

# INTEGRATED RETIREMENT COMMUNITY MANAGEMENT STRATEGY REPORT

PROPOSED DEVELOPMENT:  
STRADBROOK ROAD SHD



CLIENT:  
TETRARCH  
RESIDENTIAL LTD

# Contents

<b>Section 1- Introduction</b>	<b>4</b>
Executive Summary	4
Development Description	5
Schedule of Accommodation	5
<b>Section 2 - Summary of Relevant Experience</b>	<b>8</b>
<b>Section 3 - Appointment of Property Managing Agent &amp; Associated Responsibilities</b>	<b>10</b>
<b>Section 4 - Amenity Considerations &amp; Management</b>	<b>12</b>
Considerations	12
Management of Resident Community and Amenities	13
<b>Section 5 – Summary of Service Charge Budget</b>	<b>16</b>
Management Costs	16
Utilities	16
Cleaning	16
Waste Management	17
Health and Safety	17
Open Spaces & Landscaping	18
CCTV	19
Water Management	19
Fire	19
<b>Section 6 – Parking &amp; Mobility Management</b>	<b>22</b>
<b>Section 7 – Conclusion &amp; Contact Details</b>	<b>26</b>
Contact Details	26
Aramark Key Service Lines	26
Document Control Sheet	27



01

# INTRODUCTION

# Section 1- Introduction

## Executive Summary

Aramark Property have been instructed by Tetrarch Residential Ltd to provide a report on the property management strategy for their proposed Integrated Retirement Community located on Stradbroke Road, Mountashton, Blackrock, Co. Dublin.

As with any residential development, an Integrated Retirement Community's challenge will be to maintain a secure, peaceful, and attractive environment on a 24/7 basis while each resident in the community carry 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 community and estate property management will work in practice and be maintained to the highest standards.



## Development Description

The proposed mixed-use development at a site of some 0.4813 ha on Stradbroke Road, Mountashton, Blackrock, Co. Dublin will comprise: the demolition of existing buildings and surface car park, and the construction of: 108 No. residential senior living apartments (83 No. 1-bed apartments and 25 No. 2-bed apartments), with balconies / winter gardens at all elevations, across 2 No. blocks ranging between 3 to 7-storeys with set back at sixth-floor level and additional basement storey. The proposal also includes for 148 No. secure bicycle parking spaces, 55 No. underground car parking spaces, a two-way vehicular entrance ramp and bin storage, circulation areas and associated plant at basement level; a self-contained office unit, a residential staff management suite, resident's facilities, residents' communal amenity rooms, and residents' communal open space, as well as 13 No. surface car parking spaces (incl. 1 No. accessible commercial car parking space and 12 No. car parking spaces for use by the adjoining creche (incl. 1 No. accessible)), 24 No. secure cycle spaces within separate bike store, separate bin store for office use, 30 No. short-term bicycle parking spaces, and 3 No. ESB substations at ground floor level; additional communal amenity rooms at first, second, third, fourth and fifth-floor levels; roof gardens / terraces at third, fourth and sixth-floor levels; green roofs; and PV panels on third, fourth and sixth-floor roof-level; amendments to existing boundary wall to provide new vehicular and pedestrian entrances; provision of security gates; and associated site landscaping, lighting and servicing, and all associated works above and below ground.



## Schedule of Accommodation



Schedule of Accomodation Block A			
Level	Unit type	1 Bed	2 Bed
	Area sqm		
-1	6		
0	5	4	1
1	13	8	5
2	13	8	5
3	13	8	5
4	13	9	4
5	10	8	2
6	5	2	3
Totals	72	47.0	25.0
	72	65%	35%

Total Unit numbers and Mix			
	Unit type	1 Bed	2 Bed
TOTAL	108	83	25
Ratio	108	77%	23%

Dual Aspect Ratio Of Apartment			
		Block A	Block B
TOTAL	56	43	13
Ratio		52%	

Schedule of Accomodation Block B			
Level	Unit type	1 Bed	2 Bed
	Area sqm		
-1	0		
0	10	10	0
1	10	10	0
2	10	10	0
3	6	6	0
4	0	0	0
5	0	0	0
6	0	0	0
Totals	36	36.0	0.0
	36	100%	0%

