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Glenageary Gate,
Junction of Sallynoggin Road Lower and Glenageary Avenue,
Glenageary, Co Dublin

Operational Management Plan

2nd October 2023

Red Rock Glenageary Ltd.

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1.0 Introduction and Property Management Approach

1.1 Introduction

Glenageary Gate is a proposed mixed-use development including 138 apartments and bespoke resident amenity areas. The apartment mix is as follows:

Residential / Apartments

Unit type	No. of Units
1 bedroom apartments	37
2 bedroom apartments (4 person)	68
2 bedroom apartments (3 person)	6
3 bedroom apartments	27
Total apartments	138

Red Rock Glenageary Ltd., intend to apply to Dún Laoghaire Rathdown County Council for a Large-Scale Residential Development on a site of 0.74 ha at Junction of Sallynoggin Road and Glenageary Avenue, and Glenageary Roundabout, Glenageary, Co. Dublin.

The proposed development will consist of a new neighbourhood centre to include apartments, commercial and retail units, public plaza, childcare facility and all associated residential amenity spaces.

The proposed development includes:

- a) Construction of 138 no. residential apartment units (37 no. 1-bedroom units, 68 no. 2-bedroom (4 person units), 6 no. 2-bedroom (3 person units) and 27 no. 3-bedroom units) in 2 no. interlinked blocks at third to fifth floor level (ranging in height from four to seven storeys over basement level) consisting of:
 - i. Block A (5-6 storeys) comprising 41 no. apartments (8 no. 1-bedroom units, 17 no. 2-bedroom (4 person) units, 2 no. 2-bedroom (3 person) units and 14 no. 3-bedroom units).
 - ii. Block B (4-7 storeys) containing 97 no. apartments (29 no. 1-bedroom units, 51 no. 2-bedroom (4 person) units, 4 no. 2-bedroom (3 person) units and 13 no. 3-bedroom units).

Each residential unit has associated private open space in the form of a balcony/terrace.
- b) Residential amenity areas of approx. 342 sqm are proposed in the form of resident support services, concierge services, co-working space, social/activity spaces and gym at the ground floor level of Blocks A and B.
- c) Open Space (approx. 2,806.6 sqm) is proposed in the form of (a) public open space (c. 1,848.4 sqm) in the form of a public plaza accommodating outdoor seating, planting, pedestrian footpaths and cyclist links and (b) residential/communal open space (approx. 958.2 sqm) including c. 750.6 sqm at surface level (incl. playground), roof terrace at fifth floor level of link between Blocks A and Block B (c. 151 sqm) and roof terrace (c. 56.6 sqm) at fifth floor level of Block B. 1.8 m opaque screens are proposed around both roof gardens.
- d) Commercial and retail uses at ground floor level of Blocks A and B (c. 996 sqm) to include (a) 2 no. restaurants (c. 267 sqm and 295 sqm) in Block A, (b) a retail – clothing unit (c. 142 sqm), (c) retail - florist unit (c. 66 sqm), (d) retail - pharmacy unit (c. 126 sqm) and (e) hairdresser unit (c. 100 sqm) all in Block B.
- e) Childcare facility (c. 263 sqm) with dedicated open space and children's play area (c. 39.5 sqm) at ground floor level of Block B.

