



A new way of living by Bartra Capital



## Operation Plan

## Niche Living

*(Bartra Capital Group Shared Living Brand)*

March 2019

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## Introduction

Niche Living is a way of living in urban areas that is focused on community and convenience. Live as part of a community, sharing wonderfully designed spaces and inspiring events, with the comfort of being able to retreat to your own fully furnished private suite at the end of the day. Everything you need to make the most of urban life is included in one convenient bill; rent, resident relations, concierge, superfast internet, all utilities and taxes, room cleaning, exciting daily events and gym membership.

Services have been set out across the document to ensure that residents are provided with accommodation that is secure, safe, economic, and well managed to meet their requirements.

### Shared Living

The growth of the Experience Economy in Dublin has led to a customer base which is driven by participation and connection. Niche Living by providing the most up to date technology in well located and superbly designed buildings, will satisfy this market with quality resident experience from property search, to check in, on to day to day experiences, events and social engagement for all residents.

Our residents can participate actively or passively in an experience of living in a Niche Living property. In active participation, the resident plays a key role in creating the event or interaction that generates the experience. Some residents will prefer to participate passively just by showing up. Whether the resident prefers active or passive participation, our operations platform will ensure that they are getting exactly the experience they want.

Physical and mental connectivity determine experience levels for the experience generation, too. The two ends of the connection spectrum are absorption and immersion. The properties, the staff and the events/activities will combine both to engage the resident and utilise the communal amenities.

### Niche Living, Bartra Capital Groups Shared Living brand.

The shared living concept has never been more attractive to the many people in the context of booming urbanisation, rocketing housing prices, shrinking living spaces and increasing social disconnects.

The Niche Living shared living concept will help to address the needs of several societal groups not currently catered for within the limited models of accommodation currently available. We view shared living as a medium term (2 months – 12 months), non-permanent accommodation option which can be made available to people arising out of a variety of scenarios, including, but not limited to: recent and post-graduates, workers in Ireland for short-term, those saving for a deposit with a view to purchasing accommodation, seasonal accommodation and relationship breakdown.

Unlike rental accommodation, a large deposit is not required to join a Niche Living residence.

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## Niche Living Amenities; Communal Spaces & Ancillary Services

The configurations and ancillary services provided for any proposed scheme will vary depending on the size of the scheme, its location, the amenities available in the immediate environs and the expected profile of its residents. While all Niche Living schemes will enjoy a high degree of commonality of design, there will be some differentiation on account on these factors.

This operations plan sets out the management practices and procedures to be implemented by Niche Living a Shared-Living developments which incorporate private suites with shared amenity spaces including:

- Kitchen / Living / Dining Areas
- Gym / Fitness Studio
- Cinema Room
- Library Spaces
- Launderette
- Multipurpose function and Games room.

Niche Living will curate events within these spaces, featuring supper clubs, workshops, resident speakers, performances, art exhibitions, pop-ups, fitness classes and community inspired projects. A Community vibe will be defined by the social atmosphere, not just the facilities themselves, with a focus on technology to drive a connected community.

## Niche Living Resident Charges

The proposed long-term fee structure will depend on both the location and the level of services being provided at the individual Niche Living property.

Niche Living occupants will pay an all-in monthly fee, which will include:

- Occupancy of a room within the Niche Living residence.
- Use of the Communal Facilities including the Gym
- High Speed Internet access
- Electricity and utility charges
- Waste removal
- Suite Cleaning (fortnightly basis)
- Common area cleaning
- Events Manager
- Concierge & parcel collection

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- Security
  - Access to social events
  - Access to Spike Global software that will support everything from access control, logging and tracking facilities issues, to clubs, events and building community engagement.

## Technology & Niche Living

Niche Living will significantly enhance an occupier's experience of our units through technology. Niche Living will roll out an underlying software platform known as Spike Global ("Spike"). It is an all-embracing software that supports in a seamless fashion everything from access control, Facilities Management & Maintenance to hosting the occupant's online presence for clubs, events and queries.

To compliment Spike as a software platform Niche Living will have a user interface experience of the highest quality including WIFI, charging points and apps.

