, Senior Associate

Name:	Gavin Fitzpatrick
Telephone:	+353 1 631 8404
Mobile:	+353 86 142 8118
Email address:	gavin@hmd.ie