- f) Basement areas (total approx. 3,411 sqm) are proposed on one level and include car and bicycle parking areas, waste management and plant areas. An ESB substation (approx. 31.7 sqm) is proposed at surface level at the top of the basement ramp accessed off Glenageary Avenue. Commercial bin stores (c. 47.9 sqm) are proposed to be located at ground floor level of both Blocks A and B.
- g) A total of 80 no. car parking spaces at basement level are proposed to include 3 no. accessible parking spaces, 2 no. GoCar spaces and 17 no. EV charging spaces. 5 no. motorcycle parking spaces are also proposed at basement level.
- h) A set down area/loading bay is proposed at surface level at Sallynoggin Road and 2 no. set down areas/loading bays including 1 no. accessible car parking space are proposed at surface level at Glenageary Avenue.
- i) A total of 310 no. bicycle parking spaces to include 254 no. bicycle parking spaces at basement level including 10 no. cargo bicycle spaces and 56 no. bicycle parking spaces including 16 no. cargo bicycle spaces at surface level.
- j) The development shall be served via a new vehicular access point to the basement level from Glenageary Avenue. New pedestrian and cyclist access points will be provided onto Sallynoggin Road and Glenageary Avenue from the site.
- k) Removal of existing cycle path and footpath and dropped kerb pedestrian crossing at Glenageary Avenue to be reinstated by soft landscaping and replaced by a new shared cyclist and pedestrian raised table crossing point located on Glenageary Avenue linking to the existing signalised crossing on the R118. Existing 1.2 m pedestrian crossing on Glenageary Avenue to be widened to 2 m.
- l) Emergency services/servicing access is proposed from Sallynoggin Road and Glenageary Avenue.
- m) All associated site and infrastructural works include provision for water services; foul and surface water drainage and connections; attenuation proposal; permeable paving; all landscaping works; green roofs; roof plant room and general plant areas; photovoltaic panels; landscaped boundary treatment; footpaths; public lighting; and electrical services.

1.2 Property Management Approach

The Property Manager will be responsible for the management of day to day operations including resident engagement, mostly electronically and also in person. As a result of the scale of the development it is envisaged that there will be staff on site at periodic times during the week, during normal business hours and also sometimes in the evenings, early mornings and at weekends. It is expected that the building caretaker will be the primary on-site presence. Expected hours that the caretaker will be on-site are as follows; 8.30am – 5pm Monday, Tuesday, Friday; 11am – 7.30pm Thursday; 9am – 5.30pm Saturday.

It has been agreed that a recognised, building management application will be used at the development. The choice of application has not yet been finalised but BuildingLink has been identified as a viable option (<http://www.buildinglink.com>).

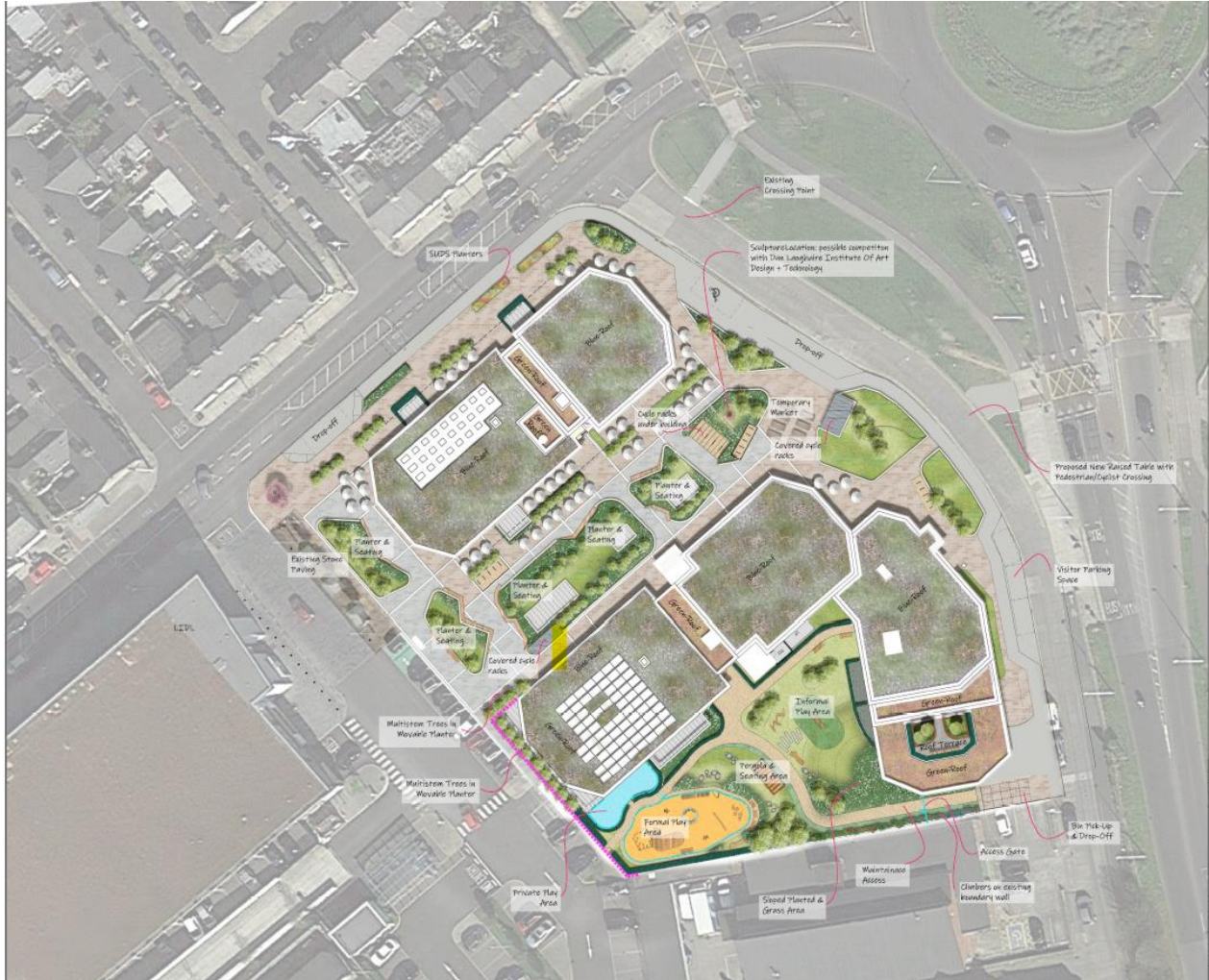
This can be used to provide effective and streamlined maintenance and operations, to keep residents, contractors and the Property Manager engaged and informed (e.g. resident events; maintenance alerts, local information). There will also be traditional email and phone out-of-hours contact details for emergencies.