The Global spike community system will be available for all residents, allowing them obtain information about their suite, engage in events within the building and the community, and order services. Residents can log maintenance requests and raise queries. This easy to use system will support the Niche Living community, bringing residents together for activities and at the same time allowing them book cinema rooms, events, dry cleaning and other services. Residents can create groups and events of their own accord hosted through the system and can interact with Niche Living team for all of their accommodation needs.

The Global Spike system will allow residents to interact with each other, discuss services and create their own groups in a format similar to a closed WhatsApp group. Book clubs, cooking evenings, movie nights, swap shop, taxi share and various social activities will feature within the Niche Living Community.

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## 1.0 TECHNOLOGY

Niche Living's shared living concept will avail of the most innovate technology available in the market. The use of the available technology based on the fact that Irish people are the biggest phone internet users in the western world, will assist in ensuring the quality of the resident experience.

High speed quality WIFI and 4G will be available throughout the property, allowing residents to connect to their own accounts in all locations.

Residents will book rooms via the website, which will download an application to their phone or hand held device, this application will grant access, allow real time billing, and also allow our team to remote control resident check out.

The overarching system will be Global Spike, which will establish a social, digital and media platform, this platform will hold the systems required for user interaction with the service, booking rooms, events and add on services, it will link to access control and billings via access systems and a hospitality booking engine.

The Standard Access platform is designed specifically as a commercial solution with businesses and business needs in mind, created to integrate with existing Staff, Financial, Booking, and Hospitality package systems.

With an Enterprise Level Platform, Smart Lock and Virtual Key delivered on user friendly APP, triggering a 'Sonic Handshake®' to open doors. This system will operate on any smart phone; its robust, secure and enables the scale-ability required to deploy in a residential environment. The system maximises security, restricting access to the property. There will of course be a default mechanism and redundancy system in place should the resident lose their phone or not have use of their phone/handheld unit.

We will be able to issue and revoke keys to users via the cloud, we can control who, when, where, and for how long a user has access. We can issue virtual keys to employees, maintenance staff and residents on a door-by-door basis. Keys can be time-based, issued for a one-time-use only (cinema use), be recurrent, or expire automatically. We determine access, which can be based on authentication levels, payments, employee status and/or time.

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## 2.0 MANAGEMENT AND STAFF

Staffing requirements will be determined on the basis of the size of the development, the perceived requirements of the residents and planning requirements. It is envisaged that extensive use of Niche Living SPIKE app will alleviate the need for high-levels of on-site staffing as this will allow residents to complete a number of tasks that typically require interaction with Resident Relations (scheduling additional cleaning, booking meeting rooms, dry-cleaning etc.). This will also enhance the overall affordability of the accommodation.

We have set out an outline staffing rota in for the Niche Living properties below, however this will be altered on a property basis to suit the needs of the those residing in the property. In each property we will have a dedicated on-site management team during the core times of operation from 7am to 10pm Monday to Sunday with the Resident Relations on site in the morning to early afternoon and the GM from early afternoon to late night. These proposed hours are in recognition that Niche Living's residents will predominantly be at work for the majority the working day and therefore, staffing has been prioritised for early mornings; evenings and at weekends as per illustrative work schedule below. Where resident profile requires alterations in staffing programme, the schedule will be changed accordingly.

On-Site Staff	Days worked	Shifts
General Manager (GM)	Mon, Tues, Thurs, Fri, Sat	2pm – 10pm
Resident Relations	Tues, Wed, Thurs, Sat, Sun	7am – 3pm
Part-time Receptionist	Tues, Wed, Fri	7am – 3pm
Security Personnel	Mon – Sun	(Outsourced)
Cleaning Team	Mon – Sun	(Outsourced)

Security personnel will be on-call at all times outside of these core hours of operation. Also acting as a redundancy system should the resident have any issues with accessing the property.

### 2.1 On-site Staff

#### General Manager (GM)

GM will act as the key communicator between residents and the wider network of Niche Living staff, as well as the key representative of the brand on-site. On a day-to-day basis, the GM is responsible for monitoring the welfare of residents and resolving complaints or issues quickly.

Responsibilities will include:

- Acting as a key point of contact for residents and generating interest in events
- Managing relationships with key suppliers on the ground, for example, by conducting quality control in respect of cleaning and maintenance

- Conducting viewings of the property, as required by any prospective tenants, and welcoming new residents.
- Liaising with Head Office, in particular, with the FM (required repairs/maintenance) and the Sales/Events/Bookings manager (upcoming events or incoming residents etc.)

