

PLAN OF MANAGEMENT

FOR THE OPERATION OF THE

IVANHOE HOTEL

Nos. 25, 27 & 29 THE CORSO
MANLY

PREPARED FOR

HILROCK PROPERTIES PTY LTD

BY

DESIGN COLLABORATIVE PTY LTD - PLANNING CONSULTANTS

APRIL 2009

REF: 068507.3POM

CONTENTS

PART 1 - PURPOSE	3
PART 2 - USE OF PLAN.....	3
PART 3 - HOURS OF TRADE.....	3
PART 4 – CAPACITY OF THE PREMISES	3
PART 5 – SIGNAGE.....	4
PART 6 - AMENITY OF NEIGHBOURHOOD	4
PART 7 – NOISE	4
PART 8 - BEHAVIOUR OF PATRONS	5
PART 9 – STAFF AND SECURITY	6
PART 10 – DELIVERY AND WASTE DISPOSAL	8
PART 11 – MAINTENANCE	8
PART 12 – REMOVAL OF LIQUOR FROM THE PREMISES	9
PART 13 – FIRE SAFETY AND SAFETY MEASURES	9
PART 14 - AMENDMENT TO THIS PLAN	9

PART 1 - PURPOSE

1. The purpose of this Draft Plan of Management is to establish performance criteria for various aspects of the operations of the Ivanhoe Hotel having regard to the relevant matters under the Environmental Planning and Assessment Act, 1979 and the Liquor Act, 2007.

PART 2 - USE OF PLAN

2. All staff involved with the sale and supply of liquor or security shall be made familiar with this Plan of Management.

PART 3 - HOURS OF TRADE

3. The premises may trade 24 hours per day Monday to Saturday and 5am to midnight Sundays. Subject to the following:
 - i. The first floor bar and outdoor areas shall be closed to patrons between 3am and 7am Tuesday to Sunday and between midnight Sunday and 7am the following day, other than for the purpose of egress by patrons to and from the upper levels; and
 - ii. Entry to the Hotel through the TAB must not be permitted from The Corso between 11pm and 9am the following day.
4. The bottleshop may trade between 9am and 12midnight, daily;
5. The Coffee Shop may trade between 7am and 2.30am the following day, 7 days a week, but from 1am daily, only patrons of the Hotel are permitted to access these facilities;
6. From 1am daily, the Pizza Shop shall only serve patrons of the Hotel and no takeaway service is permitted;

PART 4 – CAPACITY OF THE PREMISES

7. The number of persons within the premises including staff and entertainers shall not exceed 900.
8. The licensee or duty manager shall either monitor the number of persons in the premises or appoint a member of the staff or a security person to do so.

9. During the provision of entertainment the method employed for counting patrons shall be a security guard at the ground floor entrance utilising hand-held counting devices.

PART 5 – SIGNAGE

10. No signs, including banners, shall be displayed on the building or its curtilage without prior consent from Council.
11. The hotel shall exhibit, on an appropriately located sign on the exterior of the building, a telephone number to which any complaints should be directed.
12. The bottleshop must display a sign either internally or externally to the entry which brings to notice that The Corso is an Alcohol Free Zone and that this prohibition will be enforced by Council Rangers and Police. A map is to be noted illustrating the Alcohol Free Zone.

PART 6 - AMENITY OF NEIGHBOURHOOD

13. The licensee shall consider the amenity of neighbours and shall take all reasonable measures to ensure the conduct of the business does not impact adversely on the surrounding area.
14. The licensee will take all reasonable measures to ensure that the behaviour of staff and patrons when entering or leaving the premises do not detrimentally affect the amenity of the neighbourhood.
15. The business shall be conducted in such a manner as not to interfere with, or materially affect, the amenity of the neighbourhood by reason of noise, vibration, smell, fumes, vapour, steam, soot, ash, dust, waste water, waste products, grit, oil, or otherwise.

PART 7 – NOISE

16. The LA10 noise level emitted from the premises shall not exceed the background noise level in any Octave Band Centre Frequency (31.5Hz - 8kHz inclusive) by more than 5dB between 7:00am and 12.00 midnight at the boundary of any affected residence.

