

PRESTIGE TOWN PLANNING

ABN: 70 646 792 467 www.prestigetownplanning.com.au

Email: admin@prestigetownplanning.com.au Tel: +61 423 438 227



PLAN OF MANAGEMENT

Anytime Fitness Cromer

Unit 9/4-8 Inman Road,
Cromer, NSW, 2099

Lot 1/-/DP1282038

7 November 2023

Prepared for submission to Northern Beaches City Council
by Prestige Town Planning Pty Ltd on behalf of Anytime Cromer Pty Ltd.

Contents

Introduction	2
Purpose of this Plan of Management	2
Anytime Fitness Operation Overview	2
Hours of Operation	2
Staffing	2
The Site	3
Access, Safety and Security.....	4
Personal Access Cards and Safety.....	4
Closed Circuit Television Cameras	4
Safety	5
Noise	6
Operational	6
Member Orientation:.....	6
Gym Rules:	7
Internal and external signage	8
Complaint Resolution.....	8
Maintenance, Cleaning and Waste Management	8
Conclusion.....	10

Introduction

This Plan of Management has been prepared by Prestige Town Planning Pty Ltd on behalf of Anytime Cromer Pty Ltd, aka “Anytime Fitness Cromer” to accompany the Development Application for the change in land use of the existing Unit 9 Tenancy at 4-8 Inman Road, Cromer, NSW, 2099 from a former “Industrial Warehouse” to a “Recreation facility – Indoor” (Anytime Fitness Gymnasium), operating 24 hours a day, 7 days a week, including internal fit-out for the proposed purpose and associated business identification signage.

Purpose of this Plan of Management

The purpose of this Plan of Management is to describe the operational details of the business and outline measures that should be implemented in order to mitigate any potential impacts on adjoining properties. Details in the plan include the number and hours of staff that is to be employed on the premises at any one time, security and access arrangements as well as noise and patron management.

Anytime Fitness Operation Overview

Anytime Fitness is designed to operate differently to a traditional gymnasium whereby the premises are generally much smaller in nature and scale and are accessible on a 24-hours a day, 7 days a week basis. Members can come and go whenever they please with the implementation of unique security access systems. Members are able to let themselves in with a personal access fob and therefore provides a service to those unable to attend typical gymnasiums during their regular business hours. Due to the size, design and general low intensity operation of the Anytime Fitness brand, parking demand is often relatively low.

Hours of Operation

The trading hours of the facility will be 24 hours a day, Monday to Sunday, including all public and bank holidays.

Staffing

The premises would generally operate with a maximum of four (4) staff members (Manager and Assistants).

The facility is to be staffed during the following hours:

- Monday - Friday: 10:00am – 7:00pm
- Friday: 10:00am – 4:00pm
- Saturday: 10:00am – 2:00pm
- Sunday: Unstaffed

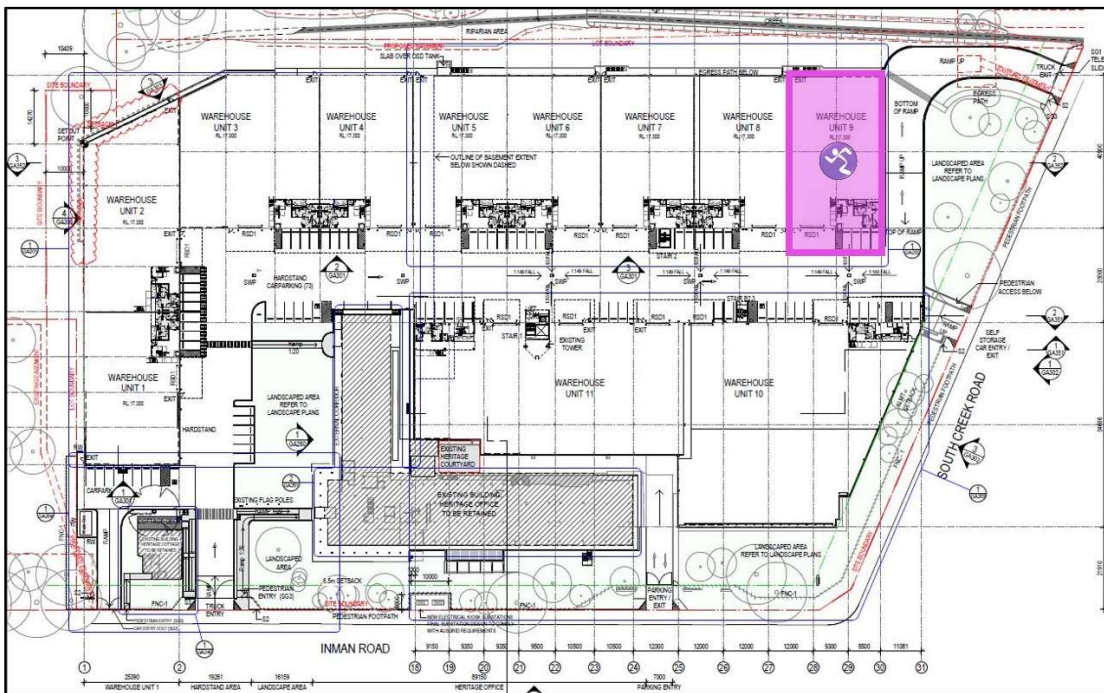
Staffing hours are subject to change as required per market and member demand.