GIA of Full Scheme	
Level	Area (sqm)
-1	2,630
0	1,863
1	1,981
2	1,981
3	1,740
4	1,148
5	809
6	510
Totals	12,682

External Area (sqm)	
Level	Area (sqm)
Basement	0
0	880
1	0
2	0
3	160.9
4	154.6
5	0
6	131.5
Totals	1327

Summary of schedule	
Site Area	4813sqm
Total GIA	12682 sqm
Site Coverage	47%
plot ratio	2.4
Density	225/Ha
Residential amenity	522sqm
Communal external space	1327sqm
Public external space	0qm
Residential units	108
Dual Aspect	52%
Bicycle spaces	187
Part V units	30
Car park spaces	56
Green Sedum Roof	977 sqm
Existing Building Demolished	1200 sqm

Bikes	Unit total	1 Bed	2 Bed
Units	108	83	25
Long term Bikes	133	83	50
Short term Bikes	54		
Total	187		

Total bicycle spaces	
Internal bike spaces	172
external bike space	30
Total	202

Total Carparking spaces	
Basement spaces	55
Ground floor space	1
Total	56

Ancillary spaces	Floor	Total
Plant	Basement	415
Refuse Store	Basement	52
Refuse Store	GF - Ext store	15
Bike Stores	Basement	129
Bike Stores	GF - Ext store	39
Carparking Area	Basement	1820
Staff facilities	GF	86
ESB rooms	GF	40
General stores	Base to 6F	58
Total		2239

Indoor Amenity	Floor	Total
multipurpose social space	GF	261
break out space	GF	42
Games room	1F	45
break out space	1F	42
TV room	2F	45
break out space	2F	42
TV room	3F	45
Total		522

Other Amenity	Floor	Total
Office space	GF	175
Total		175

Private Space		1 Bed	2 Bed
Total units no.		83	25
		5sqm	7 sqm
Required	590	415	175
Provided	813	534	279

Communal Space / Amenity		1 Bed	2 Bed
Total units no.		83	25
		5sqm	7 sqm
Required	590	415	175
Provided			

Proproved	Area (sqm)
Basement	0
0	510
0	123
0	247
1	0
2	0
3	119
3	41.9
4	154.6
5	0
6	131.5
Totals	1327



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 and estate management, include:

- Beacon South Quarter
- Fernbank
- OPUS
- Capital Dock

Our role within these developments includes the property management of the common areas, tenancy management and estate areas, as well as management of some individual stakeholder's demises. 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