### Resident Relations Team

The resident relations team will welcome those entering the building and act as the public interface and information point for residents and visitors. They will work with events manager at head office to drive events and activities at the property.

Key responsibilities will include:

- Supporting the GM in creating a warm and welcoming environment
- Establishment and management of events.
- Accepting packages on behalf of residents
- Collecting linen for cleaning and distributing fresh linen to residents
- Co-ordinating the collection and delivery of dry-cleaning, parcels, etc for residents.
- Ensuring the security of the property and preventing anti-social behaviour

### Security Staff

Security staff will be outsourced to a professional security firm, who will be on-call at all times outside of the core hours of operation referred to above.

### Cleaning

Cleaning will be outsourced and will carry out the following rota:

	SLA
Individual Rooms	Fortnightly
Linen	Weekly
Communal Areas	Daily (Mon-Sunday)
Carpets	Twice Yearly Annual
Window	Annual
Gutters	Annual

Cleaning staff will be responsible for transferring the refuse from the shared communal areas to the waste storage area. Individual residents will be responsible for disposing of their own rubbish. (See section 7.1 for further information on waste management)

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## 3.0 Occupancy

Residents will become members of the Niche Living residence under terms of a Licence Agreement, which covers matters such as: antisocial behaviour, disciplinary procedures and aspects of health & safety.

### 3.1 Occupancy Length

Niche Living will be offering Licence agreements to allow for varying lengths of stay from 2 months to 12 months. Long stay residents will be managed into suites with better levels of amenity, such as non-north facing rooms, better outlook etc)

### 3.2 Code of Conduct

As part of the induction process, new residents will be instructed on the Niche Living Code of Conduct for resident, which will seek to establish best practice for the use of facilities and conduct. This code will also be outlined to prospective residents via the registration services and will form part of the formal agreements between Niche Living and new residents.

### 3.3 Anti-social Behaviour

The prevention and management of anti-social behaviour is a crucial role of the on-site management team. Our management philosophy is to provide a safe and friendly environment in which residents and staff can live and work, whilst considering sensitivities of the local and resident community. The on-site team will proactively employ a good neighbour policy and favour consultation over confrontation to settle local and on-site issues. As part of this policy, the on-site staff will actively seek to be part of, and work with, local community groups to become a significant element of the community. Any antisocial behaviour such as excessive noise, caused by residents, that is observed by the management team or reported to them will be actively managed by the team.

### 3.4 Resident Experience

The overall management across the membership stay-cycle is described below:

#### a. Viewings

A large number of residents will arrange their stay entirely online, therefore, substantially reducing the number of physical viewings required. However, where such tours are necessary:

- They will be on a pre-designed schedule with a maximum number of people per tour. Times for tours will be chosen appropriately, taking into consideration what other events are occurring in the building.
- Tours will be conducted primarily by the GM, with assistance of the reception staff, as appropriate.

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- Tours will be predominantly pre-arranged, either online or by phone, but walk-ins will be accepted depending on availability of staff. Registration procedure will include health & safety briefing as appropriate and acceptance of appropriate terms and conditions.

#### b. Arrivals and departures

For the launch of the building, many of the rooms will already be booked, so there will be a larger than usual volume of move-ins. This will be managed by:

- Allocating move-in 'slots' to incoming residents, and staggering said slots throughout the day.
- Further staggering these slots across a number of days or weeks, as necessary.

For on-going arrivals and departures, availability will be staggered throughout the year, so that following the initial launch, this process can become more manageable and residents can arrive and depart as desired. Access to the residential areas is managed in much the same way as a hotel facility. Arriving residents can check in using self-service iPads and online application, assisted and welcomed by our management team. Departing resident's check out in a similar way.

#### c. Induction

The induction process provides the essential information that new residents need to know about the building, together with a Welcome Pack (see following page). These welcome packs will also be e-based and provided through the APP, and website when booking.

#### d. Room turnaround

Following check out a room inspection is undertaken by a member of the team.

Planned remedial maintenance is pre-scheduled and undertaken and housekeeping, as well as a deep clean, with the room prepared for the next occupant.

## 4.0 RESIDENT COMMUNICATION

All communication will operate via the application downloaded at booking linking the operational system that will link site to head office.