The Site

The site address relates to the existing “Warehouse” tenancy known as Unit 9 of 4-8 Inman Road, Cromer, NSW, 2099 which is registered on Lot 1/-/DP1282038. The subject property is situated on the North Eastern corner of the Inman and South Creek Roads intersection with primary vehicle access provided via South Creek Road. The subject tenancy consists of a Gross Floor Area (GFA) of 1,141m² (including an existing mezzanine floor area of 141m²) and is situated among “Indoor Recreation Facilities”, “Offices” and “General Industrial Warehouses” on the site. The subject property is further positioned within an E4 – General Industrial land use zone pursuant to the Warringah Local Environmental Plan (LEP) 2011. Land uses within the greater surrounds include Cromer Park to the South, Northern Beaches Secondary College to the West, Commercial uses to the North and Medium Density Residential to the East.



Locality Map – NSW ePlanning Portal Spatial Viewer – Accessed October 2023 - Superimposed



Site Plan – SBA Architects - Provided September 2023 – Superimposed

Access, Safety and Security

Personal Access Cards and Safety

Access to the facility by members will be granted through the use of personal access fobs, uniquely assigned to each member. Only patrons with an active membership fob will be able to access the proposed facility outside of staffed hours.

The fob has a unique identity for each member, allowing the tracking of member attendance and preventing access to all non-members outside of staffed hours, with entry being conditional upon an active access fob.

Closed Circuit Television Cameras

A CCTV system will be utilised with continual 24-hour digital video recording and remote viewing capabilities. High resolution cameras will be positioned at the member's entrance with a number of cameras strategically positioned throughout the facility to maximise the observation of access points as well as reasonable locations within the premises. The facility has been designed with the security of members, staff and guests as a top priority and the premises have been designed to securely operate as a 24-hour facility, not requiring staff to be present. This is done by a state-of-the-art system encompassing the use of CCTV cameras, intrusion detection system, remote monitoring, tail-gate detectors and Crime Prevention through Environmental Design (CPTED) design principles. There will be a number of high-resolution CCTV cameras installed throughout the facility. These cameras will cover all areas of the gymnasium - apart from the bathrooms - including the immediate entrance.

These cameras will be continuously recording, and all video recorded will be stored for a minimum of 28-days for review if an incident occurs and needs to be reviewed for investigation. The CCTV footage will also be available to the hired security company as well as the owner of the facility from any computer via a secure log-in over the internet. This offers a great deal of immediacy, be there a security or safety issue at the gymnasium. During un-staffed hours, it is important to note that the facility can be accessed by signed members only who are in possession of an active swipe fob. People who do not hold a membership to an Anytime Fitness club are not able to access the gymnasium outside un-staffed hours. To ensure that active members of Anytime Fitness are not 'tail-gated' by intruders trying to use the facility, or trying to sneak non-members in, a state of the art 'tail gate detection' system will be installed at the member's entrance. This system monitors the entrance to ensure that only one person enters per member swipe. The facility uses laser sensors placed at each side of the doorway to detect the number of people entering.

This works in conjunction with a dedicated high-resolution camera facing the entrance. If a 'tail-gate' is detected the system will set off an alarm to alert the member that they have been followed, the security camera is then triggered to record at a higher framerate to capture clearer video. The security company is then also alerted and will make a visit to the site. This system is in place to ensure the safety of members, and information can be recorded as to show who is in the facility at any given time. Lanyards equipped with emergency buttons are also made available for use by members during all hours of operation.