17. The LA10 noise level emitted from the premises shall not exceed the background noise level in any Octave Band Centre Frequency (31.5Hz - 8kHz inclusive) between 12.00 midnight and 7:00am at the boundary of any affected residence.
18. Notwithstanding compliance with the above, noise from the premises shall not be audible within any habitable room in any residential premises between the hours of 12.00 midnight and 7:00am.
19. Noise from the external areas of the Hotel will be monitored by staff during the operation of the premises. If detrimental impact to the surrounding area becomes evident, steps are to be taken which ensure that the impact is mitigated to within the relevant standards.
20. Other than for the purpose of ingress and egress the doors to the first floor balcony and windows to the first floor balcony on The Corso façade shall be closed during the provision of entertainment between midnight and 7am the following day.

PART 8 - BEHAVIOUR OF PATRONS

21. The licensee and staff shall take all reasonable steps to control the behaviour of the patrons of the premises as they enter and leave. Security and staff are to remind patrons to leave quietly and not to disturb the peace of the area and its residential neighbours.
22. The licensee and staff shall take all reasonable steps to ensure that there is no loitering by persons seeking admittance to the premises in the vicinity of its entrances on The Corso.
23. The licence attached to the premises shall be exercised – at all times – in accordance with the provisions of the Liquor Act and the following operational practices for the responsible service of alcohol;
 - i. The licensee and managers employed at the hotel shall complete an approved course in the Responsible Service of Alcohol unless they have already completed one.
 - ii. The licensee will maintain a register containing copies of the certificates showing the satisfactory completions of Responsible Service of Alcohol course undertaken by the licensee and all staff required to complete that course. That register shall be made available for inspection on request by a NSW Police officer or special inspector.
 - iii. The licensee shall not engage in any liquor promotion that is likely to promote irresponsible service of liquor.

- iv. The licensee shall not serve alcohol to any person who is intoxicated.
- v. Any person who is intoxicated shall be denied entry to the premises, including to the Cofee Shop and Pizza Shop.
- vi. The licensee will not permit intoxication or any indecent, violent or quarrelsome conduct by patrons on the premises. Any person causing such a disturbance shall be refused service and asked to leave the premises. Any patron whose behaviour is either extreme or repeatedly objectionable may be barred from entering the premises for a period determined by the licensee.
- vii. No person under the age of 18 years shall be admitted into restricted areas of the premises. Production of photographic identification will be required where age is an issue. The only acceptable proofs of age identification shall be:
 - Photo driver's licence;
 - RTA photo ID card; or
 - Current passport.
- viii. Low alcohol beer and non-alcoholic beverages (including water) will be available at all times when full strength liquor is available.
- ix. Food will be available for consumption in the premises.
- x. The licensee will arrange (without charge) for taxis to collect any patron from the intersection of The Corso and Darley Road if requested to do so.
- xi. The licensee will put in place a 'Don't Drink & Drive' scheme and offer free soft-drink to designated drivers.

PART 9 – STAFF AND SECURITY

24. Security personnel are to be stationed at each main entry into the premises and expected to regular patrols of the interior and exterior of the Hotel when on duty.
25. Security patrols are include all toilet areas of the Hotel. It shall be brought to the attention of the duty manager if the toilets are in need of cleaning or any damage has occurred including to any lighting equipment.
26. The Hotel is to provide:
 - i. At least one (1) licensed security guard from 6.00pm on Friday, Saturday and Sunday and from 8.00pm on all other nights to monitor the safety and security of the patrons and premises.;

- ii. One (1) additional guard to attend from 10.00pm on Thursday and from 8.00pm on Friday and Saturday, with a further four (4) guards to attend from 10.00pm and an additional two (2) guards from 11.00pm on Friday and Saturday.;
- iii. Guards shall be positioned on The Corso and also patrol inside the premises. Additional licensed security personnel shall attend the premises, as required, and remain in attendance at the rate of 1 per 100 patrons;
- iv. All licensed security personnel shall remain on duty until half an hour after closing time and all patrons have left the premises;
- v. A log book shall be kept to record all incidents;
- vi. Security staff are to monitor the doors to The Corso with routine patrols every 15 - 30 minutes through the premises; and
- vii. The hotel's policy is to ID any persons appearing to be 25 or under.

