

Plan of Management

BOARDING HOUSE DEVELOPMENT

BOARDING HOUSE / CHURCH / COMMUNITY FACILITIES

28 FISHER RD / 9 FRANCIS ST, DEE WHY, NSW

JULY 2020

1. PREMISES

This Plan of Management relates to the boarding house premises at 28 Fisher Rd / 9 Francis St, Dee Why.

The boarding house accommodation contains 80 rooms, including 58 accessible boarding rooms and 1 room for the boarding house manager, a communal living room and common open space, motorcycle and bicycle parking and a car parking space for the boarding house manager. Each boarding room includes kitchenette and en-suite facilities.

2. AIMS AND OBJECTIVES

This Plan of Management seeks to minimise the environmental impacts associated with the ongoing use of the boarding house located on the subject property, particularly the potential impacts on the surrounding residential properties.

The objectives of the Plan are to:

- Detail the responsibilities of the boarding house manager.
- Ensure that an acceptable level of amenity is maintained to nearby residential properties.
- Ensure that appropriate measures are implemented to maximise the safety and security of residents.
- Detail the process for the reporting, recording and management of complaints associated with the operation and management of the boarding house.

A copy of this Plan is to be provided to each boarding house resident and made available to all persons involved in the operation and management of the premises. The Plan of Management must also be available for viewing in the communal living area of the boarding house.

3. MANAGEMENT

The boarding house is to be managed by an onsite manager appointed by the owner.

The manager shall be responsible for the operation, administration, cleanliness and fire safety of the premises, including compliance with all conditions of this Plan and any conditions of the Development Consent related to the operation of the boarding house.

The manager will be responsible for ensuring the House Rules are adhered to. If any lodger does not respect the House Rules this will be cause for termination of use.

At no time is any room to be advertised as or made available for short stay accommodation such as that associated with backpacker hostels, motels, hotels, or the like.

The boarding house manager must have appropriate qualifications or be adequately trained to perform the required duties.

Contact details for the boarding house manager must be made available to all tenants and displayed on a notice board in the communal living room.

Each lodger of the premises is required to sign an Occupancy Agreement and House Rules Agreement upon occupation of the boarding house.

The manager will require a photo ID (e.g. typically either passport or driver's licence) for all lodgers. Where the person is an Australian resident and does not hold a driver's licence then alternative ID which may not hold a photo can be accepted.

Upon arrival lodgers will be issued with an information sheet. This document will provide general information about the premises including the boarding house managers details, house rules, after hours contact details, emergency contact numbers for essential services such as fire, ambulance, police and utilities such as gas, electricity and plumbing as well as a note that there is residential development in the vicinity and that lodgers need to take the neighbours interests into account when leaving and entering.

All lodgers are to be provided with a pamphlet outlining the fire evacuation procedures for the boarding house. The pamphlet is to contain details of the fire exits, fire hydrants and fire warning devices installed in the boarding house.

All lodgers will be registered in an electronic accommodation register. This register will provide details of the length of stay and the maximum number of all lodgers in each room. The register will be made available immediately upon demand at the request of Council and/or the Police.

The site management will be responsible for the logging of any complaints in a "Complaints and Incident Register" and the resolution of those complaints which is also to be documented. The Complaints and Incident Register will be made available immediately upon demand at the request of Council and/or the Police.

The premises will be checked yearly to ensure that fire safety and essential fire safety measures in the building are maintained and that all required exits and egress paths are clear and free of obstructions.

4. HOUSE RULES

House rules will be displayed at entrance of the property, behind each entry door of each room and in all indoor and outdoor common areas. House Rules as well as the Occupancy Agreement will be signed by each lodger on initial entry to the property. No signature, no entry policy applies.

Lodgers are to respect other lodgers and neighbouring residents and to keep noise at a reasonable level.

5. BOARDING ROOM OCCUPANCY

All rooms are double rooms permitting a maximum of two (2) adult lodgers. A total of 160 lodgers and one boarding house manager can be accommodated.

6. VISITORS

Any lodger inviting guests to the premises must take full responsibility for them and their behaviour. Visitors must obey the rules of the boarding house.

7. USE OF OUTDOOR COMMUNAL AREA

The use of the outdoor communal area shall be restricted to between the hours of 7:00am and 10:00pm daily. No amplified music is permitted at ANY time within the outdoor communal area.

8. SAFETY AND

SECURITY Access to Premises

Arrangements for initial access to the premises will be through the Boarding House Manager.

Access to Entrance

Access to all rooms will be controlled via key provided to each lodger. Access will not be possible without the key.

Perimeter Lighting

Perimeter lighting shall be provided to ensure that there are no areas of concealment when entering or leaving the property.

9. ROOM FURNISHINGS

Combustible furnishings and fittings, such as lounges, desks and display boards are not permitted in public corridors and egress routes from sleeping rooms as they may restrict the safe means of egress from the building and reduce the level of fire safety in the building.

The premises will be checked regularly to ensure that fire safety and essential fire safety measures in the building are maintained and that all required exits and egress paths are clear and free of obstructions.

10. WASTE POLICY

Behind each room door there will be a sign encouraging guest to recycle. The bins in the waste bin area will be separated for:-

- Paper, cardboard;
- General waste; and
- Aluminum cans, glass and plastic bottles.

11. MISCELLANEOUS

Access Key

The access key to the boarding house shall not be given to anybody other than the occupant(s).

Alcohol

Alcohol is not permitted to be consumed in the indoor or outdoor communal areas.

Smoking

Smoking will not be permitted indoors.

Drugs

The boarding house policy is that the use, sale or possession of illegal drugs or any suspicion of such acts being performed in or about the premises or any person found using drugs shall be immediately reported to the Police.