ONLINE	Resident		BP Backend	BP Staff
	1. Niche Living website sign-up page 2. Application sent 3. Automated response		<i>Application received</i>	Sales/Bookings/Events Manager
	ACCEPT	WAITLIST		
	Acceptance email with payment details	Waitlist email sent - details of desired unit and location recorded	<i>Details logged</i>	Sales/Bookings/Events Manager
	Confirmation email with access to online account		<i>Unit allocation</i>	General Manager
	Unit selection			
	Move-in time scheduled			
	Payment (including deposit)			
	Confirmation and welcome letter		<i>Unit preparation scheduled and confirmed</i>	Facilities Manager
	<i>Opera System to use data entered by incoming resident to establish optimum suite within the building according to their overall profile and check-in details now available to on-site management team to prepare for incoming resident</i>			
Arrival on-site to check-in				
Welcome by Niche Living staff				

### Ongoing Communications

*An online application linked to Opera System that will enable fast and effective communication between residents and the Niche Living team.*

#### Booking:

- Meeting rooms
- Events
- Fitness classes
- Extra cleaning
- Additional services

*Communicated to relevant staff members via the Niche Living Spike App / online Application*

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## 5.0 RESIDENT WELCOME PROCEDURE

A carefully considered welcome/induction procedure for the residents of the development will be vital to ensure the smooth running and operation of the building in terms of outlining procedures, general management processes and rule and expectations.

Under the digital media application, the induction pack will be available as part of the application download via the app and the website at time of booking. Technology will be utilised in each stage of the booking, arrival and resident vacation process.

### 5.1 Welcome Pack

The GM is responsible for coordinating the induction process and issuing every new resident with a Welcome Pack which will contain the following:

- Access to property via application.
- Contact details of all staff involved in the management of the Property, times they are available and details of their duties.
- A list of all services to be provided within the building.
- Health and Safety Procedures to be followed (e.g. fire evacuation procedures).
- Unit inspection procedures (as a component of cleaning).
- Repair reporting procedures.
- Costs of any additional services (fob replacement, laundry, TV/ TV licence, extra cleaning etc).
- Damages procedures and associated costs.
- Complaint procedures (further detailed below).
- Details of the requirements and responsibilities expected of each resident in terms of their behaviour and conduct.
- A comprehensive inventory of their suite and communal area within the suite indicating the state of repair of fixtures and fittings at the time their Tenancy period commences. Residents will be requested to check the inventory for accuracy.
- Notice period and procedure.
- Resident payment terms.

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## 5.2 Complaints

As referenced above, residents will also be made aware of the complaint's procedure:

- All customer complaints (from tenants, suppliers or other third party) are acknowledged on day of receipt and followed up within five working days. The process is managed by the GM.
- All complaints are logged within the complaint log. Details to include, dates, responsibilities, follow up action taken and resulting outcome.
- All complaints received, either verbally or in writing, are to be acknowledged in writing by the GM on the day of receipt, wherever practicable.
- GM to respond to complainant in writing within a maximum of 24 HOURS days from the time of receipt of the original complaint. Copies of the response, report and correspondence to be forwarded to all parties involved.

The GM will review each and every complaint and ascertain whether there is an underlying issue at the site.

Should any complaint not be resolved to the satisfaction of the complainant, then the complaint will be further escalated to the Group GM.

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## 6.0 SHARED AMENITY SPACES

The communal and social spaces within each property will be a central part of our operation and a key component of the Niche Living product offering. While each scheme is unique and will vary in terms of amenities, there will be a unifying set of amenities present in every Niche Living scheme. Depending on the size of the scheme, planning requirements, its location, its expected resident profile and the facilities available in its immediate environs, it may be appropriate to provide additional amenities for residents.

Below is an example of amenities that may be provided:

- Communal Kitchens
- Shared Dining Rooms
- Lounge and Communal Spaces
- Mail Room
- Laundrette
- Outdoor Areas
- Cinema Room
- Multi Function and Games Room
- Gym / Fitness Studio
- Library

### 6.1 Communal Kitchens / Lounges

Communal lounges throughout the building are a key part of the proposed development as an extension of the private living spaces for the shared-living residents. Accordingly, upkeep and management of these spaces will be crucial to the delivery of the Niche Living experience.