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

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

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

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



Glenageary Gate – Site Plan

2.0 Resident Amenities & Services Strategy

2.1 Resident Amenities

2.1.1 Residential Amenity Space

There will be a multifunctional residential amenity area of 172 sqm. at ground floor level of Block B located adjacent to the Creche and accessible via the public open space and the private landscaped garden.

The operational use of this room will comprise of a co-working area and casual lounge, however, it is envisaged that the area will be designed with flexibility in mind to allow for a variety of uses to account for the requirements of the resident demographic.

The amenity space is situated to interact with the public open space area and will provide spaces to facilitate a sense of community amongst residents of the scheme.

Typical uses could include;

- Lounge / relaxation areas
- 'Work from Home' spaces
- Tea / Coffee Stations
- Spaces for resident events e.g. guest lectures, wine / cheese tasting events, cocktail making classes, 'Christmas get together'

Image precedents for this area are shown below.





Examples of resident's amenity areas

2.1.2 Resident Gym

A resident's gym will also be located on the ground floor of Block A. 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 of Resident Gym

2.1.3 Activity Room

An Activity Room will be located adjacent to the gym and will provide an informal area for residents to mix and socialise with their neighbours.

It is envisaged that this area will be used to host resident only events.

2.1.4 Roof Terraces

Roof terraces are to be provided on the link between Blocks A and B and on the south end of Block B. These areas will be accessible to residents only and will provide an attractive private open space for residents to enjoy.

Access to these areas will be via the resident's fob and the door locks will be time-locked to only permit access to the roof terraces during approved opening hours.

2.1.5 Internet & Wifi

It is expected that complimentary wifi will be available in the internal amenity areas. The wifi service will be subject to a password and all relevant cyber security issues will be considered.

2.1.6 Postal Deliveries (An Post)

It is expected these post boxes will be situated in the ground floor lobbies of each block. These areas can be accessible to residents and the postal services via key fob.

A fob can be provided to An Post which can be restricted to allow access within the development. Residents can collect their post with their post box keys.

2.1.7 Parcel Storage

A parcel storage area will be located in a dedicated parcel collection area in the Block B residential amenity area. This can accommodate oversized items and courier deliveries. A cold room will also be provided for storage of perishable items.

2.1.8 Car Parking

There are a total number of 78 no. car parking spaces (including 3 no. mobility spaces) which will be located in the basement car park. An additional 2 no. club car spaces will be provided in the basement.

Access to the basement car parking area will be via motorised vehicle gates located off Glenageary Avenue. Residents will lease spaces directly with the landlord. Access for this area will be through a phone / GSM system or via remote control.

