

St. Vincent's Hospital Fairview Redevelopment

Mixed Use Development

Operational Management Plan



24th March 2023

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1.0 Introduction and Property Management Approach

1.1 Introduction

The proposed development provides for the construction of new 2 storey mental health facility and retention and repurposing of existing buildings in addition to the provision of 811 no. residential units, of which 494 no. are to be standard designed apartments and 317 no. are to be Build to Rent. The residential units are to be located in 9 no. blocks ranging in height from 2 to 13 storeys. Standard design apartments will be contained in Blocks A, B, C, G, H, J, L. The Build to Rent units will be across Blocks D/E and F. The development will also include retail space, café space, a creche, community hall, co-working units, resident amenity areas and basement car park. The residential apartment mix is as follows;

Residential / Apartments

Standard Design Apartments – Blocks A, B, C, G, H, J, L

Apartment Types	No. of Units
Studios	10
1 Bedroom Apartment	236
2 Bedroom Apartment	199
3 Bedroom Apartment	49
TOTAL	494

Build to Rent – Blocks DE & F

Apartment Types	No. of Units
Studios	8
1 Bedroom Apartment	151
2 Bedroom Apartment	150
3 Bedroom Apartment	8
TOTAL	317

Development Total – 9 No. Residential Blocks

Apartment Types	No. of Units
Studios	18
1 Bedroom Apartment	387
2 Bedroom Apartment	349
3 Bedroom Apartment	57
TOTAL	811

In summary, the proposed development can be described as follows:

Provision of a new part two and part three storey hospital building, providing mental health services, accommodating 73 no. beds, associated facilities, a single storey facilities management building, plant rooms and service areas, associated car and cycle parking, access roads, and open space, all on a proposed hospital site of c. 2.67 ha.

- Refurbishment and repurposing of existing buildings on site including Brooklawn (RPS Ref.: 8789), Richmond House, including chapel and outbuildings (RPS Ref.: 8788), the Laundry building and Rose Cottage for ancillary uses associated with the new hospital. The existing gate lodge building will remain in residential use and used by visiting members of staff to the new hospital.

- Change of use, refurbishment, alterations and extensions, to the existing hospital building (part protected structure under RPS Ref.: 2032), to provide residential amenity areas, a gym, a café, co-working space, a library, a childcare facility, and a community hall (referred to as Block K).

The proposal includes the demolition of existing structures on site with a GFA of 5,872 sq.m, including the (1) westernmost range of the hospital building, which includes St. Teresa's and the Freeman Wing, (2) extensions to the south and north of the main hospital building, including the conservatory extension, toilet block extension, an external corridor, toilet core, lift core, and stair core (which are all part of / within the curtilage of RPS Ref.: 2032), (3) hospital buildings and outbuildings located to the north of the existing main hospital building, (4) St. Joseph's Adolescent School located in the southeast of the site, (5) Crannog Day Hospital located in the southwest of the site, and (6) extensions to the Old Laundry Building and Rose Cottage.

- Provision of 9 no. residential buildings (Blocks A, B, C, D-E, F, G, H, J, and L) providing a total of 811 no. residential units, including 494 no. standard designed apartments (in Blocks A, B, C, G, H, J, and L) and 317 no. Build to Rent apartments (in Blocks D-E and F). Residential amenities and facilities are proposed in Block C, D-E, J and K. A retail unit is proposed in Block A and a café in Block F. Block J is proposed as an extension of the existing hospital buildings (protected structure RPS Ref.: 2032- referred to as Block K).

- The building heights of the proposed residential blocks range from part 2 to part 13 storeys. A proposed basement / lower ground level, containing car and cycle parking and plant areas, is located below and accessed via Blocks C, D-E and F.

- Access to the new hospital and associated grounds is provided from Richmond Road and Convent Avenue, with separate internal access points. A separate vehicular access to the residential development is provided from Richmond Road. The development includes a proposed pedestrian / cycle connection to Griffith Court, requiring alterations to the service yard of the Fairview Community Unit, pedestrian / cycle connections to the Fairview Community Unit campus to the north (providing an onward connection to Griffith Court), a pedestrian / cycle connection to Grace Park Wood, and makes provision internally within the site for a potential future connection to Lomond Avenue / Inverness Road.

