
Sent: 5/01/2021 1:56:35 PM
Subject: Online Submission

05/01/2021

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RE: DA2020/1027 - 0 Stuart Street MANLY NSW 2095

The Plan of Management dated December 2020 is entirely inadequate for the operation of the Little Manly Beach Kiosk. Firstly it is signed by a person with a signature block stating to be the "General Manager". General Manager of what organisation? There are no contact details. This is particularly important with regards to the Complaints section at Paragraph 11 sub paragraph 1 & 2. Simply having a register as an appendix to the POM does not address the issues that may be raised and there is no explanation by who and how these complaints will be dealt with and then recorded as resolved or escalated.

The POM does not 'demonstrate a commitment by the owner and operator to recognise and address the necessary aspects of the business management including complaints reporting and management procedures and an ongoing review mechanism.'

This is a generic POM.

Parking/transport

Not all staff will travel to the site by public transport. This is patent rubbish!

How will clients be 'encouraged to walk to the site" Again, rubbish!

Odour

The venue already emits odour when cooking. Will the mechanical ventilation be newly installed, or will the current ventilation stack remain? and will it be cleaned regularly, and how often?

How with the use of the venue not give rise to emissions into the surrounding environment?
(see above)

Waste

There is no mention of the café reducing or recycling their waste or adopting the Council policy regarding single use plastic items.

Noise

Reference is made about the staff taking reasonable steps to ensure appropriate behaviour of the customers, however nothing about the noise that the staff themselves might make,

particularly after closing time or after the last customer has been served. Previous complaints have been made regarding staff and loud music after the customers have left the area and the operation hours are extended to accommodate cleaning up.

Complaints

Maintaining a register of 'issues' does not resolve or describe how issues will be resolved and who is responsible for complaints resolution. See above