Misconduct

Any lodger failing to observe the rules and any cases of serious misconduct will be dealt with by the boarding house manager who may require the lodger to vacate the premises.

Examples of serious misconduct include, but are not limited to: drug or alcohol abuse, sexual, racial or religious harassment, theft, or violence. Lodgers are instructed to call the police if the boarder is performing illegal acts on the property.

Visitor Policy

Any lodgers inviting visitors to the premises must accept full responsibility for them and their behaviour. In the event of any serious misconduct by the visitor of a lodger, the lodger may also be asked to vacate the premises and be asked to pay for damages, where required.

Noise

Live music will not be permissible on the premises at ANY time.

No amplified music is permitted at ANY time within the outdoor communal areas.

Recorded and/or amplified music is permissible indoors during daylight hours between 8:00am and 8:00pm Monday to Thursday and between 8:00am and 10:00pm Friday to Sunday.

Disposing of Waste

Lodgers are to ensure all rubbish and recycling is to be deposited within the respective bins provided in the waste storage area.

Pets

No pets are allowed within the boarding house at ANY time.

Nuisance

The carrying out of activities likely to cause a nuisance to other lodgers, the management or neighbours will not be tolerated. This may include, but not limited to theft, use of illegal drugs, violence or noise generating activities outside permissible times.

Any lodger failing to observe the rules and/or involved in serious misconduct will be dealt with by the boarding house manager and may result in the termination of the occupancy agreement.

12. CONTRACT CLEANING AND MAINTENANCE STAFF

The Manager will be responsible for the ongoing cleaning of common areas of the premises on a regular basis.

The garbage storage area for the boarding house is located on the ground floor adjacent to the two car parking spaces and will be maintained by or on behalf of the boarding house manager and will be washed down on a weekly basis in order to maintain cleanliness.

Common areas and the laundry facilities shall be appropriately constructed, maintained and controlled against vermin. These areas shall be regularly inspected by an authorized pest control company once every 12 months.

Building maintenance/repairs is to occur when required.

13. FIRE

SAFETY Evacuation

Plan

Building layout indicating, position of lodger rooms relative to the rest of the development, location of fire exits and firefighting equipment and emergency evacuation procedures shall be displayed in all rooms and common areas.

Maintenance

Emergency systems are maintained as part of a maintenance contract by a qualified company. All equipment will be tested and checked in accordance with the relevant Australian Standards. Any faults are documented and rectified immediately.

Annual Certification

Annual certification of Fire Safety Equipment and preparation of the Form 15a is carried out by a fire consultant. Annual certification required of any of the equipment is overseen by the owners.

14. OCCUPATIONAL HEALTH AND SAFETY REQUIREMENTS

The Manager and staff must be aware of their responsibilities under such legislation as the Work Health and Safety Act 2011, Work Health Safety Regulation 2011 and the Innkeepers Act 1968.

The WorkCover website lists the Act and Regulations and other helpful information – visit www.workcover.nsw.gov.au for boarding houses NSW.

The following safety guidelines will be observed in the premises and employees must abide by them:-

- All hazards (e.g. broken chairs, loose carpets, missing lights) should be removed, repaired or replaced in consultation with the Managing Agent;
- No item of plant or machinery may be operated unless the safeguards provided are correctly in place, secured and operating effectively and the staff member and/or contract services personnel have been trained;
- Dangerous chemicals are to be handled properly, labeled (MSDS), and locked in a secure storage area when not in use;
- Work areas are to be kept clean and tidy;
- Passageways and aisles are to be kept clear at all times;
- Materials or products are not to be stacked higher than what is considered to be safe;
- Rubbish bins must be used to dispose of all rubbish;
- Excessive alcohol consumption or drugs not prescribed by a doctor are forbidden on the premises; and
- All no smoking rules are to be observed.

15. STORAGE OF CHEMICALS

All chemicals and other substances stored for use in workplaces will meet the requirements of certain Acts and Regulations. Chemicals or substances that are labeled Hazardous Goods will have a Materials Safety Data Sheet on site.

All hazardous chemicals/substances are to be securely stored when not in use.

16. PUBLIC LIABILITY

The owners will maintain a public liability cover of \$10 million.

17. COMPLAINTS AND INCIDENT REGISTER

Management must maintain a 'Complaints and Incident Register'. The register will contain:-

- Complaint/Incident date and time
- Name of person/police/council making the complaint or notifying of the incident
- Contact details
- Nature of the complaint/incident
- Action taken (by whom and when)
- Outcome and/or further action required An

'Incident' includes:

- a. any breach of this Plan; or
- b. any complaint by any person about the operation of the Premises; or
- c. any event that may cause alarm or concern to residents or persons passing or in the vicinity of the Premises as a result of the conduct or act of any person identifiable as a client of the Premises at that time.

When an incident is reported the person reporting details of the incident will be advised that an incident may be reported on a confidential or non-confidential basis and that confidential records will be made available to the City of Sydney Council and the NSW Police and any other person required by law and that non confidential complaints will be made available to the City of Sydney Council, the NSW Police, any other person required by law as well as residents who live within 100 metres of the premises who wish to inspect the Complaints Book.

The Complaints Book must be updated within 24 hours of any incident.

Management must request contact phone numbers to record in the Complaints Book so concerns can be followed up if necessary.

Management shall be available at all times to deal with any incident as to the operation and management of the premises. Any such incident shall be dealt with as soon as possible.

If an incident relates to noise, the Manager must:

- a. rectify the situation immediately.
- b. contact the individual who reported the incident to verify that the problem has been addressed.
- c. take all reasonable steps to stop or reduce the source of the noise to prevent future occurrences.

Management must review the Complaints Book regularly and where appropriate amend operating procedures so as to eliminate the possibility of the incident recurring or to minimise the impacts of the incident should it recur.