

# PROPERTY MANAGEMENT STRATEGY REPORT

PROPOSED DEVELOPMENT:  
THE TED SHD



CLIENT:  
TED LIVING  
LIMITED

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# Section 1- Introduction

## Executive Summary

Aramark Property have been instructed by Ted Living Limited, to provide a report on the property management strategy for their proposed residential development at Old Dunleary Road, Dun Laoghaire, 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 and public realm maintenance will work in practice and be maintained to the highest standards.



## Development Description

The proposed development at the former Ted Castles site and DunLeary House (a proposed Protected Structure), Old Dun Leary Road, Cumberland Street and Dun Leary Hill, Dun Laoghaire will consist of:

- The provision of 146 no. apartment units (Build to Rent) and all associated ancillary facilities (including residential amenities) in a building with an overall height ranging from 6 storeys (with set backs from 4th & 5th storey) addressing Dun Leary Hill, to 5 and 8 storeys (with set back from 7th storey) addressing Old Dun Leary Road and 6-7 storeys (with set backs at 8th storey) addressing Cumberland Street. The proposal provides for private and communal open spaces in the form of balconies and terraces throughout.
- A retail unit (c.290m<sup>2</sup>) at ground floor level addressing Old Dun Leary Road and Cumberland Street
- The refurbishment, partial removal and adaptation of a 4 storey building on site known as “DunLeary House” (a proposed Protected Structure) to provide co-working office suites (c.247m<sup>2</sup>) at Levels 01,02 and 03. The works will include partial removal of original walls and floors, removal of non original extensions to DunLeary House, repointing and repair of brickwork and granite fabric, reinstatement of timber sash windows, removal of existing roof, removal; alteration and reinstatement of internal floor layouts, reinstatement of entrance point on DunLeary Hill, removal of non original level 00 and linking the existing building to the new development from level 00 to level 03 with the construction of 3 new floors of development (with set back at roof level) above the existing building. It is proposed to repair, reinstate and improve the existing boundary treatment to DunLeary House.
- Provision of 52 no. car parking spaces in total - 44 no. car parking spaces provided at level 00. At Cumberland Street 11 no. existing on street car parking spaces will be removed and 8 no. on street car parking spaces provided. Provision of 277 bicycle parking spaces (94 no. cycle parking spaces accommodated in bicycle stands and 183 no. long term bicycle parking spaces within a secure storage area) and 4 no. motorbike parking spaces, all at Level 00. A new vehicular entrance/cycle path (off the Old Dun Leary Road), ancillary plant areas, ESB substation and storage areas.
- Extensive hard and soft landscaping throughout, green roof, public lighting, signage, boundary treatments and public realm improvements.
- The demolition of the existing open fronted shed on site and all associated ancillary site services and site development works.

## Schedule of Accommodation

0.559ha Site Area	146no. Units	34no. Studios	77no. 1 Beds	35no. 2 Beds	94 no. Short stay 183 no. Long stay Bicycles	52no.* (+4no. motor bikes) Car Spaces <small>*Including 4 Electric Charging, 1 car share, 2DAC</small>
44.5% Dual Aspect <small>(65no. units)</small>	468m <sup>2</sup> Residential Amenities Facilities	1157m <sup>2</sup> Green Roof	247.06m <sup>2</sup> Co-working Office Suites	290m <sup>2</sup> Retail Unit		



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 include the property management of the common areas, tenancy management 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



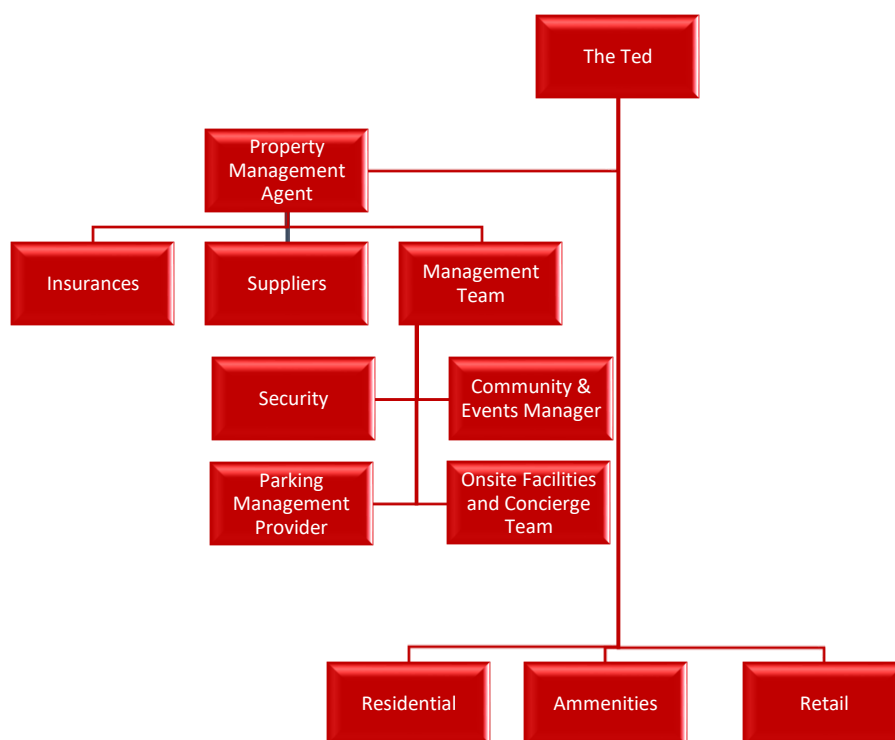
## Section 3 - Appointment of Property Managing Agent & Associated Responsibilities

