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## Fortfield Road, Terenure Operational Management Plan



September 2024

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## 1 Introduction

### 1.1 Report Content / Overview

This report has been prepared by GAA on behalf of the applicant, 1 Celbridge West Land Limited, in relation to the 'Fortfield Road' development in Terenure.

It provides an overview of the operational management requirements and considerations for the site, and how this will work between the different residential types and public/private spaces.

GAA also provides insights to guide the type and composition of the purpose-built residential development to be pursued.

This report sets out the long-term outline management strategy of the proposed residential development, and associated public realm, at Fortfield Road (hereafter referred to as "the development").

The report sets out the management strategies for the development and provides detail to the 'resident services and amenities', as well as the 'resident support facilities'.

The report also addresses item number 5 of the Large Scale Residential Opinion issued by Dublin City Council. The Opinion item is: *"The proposed application should include full details in relation to the future management and maintenance of the public open spaces on the site, including the area adjoining the lake which is within the site boundary."* This is discussed in further detail below.

### 1.2 GAA Overview

GAA provides asset management and advisory services to the housing sectors, bringing 35+ years of housing industry expertise, including direct experience on large-scale real estate schemes.

GAA offers a wide range of advisory services with very deep expertise in the operations and property management aspect of the sector. This includes working with developers and their teams to focus on building specification with an eye on long term maintenance and generating operational cost efficiencies.

GAA's clients include many of the world's leading real estate institutions.

### 1.3 Site Location

The site is located in the south Dublin suburb of Terenure, approximately 1km south-west of Terenure Village, to the eastern side of Fortfield Road. The site spans approx. 4.64 hectares (everything within the red line including Z11 land, Z15 land and areas beyond the boundary where highway works are required to facilitate the proposed development). It is situated in the grounds of Terenure College Senior School, a Voluntary Catholic School under the Trusteeship of the Carmelite Province Order. These lands comprise the school grounds and adjoining lake surrounded by a wooded area and a number of playing pitches. The open space to the north of the school grounds, previously in use as playing pitches, are no longer required by the school, and it is proposed that this area be developed to provide a number of residential units and associated public open space while the area around the lake will be enhanced to create a public park.

The site is surrounded by the established residential areas of Fortfield Road, Greenlea Road, Templeogue Road and Lakelands Park comprising of mainly semi-detached and terraced houses. Local building heights are generally two storeys in the case of the Fortfield Road and Greenlea Road, with three/four storeys in the case of Terenure College buildings.

The site is well served by public transport with a number of bus routes available within walking distance, ranging from 1 to 10 minutes' walk. As such, the proposed site represents an opportunity for a sustainable infill development. The site backs onto the Greenlea Road housing to the north and has strong frontage to Fortfield Road to the west. To the east and south the site shares a boundary with the playing fields and Terenure College buildings.

At a 10-15 minutes walking distance from the site, the area presents a good variety of services as supermarkets, restaurants and pubs, schools, as well as a rugby football club adjacent to the development lands. A large green area is found at walking distance from the lands, with recreational activities and kids' playgrounds.

As a result of its location, and proximity to excellent existing education, retail and community amenity facilities, as well as excellent public transport, it is a desirable site for residential development at an appropriately high density.



#### 1.4 Development Description

The development will comprise a Large-Scale Residential Development (LRD) on a site at Fortfield Road, Terenure of 284 no. units delivering 19 no. houses and 265 no. apartments made up of studios; 1 beds; 2 beds; 3 beds; and 4 beds. The development will also provide community, cultural and arts space and a creche. Communal internal space for residents will also be delivered. Provision of car, cycle and motorbike parking will be provided throughout the development, including at basement and surface level. Vehicular/pedestrian/cyclist access from Fortfield Road. Proposed upgrade works to the surrounding road network is also included. All associated site development works, open space, services provision, ESB substations, plant areas, waste management areas, landscaping (both public and communal) and boundary treatments.