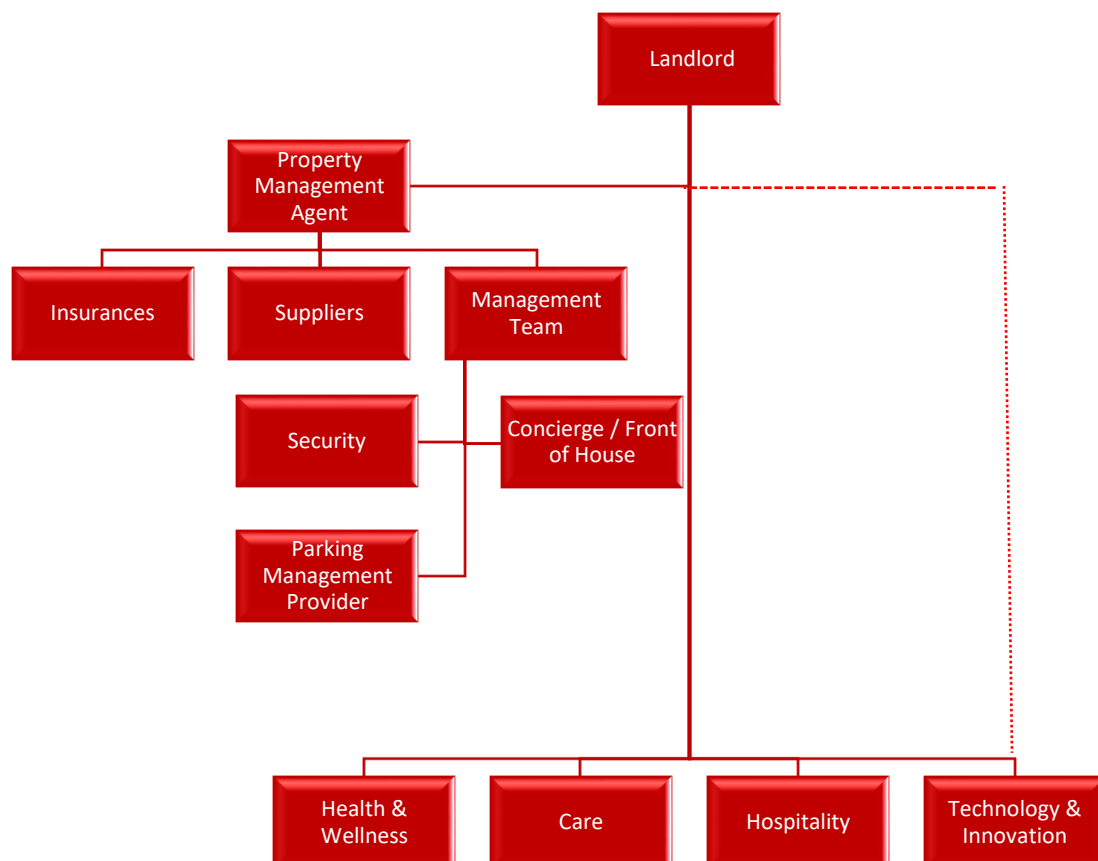
## Section 3 - Appointment of Property Managing Agent & Associated Responsibilities

The timing of the appointment of an experienced management agent by the applicant and subsequent engagement between the agent and the developer would be recommended to take place at least twelve 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 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 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

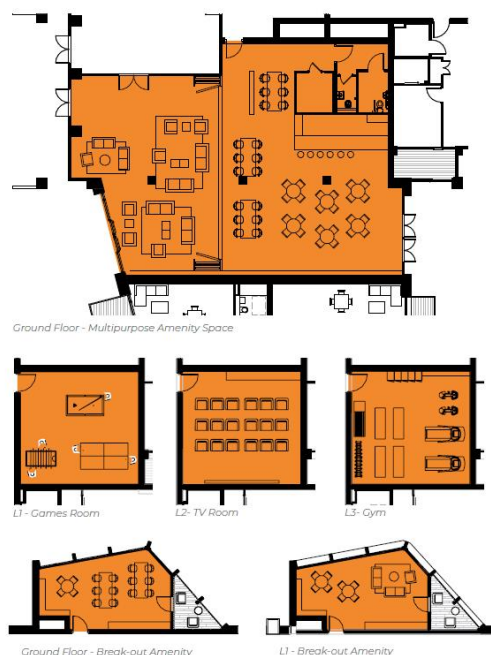
The development has been designed with quality of amenity space as a central consideration for the residents. The proposed scheme has been designed to create two attractive garden spaces at ground level, providing a fully accessible communal amenity space for all the residents.

Additional to the external communal open space, high quality internal shared facilities are provided at ground, first, second and third level to create a generous variety of spaces for the residents.

At ground level there is a large multi-purpose space to offer opportunity for a range of different uses, where sliding folding doors can subdivide the space for further flexibility if required.

A variety of break-out spaces are then provided in a glazed pavilion like addition to the northern boundary of Block B, engaging with the Rugby Club and landscape adjacent. These break-out rooms are located from ground level to second floor, all enjoying sheltered external balcony spaces, enabling ample opportunity for social interaction between residents.

Within the heart of the building from first to third floor, a further 3no. communal amenity spaces are included, consisting of a Games Room, TV Room, and Gym respectively.



