



**WYSE**

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**Report:** **Owners Management Company Operational Management Plan**

**Whitehaven, Northwood, Santry, Dublin 9**

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## **1. Introduction**

Whitehaven (located within the Northwood Campus Development) is an exclusive multi-unit mixed development located at Northwood, Santry, Dublin 9, comprising of 255 no. residential units, 1 no. childcare facility, and associated residential amenities.

The Accommodation Schedule includes 11 x no. 1 Bed Apartments, 229 x no. 2 Bed Apartments, 15 x no. 3 Bed Apartments, and 1 x no. Creche (398 m<sup>2</sup>).

We have been requested by the developer, Cosgrave Developments, to prepare an **Owners Management Company (“OMC”) Operational Management Plan** for the above development.

## **2. The Owners Management Company, (“OMC”)**

All the common areas within any residential multi-unit development are vested in an Owners Management Company.

These common areas and related services can be internal and/or external and/or structural.

An Owners Management Company, “OMC” will be incorporated for **Whitehaven** by Sheehan & Company Solicitors acting for the developers, Cosgraves Developments.

Each Owner is a member (or shareholder) in the OMC. The OMC has responsibilities to all the members to ensure that the common parts are maintained to a high standard for the enjoyment of all concerned.

This OMC for Whitehaven will be party to a long Lease Agreement to be granted to each owner purchasing into the scheme, and the developers will enter into an agreement with the OMC to convey the title in the entire estate to the OMC.

The OMC, developers and individual owners will enter into legally binding covenants, including covenants on the part of the OMC to assume responsibility for the maintenance and upkeep of all open spaces, roads, parking and communal areas in the common areas and all services relating thereto.

As part of its overall responsibilities, the OMC, which is in effect the Owners own Company, will provide, in summary, the following on-site services;

- (a) Maintenance of all internal and external communal areas within the development, (often referred to as the reserved property) including; both private and public areas, gardens/landscaped areas, internal and external common area lighting, roads, footpaths, courtyards, parking, play areas, the roof and the external/communal walls of the Apartment and Apartment Block.

Qualified contractors will be engaged by the OMC to provide the various maintenance services.

Detailed Management of the Common Areas are noted in the attached Appendix 1 & 2.

- (b) To manage and maintain all residential onsite amenities to include the Gym (73m<sup>2</sup>), Concierge / Multi-Functional Area (246.3m<sup>2</sup>), - which includes a Parcel Storage area, etc., and ensuring the maintenance, cleaning, insurance etc. of these areas.
- (c) Provision of a comprehensive refuse and recycling service. An approved and certified contractor will be engaged to provide this service. The required mix of ordinary domestic waste, recyclable domestic waste bins, glass, and food / organic refuse bins will be provided. All bins will be colour coded and clearly marked for the segregation of food waste, residual waste, glass, plastic, aluminium, cardboard, newspapers and tetra-paks. The frequency of collection will be once weekly, (and fortnightly for glass collection).
- (d) Maintenance contracts will be put in place for all common area utilities located within the common areas, for example, gates, fire alarms, lifts, and pumps, etc., as required.
- (e) Residential Childcare Facility, and Residential amenities;

### **Gym:**

The residents at Whitehaven will have exclusive use of the on-site private Gym (73m<sup>2</sup>).

The OMC have engaged the services of a suitably qualified company to maintain and replace the equipment, - scheduled preventative maintenance / call-out services, etc. In addition, the OMC will provide a facilities services, - overall maintenance / cleaning of the unit, access control management and monitoring, water cooler / hand sanitiser / paper drum upkeep, etc.

In terms of airborne noise this can be addressed by the following;

- The floor slab itself will offer some 60 to 65Db Dntw of acoustic separating the gym and spaces below.
- This exceeds comfortably the Part E sound requirements and would be suitable considering the usage.
- Within this exclusive residential amenity, - the activities in the gym will not cater for external-use/“professional” classes where high levels of noise etc., may be expected.
- Our management structure will ensure that all equipment that may emanate vibrations / noise, etc. will not be in use.
- The OMC and WYSE Property Management successfully manage similar private residential-use gyms within other multi-unit schemes.

### **Multi-Functional Area**

The residents at Whitehaven will have exclusive use of the on-site multifunctional area.