All shared spaces will be cleaned and maintained every day during the week, with on-site team monitoring the cleanliness of these areas outside of these times. Please refer to section Facilities Management in section 7 for details concerning cleaning procedures and management. Similarly, residents will be advised of their responsibility to keep the communal spaces tidy and CCTV will also be in operation in these areas. It is also envisaged that the larger communal spaces will be used for events and activities managed by the Sales/Events/Bookings Manager and available for rent through the digital media platform.

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Essentials within all communal kitchens will be replenished weekly - to include:

- Washing-up Liquid
- Kitchen Roll
- Soap
- Dishwasher Tablets
- Salt, Pepper and Sugar

There will also be vending machines providing access to basic food items in all communal kitchens.

## **6.2 Lounge / Cinema / Communal Spaces**

All facilities and shared communal spaces will be cleaned and managed regularly throughout the week. Netflix (User own account) will be available on communal cinema facilities together with the availability for the user to download and utilise their own entertainment packages.

Other entertainment packages will be made available through various software hospitality packages these will include systems such as SKY, Virgin media etc.

Residents connect their device to iMediaCast not through an app, but via a wired connection to stream their content to their units and project to wall — whether it be Netflix, or a PowerPoint presentation. A wireless connectivity module can also be used to connect to Apple Airplay and Miracast-certified devices.

## **6.3 Gym + Well-Being**

The gym and well-being spaces will be designed primarily for class-based exercises with the provision of basic exercise equipment. Centred around group-based activities, it is envisaged that a well-being programme will operate several classes throughout the week. This space, and classes, will be available to book online via the Niche Living website / online application.

## **6.4 Outdoor Areas**

The resident relations and cleaning teams will ensure that the external areas are kept clean and tidy.

## **6.5 Laundry Service**

There will also be a laundry facility for the exclusive use of residents for the washing and drying of clothes. This will be operated on an app based system tied to the overall digital management programme.

## **6.6 Mail Room Service**

Niche Living will operate an effective system for the storage and collection of mail, parcels and other delivered items received at the Property.

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## 7.0 FACILITIES MANAGEMENT

This section provides an overview of the services required and the proposed methodology in terms of running Niche Living. The major service categories that fall within this are as follows:

- Cleaning and Housekeeping
- Domestic Appliances
- Security
- Building Maintenance
- Management of Health and Safety
- Ancillary Costs
- Broadband
- Utilities
- Insurance

The Facility Management operational platform will form part of the overall digital system. At the outset a full asset register will be established and loaded onto a Planned Preventative Maintenance (PPM) and Capital replacement facility module. This will allow for PPM works to be planned off agreed contracts reducing the requirement for reactive maintenance by amalgamating day to day requests into PPM.

The asset register will ensure location register for domestic appliances and movable items together with capital replacement of short life items, toasters, kettles, fridges etc

Tasks will be assigned via the FM system including day to day maintenance, domestic appliance maintenance and replacement turn overs, and works while at the same time picking up requests which carry a cost to the originator, linking the system to bill direct and carry through charge to the residents account.

### 7.1 Cleaning & Housekeeping

The daytime housekeeping service will focus on the high footfall communal areas, as well as the communal kitchen areas, to ensure that high standards are maintained throughout the day by providing a cleaning service on a scheduled, planned and reactive basis as maybe required. Any spillages, litter-picking and requests will be attended to within a reasonable time-scale and monitored and recorded using established systems. All other communal areas will be cleaned according to a flexible schedule enabling cleaners to work on specific areas during times when they are not being used by residents. Cleaning will be based on an output specification to ensure that high standards are maintained throughout. Cleaning staff will be encouraged to develop quality routines and to identify opportunities to improve service delivery.

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A room cleaning service will also be provided weekly on a rotational basis to assist all resident's in the general upkeep of their private space. Residents will have to bring waste from their units to the designated waste collection points. Residents will have the ability to pay additional fees to receive additional cleaning, additional linen cleaning and fitting of clean sheets.

Housekeeping will also present an opportunity for Niche Living to monitor the general condition and wear-and-tear of individual rooms. On notification that a resident will be vacating his / her room or a new resident moving, the Facilities Manager will work with cleaning staff to ensure that rooms are deep cleaned and fully prepared. All processes will be tracked and monitored through an established maintenance system.