- The proposal includes public open space, including allotments, children's play areas, a central park, a linear park and an entrance plaza, with a set down area at Richmond Road, and communal open space at surface level. The proposal includes communal roof terraces on Block C and Blocks D-E and private balconies / terraces for the apartments.

- The proposal also includes provision of internal access roads, car and cycle parking, pedestrian and cycle infrastructure, associated set down areas, alterations to existing landscape features, landscaping, boundary treatments, lighting, telecommunications infrastructure at roof level of Block B, green roofs, lift overruns and plant at roof level, site services, including a watermain connection / upgrade via Griffith Court, Philipsburgh Avenue and Griffith Avenue, site clearance, and all associated site works.

1.2 Property Management Approach

1.2.1 Build To Rent Element

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"), based in the tenant concierge area of Block D/E.

The Resident Management Teams' key responsibility will be for the management of day to day operations including customer engagement, both in person and electronically. There will be multiple staff on site during the week and it is envisaged that the main on-site hours will 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 offered to Residents in the form of a branded Resident App. The software package to be used will be determined closer to building occupation, however, BuildingLink (<http://www.buildinglink.com>) has been identified as a viable option. 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; amenity area reservations). The Property Manager and Resident Engagement Team will also be contactable via email and phone as well as in-person at the main reception. Out-of-hours contact details for emergencies will be provided to all residents.

A key role for the Property Manager will be to promote social engagement amongst residents and to foster a sense of community within the development. Communal space has been designed so as to encourage residents to spend time with their neighbours in both informal and planned event settings.

The Property Manager will take a proactive approach to organising events for residents to get to know their neighbours such as Summer BBQs, Christmas Parties and other seasonal events. Residents will also be encouraged to use BuildingLink to facilitate their own events or to create social clubs such as book clubs, walking groups, parent's groups etc.

The Property Manager will have pre-determined quotas for engagement within the community. This will include responsibility to establish connections between local amenities, such as cinemas and cafés and securing appropriate discounts for residents in local establishments.

The Property Manager will be responsible for making arrangements for the arrival and departure of residents. New residents will be met on site and provided with keys for their apartment and all relevant information for their move in (utility details, instructions on use of appliances / heating etc). The Property Manager will arrange for departing residents to be met at the property for handover of keys and taking of final utility meter readings.

1.2.2 Standard Design Apartments

It is envisaged that an additional Resident Management Team will be based at the tenant concierge area at Block J, servicing the Standard Design Apartments.

It is expected that their role be largely analogous to that of the Resident Management Team servicing the Build to Rent Element with a focus on management of the resident and community amenity areas as well as curating resident events and social engagement.

A Property Manager will be appointed to manage the common areas of the Standard Design Apartment buildings as well as the wider estate focusing on areas such as landscaping maintenance, upkeep of roads / paths / boundaries, security provisions and insurance management.

It is expected that the owners of the Standard Design Apartments will be responsible for internal apartment maintenance and repairs as well as other tenancy management issues.

2.0 Resident Amenities and Services Strategy

In total, 6,245 sq. m. of resident and community / cultural amenities and support facilities will be provided. Most of the amenity areas are located in Blocks J and K with additional amenities in Blocks C and the large Build to Rent block, D/E. These include concierge, post and laundry services in Block J, a gym, creche, community hall and Co-Working Area in Block K, lounges and tenant facilities in Block D/E and a lounge in Block C amongst others.

Some of the amenity areas will be made available to the wider community including the gym, the community hall and co-working areas in Block K.

The main operational functions and strategies for these amenity areas are detailed below.

