

STUDENT PROPERTY MANAGEMENT STRATEGY REPORT

PROPOSED DEVELOPMENT:
THE GREEN QUARTER SHD



CLIENT:
AVENIR HOMES
LIMITED

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INTRODUCTION

Section 1- Introduction

Executive Summary

Aramark Property have been instructed by Avenir Homes Limited, to provide a report on the student property management strategy for their proposed development, on a site located at Cartronroy, Kilnafaddoge, Lissywollen and Ardnaglug (townlands), Athlone, Co. Westmeath.

As with any student 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 student 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

Avenir Homes Limited. intend to apply to An Bord Pleanála for permission for a strategic housing development at Cartronroy, Kilnafaddoge, Lissywollen and Ardnaglug (townlands), Athlone, Co. Westmeath.

The development will consist of:

The construction of a mixed-use residential development of 122 no. residential units with ancillary creche, 46 no. student apartments consisting of 283 bed spaces, and all associated site development works. The proposed development makes provision for 60 no. dwelling houses comprising 38 no. 2-storey 3-bed townhouses, 7 no. 2-storey 4-bed townhouses, 7 no. 3-storey 4-bed townhouses, 6 no. 2 storey 4-bed semi-detached and 2 no. 2 storey 4-bed detached. The proposed development includes 62 no. apartments / duplexes to be provided as follows: Block R1 containing 38 no. apartments (16 no. 1 bed units and 22 no. 2 bed units) in a 3-6 storey building, and Block R2 containing 20 no. duplex units (10 no. 2 bed units and 10 no. 3 bed units) over 4 storeys with 4 no. apartments (4 no. 2 bed units) in one 5th storey feature area. The proposed student accommodation makes provision for 283 no. bed spaces in 3 no. blocks to be provided as follows: Block S1 containing 18 apartments with 117 bed spaces over 5-6 storeys, Block S2 containing 16 apartments with 107 bed spaces over 6-7 storeys, and Block S3 containing 12 apartments with 59 bed spaces over 4-5 storeys.

The proposed development will provide for two new vehicular accesses as well as pedestrian entrances onto Lissywollen Avenue east-west access road (as permitted under An Bord Pleanála Reference ABP-309513-21). Minor modifications to ABP-309513-21 are proposed to cater for these access points, alterations to cycle/pedestrian paths, the removal of a central island to facilitate the south-eastern entrance, and provision of bus stop infrastructure.

Ancillary site works include public and communal open spaces, hard and soft landscaping, pedestrian / cycleways, car parking, cycle parking, bin storage, public lighting, solar panels, ESB substation and supporting distribution kiosks, and all other ancillary works above and below ground. The proposal includes pedestrian and cycle linkages onto the Old Rail Trail Greenway to the south and Blackberry Lane (L40061) to the west.

Schedule of Accommodation

S1 Area/Unit Count	Total Bed Spaces	Accessible Bedspaces	Internal Student Amenity m ²	External Student Amenity m ²	G.I.A. m ²
Ground Floor	0	0	414	300	764
First Floor	26	1	23		761
Second Floor	26	1	23		761
Third Floor	26	1	23		761
Fourth Floor	26	1	23		761
Fifth Floor	13	1	10		378
TOTAL	117	5	516	300	4186

S2 Area/Unit Count	Total Bed Spaces	Accessible Bedspaces	Internal Student Amenity m ²	External Student Amenity m ²	G.I.A. m ²
Ground Floor	0	0	424		629
First Floor	20	1	14		605
Second Floor	20	1	14		605
Third Floor	20	1	14		605
Fourth Floor	20	1	14		605
Fifth Floor	20	1	14		605
Sixth Floor	7	1	47	136	272
TOTAL Units	107	6	541	136	3926

S3 Area/Unit Count	Total Bed Spaces	Accessible Bedspaces	Internal Student Amenity m ²	External Student Amenity m ²	G.I.A. m ²
Ground Floor	9	0	88		417
First Floor	14	1	0		465
Second Floor	14	1	0		465
Third Floor	14	1	0		465
Fourth Floor	8	0	8		245
TOTAL Units	59	3	96	0	2057

TOTAL Block S1	117	5	516	300	4186
TOTAL Block S2	107	6	541	136	3926
TOTAL Block S3	59	3	96	0	2057
TOTAL	283	14	1153	436	10169
MIX		5%	<i>1589m² combined communal outdoor and indoor amenity = 5.6m² per bed</i>		