## 7.2 Security

In addition to on-call security at the property, access will be controlled via an app, there will be a fall-back system should a resident lose their phone, or the phone is out of power where security will allow access via an electronic access control lock system. Entry to and from the building, all common areas and individual suites, will be controlled by an App. Residents will be issued with access via a secure app with individual registration to the resident and strictly controlled. The electronic locking system will be able to control the extent of movement throughout the building, as well as the times of access of all residents. As stated previously, Niche Living Front of House staff will ensure that the building is secure throughout the day.

CCTV will also be utilised to ensure the security of the premises. The development will have a comprehensive internal and external perimeter CCTV installation, with full night vision capability which is a major deterrent in the event of potential antisocial behaviour. Cameras will be remotely monitored, and any data recorded securely stored.

## 7.3 Building Maintenance

The FM will be readily available to address all minor issues arising at the property. As previously outlined, the FM will establish a preventative work system to ensure that a high level of fabric care is achieved throughout the life cycle of the property.

Where room repairs and or maintenance is required, the Niche Living application will have the functionality to log the requirement and schedule a repair by maintenance staff.

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## 7.4 Management of Health & Safety

Niche Living are extremely vigilant in their approach to health and safety and utilise the services of external specialists to undertake risk assessments of the following areas:

- Fire Risk Assessment
- Health and Safety Risk Assessments
- Water Risk Assessment

The initial internal assessments will be undertaken towards the end of the construction phase and will enable all required safety measures to be put in place prior to occupation. Health and safety, fire and legionella risk assessments will be undertaken by a specialist consultancy prior to occupation so they can assess the operational building. The system will detail all site risk assessments, safety compliance issues, site specific task management, and will ensure that accurate safety data is maintained and is compliant with legislation. The system will also host copies of the major incident and emergency evacuation plan.

With regard to issues of staff safety and compliance, staff will undertake training in general H&S issues as appropriate for their area of responsibility.

A full fire and emergency management plan will be created in line with hospitality best practice and legislation. The nature of this facility will require an entirely different process to typical residential projects.

Under Section 19 of the Safety, Health and Welfare at Work Act 2005 (the 2005 Act) every employer shall identify hazards, assess risks and have a written risk assessment, including any unusual or other risks. To comply with Section 19, employers are required to carry out risk assessments and to record these in the Safety Statement. A fire safety risk assessment should be conducted.

The fire safety risk assessment will include, Fire Prevention, Escape, detection and firefighting.

Emergency procedures will be in place and practiced ensuring safe evacuation in the event of a fire. Section 11 of the 2005 Act states that employers are required to prepare and revise adequate emergency plans and procedures and provide the necessary measures for firefighting and the evacuation of the workplace.

Sections 8, 9 and 10 of this 2005 Act require that sufficient information, training and supervision is provided to ensure the safety of employees, and also that such instruction, training etc. must take account of any employees with specific needs, to ensure their protection against dangers that may affect them. We will engage our team in firefighting and evacuation training to include subcontracted staff. Consideration for all employees and anyone connected with the workplace must form part of how an employer addresses the area of safety health and welfare and specifically the provision of emergency access and egress.

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The Workplace Chapter of the Safety, Health and Welfare at Work (General Application) Regulations 2007 (the General Application Regulations) has detailed fire safety requirements, e.g. Regulation 11 Doors and gates, Regulation 12 Emergency routes and exits, Regulation 13 Fire detection and firefighting and Regulation 25 Employees with disabilities.

The Safety Signs Chapter of the General Application Regulations has requirements for fire-fighting equipment, emergency escape signs and fire-fighting signs.

## 7.5 Ancillary Costs

All ancillary costs have been accounted for in our budgets including items such as stationery, photocopiers, telephones and computers.

## 7.6 Broadband

Service provided will be WIFI, with a 1GB bandwidth connection, the fastest speed commercially available. This is crucial to the delivery of the product offering as the expected resident profile will place huge importance on ready access to high-speed internet.

We will review the structure to highlight weak spots in terms of roaming Wi-Fi and 4g signal and ensure that booster signal points are installed to allow full connectivity throughout the property.

## 7.7 Utilities

Each suite will be established for electricity billing as standard, the use of Smart Meters will be utilised.

