



Swuite Bohermore



MANAGEMENT and OPERATIONS PLAN

By

ISA Swuite (Bohermore) Ltd



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1.0 Introduction

Swuite Bohermore offers high quality and professionally managed student and holiday self-catering apartment suites and ancillary facilities specifically designed for use during the college semester by students and in the summer season by short term tourist visitors. Our apartments and studios are provided fully serviced offering comfort, security and the luxury of a fully furnished suite whilst also benefitting from community living in the shared common/social spaces and terrace areas suitable for students and tourists alike.

The Swuite brand has been developed so that all of our residents can avail of the highest quality living and at affordable rates. Our generous size suites cater for single and twin occupancy and are all fitted out with private en-suite bathrooms, ample wardrobe and under-bed storage, a double size bed and a stylish kitchenette. We have also dedicated universal access suites. Larger one bedroom apartment suites are also available for those who require even more space and with the addition of a sofa bed can accommodate small families in the summer periods.

Social and communal areas have been designed to encourage group activities and to foster a sense of community within Swuite Bohermore. Group study, chill-out areas, relaxation room, TV/Cinema lounge, games area are among the common facilities available to all residents. The facility is served by its own laundrette in the basement where there is ample secure car and bicycle parking.

To help ensure that all of our residents have an enjoyable stay at Swuite Bohermore our on-site House Manager and the house management team are trained to assist in meeting our residents' needs. Our reception is managed during office hours after which our concierge takes over to ensure our residence is secure and our residents safe.

We set out in this document our outline plans to manage and operate our facility at Swuite Bohermore. We have taken great care in the design, construction planning and fit-out of our facility, but this is only half of our mission. Our job now is to help our residents reap the benefits of this work. The ethos of our plans is to enable our staff to assist all of our residents to have a safe, comfortable, enjoyable and memorable stay at Swuite Bohermore, whether for a full nine month academic year or just for a few days. This is the basis of our commitment to our residents and we set out below what we expect of our residents. Together we will make living at Suite Bohermore better.



2.0 Location

The property is located off Sean Mulvoy Road and Bohermore and is adjacent to Joyce Roundabout at Cemetery Cross. It is within walking distance of the City Centre and almost equal distance between Galway University and University Hospital to the west and GMIT Campus to the east. Galway shopping centre is only a five- minute walk.

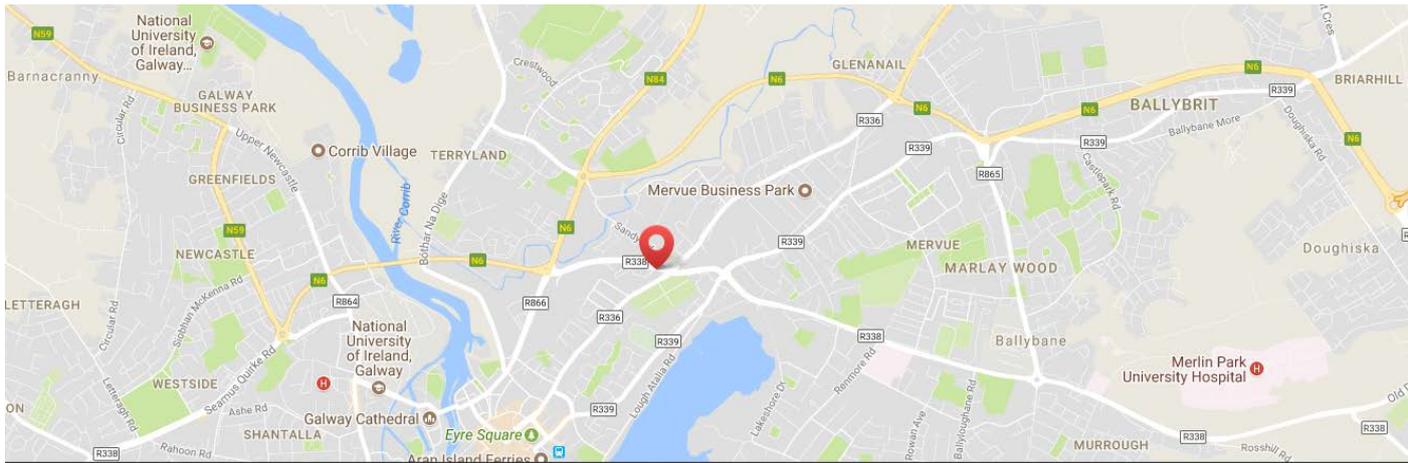


Fig. 1: Location of Swuite Bohermore

Bohermore has a mix of commercial, residential and public amenity and is dominated by low rise (predominantly two storey) residential and off street multi-storey apartment complexes. Galway Sportsground and Galway Hibernian Soccer Club grounds are close to the property.