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 landlord and tenants 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 and retail tenants on a quarterly in advance basis to ensure enough funds are received to enable effective management of the scheme.

### Proposed Structure – Hierarchy of Title





04

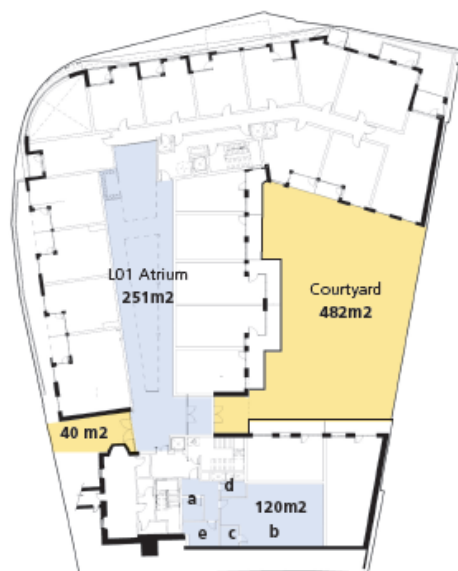
AMENITY  
CONSIDERATIONS  
& MANAGEMENT

## Section 4 - Amenity Considerations & Management

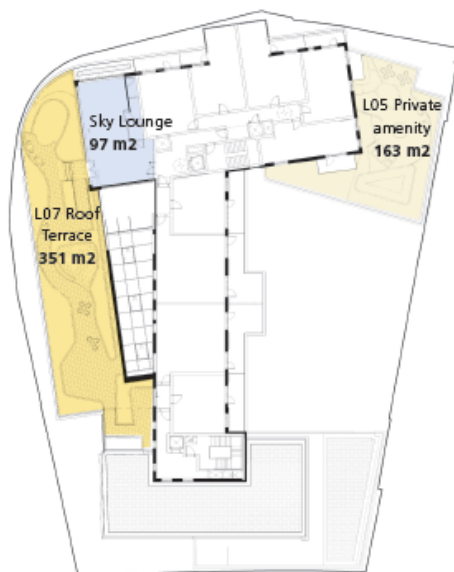
### Considerations

The development has been designed with quality of amenity space as a central consideration for both residents and the wider community. Throughout the scheme there are several areas which are dedicated to resident use.

#### Internal Residential Amenity and External Communal Amenity:



Level 01



Level 05 / Level 07

#### Key:

- |                   |                        |
|-------------------|------------------------|
| a- Letting Office | d- Staff Kitchenette   |
| b- Gym (86.3m2)   | e- Staff Changing/WC's |
| c- WC             |                        |

## Residents Lounge

The residents lounge/informal co-working space access will be located at reception level looking out onto the central atrium. The residents lounge will be fob controlled, with the on-site management team having ability to restrict access to individual fob holders as required.

The Lounge will be a relaxed environment where residents can meet neighbours, friends and get to know their fellow renters. The lounge will be available for normal day to day use but may also be utilized by the on-site Management Team for “neighbor-hood meets”, events and promotions solely for the benefit of the residents.



*Sample Residents Lounge*

## Sky Lounge

The provision of a lounge at the 7<sup>th</sup> floor level with access to the roof terrace will provide a focal point for community gatherings and will also be available for private use when booked through the concierge. Depending on the management strategy for the development, consideration may be given to permit booking from the greater local community as well as the residents. Booking for an event would be through the Building Manager/Concierge, the use of the Sky Lounge for gatherings by the local community could play a role in establishing “The Ted” in the wider community.



