

# PROPERTY MANAGEMENT STRATEGY REPORT:

## PARKGATE STREET AMENDMENTS



CLIENT:  
RUIRSIDE  
DEVELOPMENTS  
LTD

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01

INTRODUCTION

# Section 1- Introduction

## Executive Summary

Aramark Property have been instructed by Ruirside Developments Ltd, to provide a report on the property management strategy for their proposed residential development, on a site currently occupied by Hickeys' Fabrics on Parkgate Street, Dublin 8.

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 seeks amendments to ABP Reg. Ref. 306569-20 (SHD 1) and 310567-21 (SHD 2), at No. 42A Parkgate Street, Dublin 8, including:

- 40 no. 'Build To Rent' residential apartments (30 no. 2-bed/4 person & 10 no. 2-bed/3 person units from 1st to 8th floors inclusive, each unit with private 'winter garden' and/or balcony), replacing consented office floor area (over 6 floors) within the Block B2 office building.
- Co-working and community space at ground floor level, replacing consented café/restaurant at Block B1.
- Ancillary internal private residential communal amenity area at mezzanine level, including lobby, residents' lounge, and fitness area, replacing consented co-working space at Block B2.
- And all ancillary and associated site, structural and landscape works proposed to tie amended Block B2 in with the consented development, including:
  - Design adjustments at the interface of proposed Block B2 with the consented Block A tower building and Block B1, including increase in roof parapet height (by 1.0m):
  - Amendments to landscaping at roof level of consented Block B2 and part of Block B1 to accommodate proposed changes to roof levels associated with Block B2 change of use.
  - Changes to the northern Parkgate Street façade of consented Block B2 to suit residential use and accommodate external private amenity (wintergardens & balconies).
  - Changes to the southern internal façade of consented Block B2 to suit residential use and accommodate external private amenity (balconies).
  - 20 no. additional visitor bicycle spaces within consented public realm at surface level.
  - Reconfiguration of floor plan and increase in floor area of consented basement/under croft at Block B1, to accommodate additional ancillary residential bicycle storage.
  - Reconfiguration of ground and mezzanine floors of consented Block B1 to accommodate the proposed residential amenities and additional ancillary refuse, circulation, plant and non-residential back of house areas.

## Schedule of Accommodation – Amendments

Permitted GFA	43,028sqm
Proposed (additional) GFA	791 sqm
Total (Permitted & Proposed) GFA	43,819 sqm
Permitted culture / community space GFA	Mezzanine Block B1: c. 119 sqm River Walk & Public Plaza: c. 1,409 sqm Total: 1,524 sqm
Proposed culture / community space	Multi-purpose space: c. 52 sqm
% of gross floor area subject to the ammendment	6.7%
% of overall (permitted & proposed) culture / community space to net permitted & proposed GFA	c. 1,577 sqm 3.66%





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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
- Walled Garden
- Opus
- Capital Dock

Our role within these developments includes the property management of the common areas, internal demises, 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**



**WALLED GARDEN**



**OPUS**



**CAPITAL DOCK**





03

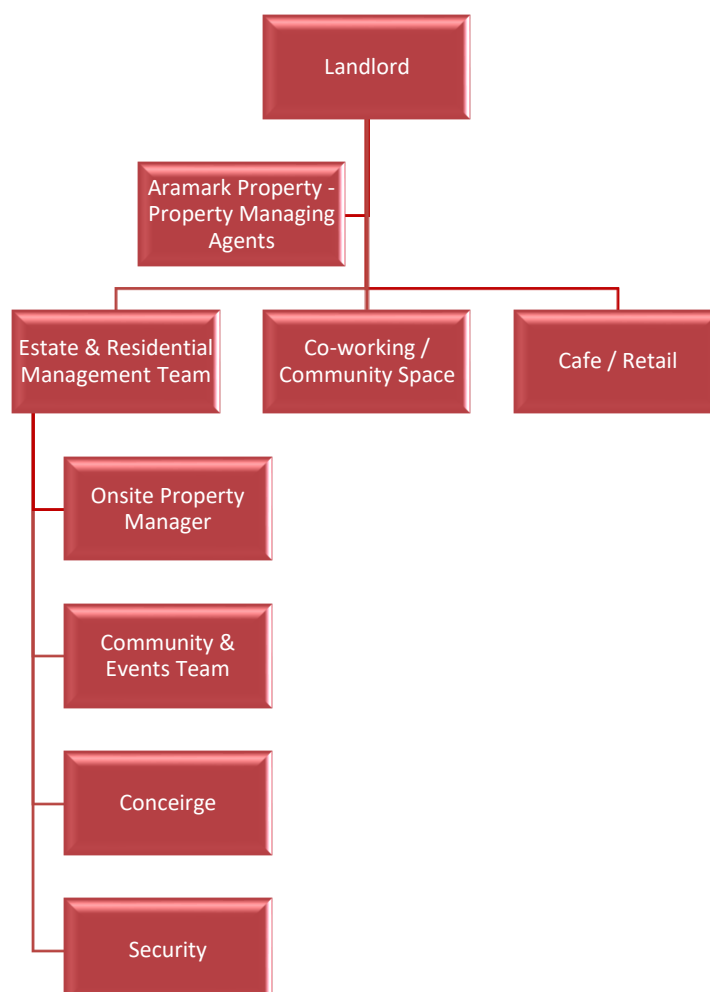
APPOINTMENT OF  
PROPERTY MANAGING  
AGENT