2.1.9 Bike Storage Management

There are a total 254 no. bike spaces in basement car park, of which 10 no. of these will be for the storage of cargo bikes. The basement spaces are accessed via the car park entrance.

56 no. visitor bike spaces are to be provided of which 16 no. will be for the storage of cargo bikes.

5 no. motorbike spaces are to be provided at basement level.

It is expected that the bicycle storage areas will be inspected daily to ensure the area is secure and free from hazards. The area will be covered by CCTV. Signs will be displayed advising that CCTV is in operation and also 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.

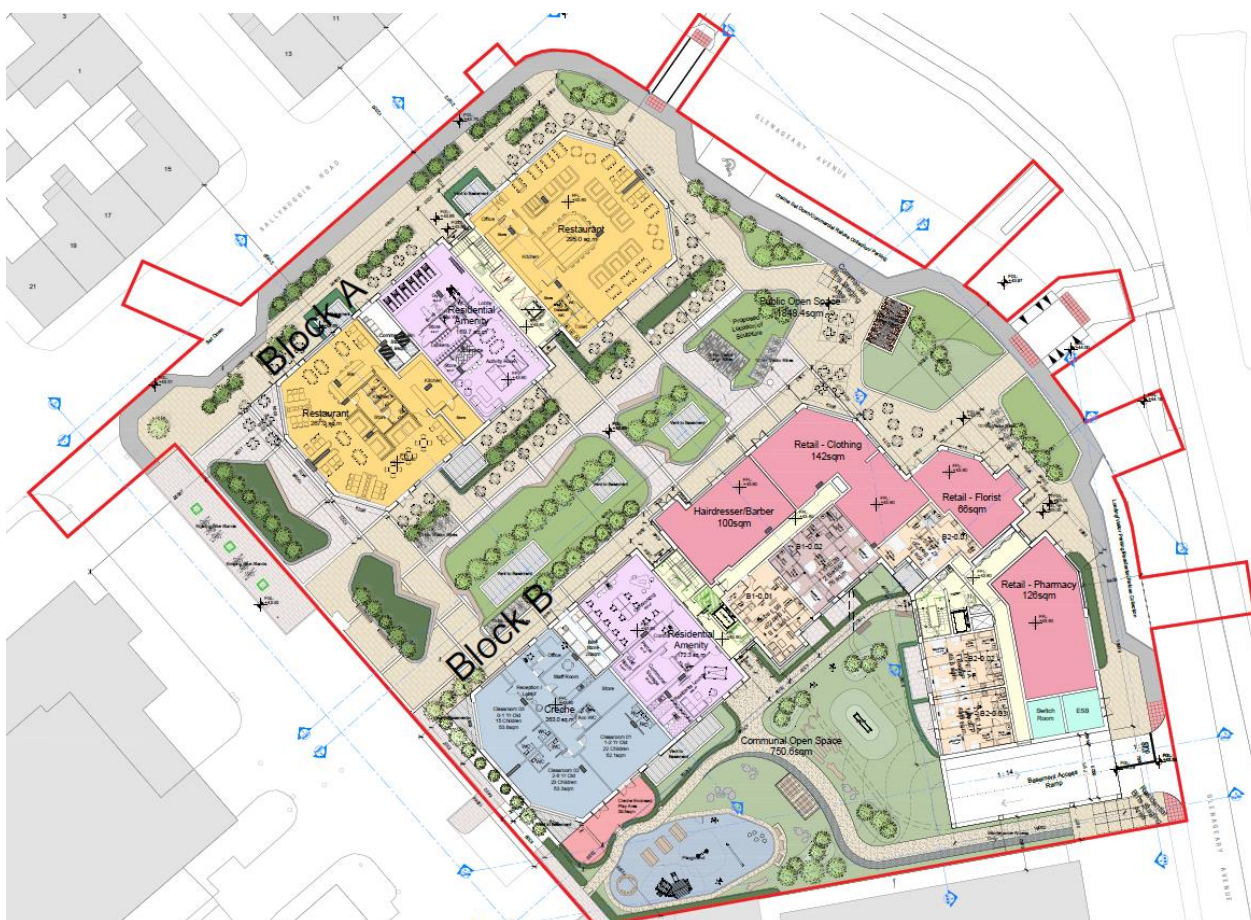
2.1.10 Public Open Plaza

The central public plaza has been designed to allow permeability across the site along an existing desire path. The plaza will be a focal point for the development including retail space, green spaces, restaurant seating and market stalls.

