

# **Servicing, Operations & Car Parking Management Plan**

Blocks 5 & 6 Clongriffin

For The Land Development Agency

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## 1 Introduction

This document has been prepared in response to the issued Stage 2 DCC Opinion that requests inter alia the submission of:

- A Car Parking Management Plan; and
- A Servicing and Operations Management Plan.

## 2 Management Considerations

The buildings comprise two urban blocks, Block 5 (138 residential units) and Block 6 (270 residential units). In each block, apartments are accessed off common corridors and off-street cars are parked at grade with communal landscaped podium over. At ground floor within the car park are also bin stores, bike stores and plant rooms. In addition, there are several non-residential units at ground floor level in both blocks and in Block 5, there is a communal roof terrace.

The proposed heating system is a centralised electric air-sourced heat pump system in each block which supplies heat to customers via a distribution network that originates from a central energy centre on the ground floor coupled with external plant at roof level. Heat use is metered in each property via a heat interface unit (HIU). Cold water is supplied to each residential unit via a centralised tank at ground floor. Each residential unit has an individual mechanical ventilation system with heat recovery.

## 3 Appointment of Agents & Associated Responsibilities

The LDA is the owner of the subject lands and the applicant for the proposed scheme. Ownership of all the completed residential and non-residential units will remain with the LDA except for transfers of residential units to DCC in accordance with Part V. All internal and external common areas will remain within the ownership of the LDA. In the interest of clarity refer to the submitted Taking in Charge Plan (Drawing No. CLN-CCK-LRD-SI-00-DR-A-000001), prepared by CCK Architects showing the full extent of areas to be taken in charge by DCC.

All the residential units will be let on a cost-rental basis by the LDA, except for the Part V Social Housing units which will be owned and let by DCC. All the non-residential units will be let by the LDA.

The LDA will put in place a properly constituted Owners' Management Company (OMC), with the LDA being the sole Owner. The OMC will tender for and appoint a Property Management Agent prior to the first occupation of the development in order to ensure that all the necessary procedures and policies are in place for completion, ensuring no delays when the first residents take up occupation.

The appointed Property Management Agent will manage the blocks on a day-to-day basis and will be responsible for, inter alia, the following items:

- To oversee the management of the development and the common areas (internal and external) to ensure that the development is well maintained to a high level.
- To set out rules and protocols for all tenants and to liaise with the residents on these on an ongoing basis.
- To oversee any issues with the tenants and to interact with DCC in terms of the management of their Part V Social Housing.
- To tender for, and recommended for the OMC to appoint, various maintenance contractors.

The OMC will also tender for and appoint an energy network operator who will have operation and maintenance responsibility for the heat generation source, heat network, HIUs and overall responsibility for continuity of heat supply, its metering and billing.

#### **4 Services and Operations**

##### **4.1 Security**

The Property Management Agent will advise the OMC on the need for any CCTV, security guarding or patrol requirements that may be required. It will also make a provision for the maintenance and repair to any security systems including CCTV and access control systems.

##### **4.2 Cleaning**

It is 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 by the Property Management Agent and will ensure common areas are checked and cleaned daily. Any common furniture, play equipment and litter bins will form part of the cleaning and maintenance protocols. Apartment window cleaning and external façade cleaning to be carried out 2 – 4 times per annum using boom lift / cherry picker or reach and wash systems where appropriate.

##### **4.3 Waste Management**

Submitted with the application is an Operational Waste Management Plan (OWMP) that was prepared by Enviroguide which provides details of bin movements and collection arrangements at Section 5. 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.

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 Agent where they are required to deposit their waste and fobs/keys for access will be provided to their dedicated storage areas.

Collection frequency to be communicated to residents upon move in.

##### **4.4 Mechanical Equipment and Lighting**

This includes the servicing and management of any tanks, pumps, lifts, gates, and any other items of plant located within the external and internal common areas.

Cold Water Storage, Feed & Pumps: These will be maintained in accordance with manufacturer guidelines.

Lighting: All lighting to internal and external common areas will be maintained and any necessary replacement carried out.