#### 1.5 Resident Facilities

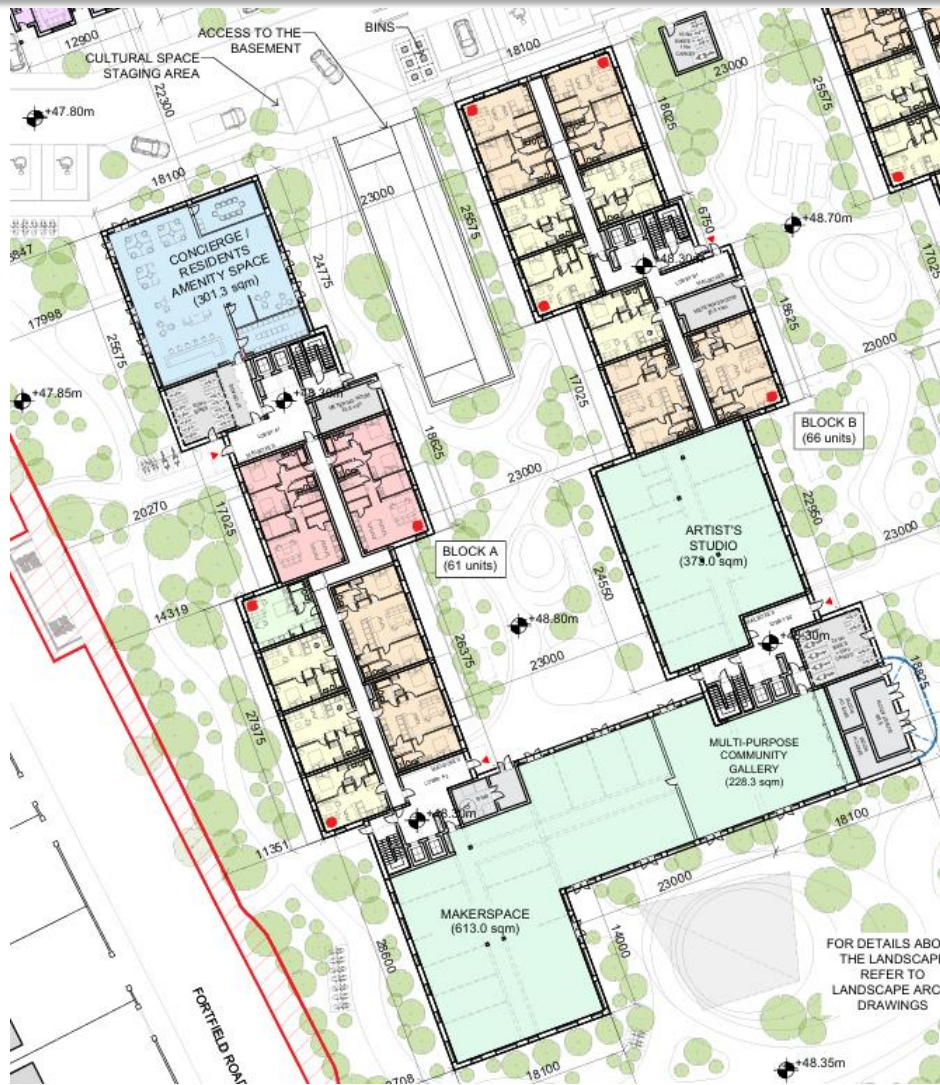
Resident support facilities and resident services and amenities is broken down as follows:

- Resident support facilities:
  - Concierge, lobby space.
  - Mailboxes, parcel room.
  - Bin stores, bicycle stores.
- Resident services and amenities:
  - Resident amenities comprising lounge/coworking space, multi-purpose room, meeting room.
  - Children's play areas, outdoor seating areas, roof terraces.

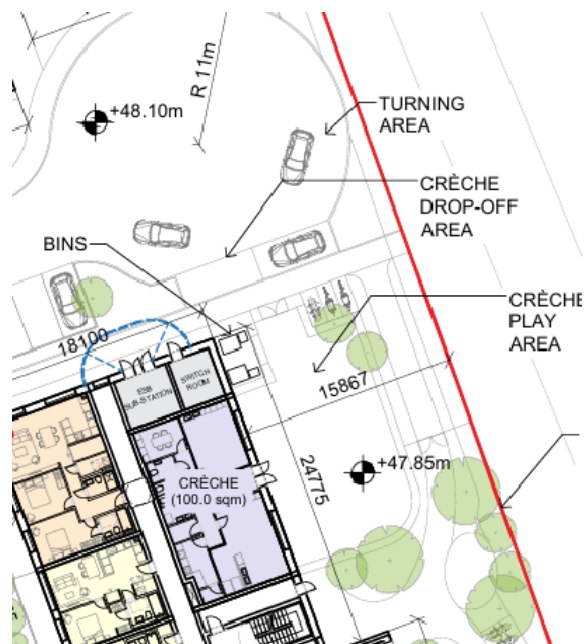
The concierge, parcel room and lounge/co-working space are on the ground floor of Block A, in close proximity to the A1 lobby.

The development will also include the following community/public amenities and facilities located in Blocks A & B, linked with a shared pavilion, with dedicated external space immediately adjacent to Blocks A & B:

- Artist's studio
- Multi-purpose community gallery
- Makerspace



There will also be a creche, leased to an external commercial provider, located next to Block D. This facility will be self-contained with no access to the apartment building and will feature a dedicated drop off/parking area, bin store, and secure play area.



## **1.6 Vision**

### **1.6.1 Overview**

The vision is an integrated management and resident-focused strategy for building a vibrant community at this exemplar property development.

This begins at the start of the customer journey, from that first viewing and tour of the development and its amenities.

This journey for the customer continues and flourishes long after they have moved in. Therefore, the applicant's approach is underpinned by a professional estate management team.

This includes the importance of delivering well considered houses and apartments that are attractive, easy to use, comfortable, energy efficient, and cost effective.

For the long-term freeholder, there is the wider importance of the lifecycle of the asset and long-term operation of the development.

The proposer is also considering the overall wider site estate management requirements and strategies too, from car parking, waste management, utilities, public realm and public transport.