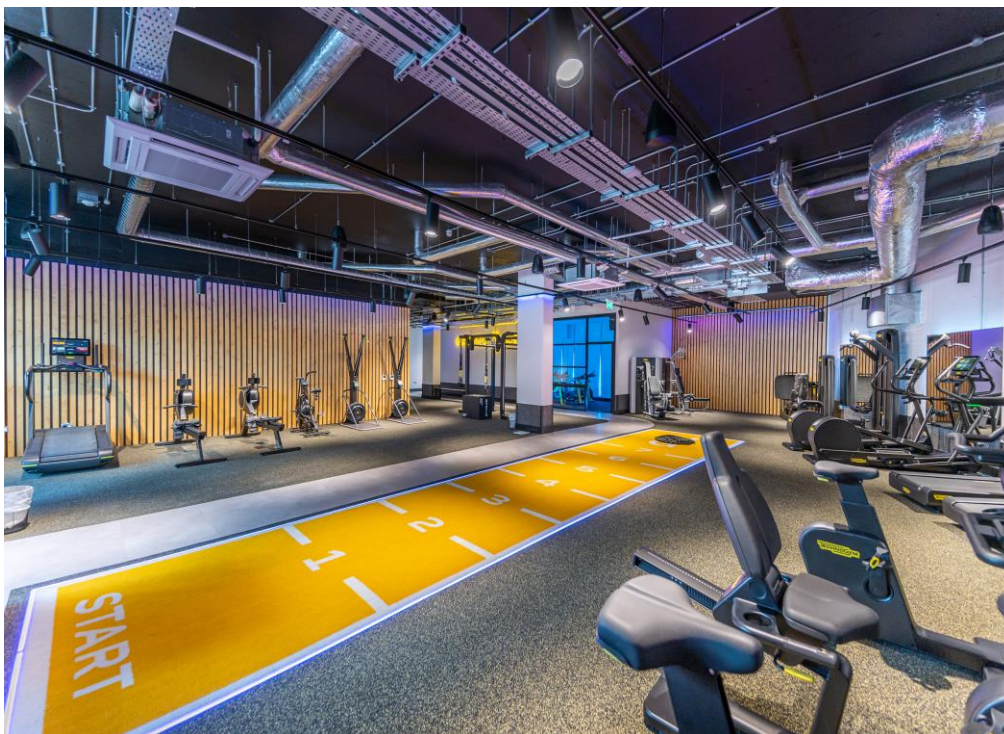
2.1 Community & Resident Amenity

The proposed commercial and community uses include a Retail unit, Gym, Café, Childcare Facility, Community Hall, Community Library and Co-Working space and the Resident Amenity Space and Facilities include reception areas, lounge, library, entertainment suites and cinema.

2.1.1 Gym

A large gym is to be located in Block K and it is envisaged that it will be available 15 hours a day for use by residents and the wider community (7am – 10pm). Access to the gym will be controlled through key fob for pre-registered users. The gym will be equipped with a mixture of strength and cardiovascular equipment along with designated studios for classes (e.g. Yoga, Pilates, Bootcamp etc). The Resident Management Team will engage a third party personal trainer to provide classes exclusively for residents, whilst membership will be available to the wider community also.

Cleaning and facilities management of all equipment will be arranged through the Property Manager. A design precedent is shown below.



Example of Resident Gym – Hamilton Gardens

2.1.2 Co-Working

Co-working rooms totalling 817 sq. m. will be located in Block K adjacent to the café and childcare facility. These areas will provide comfortable areas for both residents and the wider to work remotely / 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 users of the amenity with a comfortable, functional workplace option other than the office or their home.

2.1.3 Reception

There will be a substantial reception area located on the ground floor of Blocks J / K. It is planned that this area will accommodate the majority of the on-site personnel for the Standard Design Apartments, with residents passing through this facility and making their way to the resident amenities in the block.

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 (example hours 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 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).

An additional reception area will be located at Block DE servicing the Build to Rent Units.



Example of Resident Reception – Spencer Place

The ground floor reception area in Block DE will also be complimented by a management office to the rear of the reception desk floor, which will assist in proper day-to-day running of the facility.