The OMC at Whitehaven will manage the multifunctional area

This area is cleaned daily by the OMC appointed caretaker.

The OMC has provided an amenity for various functions, - for example, children’s birthday party, parent & baby groups, residential groups, etc. The OMC appointed Concierge facilitates same.

Similar to the Gym, the OMC provide the amenity with access control, maintenance, security, cleaning, etc

### **Concierge:**

The OMC manage and maintain the residential & retail exclusive concierge amenity

Our concierge will assist all residents with day-to queries, parcel & post services, concierge portals, wifi / tv screen in reception, coffee pods, kitchen materials, water drums for the cooler etc.

- (f) As per Section 19 of the Multi Units Developments Act 2011, the OMC will provide a separate ring-fenced Account (Building Investment Fund / Sinking Fund) for future capital expenditure of a non-recurring nature.

Similarly, each unit owner, individually, will have a responsibility to the OMC to perform certain obligations, set out in the Lease Agreements, including the payment of service charges etc. for all the above noted common area services provided.

Each Owner / Lessee will be admitted to membership of the Whitehaven Owners Management Company. So, we have a situation where the Management Company has clearly defined responsibilities to all the owners who likewise have particular responsibilities to their Management Company, and to each other.

The OMC is governed by the **Multi Unit Developments Act 2011**, (“MUDs”) and must comply with the **Constitution** specific to the OMC for Whitehaven and the **Companies Act 2014**.

Within the “MUDs Act”, there are clearly defined rules how every OMC should be governed; Service Charge Budgets, the formation of a Sinking Fund / Building Investment Fund, House Rules, Voting Rights, Dispute resolution, Conveyance of Common Areas, General Meetings and Annual Reports, and various other important OMC headings.

A copy of the Act, and a summary, can be found on our website, [www.wysepm.ie](http://www.wysepm.ie)

Whitehaven OMC will be governed by a Board of Directors, (the initial Board is formed when Whitehaven is Incorporated), who will appoint a Managing Agent, such as WYSE PM, to manage and maintain all open spaces, roads, parking and communal areas, etc., at Whitehaven.

In 2016, the majority of OMCs were converted to Companies Limited by Guarantee, (CLG). New Management Companies will have both OMC and CLG contained within their company name.

As noted above, as part of the construction stage of the development, the initial Board will comprise of the developers, and thereafter the Owners.

The Board and its Managing Agents would see to it that the OMC honours its obligations to the owners and that the owners, in turn, honour their obligations to the Company, and to each other.

As noted above, each Owner (known also as the Purchaser or the Lessee) at Whitehaven will covenant with the OMC to pay a service charge to contribute to the communal / shared services at both Whitehaven, and separately contribute towards the overall (pre-existing / external estate) Northwood Estate Management Company.

The 255 no. Residential Apartments and 1 no. Childcare Facility Owners will pay *a fair & equitable* service charge based on their Area Size and Type of Unit.

As required under Section 18 & Section 19 of the Multi Units Developments Act 2011, all (shared) management services at **Whitehaven** will be provided for within a **Service Charge and Building Investment Fund Budget** and defined under a series of five headings which include;

- **Part A            General Estate Services for Whitehaven**
  - *In addition to the management and maintenance of the external roads / landscaped areas, external lighting, etc., this part of the service charge budget model includes the management of the external courtyard areas, pedestrian routes, play facilities, etc.*
  - *All units, - residential, childcare facility, - will contribute to the management of the general “external” services.*

- **Park B**            **General Estate Services for Northwood Campus (for 255 units)**
  
- **Part C**            **Apartment Block Internal Services (for 255 no. units)**
  - 11 x no. 1 Bed Apartments, 229 x no. 2 Bed Apartments, 15 x no. 3 Bed Apartments
  
- **Part D**            **Apartment / Block External Services (for 255 no. units)**
  - *This part of the service charge budget model includes services relating to the fabric of the building, (which the Child Care Facility also contribute to.*
  
- **Part E**            **Exclusive on-site Residential Amenities**
  - *This part of the service charge budget model includes the management of the OMC on-site residential amenities, concierge, multifunctional area, private gym, etc.*
  
- **Part F**            **Underground Car Parking Services (277 spaces)**

As required by the **Property Services Regulatory Authority**, both the Owners Management Company and Management Agent are obliged to enter into a **Property Services Agreement**, - which include a detailed account of the management services to be provided at Whitehaven.

