



The Grove Student Accommodation Management Plan

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1. Introduction

This is the Colbeam Limited (hereafter ‘the Management Company’) Student Management Plan for the proposed development at Our Lady’s Grove, Goatstown Road, Goatstown, Dublin 4, 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.

2. Development Description

The development will principally consist of: the construction of a Student Accommodation development containing 698 No. bedspaces with associated facilities located in 8 No blocks, which range in height from part 3 No. storeys to part 6 No. storeys over part lower ground floor level (7 No. storeys as viewed from an internal courtyard). Some 679 No. bedspaces are provided in 99 No. clusters ranging in size from 5 No. bedspaces to 8 No. bedspaces, each with a communal Living/Kitchen/Dining room. The remaining 19 No. bedspaces are accessible studios. The includes the provision of communal residential amenity space at lower ground floor level (349 sq m) including the provision of a movie room (108 sq m), a music room (42 sq m) and a laundry (37 sq m); communal residential amenity space (1,356 sq m) at ground floor level including the provision of a gym (228 sq m), reception desk and seating area (173 sq m), a common room (338 sq m), a study space (104 sq m), a library (64 sq m), a yoga studio (74 sq m), a prayer room (33 sq m) and group dining (33 sq m).

The development also includes staff and administrative facilities (195 sq m); 9 No. car parking spaces; 4 No. motorcycle parking spaces; 860 No. cycle parking spaces; refuse stores; signage; an ESB substation and switch room; boundary treatments; green roofs; PV panels; hard and soft landscaping; plant; lighting; and all other associated site works above and below ground. The development includes the demolition of part of the Goatstown Afterschool building (558 sq m) and the construction of a new external wall to the remaining ope, in addition to the demolition of a prefabricated structure adjacent to the Afterschool building (161 sq m).

3. The Residence

3.1 Layout

The 8 bed space 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 The Grove 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 village” that is one visual space and is highly flexible. By positioning the common room between buildings, it allows us to increase floor height which allows us to provide a generous 3.5m F to F 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 860 spaces) will be heavily utilised. Management areas have been carefully considered. Reception/Security is provided in the ground floor with access in to the main areas of the site not possible without approval. In 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 nature trail/running track that will surround the development.

The subject site is eminently suitable for Student Accommodation given the proximity to University College Dublin, which is located approximately 850m to the north west and is readily accessible by foot or bicycle

3.2 Proposed Term Time Tenants

We feel the configuration of accommodation will make this residence accessible to all students studying at the nearby University College Dublin, as well as other Universities located in Dublin.

The vast majority of demand for UCD 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 within walking distance of the campus. Not only for second- and third-year students, but also first year student who might want to live off campus. This type of accommodation appeals greatly to students who wish to interact with their peers and build long lasting relationships.

Being able to reside in a purpose-built high-quality environment located so close to University College Dublin 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 a familiar area of Dublin with other students, and sign up to a tenancy agreement with Colbeam Ltd which they understand/trust, has a huge appeal to students wishing to attend University College Dublin, and other Universities located in Dublin City.

3.3 Proposed Summer Tenants

During the summer months our undergraduate tenants often wish to leave Dublin. In this period, we propose to accommodate students undertaking language courses, and participants of the University's various summer courses. Some students may remain living all year round in the accommodation which can also be accommodated.

4. Site Management

4.1 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 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 surround linear park.

The landscaped areas, as well as the external amenity space, will provide important areas of peace and tranquility for use by the students. We recognise the neighboring 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 behavior, 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 behavior.

4.2 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.

4.3 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.

4.4 Inspections

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

4.5 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.

4.6 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 COSHH, PAT 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.

4.7 Community

The management team will actively seek a working relationship with residents in the Clonskeagh 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.

4.8 Car Parking

We have provided 9 car parking spaces in order to assist with residents with special mobility requirements, and work vehicles. The tenancy agreement will clearly impose a ban on students bringing a motor vehicle to the locality surrounding their accommodation.

4.9 Cycle Parking

The accommodation will offer 860 cycle parking spaces; a ratio which is far higher than the majority of other student accommodation residences.

5. Travel Management

5.1 General

Colbeam 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 University College Dublin being less than 1km away.

Bus stops are located directly outside the site on Goatstown Road and we are very confident that new residents will adopt sustainable methods of transport when travelling around Dublin from their residences. It is a very significant benefit that University College Dublin is within 10 minutes walking distance of the site.

5.2 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 significant 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.

6. Marketing

6.1 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 University College Dublin, but also other Universities located in Dublin City.

6.2 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 second year students and above.

6.3 Accommodating students with disabilities

The Grove 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.

7. Tenant Management

7.1 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, they must request early 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. Under our student tenancies, vacating students are responsible for the rent on the room until a new tenant signs a contract with the accommodation department. 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 behavior. A serious or persistent breach of these regulations may result in the tenancy agreement being terminated by Colbeam 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.

7.2 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 neighboring area.

7.3 Move in Process

Our presence within residential neighborhoods 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 Colbeam 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'.

8. Conclusion

It is hoped that the detail offered within the various sections of this management plan demonstrates the comprehensive approach taken by Colbeam Ltd in ensuring the residence will be expertly managed for the benefit of the student tenants, and the convenience of neighbors and surrounding businesses.