There are two multiplex cinemas within walking distance and many other recreational amenities close by. This area is one of the main shopping precincts in Galway.

The seaside resort of Salthill is always popular with residents and visitors and is within an easy access via bicycle, car or on public transport. Galway is a main node point on the popular Wild Atlantic Way and Swuite Bohermore will be a focal point on this journey offering secure bicycle and underground car parking.



3.0 Design & Facilities

The building was originally developed as an office block and was vacant for a number of years. Its' ideal location close to the University, the Institute of Technology and the city centre as well as the existing design layout was recognised by The Iveragh Group as being ideal for conversion into a hybrid student/tourist accommodation hub. The building included a basement carpark with 57 spaces and further space to provide dedicated bicycle parking.

The design concept was to provide independent living accommodation for students in self-catering suites in a number of sizes to cater for residents' requirements and affordability. This accommodation can seamlessly transform into fully serviced self-catering accommodation for tourist visitors in the summer season.

Each suite includes:

- Study bedroom
 - Small double bed
 - Under-bed storage
 - Study/vanity desk and chair
 - Wardrobe

- En-suite bathroom
 - W.C.
 - Wash hand basin
 - Shower
 - Towel rail

- Kitchenette
 - Wall and base storage units
 - Counter
 - Hob
 - Sink
 - Microwave oven
 - Kitchen extract hood
 - Fridge
 - Toaster
 - Kettle
 - Cutlery / Plates / Cups / Bowls



5.0 Site Management

- 5.1 Swuite Bohermore will be managed by an onsite management team Monday – Friday 8.30am-5.30pm (times may vary depending upon services requirements) during the academic semesters. It will be managed full time during the summer period.
- 5.2 The management team will consist of a full-time House Manager, a site maintenance operative and a team of cleaning staff will provide further support. All staff will be employed directly by the ISA Swuite (Bohermore) Ltd and all aspects of personnel management and staff training will be controlled by the relevant human resources department.
- 5.3 During the academic semesters out of hours times will be covered by a concierge and an overnight security professional and retained residential assistants with a mature outlook and who are resident on site and fully trained in health & safety matters. The concierge, security staff will be employed by ISA Swuite (Bohermore) Ltd. Their role will be to provide a visible presence and point of contact for all residents and any other parties / visitors. Together with the House Manager, they will be responsible for dealing with noise and any minor anti-social behaviour and to respond to alarms and any other difficulties so ensuring compliance with any relevant Planning Conditions as well as facilitating good neighbourliness with other local residents. The onsite staff and residential assistants will at all times have access to the House Manager in order to respond to any more serious issues.
- 5.4 Comprehensive training will be given in first aid, fire management and major incident management to all employees in addition to other safety training as required.
- 5.5 The building has been designed with a reception facility adjacent to the main access point to monitor visitors, providing both a visible site management staff presence and a clear point of contact for residents and visitors. Staff will periodically move through the building to provide a discreet but effective behaviour monitoring function that enables inappropriate anti-social behaviour to be proactively managed.
- 5.6 The behaviour of residents and their enjoyment of their stay are influenced by the quality and standard of their living environment with a clean, good quality environment engendering respect for the facilities and their co-residents and appropriate behaviour. In order to maintain a good quality living environment, all communal areas of the building will be cleaned regularly and monitored by CCTV.



- 5.7 All public areas, the basement facilities, the perimeter of the building and all access points are monitored by CCTV to ensure a safe and secure environment for all residents.
- 5.8 Residents are responsible for maintaining the cleanliness of their living accommodation which is achieved through a programme of inspections and guidance from the building management team. All residents, in accepting the offer of residence in Swuite Bohermore, expressly commit to and are responsible for maintaining their allocated suite to an acceptable standard similar to that when they first took up residency.
- 5.9 All student residents will be required to sign a Licence to Reside prepared specifically for use in Swuite Bohermore.
- 5.10 Tourist Visitors will be obliged to observe similar codes of conduct and will be expected to treat the facility as they would any other aparthotel type accommodation.

6.0 Management of Communal Facilities

Swuite Bohermore has a good street presence with frontage to Sean Mulvoy Road and Bohermore. It has been designed and configured to provide the residents with generous communal facilities within the development.