### **1.6.2 Homeowner Engagement**

This approach comprises both responsiveness to estate repair and maintenance issues but also curation of resident interaction through providing co-working spaces and residential amenities.

### **1.6.3 Estate Wide Branding**

Importantly, the development will be branded, which will be more than just a name and set of coordinated collateral. The brand will form part of the culture of the development, both for the residents but also the staff on-site too.

A key component of the brand's core values is the creation of social value with a focus on the positive impact that the development has on the local economy, community, and society, and how it can improve people's lives. The development will incorporate several community and cultural spaces providing opportunities, facilities and places so that local people can meet, socialise, innovate, grow and learn in an environment that works for them. These spaces will be available to rent by the local community and will be managed by the Owner's Management Company.

## 2 Response to Item Number 5 Management and Maintenance of Public Open Spaces

### 2.1 Consideration

Item Number 5 states:

*“The proposed application should include full details in relation to the future management and maintenance of the public open spaces on the site, including the area adjoining the lake which is within the site boundary.”* This is discussed in further detail below.

### 2.2 Response

The public open space comprises a mixed broadleaf woodland and lake on the eastern side of the site. This woodland extends onto three small islands within the lake. Mature tree species are seen across the woodland, which form an important local biodiversity area for both birds and bat species.

The woodland has several formal and informal paths and the footfall within the woodland is relatively high.



The estate management company will have responsibility for protecting and enhancing the open space, lake area and public rights of way with minimum impact as it is both of ecological and historical importance. The scope of responsibility for the management of the public open space will include:

- Ensuring all paths are accessible, whilst being mindful to ensure the continued life of the mature planting.
- Any remedial works to the bridges, such as replacing cappings, repointing and integrating new railings to be health & safety compliant.
- The maintenance and levelling of paths, ensuring there are no obstacles or risks to the public.
- Infrequent maintenance of the islands (they will not be accessible at any other time).
- Identifying existing trees that require works and remediating accordingly.
- Securing any areas to protect existing nesting grounds and habitat.
- Water quality control at entry to lake.
- Maintenance/upkeep of wayfinding signage.
- Maintenance/upkeep of seating.

If the estate landscaping contractor does not have the required capabilities to manage and protect the open space, the management company will bring in a specialist third-party contractor to manage the public open space and the biodiversity within it.

Given the public access around the site, a key management consideration will be to keep the residential development secure. This will be outsourced and managed out of hours by third party PSA-licensed security officers, who will conduct regular security patrols of the estate.

### 3 Estate & Property Management & Operational Considerations

#### 3.1 Structure & Estate Management Strategy

The development is proposed as a mix of apartments and houses and will be built and estate managed in the long term by the proposer. The long-term maintenance and staffing of the property and wider estate will be undertaken by a property/block estate management company(ies) who will rely on third party contractors for the various maintenance contracts.

A detailed site wide estate management strategy will be created by the proposer that covers all residential owners, including detailed service charge budgets. The structuring of the estate and maintenance broadly follows as:

- **Build to Sell:** Units sold off on long-leasehold basis to homeowners. The freehold will be held by the Owners Management Company (OMC). The boundary of the demised spaces, whether this includes the common areas and responsibility of the external facades and roof spaces to be determined and subject to how the building structures are incorporated.
- **Rented, Social & Affordable:** Some units may be sold off on long-leasehold basis to a third-party housing provider. The freehold will be held by the Owners Management Company (OMC). The boundary of the demised spaces, whether this includes the common areas and responsibility of the external facades and roof spaces to be determined and subject to how the building structures are incorporated.
- **Culture and Arts Space:** These will be rented on an annual basis in conjunction with Dublin City Council. The freehold will be held by the Owners Management Company (OMC). The boundary of the demised spaces, whether this includes the common areas and responsibility of the external facades and roof spaces to be determined and subject to how the building structures are incorporated. Please see the Cultural and Arts Space Audit by Turley Consultants.
- **Creche:** This will be rented on an annual basis. The freehold will be held by the Owners Management Company (OMC). The boundary of the demised spaces, whether this includes the common areas and responsibility of the external facades and roof spaces to be determined and subject to how the building structures are incorporated.

The operating company will commence appointment of the on-site staff some nine months prior to practical completion of the development. The first hire will be the property manager, thereafter, recruiting the sales/front-of-house team and maintenance teams as the development gets closer to the completion date.

A detailed operational plan will be created over the two years leading up to the completion of the development. This will comprise a mobilisation plan, sales plan, marketing plan, standard operating procedures, estate service charge budgets and estate wide management strategies.

Service delivery will be in line with agreed Service Level Agreements and Key Performance Indicators set out in the Property Management Agreement between the property/block estate management company and the development freeholder. Actual performance will be regularly reviewed by the freeholder.

#### 3.2 Management Team

The development is designed with the sales market in mind; however it will offer a range of support services and amenities for its residents. A management team staff member/concierge will be located on-site in Block A, situated just off the ground floor lobby area. It is envisaged that they will be available during extended working hours e.g. 8am-8pm, after which time a security guard will be available to attend the concierge desk as required, and to conduct regular security patrols of the estate.

