

Gowan House Student Accommodation Management Plan

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1. Introduction

This is the Malclose Limited (hereafter 'the Management Company') Student Management Plan for the proposed development at Gowan House, Carriglea Business Park, Naas Rd, Dublin, D12 RCC4, which seeks to deliver development of a new purpose-built student accommodation. This document sets out the key principles by which the proposed student accommodation will be managed.

1.1 Development Description

The proposed development will principally consist of: the demolition of the existing two-storey office/warehouse building and outbuilding (5,172 sq m); and the construction of a development in two blocks (Block 1 (eastern block) is part 2 No. storeys to part 15 No. storeys over lower ground floor and basement levels with roof plant over and Block 2 (western block) is part 9 No. storeys to part 11 No. storeys over basement with roof plant over) principally comprising 941 No. Student Accommodation bedspaces (871 No. standards rooms, 47 No. accessible studio rooms and 23 No. studios) with associated facilities, which will be utilised for short-term lets during student holiday periods. The 871No. standard rooms are provided in 123 No. clusters ranging in size from 3 No. bedspaces to 8 No. bedspaces, and all clusters are served by a communal living/kitchen/dining room.

The development also provides: ancillary internal and external communal student amenity spaces and support facilities; cultural and community floor space (1,422 sq m internal and 131 sq m external) principally comprising a digital hub and co-working space with ancillary cafe; a retail unit (250 sq m); public open space; the daylighting of the culverted River Camac through the site; a pedestrian bridge link at first floor level between Blocks 1 and 2; vehicular access at the south-western corner; the provision of 7 No. car-parking spaces, 2 No. motorcycle parking spaces and 2 No. set down areas; bicycle stores at ground and lower ground floor levels; visitor cycle parking spaces; bin stores; substations; hard and soft landscaping; roof gardens; green and blue roofs; new telecommunications infrastructure at roof level of Block 1 including antennas and microwave link dishes, 18 No. antennas and 6 No. transmission dishes, together with all associated equipment; boundary treatments; plant; lift overruns; and all associated works above and below ground.

The gross floor area of the development is c. 33,140 sq m comprising c. 30,386 sq m above lower ground and basement level.

2. The Residence

2.1 Layout

The clusters have been designed with large kitchen lounges not only to provide a good ratio of cooking and storage facilities, but also to facilitate socializing with other peers and students.

Our bedroom design maximizes space by positioning the shower pod adjacent to the corridor for services access, and the desk adjacent to the window for fresh air and views. There are many other configurations to room design, but we have found that this arrangement is popular with students and is efficient in terms of plan.

The student amenity space indoors is principally the common room and activity spaces

leading from it. There are many informal areas throughout Gowan House that will encourage informal meetings/conversations e.g. the north/south street and generous reception.

However, the group of spaces around the common room creates an “amenity centre” that is one visual space and is highly flexible. By positioning the common area in the main building, it allows us to increase floor height which allows us to provide a generous 3.5m Floor to Floor in the common room.

The main components of the amenity village are:

1. Main common room with quiet/noisy zones and central coffee bar
2. The library/maker space
3. Study cubicles, study rooms
4. Games room
5. Bookable dining room/kitchen
6. Off to one side a multi-faith room

Based on the location of the proposed scheme the cycle parking areas (providing 1,159 No. spaces) will be heavily utilised.

Management areas have been carefully considered. Reception/Security is provided on the ground floor of Block 1 with access into the building not possible without approval. Residents of Block 2 must also enter through the main reception in Block 2 and cross to Block 2 via the enclosed first floor level bridge which connects the two buildings for the students only.

On the ground floor is a large office, post room and separate meeting areas to cater for the many sensitive student welfare services that will be on offer. Housekeeping areas are situated throughout the development, and there are 3 large stores in the main building for maintenance, student use and cleaners. It should be noted that the proposed student accommodation will be completely separate and secure from the proposed community and commercial space at ground and basement the ground floor.

The subject site is eminently suitable for Student Accommodation given the proximity to the Bluebell Luas Stop, which is located approximately 150m to the East and is readily accessible by foot.

2.2 Proposed Term Time Tenants

We feel the configuration of accommodation will make this residence accessible to all students studying in Dublin.