Example of Resident Reception - Honeypark

2.1.4 Lounges

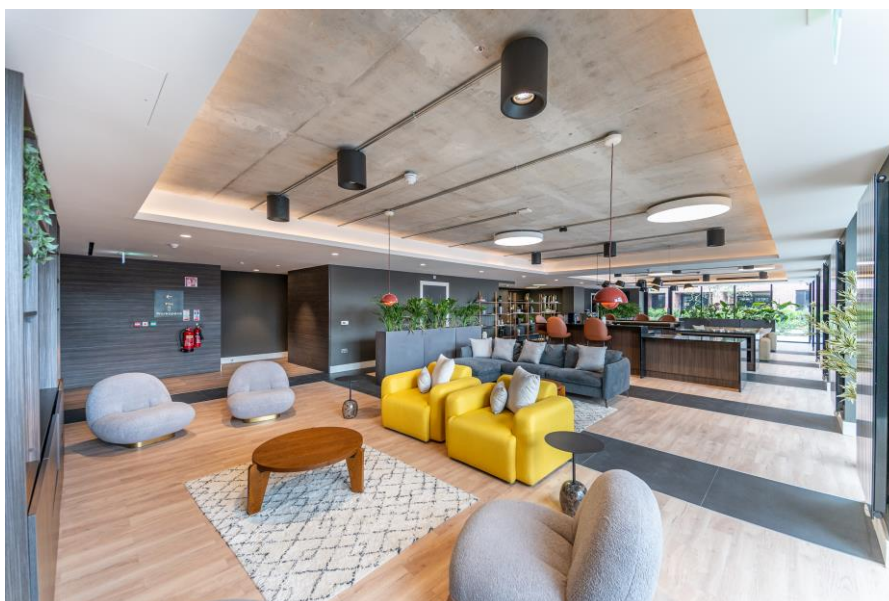
There will be a number of lounge areas located throughout the development in Blocks C, F, G, D/E and K, some exclusively for residents use while others will be made available to the wider community.

These multifunctional rooms can allow for a range of uses including business meetings, resident social events, private parties or to provide people with a space to either relax or work from outside of their apartments.

Management may permit certain lounges to be pre-booked for private events / functions. These bookings will be managed through the building and relationship management application.

It is envisaged that at least one of the lounge areas will be designated a Quiet / Chill zone. The purpose of this area will be to provide a peaceful environment for residents to read, write or relax.

Precedents for these areas are shown below.





Examples of Resident Lounges – Hamilton Gardens

2.1.5 Community Hall & Library

A Community Hall and Library will be located in Block K. The Community Hall will be located in the original chapel building and will be available to both residents and the general public for a variety of uses such as music events, arts / cultural exhibitions, social parties etc.

The Library will be a vibrant amenity for residents and the wider community with areas catering for quiet reading and more communal activities such as book club gatherings or public readings.

2.1.6 Childcare Facility

A childcare facility of 730 sq. m. will be situated adjacent to the Community Hall and Library. Spread over two floors the facility will be available to children of creche going age both living in the development and the within the wider community.

The childcare facility will have the benefit of an outdoor play area.

2.1.7 Cafe

A cafe will be located immediately adjacent to the co-working spaces and Library. The café will be operated by a private operator.

2.1.8 Roof Terrace

Resident roof terraces, will be located on Block C and DE. These areas will be professionally landscaped and will include ornamental trees and shrubbery as well as a number of break out seating areas. A roof top gym area will be provided in Block D/E.

2.1.9 Internet & Wifi

It is envisaged that there will be a Wi-Fi service available to residents in reception and all internal resident amenity areas.

2.1.10 Postal Deliveries (An Post)

Post boxes will be situated in the lobbies of each residential core. 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.

2.1.11 Parcel Storage Lockers

Bespoke storage locker systems for the use of residents will be available and located in Blocks J and D/E, adjacent to the Reception, for collections and deliveries. 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

2.1.12 Car Parking

There are a total number of 247 no. resident car parking spaces provided at basement and surface level incorporating accessible and EV charging spaces (50% provision).

The majority of resident car spaces are located in the basement which is accessed via a dedicated entrance between blocks C and D/E.