##### **4.5 Open Spaces & Landscaping**

The communal open spaces will be at the forefront of management's maintenance priorities.

Given the scale of the proposed communal spaces 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 regular 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.

#### **4.6 Access Control**

Provision for all electronic access control systems including access control devices that control access to bicycle storerooms and apartment block entrance doors will be made.

Apartment access: Residents will be provided with fob 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.

Fob access for residents: in each building, residents will be limited to their own cores and core bin stores as well as all bike stores, because some bike stores are larger than others and some also contain cargo bike stands, as well as to all gates/doors to the car park from the street. In addition, all Block 5 residents will have access to Core 4 from the podium to access the communal roof terrace.

#### **4.7 General Repairs**

Provision will be made for the timely rectification of elements which become damaged/dilapidated.

#### **4.8 Fire**

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.

A Risk Assessment will be instructed to be carried out by an independent consultant and a comprehensive Fire Risk Assessment, including addressing the provision of First-Aid Fire-Fighting Equipment, will be completed prior to occupation of the building.

Fire Detection and Alarm System: The system, including fire alarm panels, emergency lighting and automatic opening vents will be maintained and serviced in accordance with manufacturer guidelines.

Emergency Lighting will be maintained and serviced in accordance with manufacturer guidelines.

Dry risers: Dry risers will be maintained in accordance with manufacturer guidelines.

Sprinklers: 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 complete Fire Detection and Alarm System.

## **5 Parking Management Strategy**

### **5.1 Car Parking**

All of the on-street car spaces, including 2 no. loading bays and 3 no. accessible spaces, are proposed to be taken-in-charge and available for public use. All of the on-curtilage spaces are located under the podium in each block and so will remain under the ownership of the LDA. The loading bays on the street will cater for servicing the non-residential spaces and can also serve other occasional uses such as deliveries to apartments.

In Block 5, there are 45 no. car spaces under the podium, 4 no. of which are accessible and 40 no. of which are to have fully functioning EV charging points. Please refer to the Block 5 Ground Floor Plan on which these are identified. The car spaces under the Block 5 podium will be allocated to tenants at the discretion of the LDA. The car park area and its access-controlled entrance gate will be maintained as part of the block common area maintenance regime.

In Block 6, there are 118 no. car spaces under the podium, 4 no. of which are to be allocated to the crèche staff, 7 no. of which are accessible, 90 no. of which are to have fully functioning EV charging points. Please refer to the Block 6 Ground Floor Plan on which these are identified. Except for the 4 no. crèche car spaces, the remaining 114 no. car spaces under the Block 6 podium will be allocated to tenants at the discretion of the LDA. The car park area and its access-controlled entrance gate will be maintained as part of the block common area maintenance regime.

Typically, a third-party EV charger operator will be engaged to manage the EV spaces. Options are still currently being explored in respect of the best method for management but would expect that the operator will apply some sort of tariff system with the user requiring an account/app to access.

### **5.2 Motorcycle Parking**

Spaces for motorcycle parking are identified on the Ground Floor Plan of each building. These are located within the under-podium car park, behind the access-controlled vehicular gate. These will not be allocated but left available to residents with access on a first-come first-served basis.

### **5.3 Bicycle Parking**

Spaces for resident bicycle parking are identified on the Ground Floor Plan of each building, in dedicated stores under the podium. These will be in the form of specialised two-tier racks and long Sheffield tubes for cargo bikes. Spaces for visitor bicycle parking are identified on the Proposed Site Layout Plan, in the form of standard Sheffield stands. Further details for each bicycle store can be found on submitted drawings (nos. CLN-CCK-LRD-B5-ZZ-DR-A-000400 and CLN-CCK-LRD-B6-ZZ-DR-A-000400).

The resident bicycle spaces are located within the under-podium car park, behind the access-controlled vehicular gate. These will not be allocated but left available to residents with access on a first-come first-served basis. Both the resident and visitor bicycle parking will be maintained as part of the block common area maintenance regime.

It is proposed to provide 10% of the residents' bicycle spaces with fully functioning electrical charging points.