- Management office and Reception area with supervised reception desk positioned at area of maximum pedestrian flows to other ground floor communal areas;
- Landscaped and paved terrace around the perimeter of the building, with seating in private areas for residents;
- Secure bike spaces in the basement;
- Dedicated secure underground car parking for residents and visitors;
- Ground floor 'common' student lounge, vending and games areas;
- First Floor cinema/lounge;
- Second Floor group study/quiet area;
- Laundry room in the basement;

This level of amenity provision is a rich element in helping to provide an opportunity for development of a community within the resident body.



The development of this community helps in creating a sense of “home”, a critical element in proving an exemplar modern scheme suitable for students and also summer tourist visitors.

The proposed communal facilities will require management control and access hours will be controlled by the management.

The limiting of ‘opening hours’ will enable site management to control resident access, therefore reducing potential for inappropriate use.

A refuse and servicing strategy has been developed as part of our environmental strategy. Waste will be segregated and ‘green bin’ system will be included in each apartment and in the basement bin store. All servicing of the site will take place from within the site and it will be the responsibility of the House Manager to ensure the servicing arrangements are strictly adhered to. Waste collection will be managed by the site team and waste disposal will be contracted to a reputable contractor.

7.0 Out of Hours Management

Swuite Bohermore will have an attended main office adjacent to reception and this will be open during normal office hours of 8.30 to 5.30 pm during academic semesters. The House Manager will be based in this office.

Outside of office hours the reception will be attended by the concierge/security officer. The concierge/security officer will be supported by residential assistants who will assist them in managing the facility. The House Manager will be on call to deal with more serious issues or events as they arise.

During the summer tourist period, a duty manager will be on site at all times to ensure that the facility is managed effectively. The duty manager will be based in the management suite at reception.

8.0 Security



Swuite Bohermore will have an extensive CCTV system covering the perimeter of the facility, all access points, the basement carpark and all public areas within the building. The CCTV will be monitored from reception.

A card access system will be used gain access to the building and a dedicated card will be issued to each resident. Each access card will permit access to a specific apartment suite, the main access door, the lift and the laundrette. The card access system will allow management to monitor resident access and can restrict access to certain areas at designated times.

The building will be managed and monitored full time to ensure resident security and safety. Management will liaise with local Gardai to ensure adequate protocol is in place to deal with serious incidents.

All visitors to residential areas of the building must be accompanied by a resident and must sign a visitor register at reception. Visitors are permitted to stay overnight in residents apartments once they sign the visitor register.

Visitors can contact residents via an intercom at the main entrance or reception desk. There is no provision for the resident to open the main entrance door through the intercom system and the resident must come to the door to greet their guest and follow the sign-in protocol.



9.0 Working with the Local Community

Swuite Bohermore is The Iveragh Group's first such facility so we want to ensure that we start as we mean to go on and crucial to this is our relationship with our neighbours and the local community in general. Swuite Bohermore was formerly a vacant office block and for a short time was partly used as a language school. There are commercial units in Block A of the development and we share the access to the basement carpark. The design of the conversion of the building into the student and tourist residence has been completed with our immediate neighbours in mind. Our management team will ensure that our day-to-day impact with our neighbours is mutually beneficial.

Our close proximity to New Cemetery Bohermore requires both our management and residents to be particularly mindful and respectful of how we may impact on each other. For example, we shall endeavour not to arrange busy moving in/out session times of the day when funerals might enter the cemetery.

We will undertake an active participation in the Local Residential and Business Community so that we can inform and be informed on matters relating to our facility in Bohermore.

10.0 Move in/out Process

- 10.1 Swuite Bohermore will accommodate up to 89 students at full occupancy during the term semesters. Their arrival and departures will largely occur within a relatively short space of time in September and May respectively. To ensure that this process proceeds efficiently we have put in place a specific management plan to assist our residents and where appropriate their families.
- 10.2 Applications for places in Swuite Bohermore will open in January of each year (apart from the launch year) preceding a September residency using our online portal. In the summer months, a similar online portal and booking engine will be employed.
- 10.3 Applicants must complete an online Application form confirming their University or college and their unique reference number provided by their college. Details of the student, their year of study and course will be provided. Applicants will be selected and offered residency by the management team applying criteria that will seek an optimum student mix and foster a good community body.