##### 3.2.1 Staffing & Roles

The development will be managed by a property/block estate management company, who will co-ordinate a wider team of third party contractors/service providers.

The wider management team will be split between 'front-of-house' and 'back-of-house':

- **Front-of-House:** The role of the team will be sales and resident liaison. This will include the concierge and also the local estate agents who are responsible for sales and marketing of units.
- **Back-of-House:** The back-of-house team will oversee all maintenance, cleaning, and will perform general maintenance repairs of the estate/communal areas where appropriate.

The combined team will coordinate:

- Statutory compliance
- Sales and marketing
- Resident communication
- Management of contractors and other requirements of efficient building operation
- Co-ordination of parcel deliveries for the apartment blocks
- Co-ordination of resident events and engagement

There will be a maintenance contact person to coordinate all of the day-to-day repairs, testing of passive and active fire prevention systems and emergency lighting, and contractor management. The maintenance contact will be backed up by specialist subcontractors for gas, electrical testing, lift maintenance, water treatment risk assessments, fire extinguisher and fire alarm maintenance etc.

Any major repairs to the apartment blocks that come under the responsibility of the freeholder will be organised by the management company in close collaboration with the freeholder. This includes internal and external decoration of communal areas, re-carpeting of communal areas, new furniture for amenity spaces and roof, window and fabric works as the apartment buildings age. This will ensure that the apartment buildings are maintained in a safe and good state of repair.

### 3.2.2 Management Team

Contact details of the management team will be shared with residents, which will include a centralised mobile number. A member of staff employed by the management company will be based on-site at the dedicated concierge desk during agreed working hours.

It is intended that residents will also be able to communicate with the management team via a dedicated building website/portal, which will be mobile device friendly. This will encourage communication on events, maintenance alerts, building safety and other notifications.

### 3.3 Building Tech

The development will benefit from building technology and systems throughout to help manage the building and keep it secure. The operating company will utilise a holistic property management accounting software system to help manage all aspects of the property.

Within this, residents will have access to a resident portal that will allow communication with the management team (maintenance, estate issues etc) and also allow access to a community page (for events etc).

### 3.4 Building Management Strategy

A detailed management strategy that encompasses all facets of the development will be generated prior to the practical completion of the development. This will dovetail with the buildings' 'operations and maintenance' manuals that will be made available to the team as the development is completed.

This strategy will include items such as the fire strategy, security, out of hours procedures/cover, lift maintenance, cleaning, water management, health and safety, and pest control.

To maintain a good quality living environment, all communal areas of the buildings, including the lounge/co-working area and lobbies, will be cleaned regularly and monitored via CCTV.

The development will be fully compliant with all relevant Fire and Health & Safety regulations.

### 3.5 Sales & Marketing Strategy

Separate sales and marketing strategies will be created in advance of practical completion. These will document the entire marketing campaign and avenues for engagement with buyers. These marketing and sales plans will be part of a wider estate branding campaign too.

Local estate agents will be used to market the houses and apartments, vet potential buyers, handle viewings and negotiations, and manage the admin of the sale.

### 3.6 Policies & Procedures

Behind the building management, sales, and marketing strategy will be a 'bible' of operational policies and procedures, documenting all the processes for the management team. This set of standard policies and procedures will enable clarity and consistency in the way the management team operates and ensure residents have a positive and safe living environment.

The policies and procedures cover all aspects of the management of the apartment blocks and wider estate, from sales & marketing, health & safety, security & welfare to planning building/estate maintenance, cleaning procedures and risk management.

### 3.7 Travel/Mobility Management

The overall aim of the Travel Plan for the proposed development is to minimise the proportion of single occupancy vehicle trips, including commuter-based trips, which have the greatest influence on traffic congestion, as well as leisure trips.

The Travel Plan for Fortfield Road will promote health, social and economic benefits of sustainable travel including:

- To encourage/increase the use of public transport, walking and cycling for residents, staff and visitors.
- For work-related travel to facilitate travel by bicycle, bus and train.
- To reduce the overall number of single occupant vehicles trips for all journeys and, in particular, to work and work-related travel.
- To integrate mobility management into the development decisions, policies and practices to work closely with governing bodies on means and use of transport services around the vicinity of the development site.
- To provide information and have resources readily available to increase awareness and continue education on sustainable modes of travel for both residents, staff and visitors to the development.
- To increase car-pooling as much as possible.

The Travel Plan specific to the nature and location of the development will consist of a package of sustainable measures aimed at increasing sustainable travel. These measures can include facilitating walking, cycling and car sharing schemes. Soft measures such as education, information and awareness can also be used. The Travel Plan will be developed further once the development is fully occupied.

The new development will cater for both vehicular and pedestrian traffic and includes provision of generous bicycle parking. Measures laid out in the Travel Plan will aim to reduce the number of people travelling to the development by car, promote the use of public transport and encourage users to use more sustainable methods of travelling.

Full details of the proposals are outlined in the Travel Plan, Car & Cycle Parking Management Plan and Traffic and Transport Assessment.