## 7.8 Insurance

- Building and Contents Insurance (including Terrorism)
- Public and Employers Liability Insurance.

## 7.9 Car Free Environment

Niche Living is designed and located as a car free environment with an emphasis on sustainable travel modes, walking, cycling, public transport. High levels of secure bicycle parking will be provided. It is intended that the development will be subject to a Mobility Management Plan (MMP).

- The MMP is a management tool that brings together transport, development occupants and site management issues in a coordinated manner.
- This plan's aim is to provide more sustainable transport choices that will allow a minimal proportion of journeys to/from the site to be made by single-occupant private cars.

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- The plan sets out specific targets and objectives, including measures to be implemented to establish an effective modal shift in transport to and from the development.

## 7.10 Waste Management

Refuse facilities shall be accessible to each suite stair/ lift core and designed with regard to the projected level of waste generation and types and quantities of receptacles required. This will include the separation of waste at source in the kitchen area's where the cleaning staff will remove from the relevant receptacle and dispose in the common area refuse area.

Within suites, there will be adequate provision for the temporary storage of segregated materials prior to deposition in communal waste storage.

There will be a common refuse area contained within the building environs depending on final design and location of the property. The refuse area will allow for the following:

- Sufficient communal storage area to satisfy the three-bin system for the collection of mixed dry recyclables, organic waste and residual waste;
- Provision of separate collection facilities for other recyclables such as glass and plastics;
- Waste storage areas will be adequately ventilated so as to minimise odours and potential nuisance from vermin/flies and taking account the avoidance of nuisance for habitable rooms nearby;
- Building management will include an appropriate vermin control maintenance programme in all areas including the refuse area.
- Waste storage areas will be well lit, and accessible.
- The refuse area will have capacity for washing down, with wastewater discharging to the sewer.

Method of waste management for other strands of waste is set down below:

- Waste Electrical and Electronic Equipment (WEEE) The WEEE Directive 2002/96/EC and associated European Communities (Waste Electrical and Electronic Equipment) Regulations 2014 have been enacted to ensure a high level of recycling of electronic and electrical equipment. It is the manufacturers' responsibility to take back the WEEE, regardless of whether a replacement product is purchased or not and retailers are required to take back WEEE where a similar product is purchased. Residents can avail of the one-for-one return scheme at any EEE retailer. WEEE can be taken by the residents to the WSA or to the nearest civic amenity centre. A receptacle (metal roll cage) for WEEE should be accommodated in the WSA.
- Batteries; A take-back service for waste batteries and accumulators (e.g. rechargeable batteries) is in place in order to comply with the Waste Management (Batteries and Accumulators) Regulations 2014 as amended. Waste batteries must be separately collected for recycling and recovery of resources and the producer is responsible for arranging and financing this. A system for the free take-back of waste batteries from the household waste stream is well established through retail outlets and civic amenity sites.

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- Fluorescent Tubes; Any waste fluorescent tubes generated by residents can be brought to the nearest recycling/bring centre. It is not envisaged that fluorescent tubes will be used at this development, instead modern LED light fittings will be used. Fluorescent tubes and LED light bulbs if generated can be taken by residents to the WSA or to the nearest civic centre. A receptacle (Light bulb coffin) will be accommodated in the WSA.
  - Chemicals (such as solvents, pesticides, paints, adhesives, resins, detergents, etc) are largely generated from building maintenance works. Such works are usually completed by external contractors who are responsible for the off-site removal and appropriate disposal of any waste materials generated. Any chemical waste materials generated by residents in the suites can also be taken to the nearest recycling/bring centre.
  - Textiles Where possible, waste textiles should be recycled or donated to a charity organisation for reuse. Bring banks and Local Authority amenity centres often provide for collection of waste clothes and other textiles.
  - Waste Cooking Oil; If residents generate waste cooking oil this can be taken to the WSA or to the nearest civic centre. A receptacle (bundled spill pallet) for waste cooking oil will be accommodated in the WSA. Collections by a dedicated waste contractor will need to be organised as required.
  - Abandoned Bicycles; A bicycle parking area is planned for this development. As happens in other developments, residents sometimes abandon faulty or unused bicycles and it can be difficult to determine their ownership. Abandoned bicycles should be donated to charity if they arise.