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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, student, office, retail, and mixed-use developments. Some of our relevant case studies on major schemes that involve residential management would include:

- Beacon South Quarter
- Fernbank
- Opus
- Capital Dock

Our role within these developments 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



FERNBANK



OPUS



CAPITAL DOCK



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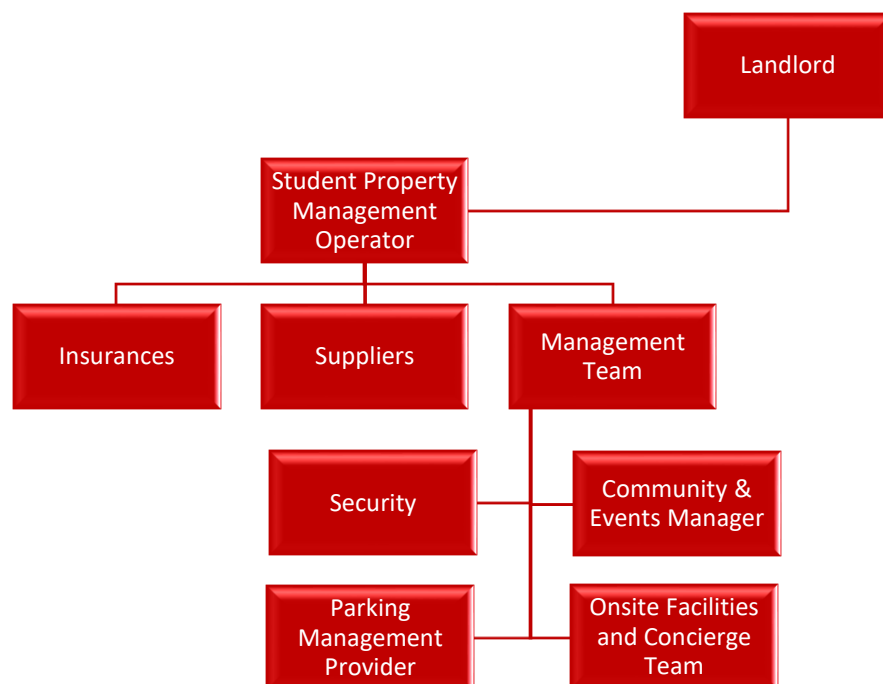
APPOINTMENT OF
STUDENT PROPERTY
MANAGING
OPERATOR

Section 3 - Appointment of Student Property Managing Operator & Associated Responsibilities

The timing of the appointment of an experienced student property management operator by the applicant and subsequent engagement between the operator 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 operator is in place to consult and advise on the operational management strategy.

The operator will have overall responsibility for setting the operational budget for the development. In order to effectively manage the development an annual budget would be billed to the client 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 & Student Management Plan

Considerations

The development has been designed with quality of amenity space as a central consideration for the students. Throughout the scheme there are several areas which are dedicated to student use. S1 and S2 the larger of the 3 blocks have shared amenity spaces on the ground floors for the use of all students ensuring an active ground floor realm for the students with clear pedestrian connections and surveillance of all areas.

RESIDENTIAL & STUDENT HOUSING LANDSCAPE



LOW WALLS & LANDSCAPING CREATING A NATURAL DELINEATION

STUDENT HOUSING AMENITY



DISTINCT STUDENT AMENITY SPACE DESIGNED AS A SPACE FOR PROGRAMMABLE AND CASUAL ACTIVITY

Management of Student Community and Amenities

Management Offices

The development will have a designated student management office and reception suite, this office will focus on management of the student management with an emphasis on security, surveillance of vehicular & pedestrian access, waste marshalling area, parcel deliveries, car parking, events management, and community engagement.

It will serve as a meeting place for students, additional security, and a central hub where key student management services will be offered. For the student management team, it provides a single space or base from which these elements can be pooled and managed efficiently.

Onsite Operations Manager

The Operations Manager would be responsible for overseeing and coordinating student move in/out strategy in terms of deliveries and loading bays.

The service would operate from the concierge space provided. The Operations Manager would be responsible for achieving a sense of community within the scheme.