#### 3.7.1 Bike Storage

At-grade cycle parking facilities are provided externally at ground level and distributed throughout the development extents. Cycle parking facilities are also provided at basement level.

A total of 611 no. cycle parking spaces will be provided, consisting of 465 no. long term cycle parking spaces and 146 no. short term cycle parking spaces. This overall cycle parking quantum includes for 25 no. non-standard cycle facilities provided for resident use and 8 no. non-standard cycle facilities for visitors.

Access to the long term cycle parking stores will be controlled by a secure fob entry system.

### 3.7.2 Car Parking

A total of 165 no. car parking spaces are proposed as follows:

- 19 no. residential (houses) car parking spaces (at-grade, in-curtilage)
- 112 no. residential (apartments) car parking spaces (basement)
- 10 no. Car Club parking spaces (at-grade)
- 9 no. visitor car parking spaces (at-grade)
- 7 no. disabled car parking spaces (at-grade)
- 4 no. car parking spaces for the indoor cultural/art space (basement)
- 1 no. car parking space for the creche staff (basement)
- 2 no. creche drop-off car parking spaces (at-grade)
- 1 no. delivery/service vehicle loading bay (at-grade)
- 14 no. motorcycle spaces

Apartment car parking is provided at basement level. 112 no. car parking spaces will be provided at this location. A further 19 no. standard parking spaces (10 no. for car club and 9 no. for visitors) and 7 no. disabled parking spaces are provided at grade within the development.

A further 19 no. parking spaces are provided for the housing component in-curtilage.

Please note that there also a dedicated drop-off/set-down space located proximate to the concierge, to accommodate servicing of the development.

Car parking spaces will not be allocated to individual apartments, but rather made available to residents as required. All spaces will be numbered. Access to the underground car park will be controlled by a secure fob entry system.

### 3.7.3 EV Charging

The development will include EV charging points within the resident's car park to cater for E-car demand of the residences. EV charging infrastructure will be provided for 100% of parking spaces allocated to dwellings (19 no. EV spaces) and car share (10 no. EV spaces) and for 50% of all spaces serving apartment units (69 no. EV spaces). 100% of spaces proposed will be future proofed for electrical charging.

## 3.8 Security Measures

### 3.8.1 CCTV

The estate and apartment blocks will be covered by 24 hour CCTV recording managed by an external security company. Blocks A, B and C each has two entrance points/lobbies and Block D has one entrance/lobby.

There will be CCTV coverage throughout, particularly focused on points of entrance and exit and the car park areas. CCTV will also cover the cycle parking, access to which will be controlled by a fob-entry system.

CCTV images will not be monitored; however, they will be checked when there are any reports of anti-social behaviour or illegal activity.

### 3.8.2 Key Fob Entry System

Entry to and from the apartment buildings, individual apartments, communal resident amenity spaces, the underground car park, and the bin and bike stores will be controlled by an advanced electronic key fob security system.

On completion of their purchase, residents will be issued with personal fobs, which are individually registered and strictly controlled. In the event of a key being lost or stolen, the key fob will be deactivated remotely, and a replacement issued to the resident by the management company. Apartment residents will also have door entry access via their mobile phones, which will be deactivated after move-out or in the event that their phone is reported lost or stolen.

### 3.8.3 Security Patrols

There may be additional security concerns due to development being accessible by the local community and via the public open space. It is therefore recommended that the estate will be expertly managed out of hours by third party PSA-licensed security officers, who will conduct regular security patrols.

### 3.9 Maintenance

The management team will ensure that all residents are aware of the procedure for reporting relevant maintenance defects and faults via an online resident portal.

The management team will ensure that reported defects and faults are dealt with in a timely manner. All maintenance will be carried out by reputable, professionally qualified service providers in compliance with Health & Safety legislation, relevant industry best practice guidelines, and with due regard to minimising any temporary interruption of the services/amenities.

Routine reactive maintenance (except in case of emergency) will generally be undertaken between the hours of 08:30–17:00, Monday to Friday, except Public/Bank Holidays.

A rolling programme of Planned Preventative Maintenance will be put in place for conformance with statutory compliance, regular upkeep of the buildings and all additional areas will be added to this cyclical plan upon completion.

### 3.10 Cleaning

The management team will be responsible for cleaning all internal common areas including the residents lounge/co-working space, cultural/arts space, roof terraces, lobbies, walkways, and waste disposal areas.

This will be delivered via a cleaning contractor whose staff will comply with agreed frequency specifications, quality standards and COSH guidelines.

It is intended that all cleaning equipment will be stored on-site to enable cleaning contractor staff to opt for more sustainable transport options, such as walking, cycling or by public transport, without the need to carry heavy or bulky equipment.

### 3.11 External Area Management

Grounds maintenance will be carried out by an external contractor and the management company will ensure that all external areas are kept clean, tidy and well landscaped and free from graffiti, litter, weeds, waste and other debris.

All signage will be kept clean, legible, and unobstructed, and where illuminating signs are used they will be maintained in accordance with the general building maintenance requirements.