- 10.4 Much of the administrative processes, including the signing of the Licence to Reside and prepayment of rent and certain deposits, will be completed before residency commences. Move in will be at an agreed date and time. Where residents first arrive by car they are directed to our underground car park where there is ample space to unload luggage. Access to the reception is via the stairs or lift. If arriving by public transport or on foot residents can access the reception through the main entrance off Sean Mulvoy Road.
- 10.5 Residents will have access to pertinent information regarding the facility via our website www.swuite.com. This includes details of the facility and how it is managed and operated, advice on living in the facility and local facilities. The management team will work with each resident to ensure that their arrival and check-in is efficient and seamless.
- 10.6 When required, additional staffing support will be provided on key arrival dates to assist an efficient and swift processing of new arrivals
- 10.7 Galway is renowned for its 'social' aspects as well as its academic reputation. At the beginning of every academic year the management team hosts an induction evening in Swuite Bohermore where our residents are given the opportunity to meet and greet one another. The management team take this opportunity to reinforce the ethos of community living and good neighbourliness. They will also give tips and suggestions on how best the residents can enjoy their stay in Galway.
- 10.8 The moving out process will be similarly arranged in advance between the resident and the management team so that final room inspections can be timeously arranged and any traffic issues can be managed.
- 10.9 Check in and Check out of the facility during the summer tourist season will be managed by our onsite team at reception. Check in will generally occur after 2.00pm on each day and earlier by prior arrangement. Check out will occur before 12.00pm on departure day.



11.0 Residents Obligations during the Tenancy

11.1 Tenancy Agreement

11.1.1 On arrival at Swuite Bohermore all residents must sign a Licence to Reside which details the landlord/resident relationship and our obligation towards each other.

11.1.2 The Licence to Reside must be signed by each resident and countersigned as appropriate by the person acting as a guarantor and by ISA Swuite (Bohermore) Ltd.

11.2 Payment of Fees and Charges

11.2.1 Residents must pay all appropriate fees and charges included within the tenancy agreement including booking & safety deposits. First instalment payments are due before the assigned move in date.

11.2.2 Failure to pay fees or charges by their due date may result in a breach of the Licence to Reside agreement and the resident being asked to vacate the residence and leave the premises.

11.3 Code of Conduct

11.3.1 Swuite Bohermore operates a strict Code of Conduct for all residents which is all detailed in the Licence to Reside.

11.4 Resident Discipline

11.4.1 We are committed to being a community in which the views of all its members whether students, tourists or staff are treated with respect. It accepts its responsibility to promote happiness and harmony in the workplace. We strive to generate a working environment in which such values may flourish.

11.4.2 We are aware however that there will be occasions in which such expectations are not met. The purpose of the Resident's Disciplinary Procedure is to outline the process for dealing with allegations of resident misconduct as they arise. The procedure also aims to provide clear and unequivocal guidelines for members of the residence's community to deal with instances of unacceptable behaviour and to reassure them that we will support them in challenging resident misconduct.



- 11.4.3 The Resident's Disciplinary Procedure shall apply to any resident living within the property.
- 11.4.4 The procedure is designed primarily to be educative as opposed to be merely punitive, by assisting residents in understanding and complying with behavioural standards and facilitating improvements where a resident's conduct is not appropriate.
- 11.4.5 This procedure will normally be applied in respect of alleged breaches occurring in, or in the vicinity of, premises owned and/or operated by Iveragh Student Accommodation Ltd / T/A Swuite or any of its subsidiary companies. However, we also reserve the right to take disciplinary action against a resident in respect of any misconduct wherever it may have taken place when that misconduct (a) jeopardises or damages the good name or reputation of Swuite or its partner institutions or (b) raises questions about whether the resident concerned should remain a resident of a Swuite premises because he or she poses a danger to other resident's, the staff, or to the good order of the residence's community as a whole.
- 11.4.6 The overall responsibility for the maintenance of resident's discipline lies with the House Manager, who has delegated authority to members of management staff to deal with instances of resident misconduct.
- 11.4.7 The House Manager has delegated authority to:
- (i) Maintain the policies and procedures and guidance relating to resident behaviour;
 - (ii) Provide advice to colleagues in cases of minor misconduct and act as final decision maker in cases of appeal;
 - (iii) Investigate cases of major misconduct and to issue penalties, as appropriate;
 - Provide the appropriate evidence in support of cases of alleged serious misconduct;
 - Ensure that a standard approach to the consideration of allegations of misconduct is adopted, and that the penalties applied are consistent across its managed premises. This shall include determining, in liaison with partner institutions, the appropriate level at which allegations shall be investigated informed by the respective definitions of misconduct contained in this procedure.