The cleaning / caretaking team will monitor the public plaza on a regular basis to ensure that the area is kept clean and litter free.

Passive security has been considered in the design to deter anti-social behaviour. It is envisaged that a security company will be engaged by the end user and periodic patrols of the area will be carried out to act as a deterrent and to address any anti-social issues that may arise.

The Property Manager will also liaise closely with An Garda Síochána with regards to any criminal behaviour in the area.



Glenageary Gate – Ground Floor Plan

2.2 Resident Support Services – As envisaged

2.2.1 Reception

While it is not envisaged that there will be a full-time reception service, the residents will be supported by the internet based building and relationship management application which the Property Manager will use to engage with residents and address any queries or issues that arise during their time as a resident. The Property Management will also be on site at periodic times during the week and will be based in the Resident Amenity area at Block B.

2.2.2 Security

An element of passive security will be provided by the development's location including active street frontage and activity related to the commercial spaces. Residents will be periodically reminded via communication from the building management application to be vigilant with regards to security and to

report any suspicious activity to Gardaí. Signage will also be placed in lobbies and amenity areas regarding same. Residents will be encouraged to establish a Neighbourhood Watch with the assistance of local Community Gardaí.

2.2.3 On-site Caretaker

It is intended to have an 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 envisaged that they will work 37.5 hours per week and may be supported by an additional cleaning team. Required hours to be monitored post-completion.

2.2.4 Out of Hours Emergency Escalation

An emergency out of hour's maintenance and repair line will be in operation for residents to contact in the event of a repair emergency.

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. Signs will also be placed in apartments and common areas.

3.2 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 Fire Prevention and Detection Equipment

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

3.3.1 Fire alarm

The fire alarm panel will be maintained by a suitably qualified professional and serviced in accordance with manufacturer guidelines. The Property Manager will ensure appropriate contracts are in place with a contractor for maintenance of the system.

3.3.2 Dry risers

The dry risers will be maintained by a suitably qualified professional and serviced in accordance with manufacturer guidelines. The Property Manager will ensure appropriate contracts are in place with a contractor for maintenance of the risers.

3.3.3 Fire Extinguishers

The fire extinguishers will be maintained and re-filled as required by a suitably qualified professional and serviced in accordance with manufacturer guidelines. The Property Manager will ensure appropriate contracts are in place with a contractor for maintenance of the extinguishers

3.3.4 Automatic Opening Vents (AOVs)

The AOVs will be maintained and batteries replaced as required by a suitably qualified professional and serviced in accordance with manufacturer guidelines. The Property Manager will ensure appropriate contracts are in place with a contractor for maintenance of the AOVs.

3.4 Health and Safety – General risk assessment

The Property Manager will instruct an independent and comprehensive General Risk Assessment to be completed by an appointed surveyor prior to occupation of the building.

3.5 Major Incident management (Escalation protocols)

The Property Manager will complete a risk register upon receipt of the Fire Risk and General Risk Assessments. The Major Incident Management Plan is to be reviewed annually.

4.0 Building Operational Strategy

4.1 Residential Waste Management – Refuse disposal and recycling

The Property Manager will coordinate the waste management requirements for the residents and will ensure that the Refuse Stores are kept clean, orderly and pest free.

The residential bin stores are located in the basement and residents will be responsible for delivery of their own waste bags.

There are two bin stores within the basement. It is envisaged that these areas will be inspected on a daily basis to ensure they are secure and free from hazards. These will include a mix of mixed non-recyclable waste, mixed dry recyclables, glass and organic waste bins sized 240L and 1100L.

It is expected that collections will take place on a weekly basis for each of the residential waste streams.

Please refer to the Operational Waste Management Plan provided by AWN for further details on the waste management strategy.