### 3.12 Post & Parcel Strategy

There will be a dedicated post and parcel strategy for the apartment blocks with allocated parcel space within Block A, which will be centrally located adjacent to the A1 lobby area and in close proximity to the concierge/lounge/co-working space. The strategy for the apartment blocks will comprise the following components:

- Mailboxes: All apartment block entrance lobbies will contain individual, secure mailboxes so that residents can check and collect their post on their way in/out of the building.
- Parcel Room: There will be a dedicated parcel storage room located within Block A to be managed by the concierge.

Residents will be notified of parcel deliveries through the residents portal.

### 3.13 Waste Management & Recycling

#### 3.13.1 Apartments

Residents will be required to segregate waste into the following main waste streams:

- Dry mixed recyclables
- Mixed non recyclables
- Organic waste
- Glass

Provision will be made in the residential units to accommodate 3 no. bins to facilitate waste segregation at source.

Residents will be required to take their segregated mixed dry recyclables, mixed non recyclables (general waste), organic and glass waste to their designated in-ground BSA and dispose of them in the appropriate bins. All in-ground BSAs are located adjacent to the road, north of the apartment blocks.

Each waste receptacle in the BSAs will be clearly labelled and colour coded to avoid cross contamination of the different waste streams. Signage will be posted above or on the waste receptacles to show exactly which waste types can be placed in each waste receptacle.

The use of the residential in-ground BSAs will be restricted to authorised residents, facilities management and the waste contractor by means of a key or electronic fob/card access.

It is anticipated that DMR, MNR and organics will be collected on a weekly basis and glass will be collected as required.

For collection of the in-ground waste receptacles adjacent to the apartment blocks, a specialist waste collection vehicle will pull up alongside the underground units and will free the bins for extraction from the ground. Once this is complete, the underground container is removed from the ground using a hook system mounted onto the end of the vehicles crane. The inner container is raised up to the waste vehicle and emptied through the bottom of the container using the hook system, much the same way that the bottle banks for glass are emptied. When emptied the bottom of the container is closed and returned to the ground using the crane.

### **3.13.2 Houses**

Residents in individual houses will be required to organise their own waste collection and to segregate their waste into the following waste categories within their own units:

- Dry mixed recyclables
- Mixed non recyclables
- Organic waste
- Glass

Provision will be made in the houses to accommodate 3 no. bins to facilitate waste segregation at source.

All residents in houses have external access to the rear of the property and will store waste in bins at this location. Residents will be required to place their segregated waste materials into these bins as necessary. Residents in houses will be responsible for moving their bins to and from the curb for collection in line with DCC Waste Byelaws.

It is anticipated that DMR, MNR and organic waste will be collected on a weekly basis. Residents will be required to take glass to the nearest bring bank.

An Operational Waste Management Plan has been prepared for the development. See separate document.

### **3.13.3 Creche & Arts/Cultural Space**

The creche operator will be required to organise its own waste collection and the waste from the cultural spaces will be accommodated by the Owner's Management Company. All commercial tenants will be required to segregate waste within their own unit into the following main waste types:

- Dry mixed recyclables
- Mixed non recyclables
- Organic waste

- Glass

The commercial tenants will be required to take their segregated waste materials to their designated WSA and deposit their segregated waste into the appropriate bins.

Suppliers for the commercial tenants should be requested by the tenants to make deliveries in reusable containers, minimise packaging or remove any packaging after delivery, where possible, to reduce waste generated by the proposed development.

All bins/containers in the commercial tenants' areas, as well as in the commercial WSAs, will be clearly labelled and colour coded to avoid cross contamination of the different waste streams. Signage will be posted above or on the bins to show exactly what waste can be put in each.

Other waste materials such as textiles, batteries, lightbulbs, WEEE, cooking oil and printer toner/cartridges will be generated less frequently. The tenants will be required to store these waste types within their own unit and arrange collection with an appropriately licensed waste contractor. Facilities management may arrange collection, depending on the agreement.

For collection of the creche unit bins, the waste truck will stop adjacent to the creche unit and bins will be brought directly from the BSA to the truck. Following emptying, bins will be promptly returned to the BSA.

For collection of the arts / cultural space bins, facilities management will be responsible for moving the bins from the BSA to a staging area along the internal road to the north of the site. From this point the bins will be emptied. Following collection, the bins will be promptly returned to the BSA.

#### **3.13.4 Facilities Management Responsibilities**

It shall be the responsibility of the Facilities Management Company to ensure that all domestic waste generated by residents and arts / cultural space is managed to ensure correct storage prior to collection by an appropriately permitted waste management company. Facilities Management will provide the following items:

- Provision of a Waste Management Plan document, prepared by the Facilities Management Company to all residential units, which shall clearly state the methods of source waste segregation, storage, reuse and recycling initiatives that shall apply to the management of the development.
- Provision and maintenance of appropriate graphical signage to inform residents of their obligation to reduce waste, segregate waste and in the correct bin.
- Preparation of an annual waste management report for all residential units.
- Designation of access routes to common bin storage areas to ensure safe access from the apartment units by mobility impaired persons.
- Provision of an appropriately qualified and experienced staff member, who will be responsible for all aspects of waste management at the development.
- Daily inspection of bin storage areas and signing of a daily check list, which shall be displayed within the area.
- Maintenance of a weekly register, detailing the quantities and breakdown of wastes collected from the development and provision of supporting documentation by the waste collector to allow tracking of waste recycling rates.