The appointed Management Agent must hold a **D License** and are governed by the **Property Services Regulatory Authority**.

Whitehaven OMC have appointed WYSE Property Management as Managing Agents. Please see both **Appendix 1** relating to Wyse PM company information, and **Appendix 2** relating to the Management Services at Whitehaven.

A copy of the Management Services are also included in the Property Services Agreement for Whitehaven.

Management Agents would not have responsibility for services inside any owners private apartment /commercial/childcare facility units at Whitehaven - this is each owner's own responsibility.

### **3. Waste Management, - Refuse & Recycling**

Section 18.1 of the Multi Units Developments Act 2011 requires the Owners Management Company to create a provision for shared services through the development, which includes a waste management scheme for Owners and Occupiers.

The OMC therefore is responsible for providing a Refuse & Recycling collection scheme at Whitehaven.

The OMC has provided sufficient communal storage to satisfy the *four-bin system* for the collection of mixed dry recyclables, organic waste, residual waste, and glass.

All underground storage areas are adequately ventilated, safe, well lit, sufficient for providing access for waste collectors, and accessible for all residential and retail occupiers, including disabled use.

Refuse locations are not on, or visible from, the public street.

The OMC has provided for the capacity for washing both the bins and storage areas, with waste water discharging to the sewer.

Please refer to the Architecture Drawing which indicates refuse store locations for the apartments, creche and retail houses.

Communal (1100 / 660 / 240 litre) refuse bins will be provided for all units, comprising a mix of ordinary domestic waste and dry recyclable domestic waste, glass recycling, and compost/food waste as follows: The below estimate will be an evolving percentage with a strong push to reduce the use of general waste usage over time.

● 40%	General Waste	1100 litre bins	Black	Weekly
● 30%	Dry Recycling	1100 litre bins	Green	Weekly
● 20%	Food / Organic	660 litre bins	Brown	Weekly
● 10%	Glass	240 litre bins	TBC	Fortnightly

The Owners Management Company understands the necessity to reduce biodegradable waste going to landfill, (Directive 1999/31/EC), - *The European Union (Household Food Waste and Bio Waste) Regulations 2015 and the Waste Management (Food Waste) Regulations 2019*, - and will introduce management programmes to promote the disposal and collection of food / organic waste.

All refuse bins will be colour coded and clearly identifiable for the segregation of glass, plastic, aluminium, cardboard, newspapers and tetra-paks, general waste, and food/organic waste.

The OMC will engage a reputable, private licensed refuse contractor, to provide a group refuse collection service to the 255 no. apartments and 1 no. childcare facility.

## **1. Residential**

Similar to the majority of schemes, all bin stores are privately located within the underground car park, within separate store facilities.

## **2. Childcare Facility**

Similar to the above, clearly identifiable bins, - with secure locked lids - located within short proximity to the 1 no. childcare facility will be provided.

The OMC appointed licensed refuse contractor will also provide a refuse collection for the Childcare facility will take place outside of the key childcare facility *child drop off* times, - ie the childcare collection will take place between the hours of 9.30am & 12.00 noon, (times tbc).

The frequency of collection for all bins will be weekly, (excluding glass collection which is fortnightly).

#### **4. Car Park Management**

In line with the Sustainable Urban Housing: *Design Standards for New Apartments (2020)*, the developer has provided for the required parking numbers (293 no. of car spaces, and EV charging car spaces), which shall form part of the OMC responsibility to maintain.

Residential private parking will be securely located within the underground car park below each residential block, and each private space will be assigned one per apartment.

Separately, the OMC will manage the set-down area outside the Childcare Facility.

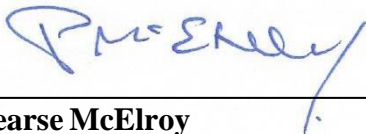
When required, the OMC will engage the services of a licensed parking control company to provide signage, permit facility if applicable and clamping services.

In addition, the OMC will manage the bike spaces (728), within secure, sheltered, well-lit locations, both at underground and surface level, throughout the development.

In summary, the Whitehaven OMC and their appointed Agents, will manage all communal and assigned parking and cycle spaces to ensure there is no negative impact upon the residential, commercial and childcare facility users.

Please revert should you have any further queries.

**Yours sincerely**



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