Access to the basement car parking area will be controlled through steel gates and access control. Residents will lease spaces directly with the landlord. Access for this area will be through a phone / GSM system.

Residents who have leased a car parking space in the basement car park will be provided with their space number that has been allocated to their unit. A parking control company will be engaged to manage parking in the car park.

Management will control the registration of users on the GSM system to ensure that only residents who have been provided with a parking space are able to open the vehicle gates.

Accessible parking spaces are provided at ground level servicing those buildings that are not located over the basement car park. The parking control contractor will check that any car parked in these spaces displays a valid 'disabled parking badge'. Any cars parked in these spaces not displaying a valid badge will be clamped.

Signage will be displayed throughout the development giving notice that cars parked incorrectly may be clamped.

2.1.13 Motorbike Parking

Motorbike parking will be located in the basement parking area. There will be a total of 13 no. motorbike spaces in this area.

2.1.14 Car Sharing

It is envisaged that there will be a Go Car station, or similar provider, providing an additional transportation option for residents. See Go Car station example (Tallaght) below.



Go Car Station - Tallaght

2.1.15 Bike Sharing

It is intended that a partnership will be arranged in order to provide Bleeperbikes bike sharing service (or similar) 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

2.1.16 Bike Storage Management

There will be 1,680 no. cycle spaces available in total across the development. 947 no. spaces (including cargo and electric) will be located in the basement car park and 733 no. spaces at surface level.

Resident bike stores will be located in both the basement car park and at surface level adjacent to building entrances. These will be secure, locked enclosures accessible to residents only.

Visitor bicycle parking will be provided by way of Sheffield stands throughout the development.

It is planned that the bicycle storage areas will be inspected twice daily to ensure the areas are secure and free from hazards. Signs will be displayed advising that CCTV is in operation, where appropriate.

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

The Property Manager will also be responsible for ensuring that bicycles are not abandoned or discarded in the bike storage areas. The areas will be checked regularly and any bikes suspected of being abandoned will be tagged with a notice detailing that they will be removed and placed into temporary storage by Management within a specified timeframe if the owner does not get in touch to claim the bike. If the bike has not been claimed within the specified timeframe, the Property Manager will arrange for it to be removed from the bike storage area and stored in a secure location for a short period after which the bicycle will be donated to a bicycle restoration charity.

The Property Manager will also utilise the Resident App to push communications to residents warning against abandoning bikes in the development.

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





Examples of Bicycle Parking Provision

2.1.17 Additional Resident Storage

15 no. storage lockers will be located in the basement car park and made available to residents for storage of large bulky items such as children's outdoor toys, buggies, etc.

Stores will be offered to residents on a first come first serve basis by way of a licence agreement and subject to a prevailing fee.

The areas in which the lockers are located will be accessed via secure key fob and covered by CCTV for security purposes.

2.1.18 Community Allotment

In the North corner of the site, overlooked by Block G, there will be a community allotment provided for growing fruit, vegetables and herbs.

The Resident Management Team, through liaising with the site landscaping team, will arrange opportunity for residents and the wider community to get involved in the management of this allotment. The Resident Management Team will notify residents of the development of the timetable for working on the allotments and of any instructions provided by the site landscapers.

The Resident Management Team will also engage with local community groups and invite them to partake in the management of the allotment to foster community spirit and share the produce from the allotments.

2.2 Resident Support Services

2.2.1 Reception

Resident Management Teams will be located in the two main reception areas at Block J servicing the Standard Design Apartments and Block D/E for the Build to Rent element. These teams 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 Teams 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 during specified hours. These hours will be determined following a security audit prior to occupancy. 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. This team will have responsibility for cleaning, minor repairs, painting, waste area upkeep and general ad hoc duties in respect of the common areas. It is planned that they will work across a 7 day schedule.

2.2.5 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.

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.

2.2.6 Deliveries / Move-Ins

A number of set down areas have been provided throughout the development to facilitate resident move-ins and deliveries.

The property management team will stagger planned move-ins during the initial occupancy period to allow sufficient time for residents to move the set down area closest to their core.