11.4.8 In determining a penalty in relation to major misconduct, the House Manager will normally liaise with the relevant partner institution. However, the final decision on the penalty to be applied remains the sole remit of the House Manager.

11.4.9 The House Manager will offer advice and guidance to staff and residents on the operation and application of this procedure. The House Manager shall also provide training to partner institution staff regarding the application of this procedure to allegations of misconduct.

11.5 Smoking

11.5.1 Smoking is prohibited everywhere within the building. There are designated smoking areas provided within the complex **outside** and residents are requested to use these facilities.

11.5.2 We would ask residents to refrain from smoking at the main entrance to the building.

11.6 Car Parking

11.6.1 Car parking provided in the basement car park for residents of Swuite Bohermore. There are approximately 57 No. spaces.

11.6.2 Residents are not guaranteed a parking space and must advise the management team of their parking requirement prior to arriving at the site.

11.6.3 Parking is permitted in the spaces clearly marked for use by residents of Swuite Bohermore as some of the basement car parking spaces belong to owners/occupiers of the neighbouring commercial units.

11.6.4 The basement car park is serviced by one entry/exit ramp. Residents using the car park must not at any time obstruct the ramp.

11.6.5 Mis-use of the car park may result in resident parking privileges being withdrawn by management.

11.7 Bicycle Storage

11.7.1 There are secure bicycle storage spaces provided in the basement. Students will be able to use one of the secure racks for the duration of their tenancy **FREE OF CHARGE**.



11.7.2 Bicycle storage rack area is accessible through the use of a secure door entry system and is monitored by CCTV.

11.8 Visitors

11.8.1 Students will be permitted to bring visitors into the property however they will be responsible and liable for them whilst they are in the property, including any damage or disruption they may cause. Visitors will be required to sign in and out at reception. Visitors will not be issued with a key and our staff will not provide access to a room for a visitor.

11.8.2 No visitors are permitted access to the common parts of the building, or reception after 11 pm at night, and before 7am in the morning. Unless prior authority has been attained from Swuite management. Residents found to be in breach of this rule may find themselves subject to disciplinary action in line with the residents Disciplinary Procedure.

11.8.3 Where a visitor is found to be in breach of standards of behaviour expected and as detailed in the Residents Disciplinary Procedure, then the visitor will be excluded from the site permanently, and the student responsible for the visitor will be subject to the Residents Disciplinary Procedure, as if they had committed the breach of discipline.

11.9 Laundry

11.9.1 There is a laundry in the basement for communal use by all residents. The laundry is equipped with washing machines, dryers and detergent dispensers.

11.9.2 Entry to the laundry is controlled with the card access system.

11.9.3 The laundry is monitored through the CCTV system.

11.9.4 Rubbish is to be disposed of by placing it inside the bins provided.

11.9.5 It will be advisable that when washing or drying clothes, a certain amount of supervision by the resident should be deployed to ensure they are not handled by others.

11.9.5 Spillages or other health and safety dangers should be addressed immediately by the resident rather than waiting for the next cleaning visit.



11.10 Noise

11.10.1 Between the hours of 11.00 pm and 7.30 am Swuite Bohermore will operate a period of 'quiet hours'. We will ask, and remind where necessary, that residents keep noise to a minimum within the property and also around and about the site and as you leave or return to the property, and to always be considerate to our neighbours.

11.11 Animals/Pets

11.11.1 There will be no animals, except assistance and guide dogs where appropriate notice has been given, allowed in the property.

11.11.2 Such notice should be included in the resident application.

11.12 Personal Belongings

11.12.1 Swuite Bohermore accepts no liability for loss or damage to personal property or to articles of value, except where this arises as a result of negligence by Swuite or any of our employees or agents. Residents will need to have in place an insurance policy that covers loss or damage to your personal property during their stay.

11.12.2 Swuite Bohermore takes theft seriously, and if either a resident (including guest) or our staff suspect theft has occurred, this should be reported immediately to Reception, or through the dedicated telephone line to the Operations Manager, where the suspected incident will be investigated, and if necessary reported to the local Garda station. Our Team will then support the Gardai in any way we can.

11.13 Respect

11.13.1 Swuite Bohermore strives to create an environment in which harmony and enjoyment are the bedrock of our community.

11.13.2 Swuite staff are committed to providing its residents and the other users of the building with excellent customer service and they will be treated with respect at all times. The same level of respect will be expected from the residents and other users of the building in regards to our staff, other guests and the local community.

