

# Plan of Management

## Dee Why Town Centre Site B Level 1 Storage Units

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# 1 Introduction

This Plan of Management provides guidelines and controls for the operation and management of the proposed storage units within the existing shopping centre at 888 Pittwater Road, Dee Why. The site is known as Dee Why Town Centre Site B. The storage units will occupy space at Level 1 of the eastern building currently approved for commercial use. As the landowner has been unable to find a commercial tenant for this space it is proposed to utilise the space for storage cages for residents and businesses in the Dee Why Town Centre.

The Plan sets out the objectives, procedures, guidelines and standards relevant to the ongoing management and operation of the storage facility to ensure the safety and wellbeing of its patrons and staff and to ensure that the activities of the facility have minimal impact on the operation of the shopping centre, its other users and residents of the wider development.

The Plan deals with the following:

- Staffing, security and hours of operation
- Traffic and parking
- Noise management
- Movement of heavy goods
- Cleaning and maintenance
- Waste management
- Complaints handling
- Review and monitoring

The management of the premises will be conducted by the shopping centre's existing building management team (the Operator) and will be in accordance with this Plan of Management.

# 2 Site Details

The Dee Why Town Centre site has frontages to Pittwater Road, Oaks Avenue and Howard Avenue. The site is occupied by a shopping centre and adjoining town square with residential apartments above. Built development comprises two separate buildings (eastern and western building), each with a podium base and residential towers above. The proposed storage facility will occupy space at Level 1 of the eastern building. Other uses at this level include commercial office space, commercial gym and a childcare centre.

The approved Dee Why Town Centre development is as follows:

*“Construction of a mixed use development comprising retail, commercial and residential uses and a child care centre.”*

### **3 Staffing, security and hours of operation**

The storage facility will be unmanned and will be operated by the shopping centre's existing Building Management team. Access to the storage facility will be via glazed security doors, requiring a security access pass to enter. Users will be issued a security access pass by Building Management.

The hours of operation of the storage facility are proposed to be the same approved hours of the Town Centre main consent.

The storage facility is only to be used during the approved hours specified in the relevant development consent. Outside of the approved operating hours the facility will be secured with security shutters. Individual storage units will be secured with padlocks. It will be the responsibility of individual users to secure their storage unit.

Building management will be responsible for opening up and securing the main entry doors to the facility and will undertake routine checks of the facility throughout its operating hours.

### **4 Traffic, parking and pedestrian movement**

Car parking spaces are available within the existing basement areas of the development. A total of 1,035 spaces are contained within the Town Centre development. 523 spaces are allocated for the non-residential uses and will be available to the users of the storage facility.

Users of the storage facility will be given proper instruction on how to access the development's car park and the location of the preferred spaces for use of the storage facility with regard to proximity to Lift lobby B1.

Access to the storage facility will generally be via Lift B1-3.

### **5 Noise Management**

The storage facility will be managed and designed in accordance with any relevant conditions of consent specified in the development approval.

Signs reminding tenants to minimise noise at the entry point will be installed.

Gates and doors will have appropriate soft closing mechanisms to prevent them from slamming will be introduced.

### **6 Movement of Heavy Goods**

A bank of trolleys will be provided within the storage facility to assist with moving heavy items. Users will be required to return trolleys to the storage bay within the premises when they have finished them.

## **7 Cleaning and maintenance**

The premises will be cleaned daily and will be maintained to a high standard in the interests of health and safety. More intensive cleaning will occur from time to time.

Property maintenance will be undertaken in a manner that does not cause offensive noise as defined by the *Protection of the Environment Operations Act 1997*. Maintenance activities will also satisfy the relevant provision of the *Protection of the Environment Operations (Noise Control) Regulation 2008* at all times. Work will occur during daylight hours in a manner that ensures the safe and visually acceptable operation of the shopping centre.

## **8 Waste management**

Waste generated by the facility is expected to be low. A waste receptacle will be provided within premises. Waste will be transported to the dedicated waste disposal areas within the building on a daily basis within the operating hours of the facility by Building Management. End of day cleaning will take place 30-60 minutes prior to closing time.

## **9 Complaints handling**

A complaint's register to record details of all complaints will be maintained by Building Management, and will include:

- The name of the person taking the complaint
- The date, time and nature of the complaint
- The name, address and contact details of the complainant
- The details of how the complaint was handled and what action was taken.

## **10 Review and monitoring**

Building Centre management will undertake ensure that the Plan of Management is reviewed on an annual basis in consideration of feedback from all interested parties. Procedures will be adjusted accordingly.

**Meriton**

**July 2019**