#### **3.13.5 Pest Management**

A pest control operator will be appointed as required to manage pests onsite during the operational phase of the proposed development. All waste generated within the proposed development will be stored in closed waste receptacles both within units and within the BSAs. Any waste receptacles will be carefully managed to prevent leaks, odours, and pest problems.

All BSAs will have access for potential control of vermin, if required, be supplied with hot or cold water, drainage point and will be regularly inspected by facilities management to deter pests.

## **4 Estate Resident Amenities & Services**

### **4.1 Amenity Provision**

Across the development, the homeowners will enjoy purposely designed but flexible internal and external amenity spaces. These

spaces will comprise:

#### Internal Amenity

- Residents lounge/co-working space
- Multi-purpose room/events space
- Bookable meeting room

#### External Amenity

- Communal gardens with seating
- Children's play areas
- Roof terraces on Blocks B & C

## 4.2 Purpose of the Space & Considerations

The range of amenities being proposed at Fortfield Road support the promotion of 'wellness' through the encouragement of resident engagement and the formation of a community.

The aim is to create several areas for the residents to use, either to relax, work or socialise in larger groups and can be treated as an extension of their home. These spaces are almost the 'hub' for residents. Where they come to meet friends and hang out. If 'clubs' are formed, they can meet here. When sports events are on, again this is a space to meet and enjoy these moments as a group/community.

The amenities support wellness through a number of ways:

- A space that is beyond the immediate home you live in, which is easily accessible and inviting and comfortable.
- Spaces that are quiet zones and support personal interests from perhaps reading or growing your own food.
- Provision of a wide range of external landscaping for the residents to enjoy.
- And, most importantly, spaces that support social interaction and mental wellness.

The principle of providing such communal spaces is that residents come together, to gather and socialise, and for friendships and relationships to be formed. The team have sought to create a blend of both internal and external spaces to support this, including the designing of external BBQ facilities. For single people in particular, living on your own can be lonely and these shared amenities seek to alleviate this.

The operational team will coordinate events for the residents, but they will equally encourage residents to organise their own, and indeed form clubs, bringing together residents with shared interests. This could range from running and cycling to perhaps painting and cooking.

The co-working space seeks to support the ever-growing interest in working from home. Fortfield Road offers a space that is a break from the apartment and an alternative space to work from that isn't your immediate home. This space will be supported by free Wi-Fi and tea and coffee facilities.

Located at ground floor and roof terraces, the communal open spaces will cater for a variety of programmed activities such as lawn, exercise, terrace areas and allotment gardens to name but a few. These spaces will be for the residents only and secured where relevant with a low railing and gate to access but allow visual permeability.

Each roof garden will have programme such as play, seating and small areas for exercise, BBQs and small gatherings. The spaces will be well planted with hardy shrubs in raised planters. In addition to this, some allotment glass houses can be provided, managed by the community.

The play spaces are accessible, engage children of all ages and abilities and encourage them to interact with each other. These will promote health and wellbeing, learning, and social interactions. Play is provided throughout the site and responds to age, context and ability.

## 5 Community Spaces

The proposed community space across two linked buildings, Blocks A and B linked with a shared pavilion, is sufficient in scale to host

multiple cultural (artist workspace, performance, rehearsal, maker or multipurpose space) and community typologies, as well as to accommodate a wide range of artforms and community uses.

The associated external space immediately adjacent to the proposed internal space is sufficient in scale to complement the recommended artforms and typologies through performance and exhibition, as well as being an added benefit to the community around the site.

It is intended that the community cultural spaces will be let on a long lease to a not-for-profit organisation or commercial operator who will operate the facilities on a day to day basis. Given the long lead in time, there is the opportunity to work with the long leaseholder to co-design the space to their requirements.

The estate management company will retain responsibility for all hard facilities management relating to the building façade, health & safety, fire safety systems etc to ensure statutory compliance, as well as maintenance of lighting, plumbing, heating etc. Depending on the lease agreement, the management company could also include the community spaces in any soft facilities management of the estate, such as cleaning, so that the long leaseholder can benefit from these existing contracts, without needing to procure separate agreements.

An annual service charge will be paid by whoever is responsible for the operation of the space to cover the cost of facilities management, including maintenance, waste management, landscaping, cleaning etc.

The operating company will be responsible for sourcing any available grants or government funding for the community amenities.

## **5.1 Amenity Provision**

### **5.1.1 Artist's Studio:**

A 373 sq m artist's studio is located in Block B and accessible via lobby B2. This space will provide local artists with an affordable workspace, bringing together fellow creatives. The space will be subdivided into individual studios of varying sizes which will be available to rent via the operator (terms to be decided by the operating company).