## 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 / owners and 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 owners on a quarterly in advance basis to ensure enough funds are received to enable effective management of the scheme.

### Proposed Structure – Hierarchy of Title





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AMENITY  
CONSIDERATIONS  
& MANAGEMENT

## Section 4 - Amenity Considerations & Management

### Considerations

The development has been designed with quality of amenity space as a central consideration. A proposed mix of amenities at various differing floor levels is provided for the residents.

The consented development, as amended, will continue to deliver a mix of residential, retail and café/restaurant uses in accordance with its mixed use Z5 zoning. In addition to providing a high-quality residential scheme at upper levels, the ground level units and areas remain primarily given over to active uses, including retail, café/restaurant, public and private amenities, and open space, which animate Parkgate Street and the surrounding public realm.

Arguably the proposed change of use from a café/restaurant to residential amenity area will activate community development for residents. The space will be actively used as a meeting, socializing, exercise, exhibition space, with little change to the street front elevation. There remains a generous restaurant/café unit at the ground level of Block A, with active frontage to Parkgate Street, within the consented scheme.

The consented public open space will have the potential to accommodate uses such as farmers markets and outdoor cinema events, subject to appropriate separate licensing and consents. Block A also delivers residential co-working space as part of its suite of internal residential amenities.

### Open Space (Private, Communal, Public)

Public Open Space:

The proposed new apartments will benefit from the permitted public courtyard and riverside walkway at ground floor/street level.

Communal Open Space:

The proposed new apartments will benefit from the permitted communal private courtyard at ground floor level as well as the permitted roof terrace with proposed amendments at level 9 over blocks B1 & B2. Each space will be professionally landscaped with seating and planting on each garden space (see landscape drawings and HQA for further information. Glass balustrades

and planters feature around the perimeter of the roof gardens for safety and security.

Private Open Space:

Private balconies or winter gardens are provided to each of the newly proposed apartments within block B2 as external amenity with areas provided to achieve (or in some cases exceed) the requirements set out in the Sustainable Urban Housing Design Standards for New Apartments Guidelines for Planning Authorities (2022).

Entrance Lobbies, Circulation and Safety:

Residents and their visitors will enter either through the main entrance lobby of the tower (block A) or from the separate (former office) entrance lobby from Parkgate Street and before travelling towards the vertical circulation core which allows access to their unit. Access to all entrances and circulation cores will be secured by fob access.

## **Management of Estate Community and Amenities**

### **Management Offices**

The development will have a designated management / concierge office, this office will focus on management of the residents as well as the overall estate and the overarching management of the scheme, with an emphasis on security, pedestrian access, waste marshalling area, parcel deliveries, car parking, events management and community and stakeholder engagement.

### **Onsite Estate Manager**

There will be an on-site estate manager employed during 'normal' working hours 9am – 6.00pm weekdays to deal with issues which are escalated from the onsite staff / concierge daily. The on-site estate manager would ultimately be responsible for the standard of service provided by either the other on-site staff or third-party contractors.

The on-site estate manager would also be responsible for overseeing and coordinating resident / tenant move in/out strategy in terms of deliveries and use of loading bays / drop offs. The service would operate from the community space provided. The onsite estate manager would be responsible for promoting a sense of community within the scheme.

The Onsite 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.
- The Estate manager would facilitate prospective residents, commercial tenants, and other stakeholders in setting up a community safety strategy which would encompass neighbourhood watch initiative. The management team would encourage interaction and facilitate meetings with security providers, local gardai and other relevant parties to devise suitable initiatives.