Reference images above for internal community areas; light-filled and welcoming spaces with a range of uses are envisioned to encourage social interaction between residents and their guests.

## **Management of Resident Community and Amenities**

### **Management Offices**

The development may have a designated management office / concierge suite, this area will focus on management of the Integrated Retirement Community 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.

The management and residents support services area 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 will provide a single space or base from which these elements can be pooled and managed efficiently.

### **Onsite Property Manager**

The development may have an Onsite Property Manager who would also be responsible for overseeing and coordinating resident move in/out strategy in terms of deliveries. This role can be operated remotely from the Aramark Head Office.

The property manager would be responsible for achieving a sense of community within the scheme.

The Property 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 operation.
- Co-ordination of stakeholder and community events and engagement.
- Ensuring that the appropriate standards for resident behaviour are upheld, creating a secure and friendly environment.
- Management of delivery strategies to ensure full access to facilitate deliveries as required.



### **Onsite Concierge / Front of House Team**

The development will have a resident's dedicated concierge / front of house Team. The service hours are envisaged to be from 08.00 to 20.00 Monday to Friday, Saturday - Sunday 09.00 to 14.00. There may be a requirement change these times depending on residents' requirements.

Contact details of the key 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 Front of House / Concierge Team will be primarily responsible for the following: -

- Resident communication.
- Management of the move-in and move-out process.
- Ensuring a safe, secure, monitored environment that can be adapted to every resident's needs.
- Management of amenities including that of third-party companies providing onsite health and wellness services
- Greeting guests/customers.
- Taking messages, managing post and deliveries.
- Perform basic administrative duties as requested by the residents
- Running errands where reasonable to assist guests.
- Arranging transportation upon resident request.

### **Health & Wellness / Care / Hospitality Provider**

The development will accommodate third party service providers that will offer residents of the Integrated Retirement Communities. The Lifestyle, wellbeing and support services will be organised independently and available to support people's independence and aspirations.

The third-party providers will be able to book amenity rooms to hold health and wellness classes, care services and other general services for the benefits of the residents. These service providers will liaise with the front of house staff to notify them on when they will be attending the scheme and the requirements for the provision of amenity spaces and access.



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 development. 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, electricity, and gas.

### **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 and access control systems.

#### **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.
- A maintenance schedule will be put in place and will ensure common areas are checked and cleaned daily.
- Any common furniture, water features, sculptures and litter bins will form part of the cleaning and maintenance protocols which will be defined by the onsite team.
- Window cleaning and external façade cleaning to be carried out 2 – 4 times per annum using boom lift / cherry picker / abseiling or reach and wash systems where appropriate.
- Any common areas with furniture 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 to encourage a 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 will be provided to their dedicated storage areas.
- Collection's frequency and designated collection points to be communicated to residents upon move in.
- Please refer to the Operational Waste Management Plan for further details.

### **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. This will be provided to the residents and also staff/contractors that will be managing and working in the development.
- The Handbook will contain protocols for the times of operation, weather events and planned shutdowns of the water amongst other things.
- 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 a 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 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 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.
- Given the scale of the proposed public/communal 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.
- A schedule of maintenance will be implemented for cleaning of hard surfaces and garden features throughout the landscaped 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.

### **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, emergencies and maintenance works in line with management policies and leases. Visitors will be required to request access through electronic intercom/access system installed at the block entrance doors and gates.



## **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 surveyor 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 displayed in high traffic areas advising of the fire action policy.
- Prevention Equipment: The Management Team will ensure Fire Protection Equipment is provided.
- A Risk Assessment will be instructed to be carried out by an independent consultant and a comprehensive Fire Risk Assessment will be completed 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

## Section 6 – Parking & Mobility Management

### Schedule of Car and Bicycle Parking Provision

Bikes	Unit total	1 Bed	2 Bed
Units	108	83	25
Long term Bikes	133	83	50
Short term Bikes	54		
<b>Total</b>	<b>187</b>		

Total bicycle spaces	
internal bike spaces	172
external bike space	30
<b>Total</b>	<b>202</b>

Total Carparking spaces	
Basement spaces	55
Ground floor space	1
<b>Total</b>	<b>56</b>

### Car Parking Management Strategy

Car parking is accommodated in a basement car park accessed by a two-way vehicular ramp to the south of the site directly from Stradbroke Road. There is an additional DAC space at surface level. A total of 55 no. residential car parking spaces are proposed.