### **5.1.2 Multi-purpose Community Gallery:**

A 228.3 sq m multi-purpose gallery is located in Block B, on the opposite side of lobby B2 to the artist's studio. The gallery also connects to the makerspace in Block A via a pavilion. This will be a dedicated space to share and work with local community groups and artists. The space could host public exhibitions and displays and community events.

### **5.1.3 Makerspace**

A 613.0 sq m area has been allocated for makerspace – a dedicated space where the local community can gather to co-create, share resources and knowledge, work on projects, network, and build. This space is accessible via lobby A2 in Block A and also connects with Block B by way of an adjoining pavilion into the community gallery.

Whilst the makerspace will be managed by the long leaseholder, it is anticipated that it will be run on a membership basis whereby members pay a monthly membership fee to the operator, which covers the costs of running and maintaining the space and the equipment provided, in addition to being used for improvements to the space, upgrading and acquiring new equipment. In addition to membership, the makerspace will likely offer individual paid-for services, such as classes, workshops and events.

The facilities will provide a hub for the local community to practice, promote and encourage members to explore science, technology, engineering, manufacturing, crafting and making. Individuals and small business' employees can learn new skills, design and make new things, and repair, recycle or re-purpose existing items. They will have access to equipment and facilities that might otherwise be too expensive or complex to purchase and maintain themselves. They also have access to expertise from within the makerspace community.

### **5.1.4 Outdoor Covered Sunken Theatre**

The development includes 526 sq m of external cultural space, immediately adjacent and accessible to the internal cultural provisions within Blocks A and B. The space is a sunken elliptical amphitheatre lawn with a central hard space and sail covering to protect from inclement weather conditions. It is designed to complement the internal space and has the following uses in mind:

- A performance space for events
- Small-scale exhibitions or markets linked to created culture in the internal space
- Outdoor art and/or sculpture classes
- Community access as a meeting and leisure space

## 5.2 Purpose of the Space & Considerations

The cultural facilities will provide for the health and wellbeing, social, educational, recreational, leisure and cultural needs of the wider community and serve as hubs for social interaction and engagement, fostering a sense of belonging. They will be used by the local community to create a vibrant and enjoyable neighbourhood and stimulate creativity and innovation, thus enhancing the positive social impact of the proposed development.

The freeholder will work closely with the operator of the community spaces to help to secure well-managed and safe community use by detailing how the arrangements are intended to operate, and typically should cover things like hours of availability and management arrangements, including visitor parking/cycle storage, accessibility (fob management) etc, in order to limit any negative impact on the surrounding residents.

The community cultural spaces will provide kitchen facilities, production/administration space, storage space for equipment and temporary seating, and toilet facilities suitable for use by the public.

The community spaces have a dedicated bin store, and users will be required to take their segregated waste materials to the designated WSA and deposit their segregated waste into the appropriate bins. Facilities management will be responsible for moving the bins from the BSA to a staging area along the internal road to the north of the site. Following collection, the bins will be promptly returned to the BSA.

## 6 Public Open Spaces

### 6.1 Amenity Provision

The public open space comprises a mixed broadleaf woodland and lake on the eastern side of the site. This woodland extends onto three small islands within the lake. Mature tree species are seen across the woodland, which form an important local biodiversity area for both birds and bat species.

The woodland has several formal and informal paths and the footfall within the woodland is relatively high.



## 6.2 Purpose of the Space & Considerations

Open space is important in enhancing people's quality of life, giving them the opportunity to participate in formal and informal recreation. It also performs wider health and wellbeing functions, helping to build inclusive communities, promoting healthy lifestyles and protecting green spaces for reflection and relaxation.

The public open space on the Fortfield Road site provides for a multitude of activities, such as exercise, play, boules courts and seating areas, as well as walking and jogging routes connecting the sequence of spaces. These create opportunities for the local and wider neighbourhood to engage and galvanise a sense of community.

The estate management company will have responsibility for protecting and enhancing the open space and public rights of way with minimum impact as it is both of ecological and historical importance. The scope of responsibility for the management of the public open space will include:

- Ensuring all paths are accessible, whilst being mindful to ensure the continued life of the mature planting.
- Any remedial works to the bridges, such as replacing cappings, repointing and integrating new railings to be health & safety compliant.
- The maintenance and levelling of paths, ensuring there are no obstacles or risks to the public.
- Infrequent maintenance of the islands (they will not be accessible at any other time).
- Identifying existing trees that require works and remediating accordingly.
- Securing any areas to protect existing nesting grounds and habitat.
- Water quality control at entry to lake.
- Maintenance/upkeep of wayfinding signage.
- Maintenance/upkeep of seating.

If the estate landscaping contractor does not have the required capabilities to manage and protect the open space, the management company will bring in a specialist third-party contractor to manage the public open space and the biodiversity within it.

Given the public access around the site, a key management consideration will be to keep the residential development secure. This will be outsourced and managed out of hours by third party PSA-licensed security officers, who will conduct regular security patrols of the estate.