The emergency button on these lanyards will trigger an alarm and response from the security company to assist a patron with safety or health issues. It is company policy that members must wear one of these devices if they are in the gymnasium alone during un-staffed hours. Members are made aware of this through the induction process as well as signage present through the front entrance. Staff will ensure that these lanyards are always working through routine tests and battery replacement.

There will also be a number of emergency points installed throughout the gym where patrons will be able to activate an alarm and call for help. These stations in conjunction with the personal lanyards, continual CCTV monitoring and recording, the tail-gate detection and the CEPTED principles incorporated into the facility's design, all work in conjunction with one another, ensuring the facility is safe and secure at all times, whether it be staffed or un-staffed. This facility too will offer the latest in all these security technologies.

Safety

The operation of a gymnasium without staff present can lead to perceptions regarding personal safety from injury and health related issues during or post-exercise. Anytime Fitness fully recognises the two issues of health and safety and have put in place a number of measures in order to minimise the occurrence of such issues and to cater for the needs of a member if an issue were to arise.

During late night or early morning hours, it is not uncommon for there to be a single member using the facility. Anytime Fitness caters for people such as shift workers or students who have irregular working hours. Because of this, all fitness equipment has been designed to be operated by its user without the need for a spotter or supervisor. This is a unique feature of all Anytime Fitness gymnasiums and minimises potential issues of personal safety and or injury.

The proposed facility is further equipped with air-conditioning keeping the gym at a constant temperature, with fresh air entering the facility at all times. The controls for the air-conditioning system are located within the manager's office and cannot be accessed by members during unstaffed hours.

In the case of a medical emergency, either through injury or a health problem, there is equipment within the facility to deal with these emergencies. There is a first aid kit on site and all members will be shown the location of this kit when they sign up to the facility.

There is also an Automatic External Defibrillator installed at each Anytime Fitness facility, including this one. There will be simplified instructions on the wall adjacent to the defibrillator detailing how and when to use the machine on a patient with heart ailments. An emergency phone will also be installed in plain view on a wall of the facility. This phone will automatically call the security company when picked up for members to explain the situation and the security company will then engage the appropriate response. This phone will be labelled "EMERGENCY".

Noise

Operational

This section should be read in conjunction with the attached Acoustic Report” provided by Norrebro Design and dated 24 October 2023.

With regards to the audio system, it is confirmed that the facility will not be producing significantly loud music, not internally nor externally. The fit-out of the facility will include televisions with speakers to support the visuals, generating low level background music only and which is to be pre-set to an acceptable volume and locked away within the manager’s office.

In addition;

- Access to the facility outside of staffed hours is limited to members only.
- Data from similar and surrounding Anytime Fitness Facilities during the hours of midnight-0400hrs suggests likely usage to be lower than 1 visitor per hour.
- The data also suggests that numbers are so low that groups of visitors coming and going together, a scenario much more likely to give rise to disturbance, is not likely.

Member Orientation:

In accordance with the Membership Contract, new members will undergo a member orientation session as specified under section 5.3 of the Membership Contract. The following points are covered during this orientation:

- Members are made aware of the need to remain respectful when entering and leaving the gym, especially during the early hours and that the intentional dropping of weights is strictly prohibited.
- Education on the appropriate use of each piece of equipment on the gym floor. This includes the way equipment is used in a controlled manner as to maintain a quiet and courteous environment.
- Weight training is restricted to areas allocated for such use i.e. where appropriate acoustic impact absorbing rubber flooring has been installed.
- Introduction to security systems including education on 24-hour video surveillance for all gym areas both internally and externally as specified under section 6 of the Membership Contract.
- Full overview of Gym Rules and Regulations including penalties, should any rules not be adhered to.

Gym Rules:

In accordance with the Terms and Conditions of the membership contract, patrons must at all times abide by the "Club Rules" as specified under section 5.6 of the membership Contract. Anytime Fitness Cromer will also set out their own gym rules and regulations. Should any member breach these rules, an immediate Membership Suspension or Termination may apply.