The managing agent will ensure an active parking management strategy is regularly enforced in the development via the on-site management team. Car parking spaces will be allocated in accordance with Management Company policies for the development. The rental of a unit will not guarantee the right to a designated parking space. Residents who request a private car parking space will be allocated in accordance with the leasing structure of the development.

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 unit.

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.



## Bicycle Parking Management Strategy

The proposed scheme provides both long term bicycle parking for residents and short term parking for guest and public. The scheme will provide a total of 202 spaces located between Basement and Ground Floor.

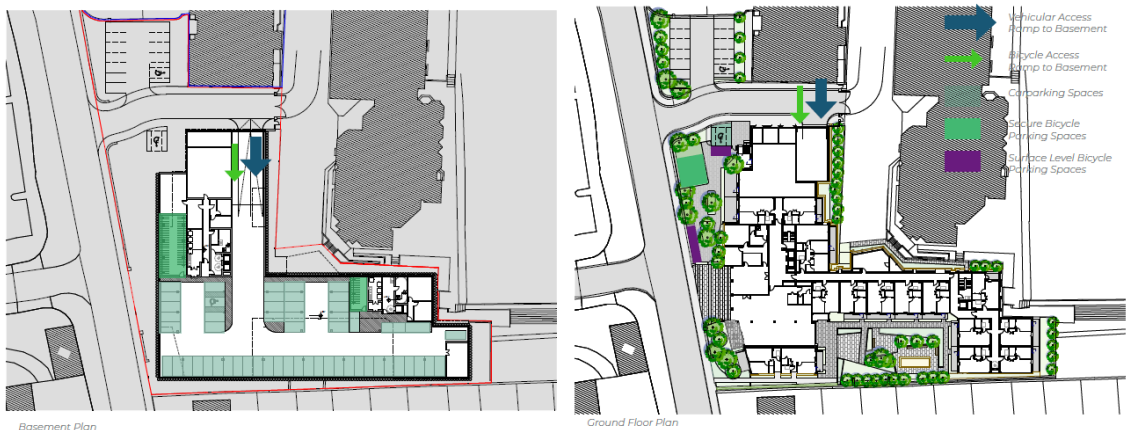
Basement bicycle parking will be located in secure, well-lit ventilated spaces, using a 2 tier bike stands, providing easy and efficient bicycle storage. The 172 no. internal spaces will be split between 2 no. stores convenient to both of the building's stair cores.

Spaces in the basement will be accessed from the north of the site via a gated bicycle access ramp. and an additional 1 no. store is located externally at the ground floor level.

At Street level the remainder of the spaces, provided using one bank of 5no. Sheffield bike stands, and one bank of 10no. Sheffield bike stands. for a total of 30no. external bicycle spaces, will be located at convenient, accessible locations close to the entrances of the site.

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 short 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.





## Mobility Management Strategy

The onsite 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 resident and visitor car & bicycle parking
- To manage public transport discount fare schemes, cycle promotion schemes and events
- To provide “travel advice and information” to residents.
- To monitor progress of the plan and to promote and market the plan.





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.

### Contact Details

Darren Davidson

Director

E: [Davidson-darren@aramark.ie](mailto:Davidson-darren@aramark.ie)

M: +353 83 450 8794

D: +353 1 871 5494

W: [www.aramarkproperty.ie](http://www.aramarkproperty.ie)

### Aramark Key Service Lines



## Document Control Sheet

<b>Client:</b>	TETRARCH RESIDENTIAL LTD
<b>Project Title:</b>	STRADBROOK ROAD SHD
<b>Document Title:</b>	INTEGRATED RETIREMENT COMMUNITY MANAGEMENT STRATEGY REPORT

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