### **Residential Concierge Team**

The development will have a concierge onsite. The opening 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 onsite 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 Concierge 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.



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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 / Community Safety**

- 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.
- Given the scale of the development it would be advisable to provide for a 24/7 security service which will be based within the development. This would allow for patrols within the development and the management of the CCTV cameras and access controls for shared areas.
- The scheme will provide some public open space for the community towards the entrance with an attractive ground floor activity. CCTV will be provided throughout the scheme and managed by FM and adequate lighting to all areas. A fob key electronic access system will be used for secure access for all residents and other stakeholders as required to the community/cultural spaces.
- The scheme will provide lighting to all areas and will comply with all the minimum requirements of Part M access lighting. The lighting will be suitable for all landscaped areas and to all journeys to the apartment entrance whether pedestrian or from the secured basement car and cycle parking spaces. Internal lighting will be provided 24/7



to all internal common areas.

- The open landscaped areas will have ample lighting with the residents having the ability to overlook all areas creating natural surveillance. The landscaping will be maintained by the property management company to avoid any overgrowth and to maintain a pleasant atmosphere.
- The onsite team will liaise with all local departments to create any specific emergency response plans to the site and wider community. Fire drills will be carried out by the onsite and communicated to residents.
- The management team will liaise with residents and keep a continued communication and assist in organising workshops regarding community safety in conjunction with local authorities and policing.
- The onsite team will liaise with all local departments to create any specific emergency response plans to the site and wider community including liaising with local policing.

#### **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.

#### **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 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 & Landscaping**

- Based on the landscape plans received, the communal areas will be of the forefront of management's maintenance priorities.
- As permitted under ABP-306569-20 public amenity open space is a significant feature of the overall scheme which includes the 'river walk' and public plaza, connecting to Parkgate Street and the River Liffey. As such, it will be essential for an appropriate maintenance schedule to be devised and implemented.
- There will also be a schedule of maintenance in place for cleaning of hard surfaces, garden features throughout the communal garden areas, terraces and open amenity 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 & Roof Terraces**

- The outdoor communal amenity areas would allow outdoor events, such as barbecues, outdoor dining experiences, and other events. These would be organised by the on-site team to the benefit of residents. Attendance at all community events will be organised and controlled centrally through the onsite management team, with the assistance of the on-site security team.
- Access to communal terrace areas would ideally have the capability of being time restricted e.g., 9.00am 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 entrance doors will be made.
- Keys / Fobs: Residents will also be provided with their access fob for their apartments; the on-site Management Team will retain one set of keys for inspection and access purposes. Visitors to the building will be encouraged to dial directly to the apartments via the door entry system and will not be permitted access into the residential areas without this access being permitted.

### **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.





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PARKING MANAGEMENT

## Section 6 – Parking Management

### **Parking Management Strategy**

No additional car parking spaces are proposed with this changes of use application for Block B2.

22no. car stacker spaces are provided at basement level. 2no. standard surface spaces and 2no. accessible spaces are also permitted.

The management company will ensure an active parking management strategy is regularly enforced in the estate via the on-site estate management team. Car parking spaces will be allocated in accordance with the policies and leasing structure for the development.

The recommendation to combat abuse of parking facilities and abandonment of cars is generally to implement a clamping regime. A clamping regime can be tailored to suit the management structure and would start off by engaging in a contract with a preferred supplier.

Residents will only be able to utilise their allocated car parking space and the onsite management team will provide a permit to the resident who will display it on the window of the vehicle.

No additional car parking will be provided by the proposed development. If no car parking spaces are available, the future resident will be informed of this prior to occupation of a residential unit.

82 no. additional bicycle spaces including 2 no. cargo bike spaces are provided at under croft level for the resident of block B2 with access onto Parkgate Street.

In addition, a further 20 bicycles can be parked at additional Sheffield stands within the public plaza of the development.



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

## OUR KEY SERVICE LINE ARE:

 ASSET MANAGEMENT	 COMMERCIAL PROPERTY MANAGEMENT	 BUILT TO RENT/PRS MANAGEMENT (RESIDENTIAL PROPERTY MANAGEMENT)	 VALUATION, RENT REVIEWS & PROFESSIONAL SERVICES
 SUSTAINABILITY SERVICES	 BUILDING CONSULTANCY	 FACILITIES MANAGEMENT	 PROCUREMENT

## Document Control Sheet

<b>Client:</b>	RUIRSIDE DEVELOPMENTS LTD
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