These rules and regulations include:

- Members must respect the amenity of nearby uses when entering and leaving the gym, especially during the early hours.
- Under no circumstances are members to loiter outside of the premises and/or within the carpark areas at any time.
- Members must at all-times ensure that equipment is used in a correct and controlled manner so that no unnecessary noise is created i.e., dropping of weights.
- All windows and doors are to be kept closed at all times (other than when patrons enter and exit the premises).
- Clear signage is to be erected at all entries and exists of the facility, reminding patrons that they must not generate excessive noise when entering or leaving the premises.
- Staff are to continuously monitor patron behaviour as to ensure that noise emissions are kept to a minimum at all times.
- The use of low frequency speakers (sub-woofers) is to be completely isolated from building services.
- Internal noise levels from music and exercise activities are to be reduced and kept to an appropriate noise level as to enable speech intelligibility and to ensure that patrons are not required to raise their voices while in the gym.
- 8mm Rubber flooring is to be installed in accordance with the recommendations of the Acoustic Engineers to reduce noise and vibration in areas of the gym where higher levels of impact are expected to occur ie. Free Weights and Functional Training areas.
- The intentional dropping of weights and/or exercises associated with increased noise emissions are strictly prohibited i.e., ball slams etc.
- An internal noise measuring device with indicative sound level display may be installed in an appropriate location within the facility as to warn members and staff that internal noise limitations are being approached.

Internal and external signage

Anytime Fitness Cromer will invest in adequate signage both internally and externally for the attention of all members. The signage would reinforce the need for entering and exiting in a quiet and courteous way and appropriate use of the gym and its equipment.

This includes:

- Appropriate manner in which to use weights and equipment.
- Weight dropping and the use of any weights outside of designated weights areas are strictly prohibited.
- Way finding signage.

Complaint Resolution

Management will maintain a complaint register to record any complaint made by police, Council and/or surrounding business owners or residents and will endeavour to fully address any reasonable concerns expressed by such persons.

Management will endeavour to fully address all reasonable concerns of people in the surrounding area or other third parties without the involvement of Council or the New South Wales Police Service and will meet with any complaints and endeavour to completely address all reasonable concerns. Details of the manager will also be made available for complaints to be directed to.

Details which are to be recorded within the complaints and incident register as to include the following as a minimum:

- Complaint/Incident date and time
- Name, contact and address details of person(s) making the complaint
- Nature of the complaint
- Name of staff member that received and registered the complaint
- Action taken by the venue to resolve the complaint
- Follow up(s) procedure
- Outcome of the resolution

Following the receipt of a complaint of any kind, staff are to consult the remote CCTV monitoring system and access swiping data immediately upon receipt of the complaint as to identify any members and/or staff that may be in breach of club rules. Should a member and/or staff be found to be in breach of club rules, a formal written warning and in person discussion is to be actioned. Should any member and/or staff be found guilty of breaching the club rules on more than one occasion, an immediate suspension of their membership or employment must be processed. In the event of repeat offences, a membership or employment termination must be processed.

Maintenance, Cleaning and Waste Management

It is anticipated that the volume of waste generated by the gym will be absolutely minimal when compared to the current use of the site as an industrial warehouse. Appropriate bins will be provided for patrons throughout the premises and all waste shall be stored in proper sealing containers before being removed for disposal by registered private contractors. Gym equipment will be maintained in good working order and serviced on a regular basis. Any equipment identified as faulty or requiring repair will be removed from use or clearly identified as 'Out of order'.

Cleaning of the premises and equipment will be carried out on a daily basis including the cleaning of all cardio machines, weight machines, showers, toilets and general gym area. Signage will also be placed on the premise indicating to patrons that they must use personal towels and cleaning fluid. Disposable wipes and sanitizer will also be provided throughout the facility for the use of cleaning equipment.

Conclusion

In order to satisfy Council that the facility can operate on a 24-hour basis, the mitigation measures discussed in this report are to be undertaken on a daily basis as to ensure that the proposed development would not adversely affect the surrounding premises in the locality:

These measures include:

- Access, Safety and Security
 - Personal Access Cards
 - Closed Circuit Television Cameras
 - General Safety

- Noise
 - Operational
 - Member Orientation
 - Gym Rules
 - Internal and external signage
 - Complaint Resolution

- Maintenance, Cleaning and Waste Management

Through the implementation of the aforementioned mitigation measures, the facility would not create any adverse impacts for any neighbourhood or surrounding land uses.