The vast majority of demand for accommodation comes from prospective first year students (circa 85% first year with 15% returners). These students are seeking accommodation which allows them to integrate and establish friendships with their peers. Our development will provide an alternative accommodation for affordable living very close to Dublin City Centre. This type of accommodation appeals greatly to students who wish to interact with their peers and build long lasting relationships, whilst living in a safe and well managed living environment.

Being able to reside in a purpose-built high-quality environment located so close to Dublin City and a Luas stop will offer our students peace of mind, especially those to whom living in Dublin or Ireland may be a new experience. Being able to live in an area of Dublin with other students, and sign up to a tenancy agreement with Malclose Ltd which they

understand/trust, has a huge appeal to students wishing to attend college throughout Dublin

2.3 Proposed Summer Tenants

Due to the severe lack of supply in Dublin, we are confident most student tenants will take off a 51-week license for Gowan House. In the event that they do not, we propose to accommodate students undertaking language courses, and participants of the University's various summer courses.

3. Site Management

3.1 Day-time Management

It is proposed the site will be managed by dedicated Site Managers who will operate 24/7 reporting to the Residential Operations Manager. The development will therefore have 24/7 cover.

Comprehensive training is delivered to all employees with specific attention paid to fire management, major incident management, health and safety and mental health and wellbeing.

The large ground floor management office, located behind Reception, is well positioned to monitor all tenants and visitors entering the building, as well as those in the landscaped courtyard outside and surrounding linear park.

The landscaped areas, as well as the external amenity space, will provide important areas of peace and tranquillity for use by the students. We recognise the neighbouring residents may have concerns over the residents use of the outside areas which could be viewed as a cause of nuisance. Therefore, in this area, the Tenancy Agreement will have specific restrictions regarding student tenants undertaking any form of anti-social behaviour, as well as time restrictions on when the outside external amenity space can be used.

We feel a continual staff presence (Residence Manager and site managers) will be welcomed by the local community, as their presence in the area will also deter anti-social behaviour.

3.2 Out of Hours Management

As referred to above, Security personnel will provide 24 hour/7 days a week presence at this residence. All of these staff are trained to coordinate any emergency response.

In addition to security support, further support is provided through an onsite manager and staff.

3.3 Additional Security

This accommodation will have a comprehensive CCTV installation, enabling on site staff to monitor footage and to store images to disc for permanent record should they be required. This tool will supplement the onsite staff presence and is not considered to be a replacement.

3.4 Inspections

The management company can, if necessary, conduct room inspections following adequate notice to the tenants.

3.5 Repairs

Where room repairs and/or maintenance are required, a procedure is in place whereby tenants complete an online form. This process ensures urgent repairs are tended to promptly and to the tenant's satisfaction.

In-house residential maintenance teams are easily at hand to attend to all maintenance and repair issues. Strict student disciplinary procedures discourage deliberate damage from our residents.

3.6 Health and Safety

The Health and Safety of the students will be of paramount importance. Bi-annual health and safety audits and regular assessments are undertaken including:

- Fire Risk Assessment
- Health and Safety Risk Assessments including COSHH¹, PAT² testing and Gas Safety Certification.
- Legionellosis (water) Risk Assessment
- Asbestos Risk Assessment

All properties are subject to statutory compliance reports, and staff receive compulsory health and safety refresher sessions. All students are required to complete online training prior to their arrival which covers health and safety issues including fire safety.

3.7 Community

The management team will actively seek a working relationship with residents in the Naas Road area, the local Tenant and Resident's Associations and local community organisations. It is envisaged that meetings take place to address issues surrounding shared interests.

3.8 Car Parking

There are no parking spaces provided for students having regard to the Proximity of the LUAS stop and the 1159 No. parking spaces provided.

There are two general disabled spaces which could be utilised by students if required.

With the exception of the above, the tenancy agreement will clearly impose a ban on students bringing a motor vehicle to the locality surrounding their accommodation.

3.9 Cycle Parking

The accommodation will offer 1,159 No. cycle parking spaces; a ratio which is far higher than the majority of other student accommodation residences.