The Onsite Operations 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 development.
- Management of contractors and other requirements of efficient building and estate operation.
- Co-ordination of student events and engagement.
- Ensuring that the appropriate standards for student behavior are upheld, creating a secure and friendly environment.
- Management of delivery strategies to ensure full access to facilitate deliveries for the students.

Student Concierge Team

The development will have a Student Concierge Team. The service hours are envisaged to be from 08.00 to 20.00 Monday to Friday, Saturday - Sunday 09.00 to 14.00.

Contact details of the key Student Concierge Team will be shared on move-in, which include a centralised mobile phone number. It is intended that students 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 Student Concierge Team will be primarily responsible for the following: -

- Student 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 Student events and engagement.
- Ensuring that the appropriate standards for Student behavior are upheld, creating a secure and friendly environment.
- Work closely with the estate managing agent

Community Liaison

The development will be run in a proactive manner which works with the local community to develop strong and constructive relationships with its nearest neighbours including residential, commercial, and local community representatives.

A dedicated community liaison officers will be appointed as part of the management structure responsible for engagement with the local authorities, including local ambulance & emergency, gardai, fire support services, and with the Technological University of the Shannon: Midlands Midwest, Athlone Campus, and student bodies themselves.

This liaison officer will ensure a direct and clear line of contact. The Community Liaison officer will be responsive to and place a huge emphasis on building strong community support and relationships and will use a mix of both formal and informal liaison and communication with neighbours to ensure a harmonious and positive experience both during the construction works, and also with our residents who will form an important part of the local community.

Move-in and Move-out Process

Prior to move in, the operator would usually issue Welcome Packs, (including travel advice) which are distributed electronically to all students. These packs include details of the site and how it is run, advice on living within the development and local information.

The preparation of this information enables a swift and largely trouble free process enabling the operator to welcome students and direct them to their rooms quickly and efficiently.

A series of "Meet & Greet" induction evening events will be arranged during the move-in week, whereby staff and students will be involved in orientating new students and welcoming them into the community. This meeting delivers a strong message regarding acceptable behaviour and how students should live within the community.

All students will be advised, prior to the end of their tenancy period, of the move-out procedure and dates on which they would be expected to finally vacate. Appointments will be made to inspect rooms for damage and cleanliness prior to departure and, where necessary, arrangements made to return deposits or use them to offset the cost of damages.

To manage the excess rubbish which can be generated at site during the move-out process, as many students look to discard unwanted items, the operator would first adopt recycling strategies including donations to local and national charities.

Code of Behaviour and Conduct

The focus of the operator is on providing excellent customer service and ensuring students' needs are met at all times. However, there will be occasions where we need to manage complaints regarding to breaches of the tenancy agreement.

Students who enter into a tenancy agreement will be required to abide by the house rules which will be formalised as part of the tenancy agreement. This will include adherence to behavioural including noise and security code of conduct measures.

Breach of acceptable behaviour

Should a student breach what is acceptable then generally a set process will follow:

1. Ascertain the severity of the breach
2. Depending on the severity, we have three options:
 - a. Speak directly with the student or students regarding their conducts; explain how it has affected others and how their conduct can be improved.
 - b. Issue a written notice indicating that any further breach would result in a termination of their tenancy and commence the legally required steps



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SUMMARY OF OPERATIONAL
DUTIES AND STRATEGY

Section 5 – Summary of Operational Duties and Strategy

The operational service charge budget will cover all aspects of the student 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 scheme. This includes the operator's costs, any on site staffing costs, the company audit fee and any other consultancy works that may be required.

Utilities

- Any costs incurred for water usage (from any water feature or watering of the landscaping), electricity (public lighting etc.) and gas (if any).
- Energy conservation has been incorporated into the design in many ways. Measures such as LED lighting systems including a specification that all internal common light fittings, where safely practical, have been designed to include passive infra-red sensors (PIR's).

Soft Services

Security

- This element of the budget will allow for any Security Guarding or patrol requirements that may be required outside of the onsite staff teams working hours. It will also make a provision for the maintenance and repair to any security systems including CCTV, access control systems amongst others.

Deliveries

- With the exponential growth in online sales, there has been a proportional increase in deliveries and given that the student demographic is predominantly online, we envisage see a large number of deliveries to this development.
- Where possible we would negotiate single deliveries from the major carriers rather than a number of repeat visits throughout the day and use storage lockers to ensure minimal time is required on site.
- Increasingly students are ordering fast food deliveries as the ease at which they can do is increasing through the likes of Just Eat and Deliveroo. Delivery drivers would be encouraged to park within the drop off point and contact the student either by their

mobile phone, or via the intercom. The student would then pick up the food from the front door.