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 service contractors for critical elements such as pest control, cleaning and exterior window cleaning for the residential areas through boom lift, cherry picker (overhead extending lift arm) where appropriate. All external soft landscaped areas will be communal amenity space and as such will be maintained by the appointed contractor.

The common areas and amenity spaces 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

The building will have an electronic access system which will be operated through pre-registered user fob and mobile phones. 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. These fobs cannot be branded.

Each apartment can 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.

4.6 Vehicle Gate

A steel vehicle and bicycle gate will be in place at the entrance to the car park off Glenageary Ave. It is anticipated that the vehicle gate will be accessed by phone (GSM) for pre-registered users or via remote control.

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. Signs will be put up in common areas notifying of the presence of CCTV and a GDPR policy will be implemented by the Property Manager.

4.8 Utility Provision & Management

4.8.1 Electricity

Each apartment will have its own electricity system meter and will be billed separately.

4.8.2 Energy Strategy - Heating & Hot Water System

The Property Manager will ensure that a maintenance contract is in place with a suitable contractor for maintenance of heating and hot water plant and maintenance and routine checks will be carried out in accordance with manufacturer guidelines.

4.9 Pest Control

The Property Manager will appoint a certified pest control contractor to service the estate and shared communal areas, including the bin stores.

4.10 Cold Water Storage & Feed

The cold water storage and feed will be maintained by a suitable qualified professional in accordance with manufacturer guidelines. The property manager will ensure that appropriate contracts are in place for maintenance of the system.

4.11 Water Risk Assessment

The Property Manager will instruct an independent and comprehensive Legionella Risk Assessment and Water Testing. Both are to be complete by an approved survey prior to occupation. Follow up assessments will be carried out periodically.

4.12 Tanks

The water tanks are located in the basement and the Property Manager will coordinate the maintenance with suitably qualified contractors in accordance with manufacturer guidelines.

4.13 Pumps

The pumps are located in the basement 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 first occupation, it is considered best practice to ensure the apartments are flush tested on a weekly basis to prevent bacteria build up within the pipework. This is the responsibility of the Property Manager.

4.16 Building Insurance

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

4.17 Staff Welfare Provision

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

5.0 Planned and Preventative Maintenance

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

The Property Manager will be responsible for ensuring that contracts are in place with suitably qualified contractors for the maintenance of 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
- CCTV
- Lifts
- Boilers
- Booster Pump Sets
- Fire Detection / Prevention Systems
- LV Distribution Board

A full asset register will be compiled in advance of building handover and servicing contracts will be in place prior to completion. Certification of installation for all M&E is to be provided as part of the Operation & Maintenance Manual by the developers.

6.0 Commercial Management

6.1 Waste Management

All commercial tenants will be responsible for the management of their own waste. Dedicated commercial waste storage areas will be provided for the various commercial units at ground level.

Please refer to the Operational Waste Management Plan provided by AWN for further details on the waste management strategy.

6.2 Car / Bike Parking

There will be 'Drop Off' Zone allocated to the crèche at the set down parking area; it is envisaged that there will be a 10-minute time limit on crèche drop offs.

Dedicated bicycle parking areas will be located at surface level for use by residents and the general public.

Please refer to the report provided by AECOM traffic engineers on the detail of the management of the drop off space on Glenageary Avenue.

6.3 Deliveries

Deliveries for the commercial units will be by way of set down areas located in close proximity to the units.

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

6.4 Service Charge

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

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

6.5 Creche Play Area

It is envisaged that the creche play area will be demised to the creche operator under the lease agreement. It will be the responsibility of the creche operator to keep clean and maintain this area.

It is not expected that access from the creche play area to the residential external amenity space will be permitted unless required for emergency egress.

6.6 Market Stalls

A designated area in the public open space adjacent to the retail units has been designated for weekend market stalls. These will allow members of the local community sell their products.

Commercial details will be determined by the operator however it is envisaged that the sellers will enter into a licence with the operator detailing the conditions under which they will be permitted to operate the market stall which may include, but will not be limited to; duration of the agreement, insurance / indemnity clauses, restrictions on goods to be sold, obligations and responsibilities of both parties.

Market stall sellers will be responsible for setting up their own equipment and for cleaning up afterwards.

7. Contact Details for Hooke & MacDonald

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