4. Travel Management

¹ Control of Substances Hazardous to Health

² Electrical Safety Testing

4.1 General

Malclose Ltd actively makes a continued contribution to reducing the environmental impact of its estates and resources. We actively encourage the use of alternative travel methods other than the car, demonstrated through our reduced parking provision. The provision of cycle spaces and shower facilities will encourage staff and students to adopt the bicycle as a mode of transport, particularly with Dublin City being less than 20 minutes away.

The Bluebell Luas stop is located 150 metres from the site and we are very confident that new residents will adopt sustainable methods of transport when travelling around Dublin from their residences.

4.2 Arrivals / Departures

There will be vehicle trips to and from the development at the start and end of term, when students move into and out of the premises. Some students are expected to travel by car with parents or friends, whilst others may arrive by taxi having used another travel mode for the main leg of their journey. It is relevant that a proportion of students are likely to be international and therefore not expected to travel by private car, usually arriving by taxi.

The majority of activity is at the beginning and end of the academic year, when students will arrive and depart within a relatively short timeframe and, could, in theory, give rise to congestion at certain times, however, this process will be formally managed with the implementation of a pre-booking system. This arrangement will spread out arrivals over 3-4 days and thus reduce the impact of arrival activity at any one time. There will also be a need for similar management during open days.

In pre-arrival information students would be advised of the move in process. A similar procedure will be used at the end of the academic year for students moving out.

5. Marketing

5.1 Applications

Applications are made by the students online. An offer of a room is made, and the student accepts their tenancy electronically. It is anticipated that most applications will come from students studying at Universities located in Dublin City.

5.2 Allocations

Only upon providing a letter of acceptance to a full time University or College course and valid proof of Registry will the Accommodation department issue students their tenancies. Rooms in the University's existing portfolio are allocated primarily to new and first year students with priority going to those with a disability or requiring medical attention, and students under 18. Therefore, we see a large portion of our students being first year students.

5.3 Accommodating students with disabilities

The Gowan scheme is committed to equal opportunities and access, and will do its utmost to arrange appropriate support and facilities for students with disabilities. Any student who thinks they may need assistance with their living arrangements is asked to contact us directly

so their individual needs can be assessed to ensure the student has the most suitable accommodation. There will be a significant number of wheelchair accessible units to help assist any disabled students.

6. Tenant Management

6.1 The Tenancy Agreement

All residents will have to sign a tenancy agreement; this is a legally binding agreement. In order for a student to move out before the terms of their contract expire, they must request termination of the tenancy agreement. On receipt of this we place the room on the 'available rooms list' and will attempt to find a replacement tenant. Local residents should find comfort that the strict enforcement of tenancy regulations ensures our existing residences are welcome additions to their surrounding communities.

The tenancy agreement, which every student must sign, has a number of regulations ensuring good behaviour. A serious or persistent breach of these regulations may result in the tenancy agreement being terminated by Malclose Ltd. Breach of any of the regulations renders the student liable to academic disciplinary action and breach of some of the regulations may constitute a criminal offence.

6.2 Student Orientation

Residence specific welcome packs are provided to all tenants. Not only do these remind the students of health and safety considerations, but they also inform students about the amenities available to them in their local community. All arriving students attend a welcome event which covers fire safety, general health and safety rules, and provides a background to the building layout and information/considerations about the neighbouring area.

6.3 Move in Process

Our presence within residential neighbourhoods means that we take this aspect of our operation very seriously. A methodical approach (as outlined below), achieved through considerably increasing our level of staff presence ensures minimal disruption to neighboring residents.

The main move in period for new students at the beginning of every academic year will be spread over a weekend, and local residents advised of this date in advance.

Upon reserving a room and completing their tenancy agreement, students will be advised of a date and time for arrival to take up occupancy of their new room. If students and parents choose to ignore these timings, Malclose Ltd reserve the right to refuse access until we are able to accept them.

This 'appointment' type approach ensures the lowest possible level of disruption for the surrounding residents, as student/parents are not all converging on the locality at one time. Supporting information is sent in advance of each residents move in date detailing public transport routes and nearby parking locations in a specific document we refer to as 'Guide to Living in Halls'.

7. Conclusion

It is hoped that the detail offered within the various sections of this management plan

demonstrates the comprehensive approach taken by Malclose Ltd in ensuring the Gowan residence will be expertly managed for the benefit of the student tenants, and the convenience of neighbours and surrounding businesses.