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 students will take all waste and recycling to this location for disposal.
- Facilities and guidance to students will be provided to ensure high levels of recycling/brown bin recycling and reduction of waste. Students will be required to segregate waste within their own units. This will be closely monitored by the onsite student operations management team.
- Signage will be posted on or above the bins to show which wastes can be put in each receptacle. Students will be informed by the onsite team where they are required to deposit their waste and fobs/keys for access to their dedicated storage areas will be provided.
- Collection's frequency and designated collection points to be confirmed.

Health and Safety

- The Operations Management Team, post-handover, will design a health and safety strategy and Student's Handbook that will ensure the development has the utmost health and safety standards which ensure the wellbeing of the students 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 and public areas will be of the forefront of management's maintenance priorities.
- Given the scale of the proposed public space it will be essential for an appropriate maintenance schedule to be devised and implemented by the managing agents, with a focus on the planting scheme as envisaged by the landscape architects being maintained and enhanced as the scheme develops.
- There will also be a schedule of maintenance in place for cleaning of hard surfaces, garden features throughout the communal garden areas and open spaces.
- The landscape maintenance schedule will include annual contracts that specify weekly visits by the external contractors and this service will be closely managed and tailored to suit the scheme specifics to ensure a high standard is upheld.
- A policy document will be developed around this process.

Communal Outdoor Amenity Areas

- The outdoor student amenity areas would allow for events such as barbecues, outdoor cinema, and coffee meets. These would be organised by the on-site operations team to the benefit of the students. Attendance at all student events will be organised and controlled centrally through the operations management team, with the assistance of the on-site security team.

Building Management System (BMS)

- The Building Management System will be maintained in accordance with manufacturer guidelines.

Access Control

- Provision for all electronic access control systems including access control devices that control barriers to bicycle storerooms and block entrance doors will be made.
- Apartment access: Students will be provided with keys/fobs/app enabled access control depending on the system installed.
- The onsite management team would be granted the ability to access the student living quarters for purposes of inspections, emergencies and maintenance works in line with management policies and contracts.
- Visitors will be required to request access through electronic intercom/access system installed at the block entrance doors.

CCTV

- Location: CCTV will be in operation in key circulation areas as part of the overall security strategy.
- Monitoring: All CCTV systems shall be configured such that they form one site wide system that can be remotely monitored from the management office.
- Maintenance: Provision will be in place for camera maintenance and routine checks in accordance with manufacturer guidelines.
- GDPR compliance will be paramount.

Water Management

- Cold Water Storage & Feed: The cold-water storage and feed will be maintained in accordance with manufacturer guidelines.
- Risk Assessment: An independent and comprehensive Legionella Risk Assessment and Water Testing will be completed. Both are to be completed by an approved 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 / Student Guide: A step by step guide of what to do in the event of a fire will be provided to the students within the Student 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 Management team 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 & Bicycle Parking

Schedule of Parking Provisions	Proposed Car Parking Numbers
Student Accommodations	39

Schedule of Parking Provisions	Proposed Cycle Parking Numbers
Student Accommodations	283
External Spaces	120

Car & Bicycle Parking Management Strategy

The 3 no. blocks of student housing have a dedicated vehicular and pedestrian entrance and carpark with all bike parking and ancillary spaces located within the student housing zone. The north south cycle route through the scheme is easily accessible from the bike store in S2 located at the centre of the student quarter.

The operations management 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 Student Management Company policies and leasing structure for the development. The rental of a unit will not guarantee the right to a designated parking space. Students who request a private car parking space will be allocated on a 'first come, first served' basis

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.

Students will only be able to utilise their allocated car parking space and the onsite management team will provide a permit to the student 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 student will be informed of this prior to occupation of a unit.

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. Access to the students' bike storage area will be controlled via the centralised access control system, with only those having a bike in the storage area being authorised to have access.

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 student, and visitor car & bicycle parking
- To actively manage the vehicle access routes to incorporate, deliveries, drop off visitor parking
- To manage public transport discount fare schemes, cycle promotion schemes and events
- To provide "travel advice and information" to students.
- 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.

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Aramark Key Service Lines



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