11.13.3 Physical or verbal abuse of our residents, staff, local community or other guests will not be tolerated. Where a resident or other building user is found



to be in breach of standards of behaviour expected and as detailed in the Residents Disciplinary Procedure, the Residents Disciplinary Procedure will be used to sanction the offending person.

11.14 Alcohol, Illegal Drugs and Other Illegal Substances

11.14.1 We would request that all residents who consume alcoholic beverages to do so responsibly. The consumption of alcohol is not permitted within the common areas of the building unless express written authorisation is issued by the management team and will only be considered in the event of organised communal social events.

11.14.2 Swuite Bohermore operates a zero tolerance on the possession, use, production or distribution of illegal drugs and other illegal substances within our property. Residents, visitors and other users of the building will be asked to leave if found with illegal drugs and other illegal substances.

11.14.3 Where a resident or other building user is found to be in possession, or using, any illegal drugs or other illegal substances they will be considered to be in breach of standards of behaviour expected and as detailed in the Residents Disciplinary Procedure. The Residents Disciplinary Procedure will be used to sanction an offender and their behaviour reported to the local Gardai.

11.14.4 Where a visitor is found to be in possession, or using, any illegal drugs or other illegal substances, then the visitor will be excluded from the site permanently, and the resident responsible for the visitor will be subject to the Residents Disciplinary Procedure, as if they had committed the breach of discipline. Also, the visitor's behaviour will be reported to the local Gardai.



12.0 Management of Health and safety

Swuite Bohermore have prepared a Company Safety Policy and a detailed site-specific safety statement covering all aspects of health and safety impacting on our staff and residents. It will respect all Health & Safety Legislation relating to the facility, how it is used and who uses it.

12.1 Health and safety is a priority and all residents and regular users of the building will be asked to read the health and safety information. To ensure that the building remains safe, we will ask the residents and users of the building to abide by the following:

- no dangerous inflammable or explosive materials (including candles) or weapons should be brought or kept in the property including en-suite bedrooms;
- no candles or naked flames should be used within the property, including en-suite bedrooms;
- no rubbish, bicycles, luggage or other goods are to be left in or on the reception areas, communal spaces (internal and external), corridors, staircases, lift lobby's, entrance halls, laundry, or refuse store;
- clothes or fabrics are not to be hung out of the windows or doors of the property. Wet clothing and laundry is not to be dried within the apartment. The laundry is provided for such purposes;
- the window restricting device limits how far the windows open. It is for safety so must not be disconnected by unauthorised persons;
- the residents and users of the building will be asked to familiarise themselves with the fire evacuation plan and assembly point.

12.2 Prior to arriving at the property Students will be provided with further health and safety information which they should ensure they are familiar with such as;

- time and day for the weekly fire alarm tests
- fire alarm evacuation and assembly points
- avoiding accidental fire alarm activation



13.0 Building Servicing & Maintenance

13.1 Maintenance Activities

13.1.1 This document should be read in conjunction with the building Operational and Management (O&M) Manuals which will be made available at completion of the building. The O&M Manuals will contain detailed information on the servicing strategy for the building, its equipment and building services, including tasks and maintenance / testing periods. This manual will be kept at the management office at reception.

13.1.2 The planned preventative maintenance regime put in place on the site will ensure that where possible servicing, testing and inspection periods for different systems and equipment will be adequately spaced to ensure minimum disruption to residents and staff.

13.1.3 The sub-contractor or service engineer will be required to provide two clear days' notice of the intention to visit site, to ensure no clashes of site attendance occurs.

13.2 Window Cleaning

13.2.1 The external window cleaning and facade cleaning is to be carried from the ground floor up using a specialist company, employed to keep the windows and facades clean of grime.

13.2.2 Windows can be cleaned from the inside and the windows have been specially designed for this purpose.

13.2.3 It is expected that the external windows will be cleaned every 6 months. Where cleaning is carried out adjacent to public rights of way and access routes, appropriate signage will be placed for the safety and welfare of cleaning operatives, staff, students and the public.

13.3 Grounds, soft and hard landscaping

13.3.1 The soft landscaping and planted species used on the site have all been selected for their drought hardy characteristics, and low maintenance.

13.3.2 Soft landscaping is designed, planted and maintained by a specialist landscape contractor.

13.3.3 Hard landscaping seating and benches are provided in certain locations surrounding the building and are all of robust construction.