*Sample Residents Roof Terrace*

## Gym

A purpose-built gym area will be available for residents to use, with organised classes and training sessions being arranged by the on-site management team. Use of the gym will be subject to completion of an induction class, and all classes/instruction will be carried out by qualified trainers/instructors.



*Sample Residents Gym Area*

## Management of Estate, Residents Community and Amenities

### Management Offices

The development will have a designated management & lettings office and concierge suite at ground floor level. 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.

It will serve as a meeting place for residents, additional security, and 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 estate manager would also be responsible 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.

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

## Section 5 – 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.
- Signage will be posted on or above the bins to show which wastes can be put in each receptacle. Residents will be informed by the management company where they are required to deposit their waste and fobs/keys for access to their dedicated storage areas will be provided.

Collections:

- Collections frequency and designated collection points to be confirmed.

### **Health and Safety**

- The Management Team, post-handover, will design a health and safety strategy and Occupiers' Handbook that will ensure the development has the utmost health and safety standards which ensure the wellbeing of the residents and the staff/contractors that will be managing the development.
- The Handbook will contain protocols for the times of operation, weather events, planned shutdowns of the water etc.
- The amenity areas will be the focal point of the development and will have a specific health and safety focus. The Management Team will work with the insurance surveyors to ensure that this policy is suitable for an area with use of this nature. There will be an individual set of risk assessments and method statements relating to any outdoor areas.
- This document will also govern the protocols for contractors visiting site to carry out works.
- A comprehensive General Risk Assessment to be completed by an appointed surveyor prior to occupation of the building.

## **Hard Services**

- An allowance will also be made for any maintenance required on plant and equipment. This includes the servicing and management of any pumps, lifts, gates, and any other items of plant located within the external and internal common areas.
- There will also be a budget for general repairs which will cover basic works such as lighting repairs and any rectification to areas of the common areas that may become damaged or dilapidated.

### **Open Spaces, Green Roofs & 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 & Sky Lounge**

- The outdoor communal amenity areas would allow outdoor events, such as barbecues, outdoor cinema, and other events. 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, with the assistance of the on-site security team.
- Access to communal terrace areas and sky lounges would ideally have the capability of being time restricted e.g. 8.00am to 11.00pm daily and with CCTV coverage fed back to the management offices. This would allow the managing agent to control who has access to each communal terrace and to restrict access to certain times if needed.

### **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

## Schedule of Car & Bicycle Parking

<b>52no.*</b> (+4no. motor bikes)	<b>94 no.</b> Short stay
<b>Car Spaces</b> *Including 4 Electric Charging, 1 car share, 2DAC	<b>183 no.</b> Long stay
	<b>Bicycles</b>

## Car Parking Management Strategy

The parking will be split between level 00 internal courtyard within the development and on-street external parking. The management agent 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. 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. Residents will only be able to utilise their allocated car parking space and the onsite management team will provide a permit to the resident.

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.

In order to combat abuse of surface car parking facilities and roadside abandonment of cars the managing agent will implement a parking enforcement regime. The management agent shall implement suitable measures to prevent unauthorised use of resident's car parking spaces. Identification of cars will be provided by way of a disc system, and visitor parking will be managed by a park and text system. Signage will be installed throughout the development by the third-party provider.



## Bicycle Management Strategy

Provision of 297 No. bicycle parking spaces (32 no. cycle parking spaces accommodated in bicycle stands and 183 no. long term bicycle parking spaces within a secure storage area). 4no. electrical charging spaces are also provided within the carparking zone.

Level 00 will be accessed via a new gated vehicular entrance and gated dedicated bicycle path off Old Dun Leary Road.

A secure facility 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.

Each storage system will be carefully chosen and set out through consultation between the design team members to ensure the best system is used in the best and most practical locations. Access to the resident’s bike storage area will be controlled via the centralised access control system.

## Mobility Management Strategy

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

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

## Site Location & Context

The location of the proposed development provides availability to alternative modes of transportation for the occupants. The subject site is located within very close proximity to public transport including the bus and DART station. Access to the location is provided by good roads network as well as bicycle routes.

The proposed development will offer occupants travelling to and from the subject site alternative modes of transport other than the need to rely on a car. Developing in an area that has strong public transport nodes offers users the opportunity to travel to and from the site using alternative modes of transport.



Road network



Bus network



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



## Document Control Sheet

<b>Client:</b>	TED LIVING LIMITED
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<b>Document Title:</b>	PROPERTY MANAGEMENT STRATEGY REPORT

Rev.	Status	Author	Reviewed By	Issue Date
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