

Ravens Rock Road SHD,  
Sandyford, Dublin 18

Residential Development Operational Management Plan



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## 1.0 Introduction and Property Management Approach

### 1.1 Introduction

The proposed development provides for the demolition of buildings on site and construction of a 'Build to Rent' residential development consisting of 101 no. apartments (with a unit mix of 65 no.1 beds, 36 no. two beds and associated residential community facilities in a combined block).

The development will rise to ten storeys in height and the proposed development will provide for car and bicycle parking, site wide landscaping, communal courtyards and resident amenity areas.

#### Residential / Apartments

Apartment Types	No. of Units
1 Bedroom Apartment	65
2 Bedroom Apartment	36
<b>TOTAL</b>	101

### 1.2 Property Management Approach

It is envisaged that there will be active property management of the development with a hands-on operational team, some of whom will visit the development at different times on a weekly basis. A professional property management services provider will be appointed (the "Property Manager").

The Property Managers key responsibility will be for the management of day-to-day operations including facilities management and customer engagement, both in person and electronically.

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

#### 2.1.2 Ground Floor and First Floor Internal Amenity Areas

The ground floor and first floor will accommodate the resident internal amenities. There will be 267 Sq. M. of internal resident amenity space provided, 160 Sq. M. on the ground floor and 107 Sq. M. on the first floor. An additional 8 Sq. M. has been allocated for a bicycle repair area within the bicycle storage room.



*Ravens Rock - Planned Ground Floor Residents Internal Amenity Areas – Resident’s Lounge & Co-working Lounge*



*Ravens Rock - Planned First Floor Residents Internal Amenity Areas – Gym & Resident’s Lounge*

It is planned that this space will encompass the following:

Space	Floor	Size Sq. M.
Resident's Lounge	Ground	68
Co-working Lounge	Ground	92
Gym	First	55
Resident's Lounge	First	52
Total		267

*Ravens Rock Road - Planned Residents Internal Amenities*

These spaces will provide space for residents to relax outside of their apartments. The Resident's Lounge on the ground floor will be a shared lounge and an area for coffee / refreshments. The co-working space will allow residents to work from home, independently of their own accommodation. The Resident's Lounge on the first floor can be also used for meetings or small parties.

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.



Example Residents Lounge – Honeypark

A resident's gym will also be located on the first floor and it is planned that it will be available 17 hours a day for resident use (5am – 10pm). Access to the gym will be controlled through key fob.

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



*Example Residents Gym - Honeypark*

These spaces will add considerably to the appeal of the development, allowing residents of all ages both formal and informal areas to relax.

### **2.1.3 Internet & Wifi**

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

### **2.1.4 Postal Deliveries (An Post)**

Post boxes will be situated in 2 separate locations inside the 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.

### **2.1.5 Parcel Storage Lockers**

A bespoke storage locker system for the use of residents will be provided in the undercroft car park and will be easily accessible. This will accommodate oversized items and courier deliveries. This facility will be fully secure and can be operated without supervision. However, it will be supervised by the Property Manager. An example of this type of facility is below – this example is of a BringMe company facility which operational in a number of Dublin developments.



*Example of Bringme Box Parcel Management System*

### **2.1.6 Car Parking**

There are a total number of 10 no. car parking spaces provided in an undercroft garage. There will also be electric car charging points in the basement.

Access to the undercroft garage area will be via Ravens Rock Road and controlled through steel gates and access control the eastern side of the development. Residents will lease spaces directly with the landlord. Access for this area will be through a phone / GSM system.

### **2.1.7 Motorbike Parking**

Motorbike parking will be in car spaces and located in the undercroft garage area. There will be a total of 2 motorbike spaces in this area.

### **2.1.9 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.





*Example Bleeper Bike Station – South Dublin*

### **2.1.10 Bike Storage Management**

There is a total of 234 no. cycle spaces available in total, located at ground floor level adjacent to the undercroft garage. There will be 184 no. secure spaces for residents and 50 no. secure spaces for visitors. The spaces are accessed via the vehicle entrance on the eastern side of the development, off Ravens Rock Road.

It is planned that the bicycle storage area will be inspected on a regular basis 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.

## 2.2 Resident Support Services

### 2.2.1 Security

It is planned that there will be patrol security provided during specified hours. It is planned that the security personnel will carry out patrols of the internal and external areas. The development will be secure and well-lit at all entrances along with the appropriate CCTV coverage and recording mechanism.

### 2.2.2 On-site Caretaker

As a result of the scale of the development it is intended to have a on-site caretaker. The caretaker will have responsibility for cleaning, minor repairs, painting, waste area upkeep and general ad hoc duties in respect of the common areas and inside the apartments. It is planned that they will work 37.5 hours per week.

### 2.2.3 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.

### 3.2 Fire Prevention Equipment

The Property Manager will ensure Fire Prevention Equipment is provided following the recommendation from the 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 the Property Manager and serviced in accordance with manufacturer guidelines.

#### 3.3.2 Dry risers

Dry risers will be maintained by the Property Manager 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.

## 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.

The bin store will be located at ground floor level and residents will be responsible for delivery of their own waste bags.

There is one bin store within development; it is planned that this area will be inspected on a regular 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 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

The Property Manager will be responsible for the management of services contractors for critical elements such as pest control, cleaning and exterior window cleaning for the residential areas through boom lift, cherry picker where appropriate. All external soft landscaped areas will be communal amenity space and as such will be maintained by an appointed contractor.

It is planned that the common areas and amenity spaced 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.

### 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 fobs. 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 Gate

A vehicle gate will be in place at the entrance to the car park accessed via Raven's Rock Road. A secure method of entering and exiting the car park will be implemented that will allow the operator to control access to authorised persons only.

The maintenance of the gates 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 / 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 of the heating and hot water system 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 the Property Manager 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 complete by an approved survey prior to occupation.

#### **4.12 Tanks**

The water tank will be located in the plant room adjacent to the bike store and the Property Manager will coordinate the maintenance with suitably qualified contractors in accordance with manufacturer guidelines.

#### **4.13 Pumps**

The pumps will be located in the plant room adjacent to the bike store and the Property Manager will coordinate the maintenance 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 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.

#### 4.15 Building Insurance

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

#### 4.16 Staff Welfare Provision

The caretaker will have their own lockers, kitchen space and facilities for breaks located within the development.



CGI of the proposed development

## 5.0 Planned and Preventative Maintenance

### 5.1 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
- Lightning conductor maintenance
- CCTV
- Lifts
- 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.

## 6.0 Defect Management

### 6.1 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.

### 6.2 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

### 6.3 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.

### 6.4 Key contacts

These will be confirmed closer to practical completion.

### 6.5 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.

### 6.6 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.





## 7.0 Contact Details for Hooke & MacDonald

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