It is anticipated that maximum stay limits will be implemented and enforced via the parking control company.

2.2.7 House Rules

The property management team will develop a set of House Rules prior to initial occupancy for the purposes of good estate management.

The House Rules will detail policies on noise control, smoking, pets, parking, redecorations / alterations and will be clearly displayed in common areas as well as included in the residents' lease agreements.

The property management team will implement a policy for responding to breaches of House Rules.

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 a Residents Guide. Fire evacuation procedures will be displayed within each residential unit.

3.2 Fire Prevention Equipment

The Property Manager will ensure Fire Prevention Equipment is provided following the recommendation from an independent survey.

3.3 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 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.

3.3.2 Dry risers

The dry 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.

3.3.3 Fire Extinguishers

The fire extinguishers will be maintained and re-filled as required 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 extinguishers

3.3.4 Automatic Opening Vents (AOVs)

The AOVs will be maintained and batteries replaced as required 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 AOVs.

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.

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 Refuse Stores are kept clean, orderly and pest free.

Bins stores will be located in both the basement car park and at surface level and residents will be responsible for delivery of their own waste bags.

It is planned that bin 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 on a weekly basis 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 to the waste staging areas on collection days and then back to the waste storage areas following collection.

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

The Property Manager will be responsible for engaging third party contractors to provide industrial cleaning services. These will include common areas cleaning, window cleaning and periodic power washing of external areas.

A cleaning schedule will be developed closer to occupancy to ensure that all common and amenity areas are kept to the highest standard.

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.

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 and mobile phones. 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 handset from which they will be able to speak to visitors and open the block doors.

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 Electric Gates

The maintenance of all electric gates, both vehicle and pedestrian, 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. Signs will be put up in common areas notifying of the presence of CCTV and a GDPR policy will be implemented by the Property Manager.

4.8 Utility Provision & Management

4.8.1 Electricity

It is planned that each apartment will have its own Pinergy electricity system (<https://pinergy.ie/>), or similar smart electricity system provided by an alternative supplier. The 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

Heating and hot water will be provided by common heat pumps located throughout the development. This system will provide heating and hot water to individual apartments, the common areas and facilities and the commercial units. 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 suitable qualified professional in accordance with manufacturer guidelines. The Property Manager will ensure that appropriate contracts are in place for maintenance of the system.

4.11 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.

4.12 Tanks

The Property Manager will coordinate the maintenance of water tanks with suitably qualified contractors in accordance with manufacturer guidelines.

4.13 Pumps

The Property Manager will coordinate the maintenance of all pump sets with suitably qualified contractors in accordance with manufacturer guidelines.

4.14 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 the responsibility of the Property Manager.

4.16 Building Insurance

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

4.17 Staff Welfare Provision

A rest and welfare area will be provided for the on-site caretaker.



CGI of the proposed development

5.0 Commercial Management

5.1 Waste Management

All commercial tenants will be responsible for the management of their own waste. Dedicated commercial waste storage areas will be provided for the café, retail, creche and mental health facility.

5.2 Car Parking

There will be 9 no. surface level car spaces available to the retail and community units and a 'Drop Off' Zone allocated to the crèche; 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 73 no. car parking spaces provided for the new mental health facility and 28 no. bicycle parking spaces.

5.3 Deliveries

Deliveries for the creche, cafes and retail units will be by way of set down areas located in close proximity to the units.

It is anticipated that restrictions on the times that deliveries are permitted to these units will be implemented in the interest of good estate management and to prevent undue nuisance to the residential element.

Deliveries to the mental health facility will be made directly to the facility.

5.4 Service Charge

It is envisaged that the commercial units will be required to contribute to the management, maintenance and repair of the common areas by way of a service charge contribution.

The property management team will develop a service charge budget and apportionment closer to completion and commercial tenants will be invoiced annual for their apportioned contribution.

6.0 Planned and Preventative Maintenance

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

The Property Manager will be responsible for maintain and servicing 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
- CHP system
- Lightning conductor maintenance
- CCTV
- Lifts

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

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