27. The licensee shall require any security personnel employed at the hotel:-

- a. be dressed in readily identifiable uniform displaying identification as a security officer and be appropriately licensed.
- b. fill in a time sheet (start and finish times) which is to be initialed by the manager/licensee on duty.
- c. report to the manager/licensee to obtain a briefing on any specific duties to be addressed on the evening before commencing duty.
- d. note details of any incidents which required intervention by security personnel within the premises or in the vicinity of the premises in log books.
- e. ensure that persons entering the premises are suitably attired in accordance with the hotel's dress code which shall require patrons, at least, to be neatly dressed in casual wear, with footwear and to be clean.
- f. prevent any person, detected as intoxicated, entering the premises and bring to notice of the licensee or manager, any person on the premises who might be considered intoxicated.
- g. prevent patrons leaving the premises with glasses or other opened drinking containers.

- h. monitor patron behaviour in, and in the vicinity of, the premises until all patrons have left them, taking all practical steps to ensure the quiet and orderly departure of patrons.
 - i. collect any rubbish on the streets that may be associated with the business.
 - j. co-operate with the Police and any other private security personnel operating in the vicinity of the premises.
28. For the purpose of this plan the term, “the vicinity of the premises” shall be the footpath immediately in front of the Hotel on The Corso and Market Place.
29. The licensee/manager shall maintain and record in the Incident Book, in addition to the matters noted in 27 above:-
- i) any complaints made directly to the management or staff of the hotel by local residents or business people about the operation of the hotel or the behaviour of its patrons; and
 - ii) any visits by any law enforcement personnel noting their agencies, departments, badge numbers, reasons for the visits and results of the visits.
30. The licensee shall make the Incident Book available to Council and the Police at all reasonable times and within 7 days of receipt of a written request from the Council to do so. The licensee and staff shall deal courteously and promptly with any complaint received.

PART 10 – DELIVERY AND WASTE DISPOSAL

31. The licensee shall take all reasonable measures to ensure that deliveries to, and the removal of wastes from the premises are made between 8.30am and 6.00pm seven days per week.
32. All wastes shall be stored in approved containers placed inside the premises before being removed for disposal by Council or appropriate contractors.

PART 11 – MAINTENANCE

33. The premises shall be kept in a clean and tidy condition and regularly maintained to the satisfaction of Council both internally and externally.

PART 12 – REMOVAL OF LIQUOR FROM THE PREMISES

34. The licensee shall prevent patrons leaving the premises with liquor in opened containers, glasses or the like.

PART 13 – FIRE SAFETY AND SAFETY MEASURES

35. The licensee shall install and maintain CCTV cameras to provide surveillance of the interior of the hotel as well as the entries to the hotel and the vicinity of the premises. Monitoring screens shall be installed where the licensee, manager or staff can easily observe them. Digital recordings from those cameras shall be kept for 21 days and shall be made available to the Police upon receipt of a request for access to them.
36. The licensee shall ensure that all essential services installed at the premises and the closed circuit CCTV system are certified annually and shall ensure that they remain in good working order.
37. In the event of any malfunctioning of any essential service or the CCTV system, the licensee shall ensure that it is rectified as quickly as is reasonably possible.
38. A list of the telephone numbers of all relevant emergency agencies shall be kept near all telephones.
39. All managers and other permanent staff shall be made aware of fire safety requirements and the procedures to be followed in the event of an emergency at the premises.

PART 14 - AMENDMENT TO THIS PLAN

40. If, in circumstances where experience shows that it is reasonable or desirable to modify any provision of this plan for the better management of the premises in accordance with industry standard or best practice, subsequent to that modification, Council and Police will be provided with a modified Plan of Management.